



DRIVER CERTIFICATE OF PROFESSIONAL COMPETENCE
THE PROFESSIONAL BUS DRIVER

SESSION 2

**DRIVER
CPC MODULE
NUMBER**

6.3



SESSION 2 OBJECTIVES

Objective heading

Interacting with passengers.

Directive text

Managing conflicts between safe driving and other roles as a driver; Interacting with passengers; Know the regulations governing the carriage of passengers; Carriage of specific groups of passengers; Safety equipment on board buses; Behaviour of the driver and company image; Importance for the company of the standard of service provided by the driver; The roles of the driver; People with whom the driver will be dealing; Vehicle maintenance; Work organisation; Commercial and financial effects of a dispute; Know the economic environment of the carriage of passengers by road and the organisation of the market; Carriage of passengers by road in relation to other modes of passenger transport; Different activities involving the carriage of passengers by road; Crossing borders (International transport); Organisation of the main types of companies for the carriage of passengers by road.

Training Aim

As a result of this training the driver will understand

1. How to deal with different types of passengers.
2. How to conduct daily walkaround vehicle checks
3. Implications of the CVRT test
4. How to use safety equipment on board buses.
5. How to ensure personal and vehicle security.
6. How to deal with criminality and trafficking in illegal immigrants.
7. The legislation, protective measures and responsibilities of the driver and of the transport company in relation to passengers.

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SECTION A – MANAGING CONFLICTS BETWEEN SAFE DRIVING AND OTHER ROLES AS A DRIVER

Bus drivers need to be safe, considerate and courteous, while at the same time making sure they're keeping to their timetable. Bus drivers have their own problems to cope with – looking after the safety and comfort of their passengers is an important part of the job, while contending with keeping to schedule, coping with busy traffic conditions and inconsiderate behaviour by other road users.

Factors that can have an impact on your role as a driver

- Driving to schedule
- Hurrying boarding/alighting of passengers
- Loading and unloading of luggage
- Follow procedures correctly
- Fatigue
- Completion of daily walkaround checks

A key point to bear in mind is that Section 40 of the Road Traffic Act 1994 (amended) requires a driver to carry their Driving Licence at all times when driving. The driver should also carry their tachograph card or charts, their CPC card, and is obliged to ensure that the vehicle has a current CRW (Certificate of Roadworthiness) and that a current tax and insurance disc are displayed. The driver is also responsible for the safety of passengers and for allowing the carriage and stowage of any items taken inside the bus and is at liberty to refuse to allow passengers to take unacceptable items onto the bus.

Driving to schedule

Driving to a schedule is commonly found among drivers within the passenger transport industry. When driving to a schedule you may find yourself under pressure to rush. Rushing is a major cause of conflict with safe driving, and you should resist the temptation to hurry. Do not become impatient.

Hurrying loading/unloading passengers

It is the drivers responsibility to ensure that their passengers have a safe and comfortable trip. This includes their boarding and alighting - these processes need to be as smooth as the journey. To ensure that the loading of passengers is being done safely and correctly, you should always be conscious of the needs of passengers with a disability and the challenges they may face when using the service. As a driver, you should provide a service which is supportive and understanding of people with a disability. Some passengers may be hard of hearing

or be visually impaired, and may not be able to see or hear when the bus is approaching.

Remember that all disabilities may not be immediately obvious.

Gaps between the bus and the kerb should be avoided where possible as many passengers may find it hard to board the bus if it is stopped too far away from the kerb. As passengers board you should look directly at them as you speak. Many people appreciate this and it makes them that bit more content on their journey. You should allow a few extra moments after the passengers have boarded to let them get themselves seated comfortably.

Loading of luggage/goods

The driver is responsible for correct load distribution and for ensuring that luggage is loaded and unloaded safely and correctly. The loading of luggage should not be hurried; it should be carried out carefully and properly, as it may result in injury or damage. The following are general guidelines for lifting luggage:

- Think before you lift/handle: Plan the lift, where is it to be placed? Do you require assistance with it and can handling aids be used? Any obstruction that may be in the way needs to be removed.
- For as long as possible while lifting keep the load close to the body. The heaviest side of the load should be kept closest to the body. If it is not possible for a close approach to the lift, attempt to slide the load towards you before trying to lift it.
- Adopt a stable position: Your stance should be steady, feet apart with one leg slightly forward to maintain balance. You should be prepared to move your feet during the lift to maintain stability.
- Get a good grip:
- Start in a good posture: At the start of the lift, a slight bend of the back, hips and knees is preferred to fully flexing the hips and back.





- **Avoid twisting or leaning sideways:** You should keep your shoulders level and facing in the same direction as the hips. When turning you should do so by moving your feet in the direction you wish to turn rather than twisting your hips.
- **Keep your head up:** Once the load is being held securely you should be looking ahead and not down at the load.
- **Move smoothly:** The load should not be jerked as this can increase the risk of injury and can make it harder to keep the load in control.
- **Don't lift or handle more than can be easily managed:** What people can lift and what is safe for people to lift are completely different. If you are in doubt you should seek assistance.
- **Put down then adjust:** If you need to position the load in an exact location, the load should be put down first and then you should slide it into the desired position.
- **Drivers should use any lifting equipment or trolleys which are available to assist with the loading or unloading of luggage.**

When loading or unloading luggage, awareness of other traffic should be kept in mind. Drivers should always wear Hi-Viz wear when interacting with other traffic.



Following procedures correctly

You must also ensure that during normal operation and abnormal or emergency operations that you as the trained professional follow the correct procedures at all times, providing leadership to your passengers and an example to your fellow professional drivers. The safety of your passengers is in your hands.

Driver Fatigue

Be aware of the onset and dangers of driver fatigue, which is a condition that can affect and impair the ability of all drivers of any type of vehicle.

Driver fatigue reduces the ability to concentrate, impairs vision and other senses, increases thinking time, slows physical reactions, increases difficulty in making decisions, and makes drivers irritable and less tolerant of other road users and passengers.

If you lose control of your vehicle and crash as a result of driver fatigue, you may be prosecuted.

See the following link for further information on fatigue: www.rsa.ie/currentcampaigns/driverfatigue

Completion of daily checks

It is up to each professional driver, as well as the vehicle owner, to make sure that your vehicle remains roadworthy by making daily checks. You need to inspect your vehicle regularly. The following checklist may be useful to use when undertaking these checks:

- Pre-trip inspection
- Daily checks
- Around the vehicle

Record and report any defects in accordance with the employers defect reporting system. Remember, any safety critical items must be repaired or the vehicle must be taken out of service. Records of all checks, repairs and services should be kept for the vehicle. Analysis of the records may highlight a pattern or history to the vehicle regarding reoccurring defects or poor maintenance. Individual company policies should be followed in all cases. Vehicle checks are a dual responsibility to record and report defects.

Ensure that you have at least 1 red reflective warning triangle, and that the emergency doors are unlocked. Ensure that the legal lettering – the unladen weight and the gross vehicle weight – is prominently displayed on the side. Ensure also that the maximum number of passengers per deck is clearly visible. You should also ensure that the fire extinguisher is fully serviced, the First Aid kit is fully stocked and in date, and the emergency hammer is readily accessible in case a window has to be broken to allow emergency evacuation.





You must ensure that all checks are completed and where appropriate that any ticketing and revenue paperwork is completed as per procedures. These daily checks need to be carried out before you set out on your journey. These checks need to be carried out regardless of running late against the schedule. The safety of your vehicle and your passengers is in your hands.

External check: See the sample Checklist on page 12 for a full list of what needs to be checked during an external check of your vehicle. Some examples include a flat tyre, incorrect loading, damaged suspension, cracked or broken lights, reflectors, indicators, damaged panels, windows or mirrors.

Vehicle damage: See the sample Checklist on page 12 for a full list of what needs to be checked during an external check of your vehicle.

Leaks: Check under the vehicle for signs of any leaks of oil, coolant, grease or fuel.

Area check: Check for objects lying around on the ground near your vehicle, which could damage it when you move off. Check above too, for wires, low branches, etc. Also check for things that might damage the vehicle, like boards with nails on the ground.

Wheels and rims: Check for rim damage on each wheel. A bent or damaged rim might cause a tyre to lose pressure or come off the rim.

Visually Check wheel nuts: If any are missing, the vehicle should not be put into service. Check if any of the wheel nuts are loose and for any rust streaks. Also, visually check the wheels for signs of leaks from wheel bearings and seals. Spilled or leaking grease can cause a fire or wheel to lock. Additional measures may need to be taken where wheel embellishers are in place.

Tyres: Check all tyres for tread wear, damage and proper fit. Worn tyres may blow-out. They make it harder to stop on slippery roads. Worn front tyres may cause loss of steering control. They may also cause your vehicle to aquaplane, where the tyre loses contact with the road. It is hard for the driver to recover from this. Worn tyres also cause loss of braking efficiency.



Tyre pressure: Check the tyre pressures with a gauge. Thumping and kicking will not help you to find out if a tyre has low pressure. Low pressure on steering axles makes steering harder and not as safe as it should be. Low pressure causes heat build up in tyres. Low pressure in dual tyres can cause them to rub together at the bottom and start a tyre fire or cause a blow-out.

- When checking tyre pressures using a pressure gauge and if inflating a tyre always use an airline fitted with a pressure gauge.
- Airlines connected to tyre valves must never be left unattended.
- Always check the appropriate pressure for your vehicles tyres. Incorrect tyre pressures can increase fuel consumption and maintenance costs.
- Always check tyre pressures in accordance with the manufacturers specifications.

Spacing between dual wheels: Check the space between dual wheels. Rocks or mud caught between the wheels can unbalance a wheel and damage the tyre tread and wheel bearings. These rocks can be thrown out later and damage your vehicle and other vehicles.

Fuel system: Check that fuel tanks are firmly attached. Test fuel caps by hand to make sure they are properly closed. Check for leaking fuel.

High Pressure Fuel Injection Systems: When opening the bonnet or engine cowling drivers should be aware of the dangers associated with High Pressure Fuel injection systems on modern vehicles. There is a risk of fire or of personal injury due to the presence of high pressure atomised fuel.

Engine Checks: Before opening the engine cover, exercise extra caution and ensure that the engine is switched off, the parking brake is applied and the engine has cooled down. Beware of fans, pulleys or belts that may still be running or which may come on without warning.





First, visually check the engine area for signs of damage and problems with the engine, steering mechanism and suspension, then go through this checklist.

Fluid levels: Check crank case oil, radiator coolant, and windscreen washer fluid. Check fluid level in automatic transmission and top-up if required. Visually check the level of AdBlue in the reservoir or by the gauge on the instrument panel. Top up all fluids if necessary. Refer to the manufacturers handbook for the correct types of fluid specifications as different types of fluids may not be compatible and may cause damage. (Remember also to check the fuel gauge).

Leaks: Look for signs of leaks of oil, water or brake fluid. If there are leaks, have them checked before you leave.



Electrical system

Visually check for loose or chafed electrical wires and get them fixed before you leave. Check the system warning panel, dials and gauges.

Brakes

Hydraulic Brakes

The basic idea behind any hydraulic system is that force applied at one point (e. g., the brake pedal) is transmitted to another point (e. g. the wheel brakes) by using an incompressible fluid. If brakes are hydraulic, check the master cylinder fluid level. If it is low, check for leaks. Close the engine cowling securely, locking it in position.

Air brakes

On air brake systems, be aware of visual and audible warnings, and ensure the air pressure gauges are operative and charged as per manufacturers instructions.

The braking systems on heavy vehicles use compressed air to apply and release the brakes.

The main components of the foundation air brake system are:

Air compressor: pumps air into storage tanks to be used in the brake and auxiliary system.

Air dryer: a filtration system which removes moisture and contaminants from the compressed air.

Air compressor governor: controls the cut-in and cut-out point of the air compressor.

Air reservoir tanks: hold the compressed or pressurised air.

4 Way Protection Valves (multi circuit protection valve): splits the air coming from the compressor in 4 ways – supplies the primary brake circuit; then secondary brake circuit; ancillary systems including air suspension and finally to the parking brake circuit.

Drain valves: release valves in the air tanks used to drain the air.

Foot valve (brake pedal): when depressed the brakes are applied.

Load sensing valve: adjusts the brake pressure relative to the load being carried.

Brake shoe: steel mechanism with a lining that causes friction against the brake drum.

Spring Brakes: are often used to apply the brake whereas the air disengages the brake.

Disc Brakes: most modern buses and coaches are equipped with disc brakes. These incorporate callipers, discs and brake pads.

For all vehicles check

- Parking brake. Try to drive forward in low gear. The vehicle should not move. Do not put too much strain on the clutch/transmission.
- Full service brake check. In 1st gear, move forward at no more than 5km/h and apply the brakes firmly. If the brakes feel soft and slow to respond, or pull to one side, they need attention from a mechanic.

Radiator Safety

It is the responsibility of the driver to check the level of coolant in the radiator as part of the daily vehicle checks. Always refer to the manufacturers handbook. Some vehicles usually only require the driver to check the coolant level by looking at a coolant level indicator through a viewing window in the vehicle body. With some vehicles it is





sometimes necessary to remove the radiator cap and visually check the coolant level. Always take care if the radiator requires topping up. Normally, when the engine is cold, the cooling system is not under pressure but in the interests of safety, always open the filler cap at arms length while facing away from the radiator. Sometimes a small amount of pressure can cause coolant to spill out. Cooling systems operate at high temperature under high pressure.

Extreme caution is required at all times to avoid burns or scalding when opening a hot radiator or coolant reservoir, as steam or boiling liquid can escape under high pressure even if the cap is only partially released.

Primary controls

With the engine still running, check the following:

- Steering wheel for any slackness.
- The clutch. Press the clutch until you feel a slight resistance(some free play is normal) too much or too little free play may make it hard to change gears, may cause gears to clash and could cause transmission damage.
- That the accelerator and brake are operating properly.

Checking safety equipment

Vehicle entry: Check that everything is serviceable. For buses, check hand rails and operation of all doors, including emergency exits. Also check that wheelchair access ramps and lifts are in good working order.

Emergency and safety equipment;

Where applicable, make sure you have all the statutory equipment, including;

- Fully charged serviceable fire extinguisher;
- Fully stocked First-aid kit;
- At least one red reflective triangle;
- Seat belts, where fitted, in good order and easy to get at;
- Safety hammers.



Secondary controls

Check the following:

- Operation of windscreen wipers and washers;
- Interior and dashboard lights;
- Horn;
- Indicator lights for left and right turn signals, hazard warning lights, and high beam indicator;
- That the cabin is clear of rubbish which could wedge under foot controls or hinder your movements. Make sure all loose equipment is stowed away;
- That the low beam, hazard warning lights, number plate and running lights are working.
- Switch headlights to high beam and check them;
- The brake lights (ask someone to check outside for you while you put your foot on the brake pedal);
- Lights. Wipe dust and grease from all lights and reflectors. It's easy to check that all your lights are working, with the help from a colleague or other drivers at your stops;
- Switch lights off before replacing any defective bulbs. Xenon Headlight units should only be changed/repared by a competent person due to the danger of electrical shock from a stored residual charge in the unit. When one Xenon unit blows, both must be replaced.

220 volt Inverter: Drivers of Vehicles fitted with a 220v inverter should be aware of the associated dangers and always check the condition of the 3 pin plugs for customer use.





These are fitted to facilitate the use of an electrical device such as a laptop or mobile phone, etc.

They should also know the location of and how to operate the ECB Electric circuit breaker/main switch and the reset procedure.



Example of on-board inverter.

Mirrors and glass: Check that all mirrors that should be there: are there; are aligned properly and are securely mounted.

- Clean all windows – including on the inside - and mirrors.
- Check that your view of the road isn't obscured by: damaged glass; discoloured glass or obstructions (stickers, etc.). Check that the side windows are not damaged or discoloured in a way that obscures your view to a mirror.
- Check that all lenses, including the reflectors are present, not dirty and are the correct colour.

Engine start up: Before starting up the engine check that the parking brake is on. Read the vehicle manufacturer's handbook and follow the start up procedures for your vehicle. Start the engine and let it idle until full oil pressure shows on the dashboard gauge.

Instruments and gauges: With the engine running, check all instruments and gauges:

- Oil pressure gauge should begin to register within a few seconds of starting the engine and then gradually rise to normal position.
- Amp meter or volt meter needle should flutter and then show charge or + on the dial.
- Check all visual and audible warning devices, dials and gauges.
- Check the switches and signal lamps for the vehicles defroster, heater fan and air conditioner

- If a warning light comes on – or fails to extinguish after the engine has been started – you should stop the vehicle as soon as possible in a safe place. Many warning lights are specific to the vehicle make or model. The vehicle handbook should provide an explanation of their meaning and what action to take.
- If the main RED systems warning lights come on, the vehicle should be brought to a stop as soon as possible in a safe place and the engine switched off. Continuing to drive with the main RED systems warning lights illuminated may place you, your passengers, the vehicle, and other road users in danger. Once the safety of the passengers and vehicle have been secured you should call for assistance.
- If an AMBER warning light comes on, pull in as soon as you can do so safely to identify the nature of the warning light information. You should normally continue on with your journey, while continuing to monitor the warning light status. It may trigger a RED warning light. If on a Motorway, pull in at the next service station or lay-by.
- All faults should be repaired as soon as possible and should be noted on the drivers Defect Report sheet.

Cockpit drill

Check that:

- The parking brake is applied and the engine is not running.
- The gear selector is in the Neutral position in a manual gearbox vehicle or Park/Neutral in an automatic vehicle.
- The driving seat is correctly adjusted so that you can sit with the correct posture, reach all the controls comfortably, take effective observations and the seat belt is fastened. You should ensure that no items are attached to or hanging from the interior mirrors or windscreen which could block views.
- All interior and exterior mirrors are clean and correctly adjusted.
- Gauges, Dials and the systems warning panel are working correctly.
- The doors are working correctly and are closed before moving off.





Before starting your journey, make sure you know and understand the following:

- You have sufficient fuel for your journey.
- Controls: where they are and how they work. (Including emergency door controls).
- Vehicle size: it's width, length, height and weight.
- Handling: the vehicle's characteristics.
- Brakes: whether ABS brakes are fitted.
- Safety systems fitted to your vehicle, e. g., Stability control, fire suppression, etc.
- What auxiliary braking system may be fitted to your vehicle

Unintended acceleration

This can happen when the driver takes over a vehicle already in service or when the driver has left the vehicle cab, even for a short time with the engine running, then returns to resume driving, or is undertaking a slow speed manoeuvre.

Always apply the handbrake, select neutral gear and switch off the engine when parked. In order to help prevent unintended acceleration, every time you get into the vehicle you should carry out the cockpit drill.

Emergency controls

Drivers should be familiar with the location of emergency engine switches and the location of the emergency door controls, escape routes, and the location of vehicle batteries, particularly when there are 2 sets of batteries in newer type vehicles, one for the starting circuit and one for the auxiliary circuit.

Drivers should know the location of and how to operate emergency isolation switches and electric main switches and be aware of emergency systems

fitted to different types of vehicles, including Hybrid & Gas/Alternative fuels and the location of fuel cut off taps/switches/valves.

Drivers should also know the location and function of systems warning panels, dials and gauges, including audible warning systems, door interlocks and fire suppression systems.

The driver must complete a Drivers Walkaround Checklist and must sign it in accordance with company procedures. See example on page 12. It is recommended that operators prepare their own walkaround check lists appropriate to their particular operations. Where several drivers may drive the vehicle in the course of a day, some companies apply a Daily Vehicle First Use Check where the first driver completes the Walkaround check, and the document remains with the vehicle until the driving schedule is completed. Where the vehicle is in scope of Regulation 561/2006 the walkaround activity must be recorded by the 'other work' mode of the tachograph.

While the drivers daily walkaround checks are obligatory, there is no specified time period required for conducting them.



Bus & PSV Driver Walkaround Checks

In Cab Checks

- Check driving controls, seat & safety belt position (if fitted)
- Heater / demister working properly
- Tachograph: Correct hours, calibrated & speed limiter plaque displayed
- ABS/EBS warning lights working
- Instruments, gauges & warning devices working
- Horn working properly & accessible to driver

Internal PSV Checks

- Fire Extinguisher in place, fully charged & in date
- First Aid Kit in place & in date
- Passenger safety belts working (if fitted)
- Seats & handrails in good conditions
- All walkways clear
- Internal lighting working & luggage racks in good condition
- Emergency exit hammer in place (if fitted)
- Emergency door warning buzzer working (if fitted)
- Emergency exit doors & signs

Windows (Windscreen & Side Windows)

- Clean & in good condition
- View not obstructed e.g. by stickers, etc.
- Valid Tax/insurance discs present
- Windscreen washers & wipers working correctly & in good condition

External Checks

- Check underneath vehicle for fluid leaks
- Exhaust: No excessive noise or smoke
- Number plates: In place, clean & in good condition
- Check engine oil, coolant and windscreen wash for levels
- Fuel cut off clearly marked & accessible

Wheels & Tyres

- Tyres correctly inflated
- Tyres correct tread depth
- Tyres undamaged: no abrasions, bulges or tears
- Wheel nut indicators correctly aligned (if fitted)
- Road wheel nuts all in place, correctly fitted & secure

Lights, Indicators & Reflectors

- All in place & undamaged
- Working
- Clean
- Correct colour

Mirrors

- Clean & in good condition
- Correctly aligned
- Correct operation of electrical mirror (if fitted)

Vehicle Access

- Steps undamaged
- Good unworn surface
- Clean
- Good handholds
- Door working properly



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Road Safety Authority

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Bus / PSV Driver Walk-Around Check Sheet			
Vehicle Registration Number		Mileage	OK <input checked="" type="checkbox"/>
			Defect <input checked="" type="checkbox"/>
Check Items			
In-Cab Checks			
1	Good visibility for driver through bus windows and mirrors. All required mirrors fitted and adjusted correctly.		
2	Driving controls, seat and driver safety belt adjusted correctly.		
3	Windscreen washer, wipers, demister and horn operating correctly.		
4	Tachograph calibrated with correct hours. Speed limiter plaque displayed.		
5	All instruments, gauges and other warning devices operating correctly (including ABS/EBS in-cab warning lights).		
6	No air leaks or pressure drop.		
PSV Checks			
7	Fire extinguisher, first aid kit, emergency hammer (if applicable) in place and serviceable.		
8	Passenger safety belts, seats, handrails, walkways, lighting and luggage racks in good condition.		
9	Emergency exit door and buzzer working correctly. Emergency signs in place.		
External Vehicle Checks			
10	Vehicle sitting square and not leaning to one side.		
11	Tax disc, insurance disc and PSV plate (if applicable) present and valid. Number plates clearly visible.		
12	Wheels in good condition and secure. Tyres undamaged with correct inflation and tread depth.		
13	All lights and reflectors fitted, clean and in good condition.		
14	Exhaust secure with no excess noise or smoke.		
15	Vehicle body work in good condition, fuel cut off working.		
16	Vehicle access, steps, handholds and surfaces in good condition.		
17	Air suspension correctly set (if fitted).		
18	Engine oil, water, windscreen washer reservoir and fuel levels checked and no leaks (including fuel cap).		
Prior to Leaving Depot			
19	Steering and brakes operating correctly.		
20	Luggage door secure.		
On-the-Road			
21	Tachograph, speedometer and speed limiter operating correctly.		
22	ABS/EBS warning lights off.		
Defect Details			
Signed		Date	

NOTE: This is a sample driver walk-around Bus / PSV checklist. It is recommended that operators prepare their own driver walk-around checklists to account for the type and use of their own vehicles.



RSA/Garda driver checks at the roadside

Drivers should be aware that if they are stopped at a RSA/Garda roadside check, the officer will require to see the following documentation;

- RPTOL (Road Passenger Transport Operators Licence) disc if operating for hire or reward
- Documentation, i.e. passenger waybills, job notes if private hire, etc
- Copy of passenger licence if a licensed operator
- Tachograph records for the current day and previous 28 days
- Tax disc
- Insurance disc if required
- Road speed limiter plaque displayed in a conspicuous place
- CPC card
- Driving Licence
- Walkaround Checks list
- Digital tachograph card if the driver holds one. This must be carried at all times even if not used – it will be required as part of the inspection.

RSA/Garda Roadside Vehicle Inspections

Drivers should be aware that if they are stopped at a RSA/Garda vehicle inspection, technical checks will be carried out on the following;

- Absence or manipulation of the speed limiter or tachograph.
- Tyres, wheel and wheel nuts.
- Braking system and components (ABS/EBS).
- Exhaust system.
- Steering linkages.
- Markings, lamps and signalling devices.
- Suspension & chassis – visible defects.
- Tachograph installation/technical inspection.
- Evidence of fuel and/or oil spillage.

See Appendix 6 for the complete list of inspected items.





SELF-ASSESSMENT OF KNOWLEDGE

Please complete the following questions to help assess your understanding of the module so far:

Q1. What should you do if you are running behind schedule?

Your Response

Q2. Describe how to lift luggage safely.

Your Response

Q3. How can fatigue affect a driver?

Your Response

Q4. Is it the driver or the operator who is responsible for signing the Drivers Walkaround Checklist?

Your Response

Q5. List 5 items that should be checked in the drivers daily walkaround checks.

Your Response





Q6. What should you do to prevent unintended acceleration?

Your Response

Q7. What documents must a driver carry at all times?

Your Response

Q8. Who is responsible for the load distribution on your vehicle?

Your Response

Q9. Name 3 items of safety equipment that must be carried on your vehicle.

Your Response

Q10. When should the operation of emergency exits be checked?

Your Response





Section B – CVRT (Commercial Vehicle Roadworthiness Test)

S. I. No. 348 of 2013 – Road Safety Authority (Commercial Vehicle Roadworthiness) (Vehicle repair and maintenance) Regulations 2013. These regulations place obligations on the owners of commercial vehicles in relation to the following matters:

- maintenance and repair of commercial vehicles
- decisions concerning the frequency of maintenance
- daily walk around checks by suitably qualified persons (usually the driver)
- carrying out of repairs by suitably qualified persons
- record keeping
- making an annual declaration about maintenance of vehicles to the Road Safety Authority

CVR Tests

Under the regulations, commercial vehicle owners are required to put in place a system for the regular inspection and maintenance of vehicles and to review the system to ensure it is fit for purpose. In making decisions on the frequency of maintenance of vehicles, vehicle owners shall have regard to a number of factors as specified in the regulations which includes the age, mileage, normal wear and tear and the condition of the vehicle.

A daily walk-around check must be completed on the vehicle before it is used on a public road and defects found during the check must be reported to the owner of the vehicle concerned. (See example of Check Sheet to be completed on page 12). The owner of the vehicle is responsible for ensuring that the person conducting the daily walk-around check is trained to conduct the required walkaround check.

A person undertaking repairs and maintenance of a vehicle must be suitably qualified and have the necessary training, expertise or experience to conduct such activities to ensure that the vehicle is roadworthy.

In accordance with the Road Safety Authority (Commercial Vehicle Roadworthiness) Act 2012, the RSA has appointed authorised officers to inspect compliance with these regulations, to issue directions and take prosecutions for noncompliance.

Both RSA Authorised Officers and Bureau Veritas, on behalf of the Authority, are conducting these operator premises inspections. Most initial visits are educational and advisory in nature to give operators the opportunity to know their obligations and how to comply. Regular operator premises inspections are conducted each month.

A person convicted of an offence under the regulations may be liable to a fine of up to €5,000 or a term of imprisonment not exceeding 6 months or to both.





How to get your CRW (Certificate of Roadworthiness)

All commercial vehicles more than one year old must complete and pass a Commercial Vehicle Roadworthiness (CVR) test in order to get a Certificate of Roadworthiness (CRW).

Follow these steps:

1. First your vehicle must undergo a CVR test. You can request a test booking online or alternatively contact a CVR testing centre directly to make a test booking.
2. Make sure you bring presenter ID to the testing centre in the form of a valid driver's licence, passport or public services card. If you do not bring presenter ID, the testing centre can still carry out the CVR test on your vehicle. However, we cannot issue a CRW until you return to the testing centre with presenter ID.
3. When your vehicle has completed its CVR test, we will give you a report outlining the results of the test. You will receive one of the following:
 - **A pass statement**, meaning that your vehicle has passed the CVR test. Unless you tell us the vehicle is undergoing a change of ownership we will automatically send the CRW to the registered owner of the vehicle.
 - **A test report advising you that your vehicle has failed the CVR test.** The vehicle owner must get the vehicle repaired and re-present it for a CVR retest at the same testing centre within 21 days and it having travelled less than 4,000 km. When your vehicle completes and passes the retest, we will automatically issue a CRW to the registered owner of the vehicle.
 - **Pass pending recheck of minor deficiencies.** From 20 May 2018 you may receive a test report stating Pass pending recheck of minor deficiencies. This means that only minor defects were identified during the test. (No major or dangerous defects were identified). In this instance your vehicle does not require a retest. However, the vehicle owner must return with the vehicle to the testing centre where the original test was conducted to verify that the minor defects have been repaired. There is no time limit on re-presenting the vehicle for assessment that the minor defects have been repaired but we would encourage you to do so at the earliest possible date. We will automatically issue the CRW to the registered owner of the vehicle when the testing centre has confirmed that the minor defects have been repaired.

Your CRW is proof that your vehicle met a set of basic safety requirements on the day it passed its test. Only test items that are visible and accessible can be assessed at the CVRT. A CRW or EU Recognition Certificate cannot be regarded as a warranty for your vehicle. Therefore, should you be considering purchasing a used vehicle, you should have it independently checked by a qualified mechanic before you purchase it, or else buy a vehicle with a warranty from an authorised dealer. Visit the Competition and Consumer Protection Commission website for further information.

Your CRW has a detachable disc that you are legally obliged to display on your vehicle. The disc must be displayed on the windscreen of the vehicle, or in the case of a goods trailer, as close as possible to the registration plate, or where it can be easily inspected.

Imported Vehicles – CRW expiry date and test due dates

From May 2018, if your vehicle is a used commercial imported vehicle (second-hand imported vehicle), its test due date will now be aligned with its date of first registration in Ireland.

This means that the CRW expiry date of your imported vehicle, once it passes its CVR test, is aligned with the vehicle's date of registration in Ireland rather than the date that it may have passed its CVR test.

If your imported vehicle is less than 1 year old then the test due date will be aligned with your vehicle's date of first registration in its country of origin. These arrangements mirror what is currently in place for the NCT and ensures that there is no incentive to delaying having your imported vehicle tested.

Imported vehicles which do not have a valid roadworthiness certificate from another Member State

Since 20 May 2018, if you have an imported used vehicle that is more than one year old, its test due date is aligned to the date of first registration in Ireland. The CRW expiry date is calculated based on that date rather than on the date the test was carried out and passed.

If you have an imported used vehicle that is less than one year old, its test due date is aligned to the date of first registration in its country of origin.





Mutual Recognition of EU Certificates

If you're the registered owner of an imported second-hand commercial vehicle from another EU Member State and the vehicle has a current valid out-of-state roadworthiness certificate at the time the vehicle was registered in Ireland, since May 20 2018 you can have the unexpired portion of the certificate recognised by exchanging the certificate for an Irish-issued EU recognition certificate. However, the EU Member State roadworthiness certificate must still be valid under Irish legal testing rules.



Example of EU Recognition Certificate.

Test fees

<p>>8 Seats <14 Seats</p> 	<p>Ex VAT. Full test fee €198.00 Re Test fee €73.83 Inc VAT @ 23% Full test fee €231.96 Re- test fee €90.81</p>
<p>14+ Seats</p> 	<p>Ex. VAT Full test fee €200.00 Re Test fee €73.83 Inc VAT @ 23% Full test fee €233.96 Re- test fee €90.81</p>

You should check the RSA website at www.rsa.ie/cvrttestfees for current test fees.

Dangerously defective vehicles

Where a vehicle is identified as being dangerously defective during a test, the CVR test will place a “Fail Dangerous” sticker on the vehicle or goods trailer – this will publicly expose the vehicle as a dangerously defective vehicle. In the event that a Road Safety Authority authorised officer is present at the testing centre when a vehicle is issued with a “Fail Dangerous” sticker, he/she will be entitled under the law to issue a direction to the driver/ owner of the vehicle requiring that the vehicle be repaired and tested before being driven away from the testing centre. In addition, it is intended that, if present at the testing centre, an authorised officer will also be entitled to detain, immobilise, remove and dispose of a dangerously defective road vehicle if the vehicle is likely to be used on a public road. Operators should be aware that it would be an offence under Section 54 of the Road Traffic Act 1961 for a person to drive a vehicle in a public place while there is a defect affecting the vehicle which he/she knows is such that the vehicle, when in motion, is a danger to the public.

Testing of vehicles that have been temporarily off the road

All commercial vehicles which are used on public roads are required to be tested once a year. This is the legal obligation throughout the EU. There are no exceptions for vehicles which are temporarily off the road. Vehicles which are off the road can degrade and deteriorate during the period while they are off the road. So, it is just as important that they are tested. For example, key test items such as tyres / brake hoses may perish and mechanical brake components such as brake lines, brake reservoirs / air tanks, brake chambers and calipers may seize and / or corrode. Therefore, it is essential that these and similar components are inspected / tested even where the vehicle has been off the road.



Instances where a tester may refuse to carry out a test

This may happen if the tester forms the opinion that any part of the vehicle or its equipment would make it unsafe to carry out the test OR if the load on the vehicle is not adequately secured or is in such condition that it would not be safe to carry out the test the tester may refuse to carry out a CVR test on a vehicle OR if the vehicle has been presented in such a condition that the tester cannot access parts of the vehicle to fully carry out the test. The RSA will be informed and any fee will be returned.

The tester may also refuse to carry out the test if the test fee has not been paid.

Resubmitting vehicles for a repeat test

An authorised officer may request that a vehicle be resubmitted for a repeat test immediately on a random basis or if he/she has concerns about the manner of the test carried out on the vehicle. While inconvenience will be minimised to the greatest possible extent, the overall objective of a repeat inspection is to be assured that the test has been undertaken correctly.

On rare occasions, you may also be contacted by the RSA if there is reason to suspect a recent test may not have been conducted properly. On such occasions, a repeat test may be required which may be done under the supervision of an RSA authorised officer.

Where a vehicle can be retested

A vehicle must be retested at the same Commercial Vehicle Test Centre where the original test was completed. If you choose to use an alternative testing centre, for any reason, a full test will be carried out at the second testing centre.

If you are dissatisfied with the result of a test

You must submit a complaint in writing to the test centre where the vehicle was tested. The complaint shall state the following:

- your name, address and contact details;
- the vehicle registration number and the date the vehicle was tested; and
- your complaint

You should receive a written acknowledgement of the receipt of your complaint from the test centre within three working days of the receipt of the complaint. You should receive a response to your complaint within 14 working days.

Download our leaflet on RSA Commitment to Customer Service as regards CVR Testing (PDF)

Voluntary Tests

Voluntary tests are available at all CVR testing centres. A voluntary test is a roadworthiness test, other than a CVR test, carried out on one or more test items. Therefore no CRW is issued as a result of a voluntary test, no levy is payable on these tests and they do not affect a vehicle's test due date.

As well as CVR vehicles, a voluntary test can also be carried out on vehicles owned by the Gardai or Defence Forces.

There are two different types of voluntary tests available at CVR testing centres, and both will improve your risk rating for Roadworthiness.

- **Partial Voluntary Test** – A Partial Voluntary Test can be customised depending on what items you want tested on your vehicle. You can decide, with your CVR testing centre, to have just one item or area of your vehicle tested or you can request that all items are tested (a full CVR test). So, for example if you just wanted to have your brakes tested then you would choose this type of voluntary test. Also, if you wanted your vehicle to undergo a full CVR test, then you would choose this test also and request your CVR testing centre to test all items.
- **Voluntary Safety Test** – A Voluntary Safety Test on the other hand includes a pre-defined list of safety critical items to be tested.

Different voluntary test options may suit different operators depending on what maintenance regimes or types of facilities operators have in-house and either voluntary test can be used as a supplementary test in between your annual CVR test. Voluntary testing may be particularly useful for those operators who do not have their own in-house testing equipment and facilities available. For example Operators without a pit or a brake tester may choose to avail of voluntary tests.

If you own or use a commercial vehicle, you are responsible for having a proper preventative maintenance regime in place as well as being responsible for the roadworthiness condition of the vehicle. Voluntary testing in between annual statutory tests is considered good practice and helps to identify any defects that may need to be rectified. Ideally, you should schedule preventative maintenance at specific intervals so that you can identify a problem before it becomes a concern.





Enforcement tests

An enforcement test (legally called a partial CVR test) is conducted when a vehicle is presented to a CVR testing centre on foot of a direction given by an RSA authorised officer. This test may include one or more test items and may include all test items applicable to that vehicle. Details of the test items to be tested will be listed on the copy of the roadside check inspection report as supplied to the driver of the vehicle and all specified items will be tested. An enforcement test may be conducted on any CVR vehicle including vehicles that are registered outside of the State. Enforcement tests help assess whether a vehicle meets basic requirements at the time of the test taking into account that only items that are visible and accessible are tested

Your CRW and Odometer readings

Since 11 May 2016 your vehicle's current odometer reading and up to two previous readings are printed on your Certificate of Roadworthiness (CRW). This change was introduced to ensure that historic odometer readings are readily available to potential buyers and to assist in deterring odometer fraud. Furthermore, odometer readings can be an indicator of the relative health of a vehicle, as they clarify the actual distance travelled by the vehicle over its life cycle. The 'start date' for recording these historical readings was 19 August 2014, so any vehicle that passed an initial or periodic CVR test after this date should, since 11 May 2016, display up to two previous test dates and the corresponding odometer readings.

Making a Confidential Complaint/Report

If you have concerns that an operator or driver may be acting illegally in relation to Vehicle Roadworthiness, Drivers Hours, Tachographs and/or Unlicensed Passenger Transport you can submit a confidential complaint to the RSA.

In circumstances where a person or operator is convicted of a road transport related offence, details of the conviction (including name and penalty applied) will be published on the prosecutions section of the RSA website.

CRW Expiry Dates

Commercial vehicles must be tested at least every 12 months following the date of first registration.

A Certificate of Roadworthiness (CRW) valid for 12 months is only issued when the vehicle is tested on

time. A CRW valid for less than 12 months may be issued because the Vehicle Roadworthiness (CVR) test was overdue and the system for creating CRWs takes into account the obligation to have your commercial vehicle tested every year. You will not benefit from delaying having your vehicle tested.

CVORI – Commercial Vehicle Operator Risk Indicator

The RSA has implemented a risk rating system for heavy commercial vehicle operators.

The risk rating system, which is called CVORI (Commercial Vehicle Operator Risk Indicator) aims to improve the safety of heavy commercial vehicles on our roads, making journeys safer for all. If you are a commercial vehicle operator you may be inspected by the RSA either at your premises or your drivers might be stopped at the roadside. The RSA will use the CVORI risk rating system as a tool to help decide which operators should be inspected.

How can I access my Risk Rating?

To access your Risk Rating you must first register with the RSA for an Online CVRT account and complete an online self declaration to the RSA as regards the Heavy Goods Vehicles, Buses, Trailers and Ambulances in your fleet. Only operators who have submitted a current self declaration have the ability to view their risk rating online.

- Introduction of a risk-based indicator – the “Commercial Vehicle Operator Risk Indicator” (CVORI):
- Initially HCV and PSV only.
- Based on evidence (self-declaration, test history, encounter history, premises checks).
- Time-bound (rolling 3 year indicator score).
- Risk indicators increase to reflect non-compliances and decrease to reflect good performance.
- Voluntary tests will be logged on CoVIS and will positively contribute to ratings.
- Industry sector element to be included.
- A tool to support targeted action e.g. education & awareness, roadside enforcement.

Roadside Enforcement Changes

- Enforcement will be increased
- Roadside Checks (bi-lateral enforcement: An Garda Síochána and the RSA).





- Risk-based targeting.
- Use of new technology (where appropriate), including sharing of Watch-lists, Automatic Number Plate Recognition, Weigh in Motion Systems.
- The national network of commercial vehicle test centres will be supervised by the RSA, not the Local Authorities.
- New test centre supervision arrangements will focus on ensuring consistently high standards of testing across the independent test network.
- Vehicle tester training has been reformed.
- No need to visit the Motor Tax Office for the purpose of collecting the CRW.
- Ability to book tests on-line and receive reminders (SMS, text, email).
- Ability to retain fleet records on-line via the self-declaration.
- Enhanced vehicle roadworthiness reduces breakdowns and improves fuel efficiency.
- Enhanced reputation nationally and internationally.
- Evidence of compliance of roadworthiness can be used to commercial advantage.

Driving a dangerously defective vehicle or driving a vehicle without having fixed a dangerous defect is illegal. The driver of such a vehicle will receive a direct summons to Court and penalty points/fine on conviction. Bus owners who are found negligent about maintaining a bus may also be prosecuted.

See www.rsa.ie for further information on the CVRT programme.



CRW EXPLAINED



Deimhníú Ródacmhainneachta Certificate of Roadworthiness

2 { **Mr. Joseph Alexander Bliggs-Fitzwilliam**
The Moorings
Abbey-lane-gate Street
Springfield
Co. Galway

1 { This is a test message }

It is hereby certified that the vehicle described in this Certificate was tested on the date below in accordance with the Road Safety Authority (Commercial Vehicle Roadworthiness) Act 2012 and any Vehicle Testing Regulations made there under and was found to comply therewith. Deimhnítear leis seo gur dearnadh an feithicil atá tuairiscithe sa Deimhníú seo a thástáil ar an dáta thíos de réir an Achta fán Údarás um Shábháilteacht ar Bhóithre (Ródacmhainneacht Feithicilí Tráchtála) 2012 agus Rialachán um Thástáil Feithicilí ar bith a rinneadh faoin gcéanna agus gur cinneadh gur chomhlíon sí iad.

Registration No / Cláruimhir:	10DL78100	3
Make/Model / Déanamh/Múnla:	VOLKSWAGEN TRANSPORTER	
Vehicle Category / Catagóir na feithicil:	M1	
Colour / Dath:	BLUE	4
VIN / Uimhir aitheantais na feithicil:	GFJ5927472749375	
DGVW / ODF: 40000KG ULW / MNU: 19000KG		
Serial No / Sraithuimhir:	A000001001	
Test date / Dáta na tástála:	24-10-2013	5
CVRT Centre / Ionad TRFT:	7437	
Tester ID / Tástálaí ID:	4466	
Unique Test ID No / Uimhir ID uathúil tástála:	1122334455H	
Expiry date / Dáta éaga:	23-10-2014	
Odometer / Odaiméadair:		
Date: 24-10-2013 Date: N/A Date: N/A	Reading: 86331km Reading: N/A Reading: N/A	

This Certificate should be kept in a safe place. It must be presented as proof that you have complied with the Road Safety Authority (Commercial Vehicle Roadworthiness) Act 2012 and when you apply for a new motor tax disc for the vehicle to which the certificate relates. Ba cheart an Deimhníú seo a choimeád in áit shábháilte. Caithfear é a thiolacadh mar chruthúnas gur chomhlíon tú an tAcht fán Údarás um Shábháilteacht ar Bhóithre (Ródacmhainneacht Feithicilí Tráchtála) 2012 agus nuair a dhéanfaid tú iarratas ar dhiosca mótarachánach nua don feithicil lena mbaineann an deimhníú.

This Certificate relates only to the condition of the testable items at the time of test. This Certificate should not be regarded as a warranty, express or implied under common law or at all. Ní bhaineann an deimhníú seo ach amháin le riocht na míreanna intástáilte tráth na tástála. Níor cheart féachaint air mar bharánta intuigthe nó sainráite faoin dlí coiteann nó ar chor ar bith.

The CVRT disc below is required by law to be displayed on the inside of your vehicle windscreen or in the case of a trailer in a visible location. De réir dlí caithfear an diosca CVRT thíos a thaispeáint taobh istigh de scáileán na feithicil nó in áit fheiceálach más leantóir í.

6 Detach disc carefully / Téamach an diosca go cúramach

www.cvrt.ie | 1890 40 60 40

Place facing outwards / Bíodh an diosca le léamh lasmuigh den feithicil

The operator should ensure that both sections of the disc are inserted back-to-back into the holder on the windscreen.



SELF-ASSESSMENT OF KNOWLEDGE

Please complete the following questions to help assess your understanding of the module so far:

Q1. What vehicles does CVRT apply to?

Your Response

Q2. What obligations does CVRT impose on operators?

Your Response

Q3. What items are inspected during a CVRT?

Your Response

Q4. What are the main reasons why a vehicle must undergo a CVRT?

Your Response

Q5. Who must make an on-line declaration in relation to their vehicle(s)?

Your Response





Q6. What is a Certificate of Roadworthiness?

Your Response

Q7. Where must a CVRT disc be displayed on a vehicle?

Your Response

Q8. What penalties can be imposed for breach of the CVRT regulations?

Your Response

Q9. What are the possible outcomes from a roadside inspection?

Your Response

Q10. Who must carry out repairs on a vehicle?

Your Response





SECTION C – INTERACTING WITH PASSENGERS

Caring for your passengers is as important a part of bus driving as are the individual driving skills. The driver's job is to ensure that the passengers reach their destinations:

- Safely
- On time
- Efficiently
- Courteously

The driver is responsible for the safety and comfort of the passengers. Remember, the driver is the representative of the company. How well you perform this role is a measure of your professionalism. Many companies have rules governing standards of behaviour required, both of you and of your passengers. These are in addition to the more general statutory laws that drivers of buses must obey. Make sure that you know the rules and apply them when necessary. Delivering good customer care is critical to the role of any professional bus driver.

Why give good service

The best reason to give good service is that it makes you and the customer feel better.

Regardless of the aims of the organisation, giving good service makes sense for you as an individual and as a member of the organisation. Organisational success often affects your individual success.



Good customer service includes

- Being clean, presentable and wearing any company uniform that is supplied
- Smiling – being customer friendly
- Being punctual
- Making eye contact, engaging with and assisting the passengers
- Good vehicle presentation
- Using the P. A. System as appropriate when stopped, to keep the passengers informed.
- Using passenger comfort facilities – air-conditioning, heating, radio.
- Using vehicle kneeling facilities- ramps and lifts where appropriate
- Being aware of passengers with special needs.
- Making sure that the passenger entrance door is clean and clear.

People who provide good customer service - regardless of the nature of their work - earn intangible benefits in addition to any rewards offered by their organisations. In almost every case, your job satisfaction mirrors the satisfaction people feel when doing business with you.





Customer Expectations

The customer expects

- To feel welcome
- Prompt service
- To feel comfortable
- To be understood
- To receive help and advice
- To be appreciated
- To be recognised or remembered
- To be respected
- Orderly service.

Skills/Competencies needed to deliver excellent customer service

The following are some of the skills/competencies that you need to be able to deliver excellent customer care:

- Ability to be well organised;
- Strong communication skills;
- Ability to empathise;
- Positive body language;
- Ability to summarise and paraphrase to check clarity of messages;
- Active listening skills;
- Ability to use questioning techniques effectively to elicit accurate information from your colleagues;
- Problem-solving skills;
- Ability to work as a team member;
- Knowledge of the commitments made in your organisation's customer charters;
- Negotiation skills;
- Persuasion and influencing skills;
- Exceed expectations;
- Be properly trained.



Customer contact

Direct contact between people is the heart of customer care. Face-to-face contact offers the best way of exchanging information, of negotiating, of solving problems and of establishing positive long-term relationships.

Do's of face-to-face contact

- Smile
- Use eye contact
- Allow them to relax
- The right tone of voice
- Listen and appear to listen
- Offer information and help
- Question tactfully
- Good body language
- Maintain an interested stance
- Face the person
- Give them your full attention
- Use names if known
- Treat them as you would like to be treated if you were the customer

Don'ts include

- Don't overcrowd the customer
- Don't carry on other conversations
- Don't ignore
- Don't blame colleagues or the organisation

Dealing with cultural differences and their impact on effective communication with customers

As professional drivers in a multi-cultural society, it is very likely that many of the passengers you will be interacting with are of different cultural backgrounds. This will require you to be culturally aware so that you can communicate effectively with these passengers.

Why customers complain

- The person did not receive what was promised.
- Someone was rude.
- The person experienced indifferent service.
- No one went out of their way to provide service.





- No one listened to their questions or concerns - the person's frustration will increase because they must repeat it.
- The person encountered an employee who projected a "can't do" attitude

Checklist for identifying the problem

- Specify the problem – clarify the problem from the customer's point of view.
- Identify the background to the problem.
- Find out the present situation.
- Check the scale of the problem.
- Find out the customer's targets - what do they actually want
- Check your own contribution. What role are you playing in the problem? Are you helping or hindering the solution?
- Examine all the elements – Does the customer feel that you understand what the problem really is?

How to respond to a customer with a complaint:

- Listen with understanding;
- "Own" the complaint. Show sincere interest and willingness to help;
- Do not pass the blame on to others or make excuses. Take responsibility. Use initiative to do what you can to solve the problem.
- Paraphrase and record what the customer tells you;
- Find out what the customer wants. Work towards a solution that the customer wants;
- Propose a solution and get customer's support. State the solution in a positive manner. Act quickly if it is agreeable to the customer;
- If your solution is not agreeable, ask what s/he would consider a fair alternative;
- Never embarrass a customer;
- Consider the customer's feelings;
- If you cannot meet the customer's request, say so, but do not accuse them of being wrong
- Customers want someone to hear and respect their point of view.

Managing difficult customer interactions

How to recover a situation with a customer:

- Do the unexpected for the customer;
- Do whatever it takes to correct the situation, then do something extra to win back their confidence;

Explain an unpopular policy:

- Understand why the policy is in place; explain it to the customer;

Boarding and alighting

As a bus driver you have a clear responsibility to ensure the safety of all passengers, whether they are boarding, alighting or already on the vehicle. You are responsible for the operation of the doors and must make sure that the following safety procedures are adhered to:

- The doors must not be opened unless the vehicle is stationary
- Before opening the doors you must apply the handbrake/bus stop brake.
- The doors must only be opened at authorised stopping places except in the event of an emergency.
- When operating on "hail and ride" services you must stop the bus in a safe place before opening the doors.
- Only open the doors after checking carefully to the nearside in the vicinity of the doors to ensure that their operation will not cause any danger to anyone.
- You must complete all transactions with the customers before moving off.
- Make certain that all passengers boarding and alighting have done so safely before closing any of the doors.
- Always check the blind spots, and do not close the doors where a person is clearly intending to board.
- Remember that older people may not be as quick as younger people and are sometimes unsure or hesitant.
- Passengers should be given time to sit down before moving off.
- Ensure that wheelchair passengers are secure before moving off.





Hundreds of passengers may get on and off your coach/bus during a shift.

Their safety is in your hands.



NOTE: When stopping to allow passengers to board or alight, the driver should only allow them to board or alight on the nearside (left) of the bus and never on the offside (into the face of oncoming traffic) unless they are boarding or alighting at a designated bus stop or in a one-way street.

In summary

- Be on the lookout for passengers.
- Those waiting might not be able to see or hear the bus coming.
- Eliminate gaps from the kerb.
- Many passengers find it difficult to board or get off the bus if it pulls up too far away from the kerb. Stop well in to the kerb to help them.
- Look directly at each passenger when you speak. It may make a world of difference to some of your customers.
- Give passengers time to get seated before you move off. A few extra seconds at this point will add very little to journey times but demonstrates good customer care.
- Drivers should be aware of the positive or negative impact of social media on their interactions with customers.

Reputational risk

Adverse events are reported in almost real time, so the damage to a company's reputation can be immediate, allowing little or no time to prepare a considered response to criticism. The Internet provides a forum in which dissatisfied customers can air their grievances with little fear of comeback, and a home for other unfavourable comment. Reputation and brand management are now key to any successful risk-management strategy.





SELF-ASSESSMENT OF KNOWLEDGE

Please complete the following questions to help assess your understanding of the module so far:

Q1. List 4 skills that a driver needs to deliver good customer service.

Your Response

Q2. When should the doors of the bus not be opened?

Your Response

Q3. Why is it important to give good customer service?

Your Response

Q4. How should you deal with a customer complaint?

Your Response

Q5. What must you do before moving off from a passenger stop?

Your Response





Q6. List 4 common customer expectations?

Your Response

Q7. What are the drivers main responsibilities in relation to their passengers?

Your Response

Q8. List 3 reasons why customers complain.

Your Response

Q9. Why should you allow passengers to be seated before moving off?

Your Response

Q10. What is the drivers role in relation to the company image?

Your Response





SECTION D – SAFETY EQUIPMENT ON BOARD BUSES

There is a significant amount of equipment available to ensure the security and safety of the professional bus driver and their passengers. When travelling in a bus, passengers benefit from the design and performance of modern engine and braking systems, and efficient vehicle safety and security related equipment.

Main safety equipment on board a bus

Depending on what type of service you operate, the following is a list of equipment provided for the safety and security of the driver and passengers that may be required;

- Tachograph;
- Fire extinguisher/fire suppression system;
- CCTV;
- Safety hammer;
- Escape hatch;
- Advance Warning Triangle;
- Speed limiter;
- Radio;
- Public Address system;
- Engine and fuel cut-off;
- Seat belts;
- First Aid Kit;
- Drivers Airbag.
- Security screen
- Panic alarm button
- A.V.L. (Automatic vehicle location).

Tachographs

An important piece of safety equipment on all buses is the tachograph. Under EU Regulation 561/2006 concerned with driver's hours rules and tachographs, buses with a carrying capacity for more than 9 persons, including the driver, are required to be fitted with tachograph recording equipment. Drivers of such vehicles must use the recording equipment unless the carriage is one that is exempt from the tachograph rules. Buses with 9 or more seats come within the scope of the tachograph rules. The rules apply irrespective of whether or not the vehicle is laden or unladen. It is the carrying capacity of the bus that determines whether or not a tachograph is to be fitted to the vehicle.

E. U. Drivers Hours Rules were designed to prevent driver fatigue, to provide better working conditions for drivers and to promote fair competition. They can also assist with an accident investigation.

There are two types of tachograph –

Analogue and Digital

■ Analogue tachograph.

Analogue tachographs, (which are the original form of tachographs), are recordings made by a stylus cutting traces into a wax-coated chart. Three separate styluses mark recordings of speed, distance travelled and the drivers activity (known as the 'mode').

The inner part of the chart is used by the driver to write their name, the location of the start and end of the journey, the date, the vehicle registration number and the odometer readings at the start and end of the journey.

The reverse of a tachograph chart normally contains an area for recording manual entries and details of other vehicles driven during the period covered.

■ Digital tachograph

A digital tachograph is an electronic system for recording driving and rest times for drivers and co-drivers of commercial vehicles. The vehicle speed, distance travelled and other system related information is also logged. Data is stored on a memory chip (mass memory) inside the unit and on driver-specific smart cards.

A digital tachograph unit may be accessed by 4 different smart cards. These are:

1. The driver card, used by the drivers to record their personal driving times, rest times and other activities;
2. The Company card.





3. The Workshop card
4. The Control card.

The driver is responsible for using the tachograph and card(s) properly, whether analogue or digital.

In Ireland, the Road Safety Authority is the legal body responsible for issuing these cards.

Working conditions and Road Safety

The European Drivers Hours and Tachograph regulations are underpinned by Irish legislation.

A person convicted of an offence under these Regulations is liable on summary conviction to a fine not exceeding €5,000 or to imprisonment for a term not exceeding 6 months, or both and on conviction on indictment, to a fine not exceeding €100,000.

Under this Regulation, Gardai or Transport Officers have the power to order a vehicle not to be driven.

36. (1) If, as a result of a roadside check—

- (a) an enforcement officer suspects that the driver of the vehicle concerned is contravening or has contravened the Council Regulations, and (b) the contravention would, if the driver were allowed to proceed, present a serious risk to the driver, the other occupants (if any) of the vehicle or other road users, the officer shall direct the driver to take all necessary steps to ensure that the vehicle is not driven in a public place until the contravention has been rectified. A person found guilty of an offence under this Regulation is liable on conviction— (a) if the offence is tried summarily, to a fine not exceeding €5,000, or (b) if the offence is tried on indictment, to a fine not exceeding €100,000.

It is also an Offence to fail to ensure that transport time schedules comply with the Second Council Regulation.

42. (1)

A person to whom this Regulation applies commits an offence if the person fails to ensure that transport time schedules, agreed in respect of any contract to which the person is a party, comply with the requirements of the Second Council Regulation.

- (2) A person to whom this Regulation applies commits an offence if the person causes, or purports to authorise, another person to fail to comply with paragraph (1).

- (3) This Regulation applies to an undertaking, consignor, freight forwarder, tour operator, principal contractor, sub-contractor, or driver employment agency.
- (4) An offence under this Regulation is one of strict liability.

The purpose of these Regulations is to facilitate implementation and enforcement.

S. I. No. 165/2014 heralds the introduction of the ‘Smart Tachograph’ which will be installed on vehicles registered for the first time from 15th June 2019. The ‘Smart Tachograph’ will include a GPS tracking system and will facilitate remote downloading of data. It also includes an enhanced security mechanism to make fraud more difficult.

Fire Extinguishers

A fire extinguisher is a manually operated device for extinguishing small fires. A bus or coach must carry an extinguisher with a minimum 2kg or 2 litre capacity for extinguishing class A and class B fires.

- **Class A** fire extinguishers are for ordinary combustible materials such as paper, wood, cardboard, and some plastics. The extinguishing agent can be dry powder, water, or foam.
- **Class B** fire extinguishers are for use on flammable or combustible liquids such as gasoline, kerosene, grease and oil. The extinguishing agent can be dry powder, foam or CO₂.

Buses are normally equipped with a foam type fire extinguisher which contains a mix of synthetic foam and water which is expelled under pressure by an inert gas. The foam is discharged in a fine atomized spray which cools the fire and forms a fine film which starves the flames of oxygen.





Where a fire extinguisher is fitted with a pressure gauge, it is important to check that the needle is pointing in the safe area during your daily vehicle check. If it is not, the extinguisher may have been used or may have developed a fault, in which case it must be replaced or repaired before the bus can be driven.

A driver must:

- Be familiar with the procedure to be followed in the event of a fire.
- Ensure that they know the location of emergency exits, fire alarms and fire extinguishers.
- Understand which types of extinguisher are to be used in various types of fires.
- Be familiar with the operation of the various types of fire extinguishers.

Fire extinguishers must be checked at least once per year to ensure they are fully operational and capable of fighting a fire.

Engine Fire Suppression Systems

Some vehicles are fitted with an Engine Compartment Fire Suppression system as standard.

The fire suppression system is configured to release automatically an extinguishing agent once certain conditions are met in the engine compartment i.e. a naked flame or unusually high temperatures are detected in the engine bay area. The system is fully automatic and detection tubing/sensors in the engine compartment should not be tampered with.

The fire suppression system is only effective in the event of a fire in the engine bay area. The system has limited capacity so, once triggered, is only active for up to 60 seconds. Activation of the system will be indicated by an audible and/or visual alarm (depending on the system fitted) in the driver's cab.

It is important that once the driver is aware of a fire he/she should stop the vehicle as soon as possible and evacuate the passengers. The fire suppression system may extinguish a fire but if the engine is running there is a possibility of re-ignition after the suppression system has been exhausted.

After use, the engine fire suppression system should be reinstated and re certified as soon as possible by a competent body.

Emergency evacuation

In the event of smoke or fire on the bus;

- Stop in a safe place as soon as you can do so and assess the situation. Switch off the main power switch and fuel cut-off.
- Remain calm and in control of the situation – tell the passengers that they must evacuate immediately.
 - Issue clear and concise instructions to the passengers as to who should exit first and which exit they should use.
 - If possible, get help from another passenger to ensure that passengers are kept away from other dangers such as passing traffic.
 - Evacuate the passengers to a safe place upwind and well away from the bus.
- Check the upper saloon of a double-decker, but tell someone at the scene what you are doing. Ensure that you do not get trapped by a fire which may spread rapidly.
- Contact the emergency services by dialling 999 or 112, and remember to give all available information fully and accurately, including your location, regarding the incident. In particular, tell them if any passengers are still on board the bus.
- If you decide to tackle the fire, tell someone what you intend to do.
- If it is an engine fire do not open the engine cover - leave that to the fire brigade.
 - Contact your base or depot and report the incident.

Once the vehicle has been evacuated, nobody should be allowed to return to it for any reason, including retrieving luggage.

If the fire occurs in a tunnel, you should

- Switch off the engine.
- Evacuate your passengers.
- Leave your vehicle immediately
- Go to an emergency station and use the emergency phone to inform the tunnel operator.
- Leave the tunnel with your passengers at the nearest available exit.





If there is smoke or fire in another vehicle in a tunnel:

- If the fire is behind you, drive out of the tunnel.
- If the fire is ahead of you, turn off your engine and evacuate the vehicle immediately.

Leave the tunnel by the nearest emergency exit. As the driver, the ultimate decision to tackle the fire is yours.

If in doubt, stay clear and call the fire brigade.

Remember, it is your responsibility to ensure that a serviceable fire extinguisher is available on the bus.

Driving a PSV vehicle without a serviceable extinguisher may constitute an offence.



CCTV

Many modern passenger service vehicles are equipped with a closed circuit television system that monitors both the inside and outside of the vehicle for the safety and security of the driver and passengers. Cameras and CCTV should not be interfered with as they are safety systems designed to ensure the security of both drivers and passengers.



Key measures to prevent a fire

- Turn off the ignition when not in use.
- Avoid leakage or spillage of flammable product.
- Ensure that rubbish does not accumulate in the vehicle.
- Regularly maintain and check the vehicles fuel and electrical systems.



Smoking or use of e-cigarettes is not permitted on any bus or coach.





Safety/emergency hammer

An emergency hammer is a safety device used in vehicles to break through window glass in an emergency. It is a simple tool with a plastic handle and steel tip. Its primary use is for breaking through vehicle windows, (which are made with reinforced glass), in the event of a crash that prevents exit through the doors. They are found on all public transport, in particular trains and buses. Safety hammers are also known as bus mallets, safety mallets and bus hammers. A restricting cable can be found on most safety hammers, this prevents the safety hammer from being lost or stolen.



Emergency door handle

These are provided to allow for the external operation of the doors and provide a means of escape when these doors cannot be opened from the inside in an accident or an emergency. Emergency doors must be capable of being opened from the outside.



First aid kit

An in-date First-Aid kit must be available in buses for use in an emergency situation to administer basic first aid. (Certain exceptions may apply on some services) A First Aid kit should include:

- 20 adhesive plasters
- 2 sterile pads
- 2 triangular bandages
- 6 safety pins
- 1 No 8 (medium) wound dressing
- 1 No 9 (large) wound dressing
- 1 No 3 (small) wound dressing
- 10 Disinfectant wipes
- 1 Paramedic shears
- 3 Pairs of examination gloves
- 1 Pocket face mask
- 1 small water based burns dressing
- 1 large water based burn dressing
- 1 Crepe bandage

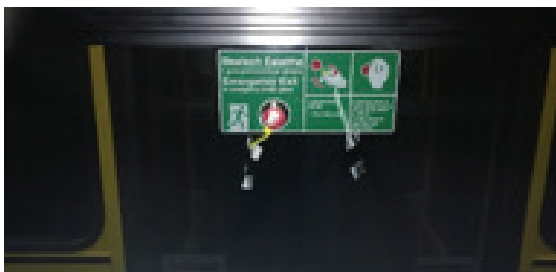
This list is not exhaustive.

Escape hatch

An escape hatch is an additional means of escape from the vehicle, which may be provided in some vehicles for use when the main forward doors or other exit doors are inaccessible in an accident. It provides a means of escape in an emergency through an escape hatch in the vehicle's roof.

Emergency exits

The emergency exits are provided as another means of escape when the main forward doors are inaccessible in an accident or an emergency. Use of these exits needs to be supervised where possible. Clear access and egress must be available at all times.





Hi Viz Jacket

Drivers should carry a Hi Viz jacket for use in the event of an accident or emergency.



Engine and fuel cut off

These cut-off switches are provided to allow for greater security of passengers and the vehicle in an emergency situation where fuel might spill or there is a risk of fire. They allow both the engine to be shut down and the supply of fuel to the engine to be jointly or separately stopped to prevent further risks during emergency situations. Drivers should be familiar with the locations of the engine and fuel shut-off switches.

Advance Warning Triangle

A red warning triangle must be carried on a bus or coach and should be placed on the road far enough away from the scene of an accident or breakdown to give adequate warning to approaching traffic of the obstruction being caused up ahead of them. Due to the high speeds of approaching traffic, a warning triangle should **not** be placed on a Motorway. A prudent driver will carry 2 triangles and place one at each side of a breakdown, particularly on a bend.



Radio

A 2-way button operated radio system is often provided for the driver to maintain contact with their base of operations to access information and advice and for direct communications in case of emergency. A radio should only be used when the vehicle is stationary.

You must exercise proper control of your vehicle at all times. You must not use a hand-held mobile phone, or similar device, when driving or when supervising a learner driver, except to call 999 or 112 in a genuine emergency when it is unsafe or impractical to stop. Never use a hand-held microphone when driving. Using hands-free equipment is also likely to distract your attention from the road.

PA (Public Address System)

A PA system is an electronic amplification system used as a communication system in buses and public areas. In this instance it is commonly used within the transport industry and is provided as a means of mass communication to keep passengers informed of journey details and route information. In an emergency situation it is often used to issue instructions to passengers and to inform them of any risks to their safety and dangers to their security. A hand operated public address system should only be used by the driver when the vehicle is stationary.





Speed Limiters

Any vehicle with more than 8 passenger seats registered after October 2001 must be fitted with a speed limiter.

The speed at which the limiter is set must be shown on a plate displayed in a conspicuous position in the driver's cab. A speed limiter is required in all buses exceeding a 9-seat capacity, even when they are exempt from the tachograph requirements.

Seat belts & child restraints

The general rule in relation to passenger or goods vehicles is that where seat belts are fitted they must be worn. Some coaches are fitted to accept particular types of child seats – you should check with the vehicle manufacturer.

Seat belts are your best protection in accidents and it is especially important that any child in your vehicle be protected by the safety restraint appropriate to their size and weight.

In general, passengers on city services are not required to wear seat belts.



Roadworthiness and seat belt maintenance

It's important to keep up the maintenance of your vehicle's seat belts both in order to fulfil roadworthiness requirements for vehicle testing and for occupants' safety. You should routinely inspect all seat belts in your vehicle, checking that:

- they are not cut or badly frayed
- they operate correctly – when pulled out fully, they should retract automatically
- the buckles work properly
- If a belt is damaged in any way or does not operate correctly, you should replace or repair it without delay at your local garage or an authorised dealer. Check to see if your seat belt has an 'e' or 'E' mark, meaning it meets with the EU regulations. If no markings can be found, your vehicle manufacturer or local authorised dealer should be able to tell you if your seat belts are compliant. For retro-fitting

of belts, you should contact an authorised dealer for your particular make of vehicle.

- Where applicable, buses and heavy goods vehicles registered since 20th October 2007 must also have seat belts, and there are new seat belt rules for buses and minibuses.
- Since 29 October 2010, bus owners are required to present documentation at their roadworthiness test certifying that the seat belts, where fitted to their vehicle, meet a minimum standard.
- From October 2011, all buses involved in the organised transport of children are required to be fitted with certified seat belt installations.

For buses

The regulations also say that bus drivers and bus passengers aged 3 and above must wear seat belts where they have been provided.

Bus owners are required to ensure that passengers are informed of the requirement to wear seat belts while they are seated and while the vehicle is in motion, through either an announcement, presentation, appropriate signage, etc.

A driver of a bus or coach is not liable to Penalty Points where a passenger on the bus or coach is not wearing a seatbelt where all reasonable efforts have been made to inform the passenger of the requirement.

A bus with a safety belt installation that is not fit for purpose is likely to cause a danger to its user. This may be as a result of the safety belts not being installed to a minimum standard (including the seat and seat belt anchorages); or the incorrect function, damage or degradation of key components of the safety belt installation and not replacing or repairing these immediately.

A bus's safety belt installation may be checked at a roadside inspection to ensure it is fit for purpose, in good working order and not likely to cause a danger. These roadside inspections are carried out by the Gardai, or RSA Vehicle Inspectors.





Regulations pertaining to buses involved in the organised transport of children.

Many bus or coach companies throughout the country are responsible for transporting children to and from school during term time. Drivers have a duty of care and must make themselves aware of their responsibilities in relation to the safe carriage of children. In particular, drivers should ensure that the vehicle is roadworthy and is suitable for the carriage of children. All passengers should have a seat and a seat belt. The doors should be closed before moving off, and all aisles should be clear of obstructions.

Drivers should check mirrors carefully to ensure that clothes or school bags are not trapped in a door before moving off, and they should ensure that children do not enter or exit from a door which opens on to traffic. Where necessary, school children should be informed that boisterous behaviour will not be acceptable, and there should be strict enforcement of the no smoking and no alcohol rules.

Children should not be allowed to operate the doors, and each stop should be approached carefully in case a child runs suddenly towards the bus.

Important Regulations concerning children and safety belts on buses came into effect on the 31 October 2011. The Road Traffic (Restraint Systems in Organised Transport of Children) Regulations (Statutory Instrument No. 367 of 2011) make it a legal requirement that all buses involved in the organised transport of children must be fitted with appropriate and fit for purpose safety belts or restraint systems.

Organised transport in this regard is a group of 3 or more children undertaking a journey where the children's transport is the primary reason for the journey. This includes school transport bus services, school trips or other organised outings such as sporting or social events, etc. The organised transport of children does not include the transport of children on bus services offered to the general public (i.e. scheduled urban or inter-urban bus services).

In recent years the Irish Government has taken a number of actions to ensure the safety of children travelling on buses and to ensure that the safety belts or restraint systems fitted to a bus are fit for purpose and safe. Part of this process was the requirement that all buses contracted to the Department of Education and Skills school transport scheme be fitted with safety belts and these safety belts inspected to ensure they were of an appropriate standard.

It should be noted that it remains the legal responsibility of a bus owner and driver to ensure that their vehicle, and all components of that vehicle, is in compliance with Road Traffic Regulations and in such a condition that no danger is likely to be caused to any person. This includes having the correct

certification for the safety belts or restraint systems.

Failure by bus drivers and owners to comply with the requirement to have safety belts on buses involved in the organised transport of children may result in a fine or imprisonment, or both.

Organisations or individuals engaged in hiring or contracting bus services or organised transport for children should ensure that the vehicle used is fitted with safety belts.

For more information on these new requirements please visit the dedicated safety belts on buses webpage or contact the Road Safety Authority at 096 25000 or vehiclestandards@rsa.ie



Drivers Airbags

Drivers should ensure that they use the “ten to two” or the “quarter to three” position of their hands on the steering wheel. This will also help with the push/pull method of steering because if they have their arm across the wheel when the airbag fires, the force of the airbag could break their arm.





SELF-ASSESSMENT OF KNOWLEDGE

Please complete the following questions to help assess your understanding of the module so far:

Q1. Name 3 types of safety equipment which buses must carry.

Your Response

Q2. When would you use the engine and fuel cut-off switches?

Your Response

Q3. What type of fire extinguisher should be used on flammable or combustible materials?

Your Response

Q4. What is the purpose of a tachograph?

Your Response

Q5. How does an engine fire suppression system work?

Your Response





Q6. When should you use a red warning triangle?

Your Response

Q7. Name 4 items that should be included in a First Aid kit.

Your Response

Q8. What is the minimum age above which bus passengers must wear seat belts, where provided.

Your Response

Q9. How should you conduct an emergency evacuation of your bus?

Your Response

Q10. Are there any vehicles which are exempt from the requirement to have seat belts fitted?

Your Response





SECTION E – DRIVER AND VEHICLE SECURITY

Most vehicle security is based on good housekeeping practices, such as locking doors, windows, fuel tanks, luggage compartments, equipment boxes – measures you should already have in place. You should tailor the following recommendations or use them as a basis for improving the security of your vehicle. The possibility of theft always exists. It is vital that a driver takes the course of action that puts him or her and their vehicle in the least amount of danger. Under no circumstances should a driver attempt to take any aggressive action during a robbery.

Passenger services vehicles

Working in the passenger transport industry, you cannot fail to be aware of the risk of assault and anti-social behaviour, even though only a small minority commit acts of violence or criminal damage, and the vast majority of services run without any trouble. Based on what other bus and coach operators have found to be good practice there are steps you can take to tackle the problem and minimise the risks.

Violence and anti-social behaviour can take many forms, including verbal abuse and threats as well as spitting and physical assaults. Severe cases can require hospital treatment and time off work. This in turn can lead to staff shortages, putting pressure on remaining staff and affecting the reliability of services.

Who is at risk?

The people most at risk are those on buses and coaches:

- Drivers
- Crew members
- Inspectors and other officials
- Passengers

Criminal damage

Bus and coach operators may also suffer from criminal damage to vehicles and infrastructure. The most common forms of damage are:

- Slashed seats
- Graffiti, including window etching
- Missile throwing
- Broken windows

Criminal damage is a serious and costly problem, draining money that could otherwise be used for new investment and improvements to services. It means vehicles have to be taken out of service for repair, affecting the reliability of bus services.

Furthermore, damaged bus shelters and equipment, and anti-social behaviour at bus stops and around bus stations, create a threatening atmosphere and put people off travelling by public transport, particularly after dark.



Some facts about passengers and operators

Research into the transport needs of different social groups suggests that the personal security issues for passengers are as follows:

- The time spent waiting for the bus is generally more fearful than the time spent on-vehicle.
- A sense of fear is more prevalent after dark.
- People who are under the influence of an intoxicant tend to make other passengers uneasy.
- Young people have similar fears to adults, with similar gender differences.





- Young people are more likely to be bullied or intimidated by other young people than by adults.
- People who play loud music or who use bad language tend to create tension for others.
- The presence of graffiti and vandalism contributes to perceptions of unease/fear for all passengers.

Passenger services vehicle operators

- Graffiti and vandalism to buses and bus infrastructure is often a serious and costly problem warranting significant financial investment in preventive measures such as CCTV.
- Assaults against staff can arise for a number of reasons.
- Bus stations tend to attract people looking for relative warmth and shelter.
- Travel without a valid ticket is often associated with other crime and other nuisance behaviour.



Vandalised bus.

Implications for drivers

Your vehicle is your livelihood and you are responsible for the safety and security of your passengers and their luggage. Apply your employer's Health and Safety policies – they are designed to ensure safety and security and to protect yourself, your passengers, their luggage and your fellow citizens.

Security guidelines for passenger service vehicles.

These security guidelines contain recommended best practices that organisations engaged in national and international scheduled passenger transport by bus and coach can use to enhance their personal and collective security. The objective is to raise awareness and to improve security, while providing practicable and proportionate

preventive measures to minimise security risks and to prevent or reduce delays that may arise due to security-related concerns and problems, such as unauthorised entry, in international transport.

1. En route

- Plan details of your route beforehand in accordance with the instructions given to you by your employer or their representative. This will avoid having to stop to ask for directions.
- During stops to collect additional passengers, or for comfort breaks, ensure that no luggage is removed unless there is a valid reason, and that this luggage is accounted for when the journey resumes.

2. How to act in the event of verbal or physical aggression

- Safety comes first. Be cautious and firm in your decisions. Follow company procedures.
- If there are indications of verbal aggression, keep calm and try to defuse the situation.
- Do not get out of the vehicle to deal with incidents unless you are absolutely sure that it is safe for you to do so.
- If it is not possible to calm the situation, get help, either by panic alarm, 2-way radio or mobile phone.
- Take advantage of any training that is offered in how to deal with potentially threatening situations and be familiar with written guidance and instructions.
- If a passenger causes trouble, remember that you have the power to ask them to leave, but you must use this power sensitively and in line with company policy. It may be better to ask for help by using a 2-way radio system or panic alarm.
- Check that all security devices on the vehicle are working.

3. Dealing with a needle stick injury

- If a needle or syringe is discovered, isolate or lock the area where it lies. Report it to the person in charge and arrange to collect it safely. It may be lifted with a tongs or litter picker if one is available. If it is on board a vehicle, the vehicle must be held stationary before this operation is attempted.





- Extreme care must be taken in the disposal of all needles and syringes found. Most problems occur when trying to recap or re-sheath the needle. This should never be done. The needle and syringe must be discarded as a unit into a puncture proof container for incineration.
 - A skin puncture should be encouraged to bleed in an attempt to express any materials deposited in the wound.
 - The wound should then be washed thoroughly with soap and water. Any cut or abrasion should be covered with a waterproof dressing.
 - Report the incident to the supervisor and fill up the appropriate Accident or Incident Form.
 - Seek medical attention. All hospital accident and emergency departments now have a protocol in place for dealing with such incidents. It may be necessary to receive specified treatment and/ or counselling.
- 4. Be secure and safe during transport and parking**
- Never leave personal belongings on view.
 - Make sure you have adequate (company) insurance cover.
 - Never leave keys in or on your bus
 - When you leave your vehicle, always lock it and always take your keys with you. Never leave them in the cab. Remove ignition keys even when going to pay for fuel.
 - Never leave keys where strangers can see them and always keep them somewhere safe.
 - If you store your keys at your company's operating base, make sure they are in a lockable place out of sight of strangers. Never use a "hiding place", for example inside the front bumper.
 - Keep the luggage compartment secure even while driving.
 - If the vehicle has been taken inform your employer: if the vehicle is equipped with a tracking device, the employer will take the necessary measures to trace it.
 - Inform the Gardaí and make an official declaration of theft.
 - Have all major components (plus glass) security etched with the vehicle identification number (VIN).

- Have an alarm system and/or immobiliser fitted to the vehicle by a reputable security specialist, and approved by the insurance company.
- 5. If you are obliged to stop**
- Report back to your employer, in accordance with employer's instructions.
 - If in doubt, ask to see the identity of any Gardaí or customs officer who might stop you.
- 6. In cases of aggression (or during theft in progress)**
- Don't resist/oppose the perpetrators.
 - After the incident, inform the Gardaí as quickly as possible either using a roadside telephone (your location can be identified exactly) or from another phone or mobile phone (in this case, indicate your exact location)
 - Inform your employer.
 - File an official complaint with the Gardaí.
 - Report in confidence any information about criminal activity.

The main points to remember in such a situation are to:

Concentrate

Keep calm

Obey

Do what you are asked, no more, no less

Observe

Look for details such as: appearance, clothing, eyes, build, scars, hair etc.

Preserve

Keep the scene intact, hold witnesses if possible and get names and addresses.

If using the suggested approaches you may also see additional benefits such as a reduction in crime and increased passenger confidence in using bus services and facilities.

The majority of incidents of harassment or intimidation on bus travel – as elsewhere – go unreported either to operators or the Gardaí. Drivers should follow their company policy in relation to reporting of incidents.





Park safely

See pages 134-140 of the current version of the Rules of the Road for information on parking.

A vehicle should not be parked unattended in a public street or taken to a home address unless by permission. If possible, reverse into your chosen parking space so that you can drive out more safely. Always ensure the handbrake is fully applied when leaving the vehicle.

Check the vehicle after every trip by physically walking along the full length of the upper and lower saloons to check for any passenger remaining on the vehicle or for lost property. Any lost property should be secured and handed over to your company as soon as possible. Set any anti-theft devices if fitted and lock the vehicle.

- Avoid parking in obviously vulnerable areas if at all possible.
- Keep your mobile telephone with you,
- Whenever possible decide in advance where you are to park overnight before resuming your journey.
- Try to park your vehicle within sight and where you can return to it quickly
- Only park in secure, well-lit, reputable overnight bus parks if your rest stops can be planned this way.
- Ensure that all doors are locked and the windows secure if you sleep in the vehicle bunk overnight.
- When returning, check all around for signs of interference,
- When returning to Ireland from Europe, be particularly alert for signs of illegal immigrants.

General preventive advice for passenger services vehicles

At the end of a route and before the bus begins its next journey, it is recommended that passengers are not permitted to board until a security check of the bus and a check for lost property has been completed. Passengers should only be allowed to board if the driver is present.

1. Securing the coach

- Make sure that the vehicle is left locked and secured when unattended or at any designated stops, such as the beginning of a journey, any en-route stops or when the journey has been completed.
- When leaving the vehicle unattended, make sure that all windows, doors and luggage holds are closed, locked or secured and deadlocks are

engaged. If passengers wish to re-board the coach for any reason during a designated stop, they should be accompanied at all times by a member of the coach crew.

- Secure and keep locked any compartments accessible from the outside (e.g. luggage space) with a lock or locks to prevent unauthorised entry. If these cannot be locked, make manual checks on a regular basis.
- You should make a full security check of the coach before it undertakes a journey, including any luggage or other holds. .

2. Searching the Coach

- Before the passengers board or after the journey, check the interior of the coach thoroughly to ensure that no suspicious items have been placed in it. This search should include all areas of the coach including under seats, luggage compartments, overhead lockers and toilets.
- If need be, make a full security check of the coach before it undertakes a journey, including any luggage or other holds and the underside of the vehicle.

3. Boarding and leaving the coach

- Ensure that no person is permitted to board a coach without a legitimate reason and only on production of a valid form of authorisation, such as a ticket or pass for that particular journey.
- Where appropriate, check passenger lists against the passengers present, and amend records accordingly. Ensure that the number of passengers on board the coach matches the records for that journey. Do this both at the beginning of the journey and also whenever passengers reboard after any stops.
- Remove all items left from previous journeys.
- Ensure that any accompanying luggage for the passengers who do not wish to travel is removed before departure.
- In case of an unscheduled stop, you should ensure the safety of all passengers. Do not leave the vehicle without making sure that it is fully locked and secure, with the alarm switched on.





4. Securing against un-authorized entry in case of an international journey

- At all times BEWARE – certain improperly documented passengers or stowaways may be aggressive and could attack you.
- If required, all checks should be timed and dated in accordance with your checklist (if one is supplied by your organisation), and, where possible, witnessed by a third party. If engaged in international transport, always adhere to your companies policies on passenger safety and security.
- Where the checks conducted suggest that the security of the vehicle may have been breached, or that an unauthorised person or persons are on board, record such circumstances in the checklist and report to the police in the country concerned or, at the latest, to the passport authorities at the border.

5. Accounting for luggage.

- When loading the vehicle, reconcile all luggage with passengers of that particular journey. Make sure that no extra items have been loaded or unloaded by passengers or any other member of the public.
- Establish a simple set of procedures to ensure that all luggage is fully checked and accounted for prior to travel.
- If unaccompanied luggage is discovered en route, the driver/crew should immediately contact the company and make arrangements for it to be removed at the earliest opportunity. Arrangements should be put in place to recover such luggage as soon as possible.

6. Respect company security policy and advice

- Always follow the company Health and safety and security/risk assessment policies. If you fail to do so, your employer could take disciplinary or legal action against you.
- If you witness suspicious or criminal behaviour, call the Gardaí, or Police immediately.
- Always keep your employer informed of any untoward event.

Threat to the vehicle or passengers

In the event of a bomb scare on a vehicle:

- Assess the situation and remain calm.
- Stop the vehicle at the nearest safe stopping point, and switch off the engine.
- Advise passengers of a problem on board the vehicle and instruct them to disembark immediately in an orderly fashion, leaving luggage behind.
- Conduct passengers to a safe location away from the vehicle.
- When clear of the vehicle, call the Emergency Services and await their arrival. Co-operate fully with the Emergency Services.
- Alert other road users to the situation if possible.

In Summary

Drivers and operators should take all necessary precautions to ensure the safety and security of themselves, their passengers, their luggage and their vehicle.

Follow the employers Health and Safety policies, procedures and guidelines. Be alert at scheduled stops and watch out for suspicious activity.

After a comfort stop, ensure that all passengers have a valid ticket for the journey.





SELF-ASSESSMENT OF KNOWLEDGE

Please complete the following questions to help assess your understanding of the module so far:

Q1. What impact can criminal damage have on a bus service?

Your Response

Q2. What effect can anti-social behaviour have on the service you are providing?

Your Response

Q3. How should you react in the event of verbal or physical aggression?

Your Response

Q4. If unaccompanied luggage is discovered en route, what should you do?

Your Response

Q5. How can you protect against unauthorised entry on to your coach?

Your Response





SECTION F – HUMAN TRAFFICKING

Poverty and lack of economic opportunity make some people and children potential victims of traffickers associated with international criminal organisations. They are vulnerable to false promises of job opportunities in other countries. Many of those who accept these offers from what appear to be legitimate sources find themselves in situations where their documents are destroyed, individuals or their families are threatened with harm, or they are bonded by a debt that they have no chance of repaying.

Human trafficking

The prevention of human trafficking requires several types of interventions. Some are of low or moderate cost and can have some immediate impact, such as awareness campaigns. Strong laws that are enforced are also an effective deterrent.

Illegal immigrants

The Illegal immigrants or stowaways problem is a serious issue in today's society. Illegal immigrants, especially in large numbers, affect the country and the immigrants themselves in many ways. These issues have forced governments and many agencies to find a way to prevent stowaways from entering their country.

The vehicle and any compartments accessible from the outside must be capable of being made secure with a lock which prevents unauthorised entry. The vehicle must be locked when unattended and any compartments (e.g. luggage space) which are accessible from the outside must be kept locked when not being accessed. The owner, hirer or driver must supervise whenever passengers board or alight from the vehicle and when baggage or belongings are loaded or unloaded, to ensure that unauthorised persons do not use that opportunity to gain entry.

S.I. No. 597 of 2011 EUROPEAN COMMUNITIES (COMMUNICATION OF PASSENGER DATA) REGULATIONS 2011

An offence under this regulation means an offence under the:

- (a) Aliens Act 1935 (No. 14 of 1935),
- (b) Refugee Act 1996 (No. 17 of 1996),
- (c) Immigration Act 1999 (No. 22 of 1999),
- (d) Illegal Immigrants (Trafficking) Act 2000 (No. 29 of 2000),

- (e) Immigration Act 2003 (No. 26 of 2003), or
- (f) Immigration Act 2004 (No. 1 of 2004);

Offences and penalties:

- (a) On summary conviction, to a Class A fine (which can be up to €5,000) or to imprisonment for a term not exceeding 12 months or both, or
- (b) On conviction on indictment, to a fine not exceeding €500,000 or to imprisonment for a term not exceeding 3 years or both.

Vehicle checking

An effective anti-trafficking system should provide for checking the vehicle at appropriate times during its journey to Ireland. You, as the driver, will normally be responsible for checking the vehicle.

- **During the journey:** You should check that the vehicles security has not been breached after any stops made while travelling to the port of embarkation, particularly if the vehicle has been left unattended. Physically examine security locks for any signs of tampering. Would-be illegal immigrants sometimes hide in storage areas beneath vehicles.
- Ensure that all passengers produce a valid ticket or pass, or are recorded on a passenger waybill/manifest when boarding or re-boarding the coach.
- Whenever passengers board or alight from the vehicle and when luggage or belongings are loaded or unloaded, the driver should take all reasonable steps to ensure that unauthorised persons do not use this as an opportunity to board the coach or to pilfer belongings.





- Prior to embarkation on a ship, in particular in the case of an international journey, check all spaces in or on the vehicle that could possibly contain a person. When crossing a frontier, keep toilets and luggage space and any space accessible from the outside locked until the vehicle passes across the border. Before passing across the border and if need be, check to ensure that all persons shown on the passenger manifest are accounted for.
- **Checks by port operators:** You should make use of vehicle checks provided by port operators. These are not fool proof, however, and may not always detect the presence of illegal immigrants. Remember that you are responsible for carrying out the final vehicle check. If an illegal immigrant is discovered, report it immediately to the authorities.





SELF-ASSESSMENT OF KNOWLEDGE

Please complete the following questions to help assess your understanding of the module so far:

Q1. List three ways that an illegal immigrant could board your bus.

Your Response

Q2. What should you do if you discover an unauthorised passenger on your vehicle?

Your Response

Q3. Who is responsible for checking the number of passengers on your vehicle?

Your Response

Q4. What should you do to prevent illegal stowaways from boarding your bus?

Your Response

Q5. How should you involve port authorities if you discover an illegal immigrant on your vehicle?

Your Response





SECTION G – CARRIAGE OF PASSENGERS BY ROAD IN RELATION TO OTHER MODES OF PASSENGER TRANSPORT

There has been a significant growth in the demand for both goods and passenger transport in the EU in line with the growth in the EU economy . Passenger movements on all forms of transport have increased, reflecting the demand for increased mobility. The enlargement of the Union has increased the relative importance of scheduled coach travel which tends to account for a higher proportion of inter-city passenger transport by surface modes in the member states.

Coach travel has a number of advantages over other modes of transport. It is one of the best performing modes in terms of both safety and environmental impact. In comparison to rail travel, for which service changes tend to require a long period of advance planning and routes are inevitably restricted by the availability of infrastructure, the sector has the ability to be highly demand-responsive and flexible. Subject to regulatory limits existing in some member states it is able to quickly respond to changing patterns of demand.

Modes of Passenger Travel in Ireland

In Ireland different types of passenger transport are available, including Trains, Trams, Buses, Airplanes, Boats / Ferries, Cars, Horses, Bicycles, Motorbikes, Trucks, Vans and Walking.

The bus is the main form of public transport used in Ireland today. Overall buses make about 200 million passenger trips on regular scheduled services across the state. These services are provided under Public Service Obligation contracts with Bus Éireann and Dublin Bus and by licensed commercial bus operators.

A number of private bus companies operate scheduled public transport services across the country. These services form an integral part of the public transport network. The National Transport Authority regulates the provision of that service by licensing in accordance with the Public Transport Regulation Act 2009.

Bus licences are granted by the Authority in accordance with the Guidelines for the licensing of bus passenger services.

E. U. Passenger Transport

A large majority of European citizens live in an urban environment. They live their daily lives in the same space, and for their mobility share the same infrastructure.

European cities increasingly face problems caused by transport and traffic. The question of how to enhance mobility while at the same time reducing congestion, accidents and pollution is a common challenge to all major cities in Europe. Congestion in the EU is often located in and around urban areas and creates high costs both environmentally and financially. Cities themselves are usually in the best position to find the right responses to these challenges, taking their specific circumstances into account.

Efficient and effective urban transport can significantly contribute to achieving objectives in a wide range of policy domains for which the EU has an established competence. The success of policies and policy objectives that have been agreed at EU level, for example on the efficiency of the EU transport system, socio-economic objectives, energy dependency, or climate change, partly depends on actions taken by national, regional and local authorities. Mobility in urban areas is also an important facilitator for growth and employment and for sustainable development in the EU areas.





The aim of the European Union's land transport policy is to promote mobility that is efficient, safe, secure and environmentally friendly.

The EU's policy objectives for road transport are therefore to promote efficient road freight and passenger transport services, to create fair conditions for competition, to promote and harmonise safer and more environmentally friendly technical standards, to ensure a degree of fiscal and social harmonisation, and to guarantee that road transport rules are applied effectively and without discrimination.

The existing legislation applying to road transport services establishes common rules on access to the profession and to the market, sets minimal standards for working time, driving time and rest periods (including enforcement and the use of tachograph devices) for professional road transport, and sets minimum annual vehicle taxes, as well as common rules for tolls and user charges for heavy goods vehicles. Moreover, it attempts to harmonise the maximum weights and dimensions of road vehicles. The Commission also promotes increasing the number of safe parking areas along the trans-European road network.

EU Road fatalities

According to the European Transport Safety Council (ETSC) analysis, the EU target of cutting deaths by half in the decade to 2020 is now very unlikely to be reached. The EU 28 collectively reduced the number of road deaths by 20% over the period 2010-2017. These figures will be re-evaluated in future strategies and the EU will continue to develop policies to meet future targets. However, European roads remain the safest in the world: in 2017, the EU counted 49 road fatalities per one million inhabitants, against 174 deaths per million globally. According to data from the World Health Organisation about 1.3 million people die each year on the world's roads, of which 25,300 lost their lives in the EU in 2017.

Public Transport

The use of buses as a mean of public transport has advantages in comparison with personal vehicles because it saves energy (less fuel per passenger), causes less air pollution (large number of passengers in one vehicle), saves time (special driving lanes for public buses) and may promote social equity. An advantage of buses is their access to parts of urban areas that other means of transport, such as trams or trolleybuses, cannot reach economically.

Public transport by rail includes the use of trains, trams and metros. On high volume corridors, public transport by rail is usually more economic and has more environmental benefits than traditional motor powered buses. Better and wider use of public buses and rail transport requires an improvement in the management of bus and rail infrastructure (separate lanes and tracks) and services (adequate capacity, reliability, punctuality and speed) and a replacement of rolling stock by modern and less energy consuming vehicles.

Modal split is the proportion of total journeys (trips), volume, weight, vehicle- or transport performance (vehicle, ton- or passenger-kilometres) carried out by various alternative modes of transport, such as road, rail, inland water, maritime and air transport, including non-motorized transport. Modal split can also be defined as the share of different modes of transport, including non-motorized modes and pedestrian trips, within overall transport demand.

SmarterTravel is the transport policy for Ireland that sets out how the vision of a sustainable travel and transport system can be achieved.

The Smarter Travel programme doesn't just set out a vision for better travel choices but also provides funding to provide information and improve facilities for cyclists, walkers and public transport users to make it easier for us to make the right choices.





SELF-ASSESSMENT OF KNOWLEDGE

Please complete the following questions to help assess your understanding of the module so far:

Q1. Name 3 advantages of public transport over private cars.

Your Response

Q2. Name 3 modes of public transport in Ireland.

Your Response

Q3. How much did road deaths reduce in the EU between 2010 and 2017?

Your Response

Q4. Name 3 environmental benefits arising from the increased use of public transport.

Your Response

Q5. Name 3 advantages of road passenger services over fixed rail services.

Your Response





SECTION H – CROSSING BORDERS (INTERNATIONAL TRANSPORT)

As Ireland is an island, the only road-based passenger transport link is with Northern Ireland. A number of operators provide a range of services in conjunction with Translink, in relation to intercity services linking Belfast and Derry directly from Dublin, Galway, Letterkenny etc. In relation to cross-channel and International services, they are part of the pan European “Eurolines” network, linking all cities in Ireland to Europe.

Eurolines

The brand name Eurolines groups a number of independent coach companies together, comprising Europe’s largest regular coach network. This network connects over 500 destinations, covering the whole of the continent, including Morocco. Eurolines allows travelling from Sicily to Helsinki and from Casablanca to Moscow. Most Eurolines services bring you directly to the city centre. The Eurolines organisation has developed common quality standards for all its members, and harmonised the sales and travel conditions. All passengers, wherever they are on the network, are guaranteed the same level of quality and assistance. Eurolines members use modern coaches with reclining seats, large picture windows, washroom facilities and comfortable legroom. All services are non-smoking.



Rules governing access to the market – passenger transport

The carriage of passengers by coach and bus is subject to E. U. Regulation which lays down common rules, defines the conditions for applying the principle of free movement and simplifies the

administrative procedures. The regulation defines the different types of coach and bus service:

1. Regular services;
2. Special regular services (e.g. the transport of workers or schoolchildren);
3. Occasional services (e.g. the transport of a group of young people to a concert in another member state, or a one-off tourist trip);

National authorisations are still required for regular services for hire or reward. The Community Licence also allows hire or reward transport operators to perform international passenger transport operations on European Union territory, regardless of nationality or place of establishment.

Passenger transport – cabotage

Cabotage is the internal transport of goods or passengers within a jurisdiction by a foreign registered vehicle.

Cabotage operations (national passenger transport operations carried out on a temporary basis by non-resident operators), governed by Council Regulation 12/98 of 11 December 1997 are, generally speaking, limited to specialised regular services and occasional services. Cabotage is permitted for regular services, on a temporary basis, provided that it forms part of an international service (for example, an Italian transport operator can only take passengers between Lyon and Paris on a Turin- Lyon-Paris-Brussels line) and that the laws, regulations and administrative provisions in force in the Member State where the cabotage operation is performed (the host country) are observed (inter alia authorisations, the routes to be operated, frequency). Up to three cabotage movements are allowed within seven days of entering the host country.





SELF-ASSESSMENT OF KNOWLEDGE

Please complete the following questions to help assess your understanding of the module so far:

Q1. What is Eurolines?

Your Response

Q2. Do standards of service differ between members of Eurolines?

Your Response

Q3. What is cabotage?

Your Response

Q4. How many cabotage movements are generally allowed in a host country?

Your Response

Q5. What are the different types of bus and coach service?

Your Response





SECTION I – THE MAIN TYPES OF COMPANIES FOR THE CARRIAGE OF PASSENGERS BY ROAD

The Irish bus and coach sector is made up of both public service operators and private coach and bus operators.

Public Service Operators

Various operators provide a comprehensive Bus service in Dublin City and County, serving a large population of public transport passengers.

Strict standards of operational performance and customer service have to be complied with, and penalties may be incurred for under performance.

In Dublin, the NTA (National Transport Authority) plans to:

- Increase the overall amount of bus services.
- Provide new and frequent orbital services connecting more outer parts of the city together.
- Simplify the bus services on the key radial into “spines” where all buses will operate under a common letter system and buses will run more frequently and be more evenly spaced.
- Increase the number of routes where buses will come every 15 minutes or less all day.
- Increase the bus services by over one quarter (27%).

Various public and private operators provide a range of bus and coach services throughout the country. These include: inter-urban coach services linking major cities and towns; local bus services in rural areas; city bus services in Cork, Galway, Limerick, Waterford and Sligo; Eurolines coach services which connect to all parts of Europe.

Bus Éireann works closely with the Department of Education and Skills to ensure that school transport services provided under the School Transport Scheme for Primary children, Post Primary children, and for children with Special Educational Needs is delivered in a cost-effective and efficient manner on behalf the scheme.

Children are transported twice daily on a dedicated Bus Éireann and contracted school transport fleet. Bus Éireann operates its own fleet of school buses, and it engages the services of locally based private bus operators, to the extent of approximately 3,400 vehicles to complement the service.





SECTION J – ROAD PASSENGER TRANSPORT OPERATOR’S LICENCE

An operator who is carrying passengers by road for hire or reward in vehicles constructed and equipped so as to be suitable for carrying more than 9 persons including the driver must hold a Road Passenger Transport Operators Licence. (RPTOL). Carriers who operate exclusively within this State need a Road Passenger Transport Operator’s Licence. Those who wish to carry passengers in Ireland and abroad (including Northern Ireland) must hold an International Road Passenger Transport Operators Licence for each vehicle providing the service.

Transport Operators Licences

A National Road Passenger Transport Operator’s Licence (RPTOL) allows you to carry passengers within the State only.

An International Road Passenger Transport Operators Licence and a Community Licence entitles an operator to operate in Ireland as well as both within and between the member states of the European Union.

A certified true copy of the Community Licence is issued in respect of each vehicle and must be carried on the vehicle. Failure to carry the required document could result in a fine or impounding of the vehicle, or both.

The original of the Community Licence should be kept at your base of operations.

See examples of a National (Example 1) and an International Licence (Example 2) discs and a certified true copy of a Community Licence (Example 3) on page 60.

The relevant disc must be displayed on the windscreen of the vehicle and the certified true copy of the Community Licence must be carried on the vehicle.

In order to obtain a National or an International RPTOL a passenger transport operation must employ the services of a Transport Manager who must hold a Transport Managers CPC for the relevant category. (Certificate of Professional Competence).

Note; this is different from the Drivers CPC.

Exemptions from the licensing regulations

While there are some exemptions to the Licensing regulations, each of these exemptions should be approved by the Department of Transport Tourism and Sport on a case by case basis.

Requirements for a Road Passenger Transport Operator’s Licence/ Community Licence;

Applicants must:

- i. Be of good repute;
- ii. Satisfy the requirement of professional competence;
- iii. Be of appropriate financial standing.
- iv. Must have a place of establishment in the state which includes adequate parking.

These are EU requirements and they must continue to be satisfied at all times during the validity of the Operators Licence. Failure to satisfy any or all of them can lead to the revocation or suspension of a licence. An Operators Licence is valid for 5 years.

Good repute

Applicants must declare if any relevant offences have been recorded against them in the previous 5 - year period. A “Consent to Repute Enquiry” form must accompany the application in respect of the individuals named therein and checks can then be carried out by the Department of Transport in conjunction with the Garda vetting process to ensure that the `good repute` requirement is met.





Professional competence

A Transport Managers Certificate of Professional Competence (CPC) in passenger operations is required by all those who are nominated to act as transport manager in applications for a Road Passenger Transport Operator's Licence. Transport Managers CPC courses are run in various locations around the country under the auspices of the Chartered Institute of Logistics and Transport. (CILT). The Community Licence course combines national and international requirements for professional competence into a single course. The certificate issued now covers both national and international operations – national-only courses are no longer available.

The syllabus covers:

- Introduction to passenger operations;
- Setting up a passenger transport business;
- Access to the passenger transport market;
- Transport operations management;
- Financial management;
- Technical standards;
- Civil, commercial and social legislation;
- Conventions and documentation;
- Route planning and road safety.

The subjects cover all the areas for the setting up, operating and maintaining of a transport business in an effective manner on a continuous basis.

There must be at least one person in the passenger firm who holds a Transport Managers Certificate of Professional Competence in road passenger operations, who can be designated as transport manager to continuously and effectively manage the road passenger business. This person must be at least 18 years of age and of good repute. The transport manager must be available to the passenger transport undertaking for the full validity of the road passenger operators Community licence. If for any reason the transport manager ceases to be available to manage the road transport business during that time, the Department of Transport should be notified without delay. The operator will then be advised of the necessary steps to take to re-satisfy the professional competence requirements for the passenger operators licence.

A Transport manager may not operate for more than four undertakings and the combined maximum total fleet may not exceed fifty vehicles.

Appropriate financial standing:

An applicant must:

- a) Have at least €9,000 for the first vehicle and €5,000 for each additional vehicle to be authorised for use under the Road Passenger Transport Operator's Licence;
- b) Be the holder of a current tax clearance/ C2 certificate issued by the Revenue Commissioners;
- c) Have the vehicles proposed for use in the road passenger business validly taxed and insured and the tachograph calibrated (if fitted). The vehicles must have a Carriage Office Certification (PSV Licence) for the carriage of passengers for hire or reward. The vehicles must be registered in the name of the applicant for the RPTOL;
- d) Not be a bankrupt.

Other requirements that an applicant operator needs to demonstrate

One additional important requirement for people to be granted an operator's licence is that they must demonstrate that they have parking facilities for their vehicles. Parking of buses and trucks in residential areas is forbidden. Parking of large vehicles in residential areas present a hazard, and this is a constant area of dispute between local residents, local authorities and the Gardaí. It is vital that anyone wishing to get an operator's licence has appropriate facilities available to park their vehicle/s.

Where do you apply for a passenger licence?

If you can satisfy the 4 requirements of good repute, professional competence appropriate financial standing and adequate parking facilities, you can get a Road Passenger Transport Operator's Licence by completing an application form supplied by the Road Transport Operator Licensing Unit of the Department of Transport, Tourism and Sport in Loughrea, Co. Galway and paying the appropriate fee. You must engage the services of a recognised accountant and/or a solicitor to assist you in completing the form, as some of the information must be given by way of affidavit.

When applying for the operator's licence, you must also apply for transport discs for each vehicle authorised on the licence. You must affix this transport disc on the windscreen as the vehicle is not fully licensed until this is done.





Vehicles must have a tachograph and a current tachograph calibration certificate (if fitted).

The only exemption to this tachograph requirement is where a vehicle is used exclusively for the carriage of passengers on regular services (that is, the carriage of passengers along specific routes at specific intervals, where passengers are taken up and set down at predetermined stopping points) and where the route does not exceed 50 kilometres.

Revocation of a Road Passenger Transport Operator's Licence (RPTOL)

Where a Road Passenger Transport Operator's Licence (RPTOL) is revoked or withdrawn under

- an act of an institution of the European Communities in relation to road passenger transport;
- an Act of the Oireachtas in relation to road passenger transport; or
- any regulation made under section 3 of the European Communities Act 1972 giving effect to an act of an institution of the European Communities in relation to road passenger transport.

A licence granted to the person or their subcontractor who held the RPTOL concerned is automatically revoked subject to the provisions outlined above.

A person who continues to provide a public bus passenger service in respect of which a RPTOL has been revoked is deemed to have committed an offence under the Act.

Further information

If you need clarification on any matter relating to Road Passenger Transport Operator's Licences you should contact:

Road Transport Operator Licensing Division,
Department of Transport, Tourism and Sport,
Clonfert House,
Bride Street, Loughrea, Co Galway.

Tel (01) 6707444

See www.rtol.ie

See also Regulation (EC) No 1071/2009 of the European Parliament and of the Council.





Return this application to:
Road Transport Operator Licensing Unit
Department of Transport, Tourism and Sport
Clonfert House, Bride Street, Loughrea, Co. Galway

ROAD PASSENGER TRANSPORT OPERATOR'S LICENCE APPLICATION FORM

This is an application form for a Road Passenger Transport Operator's Licence, and for all the appropriate documents for vehicles to be authorised under the licence. Please complete in CAPITAL LETTERS. **You must read the Guide to Road Passenger Transport Operator Licensing (referred to in this form as "the Guide") before filling in this form.** If you need more space for any part of this application, use a separate page, and enclose it with this application. The fee must be paid in full and accompany the application. All documentation indicated in this form and in the leaflet must be enclosed. Tick boxes as appropriate in this form. If in doubt about any aspect of filling in this form, you should consult the Guide.

Section 1	Type of Licence required (see Note 1 in the Guide)	<i>Office Use Only</i>
1A	National Passenger Licence <input type="checkbox"/> International Passenger Licence <input type="checkbox"/>	
1B	Previous Licence No. (if any) _____	
<i>Office Use Only</i>	<i>Office Use Only</i>	
	Application No.	
	Licence No.	

Section 2	Applicant Details and Establishment (see Note 2 in the Guide)
2A	Name of Applicant _____
2B	Business Address of Applicant _____ _____
2C	Registered Office (if different from 2B) _____ _____
2D	Address where vehicles are normally based _____ _____
2E	Is the business a: Sole Trader <input type="checkbox"/> Company <input type="checkbox"/> Co-operative <input type="checkbox"/> Partnership <input type="checkbox"/>
2F	Office Phone No. _____ 2G Office Fax No. _____
2H	Office Email _____
2I	If business is registered with Companies Registration Office, state registration no. _____
2J	If trade name is registered with Companies Registration Office, state registration no. _____
<i>Office Use Only</i>	





Example 1.



Example 2.



Example 3.



⁽¹⁾

**Department of Transport,
Tourism & Sport**

CERTIFIED TRUE COPY No 99999


for the international carriage of passengers by coach and bus for hire or reward

The holder of this licence ⁽²⁾

RTOL UNIT PAX
T/A INTERNATIONAL LICENCE
CLONFERT HOUSE
BRIDE STREET
LOUGHREA
GALWAY
IRELAND

is authorised to carry out international carriage of passengers by road for hire or reward in the territory of the Community pursuant to the conditions laid down by Regulation (EC) No 1073/2009 of the European Parliament and of the Council of 21 October 2009 on common rules for access to the international market for coach and bus service and in accordance with the general provisions of this licence.

Comments:			
This Licence is valid from	4th December 2011	To	3rd December 2016
Issued in	Dublin, Ireland	On	23rd October 2012





⁽³⁾

(1) The distinguishing signs of the Member States are: (B) Belgium, (BG) Bulgaria, (CZ) Czech Republic, (DK) Denmark, (D) Germany, (EST) Estonia, (IRL) Ireland, (GR) Greece, (E) Spain, (F) France, (I) Italy, (CY) Cyprus, (LV) Latvia, (LT) Lithuania, (L) Luxembourg, (H) Hungary, (MT) Malta, (NL) Netherlands, (A) Austria, (PL) Poland, (P) Portugal, (RO) Romania, (SLO) Slovenia, (SK) Slovakia, (FIN) Finland, (S) Sweden, (UK) United Kingdom.
(2) Full name or business name and full address of the carrier.
(3) Signature and seal of the competent authority or body issuing the licence.





SELF-ASSESSMENT OF KNOWLEDGE

Please complete the following questions to help assess your understanding of the module so far:

Q1. What are the requirements for obtaining a Road Passenger Transport Operators Licence?

Your Response

Q2. Where do you apply for a RPTOL?

Your Response

Q3. How can the requirement of 'good repute' be met?

Your Response

Q4. What parking facilities must be available to an applicant for a RPTOL?

Your Response

Q5. When may a RPTOL be revoked?

Your Response





SECTION K – LICENSING OF PUBLIC BUS PASSENGER SERVICES

Under the Public Transport Regulation Act 2009, the National Transport Authority has taken over the regulation of public bus passenger services. These services were previously regulated by the Department of Transport under the Road Transport Act 1932. The Act obliges all operators to be licensed if they are providing public bus passenger services and is applied equally to both private and state companies. Public Service Obligation (PSO) services covered by Public Service Contracts (PSC) do not fall within the licensing system.

The Public Transport Regulation Act 2009 provides the basis for an efficient and effective licensing system for commercial public bus passenger services in Ireland. Key legislation and framework documents can be found on the National Transport Authority's website www.nationaltransport.ie.

Bus and coach transport in Ireland is governed by E.U. Directives and national legislation.

It is this legislation and the consequential regulations that govern and regulate the market in Ireland. These regulations are periodically reviewed and updated.

Bus route licensing

The Bus Route Licensing section of the National Transport Authority (NTA) is responsible for the licensing of passenger transport services by all bus operators, in accordance with national and European legislation and regulatory requirements.

The section is also responsible for formally noting new or amended bus services by all. The statutory forms and other documents relevant to the licensing of bus services can be downloaded from www.nta.ie

The main elements of activity in relation to the carriage of passengers by road include:

- Scheduled road passenger services;
- Coach tours;
- School transport;
- Private hire;
- Rural transport services.

Scheduled road passenger services

In Ireland it is illegal for any bus or coach operator to start operating a passenger road service without first obtaining a passenger road licence from the NTA.

Coach tourism

Bus and coach tours are provided on a fixed route basis as well as on an ad-hoc basis to both foreign and domestic tourists, for tours lasting from one day to several days.

School Transport Scheme

Bus Éireann administers the School Transport Scheme on behalf of the Department of Education and Skills, subject to the guidelines laid down by the Department.

Private hire

Private hire encompasses a wide variety of services. Sporting fixtures, social outings, school trips, weddings and evening functions provide private hire business for bus and coach operators throughout the whole of Ireland.





Monitoring and enforcement of licences

The National Transport Authority's (NTA) enforcement policy will focus in particular on ensuring compliance with licence conditions.

Licensed operators must comply fully with the terms and conditions of their licences. In particular, licensed operators will be expected to operate all of the services specified in their licences and to operate them in accordance with the specified timetable and any conditions attached to the licence.

The NTA may monitor any public bus services to ensure compliance with the PTR Act 2009 and with the terms and conditions of individual licences. The NTA will investigate any written complaints received in relation to the operation of licensed services.

In the event that the NTA requires evidence of compliance, such evidence shall be forwarded or otherwise presented to the NTA in accordance with any schedule devised by the NTA. The NTA may choose at any time to introduce a standardised information reporting template for licence holders.

Where breaches of licensing terms are identified, appropriate action, including written warnings seeking remedy of noncompliance, prosecution, financial penalties or revocation of the licence in question, may be considered.





SELF-ASSESSMENT OF KNOWLEDGE

Please complete the following questions to help assess your understanding of the module so far:

Q1. What are the different types of passenger services?

Your Response

Q2. Who administers the regulation of public bus passenger services?

Your Response

Q3. What can the NTA do where a breach of the licensing terms are identified?

Your Response

Q4. Who administers the school transport scheme?

Your Response

Q5. What must a road passenger transport operator obtain before operating a service?

Your Response





SECTION L – WORK ORGANISATION

As a professional driver, how work is organised will contribute to your potential for success in your role. Some questions to ask yourself in relation to your approach to your work are as follows;

Points of interest

- Is there a system of work that encourages workers to skip breaks or to finish early?
- Do workers find it difficult to keep up with their work?
- Do workers feel that there is a lack of support from supervisors or co-workers?
- Is there overtime/shift work that is unplanned, unmonitored and/or not organised?
- Do the tasks require high levels of attention and concentration?
- Do the workers have little or no control over the way they do their work?
- Are there frequent tight deadlines to meet?
- Are there sudden changes in workload or seasonal changes in volume without any mechanisms for dealing with the change?
- Do workers feel they have been given sufficient training and information to carry out their job successfully?

Work life balance

Work life balance is a way of organising at work. Work life balance policies can be taken to mean those policies which assist workers in combining employment with their family life, caring responsibilities and personal life outside the workplace, while meeting the employer's needs.

This broad definition includes statutory entitlements such as maternity, adoptive, force majeure and parental leave, the carer's leave legislation and other measures such as childcare and employee assistance schemes.

What are work life balance working arrangements?

Work life balance working arrangements mean those working patterns and forms of work organisation, outside statutory entitlements, which are designed to assist workers to combine work and family life, caring responsibilities and personal life outside the workplace. These include job sharing, job splitting, flexitime, term-time working, work sharing, part-time work, annualised hours and eworking, amongst other work patterns.

How can work life balance working arrangements help promote equality?

The contribution of work life balance arrangements to equality are based on the recognition that meaningful participation in economic, social and cultural life is determined in a significant way through access to the world of work.

See also S. I. 36 of 2012.





SECTION M – COMMERCIAL / FINANCIAL DISPUTES

Generally, disputes can be solved without going to court. If you cannot settle a dispute with a firm, a tradesman or your employer in your own country or abroad, you can go to court of course, but you can also consider other dispute settlement procedures such as mediation or conciliation.

Resolving disputes

Sometimes the law or the courts will say you must go to alternative dispute resolution, but more often it is the parties to the dispute themselves who decide to do so. Alternative dispute resolution techniques can help you solve your problems by involving a neutral and qualified third party.

Alternative dispute resolution comes in different forms, distinguished by the way in which the third party gets involved.

In the course of these processes, known as “conciliation” or “mediation”, the parties are invited to open or resume a dialogue and avoid confrontation; they themselves choose the technique for settling the dispute and play a particularly active role in trying to find the solution that suits them best. These methods provide an opportunity to go beyond the purely legal position, and come to a personalised solution matching the real nature of the dispute. This consensus-based approach boosts the chances that once the parties have settled their dispute, they will be able to maintain normal business or personal relations.

In other cases, it is the third party who finds the solution and puts it to the parties. In consumer disputes in particular, there are various forms of alternative dispute resolution in which the third party produces the solution.

Sometimes the third party makes a recommendation that the parties are then free to accept or not.

EU Community law

In each member state, different authorities are empowered to adopt rules of law. The rules themselves can be expressed through different instruments, known as sources of law. These instruments are at the origin or, as some may prefer to say, at the source of the law applicable in the relevant state. Most sources of law are written instruments, such as international treaties, statutes, regulations, orders and so on.

But there are other sources of law such as the decisions of the courts, customs and general principles.

Since the establishment of the European Communities, Community law has also been a source of law in the member states. The different sources of law do not all have the same status in the member states.

It may be that one of them has to be applied in preference to another where they are in conflict. In terms of status there is, therefore, a hierarchy. For example, Community law prevails over domestic rules. The same may also apply to international law in certain circumstances.

International law within Europe is divided into relevant topics and governed by individual bodies.

The international organisations in question are:

The Council of Europe

The Hague Conference

The International Institute for the Unification of Private Law, commonly known as UNIDROIT

**The International Commission on Civil Status (CIEC)
UNCITRAL**

EU Regulation

An EU Regulation is a binding legislative act. It must be applied in its entirety across the EU member states and enters into force on a set date.

EU Directive

An EU Directive is a legislative act that is also binding but sets out a goal that all EU member states must achieve. However, it is up to the individual member states to devise their own laws on how to reach these goals.





SECTION N – FUTURE DEVELOPMENTS

Since the introduction of the Euro Emission Standards in 1993, vehicle manufacturers have striven to reduce the potential harm to personal health and the environment caused by vehicle exhaust gases. This journey has brought us from the baseline standard of Euro 1 through to the standards currently in force by the Euro 6 regulations. While manufacturers were creating solutions to meet the Euro standards, some were also developing what are generally described as ‘Alternative Powertrains’ using a wide variety of propulsion methods and an equally wide range of fuels. Over the past two decades many different drivelines have been developed and tested and have delivered differing results with varying levels of success.

There are many contributing factors as to why manufacturers have not settled on one definitive power source as an alternative to diesel. The principle factors are that diesel fuel is readily available, easy to produce, store, distribute, and dispense. It works in all goods and passenger vehicles irrespective of size, weight being transported or distance to be travelled. The vehicles are highly reliable, and when operating at the Euro 6 standards and above are exceptionally quiet and clean. However, for environmental reasons there is a prevailing desire to move away from diesel fuel and to move towards a more sustainable and cleaner fuel option for propelling vehicles. In response to this, automotive manufacturers believe there will be three solutions for what are primarily three separate types of work.

Long Distance Transport

It is expected that in this sector diesel will remain the primary fuel source for the majority of transport operations. However, this will be augmented by the use of Gas powered vehicles using either Compressed Natural Gas (CNG), Liquefied Natural Gas (LNG), or BioMethane.

Gas powered commercial vehicles have been available for a number of years and have proven to operate very efficiently. However, at present there is a lack of refueling infrastructure in Ireland to support the wider use of gas powered trucks and buses. The infrastructure has been at the planning stages for some time and there has recently been a greater level of interest shown by both operators and fuel distributors which may see a nationwide refueling network rolled out in the future.

For long distance transport there is also the possibility that some options may employ the partial use of electric power generated by combining new innovations and older technologies, e. g., methods such as a kinetic energy recuperation systems (KERS) which are already used on electric and hybrid drive systems.



Example of gas refueling.





Medium Distance Services and Distribution

In this sector it is felt that a mixture of gas, diesel, hybrid and electric vehicles will emerge to suit differing circumstances. The exact nature of the vehicle will often be dependent on the type of work being undertaken.

Where diesel is used we may see greater use of Biodiesel fuels such as Hydrogenated Vegetable Oil (HVO). As an alternative fuel to diesel, HVO has proved to be highly successful in other European countries especially in Scandinavia.

There are a number of variations on the basic idea of HVO as a fuel, and one example is Dimethyl ether (DME) which can be distilled from other organic materials such as wood pulp. However, this is possibly more suited to countries with an extensive timber industry - for example in some Nordic countries. This concept of DME highlights the issue where a solution for one country may not work as well in another, meaning that some of the proposed solutions may be limited by country or region.

Short Distance Urban Centres and Last Mile Services

Almost all operators agree that in order to meet the needs within this sector electrically propelled vehicles appear to be the most appropriate solution. This is especially true for city centre passenger services where the fixed route can allow for the installation of a suitable re-charging infrastructure at a terminus and local garage.



Example of bus battery charging station.

Potential Hazards

There are some points worth noting in respect of the operational procedures with regard to refueling and recharging. With gas powered vehicles the fuel is stored under pressure and often at extremely low (cryogenic) temperatures, ranging from -120C to -150C. Equally, with electric propulsion as with all other vehicles there are potential hazards present and drivers need to exercise caution at all times.

However, once operators adhere to the manufacturers recommendations, develop appropriate procedures to minimise any risks and properly inform drivers about the systems, the potential for accidents or incidents are no greater than with existing diesel powered vehicles.

While developments in vehicle technology are ongoing, their introduction into the workplace could take some time as it is dependent on new vehicles replacing old, and the appropriate refilling/recharging infrastructure being in place. For the most part while there are some difference in the driving techniques with any of the above mentioned vehicles the differences are minimal.

The area of alternative fuels is one that is constantly evolving. Fuels such as gases, electric, hybrid, organic fuel oils and combinations have been mentioned. This list is not exhaustive and it omits other potential fuels that are also under development - for example solar roof panels or Hydrogen fuel cells. Because there are so many variations it is not possible to mention them all. In addition, because they vary regarding their differing stages in the development process, it means they may never in fact be widely introduced. Drivers are advised to keep themselves informed of developments within the sector.





List of Appendices

The following appendices are provided as an information resource for professional drivers. It may help to refer to them when you require particular information. Please be aware that regulations, conditions and standards can change from time to time and up-to-date information is available on the RSA website at www.rsa.ie

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APPENDIX 1

DAILY WALK-AROUND CHECKS

Responsibilities of the driver

Before driving the vehicle in a public place, the driver of an eligible vehicle must insert their digital tachograph card or analogue chart into the tachograph head unit, and set the mode switch to 'other work'. The driver must then conduct a visual inspection of the condition of the interior and exterior of the vehicle by walking around it.

See also S. I. 348 of 2013.

What do daily walk around checks entail?

Walk-around daily checks prior to driving the vehicle are a simple and effective way to spot potentially dangerous issues before vehicles are used. These walk-around checks may be carried out by any person trained to conduct such checks, including drivers or mechanics.

Potential vehicle roadworthiness issues can also be identified while they are being driven, and driver feedback is a good source of information on vehicle condition.

Obligations in relation to recording of defects

For the daily walk-around checks to be effective, there must be a system in place for reporting and recording vehicle defects. It is good practice for drivers to carry a book of check-sheets and defects forms, or an electronic recording device, where all completed checks and any defects can be recorded.

When a defect is identified during an inspection, the following information must be recorded:

- Description of the defect
- Time and date of the discovery of the defect and
- Any temporary measure taken to mitigate the effect of the defect

Detection of defects by drivers when on the road

If a defect to a vehicle is likely to be a danger to the vehicle or other road users when on the move, the driver should stop driving the vehicle as soon as possible at a safe location, and not drive the vehicle again until the defect is inspected and, if necessary repaired by a suitably qualified person.

Vehicle owners should be aware that they may be prosecuted if they knowingly, or could have discovered by the exercise of ordinary care, caused or permitted a driver to drive a defective vehicle.

Repairing defects to vehicles

All reported defects must be followed up and appropriate action must be taken before the vehicle is used on a public road. The corrective action taken must be recorded and included in the vehicle's maintenance record.

See sample Walk-around check sheets and defect reports.

See www.rsa.ie/cvrt for further information

Overleaf you will find a useful guide to carrying out vehicle walkaround checks, following on from which you will find typical examples of walkaround check-sheets which should be used to record the status of each item – defect or ok. Your company may have an alternative version which you should use.



Bus & PSV Driver Walkaround Checks

In Cab Checks

- Check driving controls, seat & safety belt position (if fitted)
- Heater / demister working properly
- Tachograph: Correct hours, calibrated & speed limiter plaque displayed
- ABS/EBS warning lights working
- Instruments, gauges & warning devices working
- Horn working properly & accessible to driver

Internal PSV Checks

- Fire Extinguisher in place, fully charged & in date
- First Aid Kit in place & in date
- Passenger safety belts working (if fitted)
- Seats & handrails in good conditions
- All walkways clear
- Internal lighting working & luggage racks in good condition
- Emergency exit hammer in place (if fitted)
- Emergency door warning buzzer working (if fitted)
- Emergency exit doors & signs

Windows (Windscreen & Side Windows)

- Clean & in good condition
- View not obstructed e.g. by stickers, etc.
- Valid Tax/insurance discs present
- Windscreen washers & wipers working correctly & in good condition

Lights, Indicators & Reflectors

- All in place & undamaged
- Working
- Clean
- Correct colour

Mirrors

- Clean & in good condition
- Correctly aligned
- Correct operation of electrical mirror (if fitted)

Vehicle Access

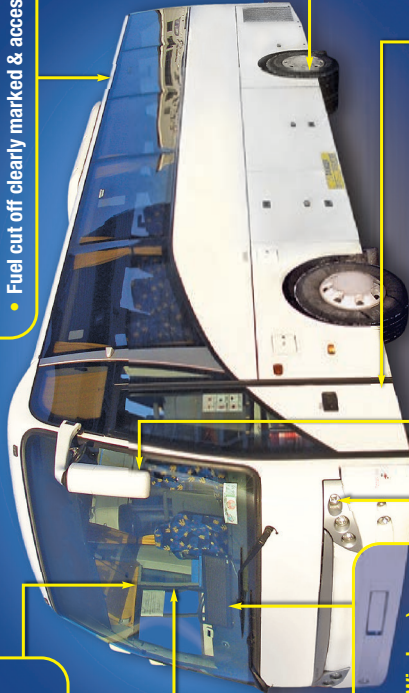
- Steps undamaged
- Good unworn surface
- Clean
- Good handholds
- Door working properly

Wheels & Tyres

- Tyres correctly inflated
- Tyres correct tread depth
- Tyres undamaged: no abrasions, bulges or tears
- Wheel nut indicators correctly aligned (if fitted)
- Road wheel nuts all in place, correctly fitted & secure

External Checks

- Check underneath vehicle for fluid leaks
- Exhaust: No excessive noise or smoke
- Number plates: In place, clean & in good condition
- Check engine oil, coolant and windscreen wash for levels
- Fuel cut off clearly marked & accessible



www.garda.ie



www.hsa.ie



Udarás Um Shabhalteacht Ar Bhoithre
Road Safety Authority

www.rsa.ie



Bus / PSV Driver Walk-Around Check Sheet			
Vehicle Registration Number		Mileage	OK <input checked="" type="checkbox"/> Defect <input checked="" type="checkbox"/>
Check Items			
In-Cab Checks			
1	Good visibility for driver through bus windows and mirrors. All required mirrors fitted and adjusted correctly.		
2	Driving controls, seat and driver safety belt adjusted correctly.		
3	Windscreen washer, wipers, demister and horn operating correctly.		
4	Tachograph calibrated with correct hours. Speed limiter plaque displayed.		
5	All instruments, gauges and other warning devices operating correctly (including ABS/EBS in-cab warning lights).		
6	No air leaks or pressure drop.		
PSV Checks			
7	Fire extinguisher, first aid kit, emergency hammer (if applicable) in place and serviceable.		
8	Passenger safety belts, seats, handrails, walkways, lighting and luggage racks in good condition.		
9	Emergency exit door and buzzer working correctly. Emergency signs in place.		
External Vehicle Checks			
10	Vehicle sitting square and not leaning to one side.		
11	Tax disc, insurance disc and PSV plate (if applicable) present and valid. Number plates clearly visible.		
12	Wheels in good condition and secure. Tyres undamaged with correct inflation and tread depth.		
13	All lights and reflectors fitted, clean and in good condition.		
14	Exhaust secure with no excess noise or smoke.		
15	Vehicle body work in good condition, fuel cut off working.		
16	Vehicle access, steps, handholds and surfaces in good condition.		
17	Air suspension correctly set (if fitted).		
18	Engine oil, water, windscreen washer reservoir and fuel levels checked and no leaks (including fuel cap).		
Prior to Leaving Depot			
19	Steering and brakes operating correctly.		
20	Luggage door secure.		
On-the-Road			
21	Tachograph, speedometer and speed limiter operating correctly.		
22	ABS/EBS warning lights off.		
Defect Details			
Signed		Date	

NOTE: This is a sample driver walk-around Bus / PSV checklist. It is recommended that operators prepare their own driver walk-around checklists to account for the type and use of their own vehicles.





APPENDIX 2

ROAD SIGNS OF PARTICULAR INTEREST TO DRIVERS OF LARGE VEHICLES.

See Rules of the Road for the complete list of Road Signs.



Height Restriction



No Entry by reference to Weight



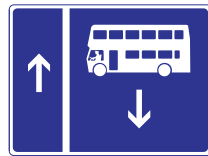
School Warden



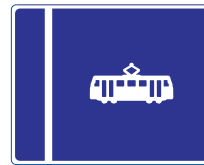
Clearway



No Entry for HGVs. by no. of axles



Contra-flow bus lane



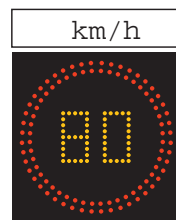
Tram lane on right



No Parking of Large Vehicles



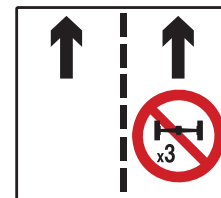
Cycle Track



Tunnel Speed Limit



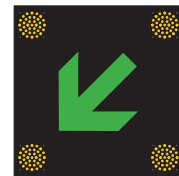
Variable Speed Limit



Tunnel Lane Prohibition



Tunnel Lane Closed



Move to Left Hand Lane



Move to Left Hand Lane

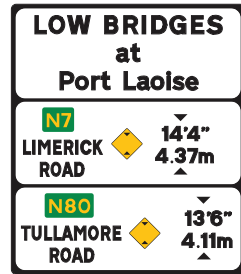


Tunnel lane open





Low bridge ahead



Low Bridges



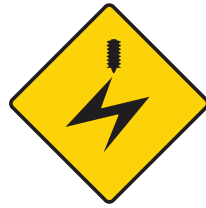
Traffic crossover



Low flying aircraft



Safe height



Overhead electric cables



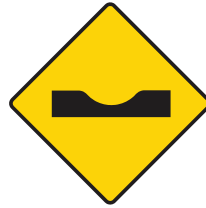
Slippery road ahead



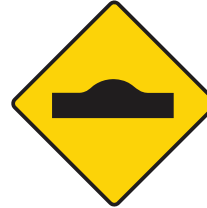
Road narrows



Tunnel ahead



Sharp dip ahead



Sharp rise ahead



Horse riders ahead



Steep descent



Crosswinds



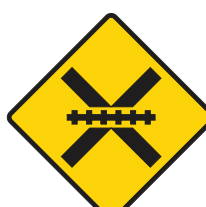
Steep ascent ahead



Unprotected quay



Deer or wild animals



Level crossing ahead



Sharp diversion ahead to the left

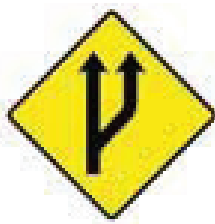


Tram crossing ahead

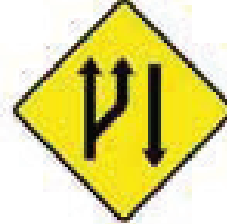




Loop road ahead



Start of passing lane



Start of climbing lane



Low Bridge Ahead



Roadworks ahead



Left hand lane closed



Site access



Flagman ahead



Detour ahead



Diverted Traffic



Concealed entrance



Use hard shoulder



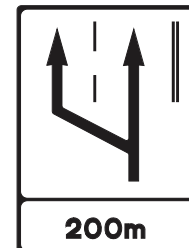
Low Bridge Ahead



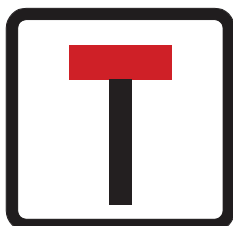
Barrier boards



Stop at roadworks



Slow Lane Ahead



Cul-de-Sac



Industrial Estate



Airport Ahead



Ferry Ahead





Axle weight restriction



No entry to vehicles



Width restriction



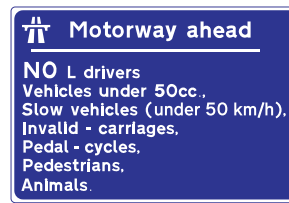
Lay-by Ahead



Lay-by facilities



Parking Bay for Disabled Persons



Motorway ahead



End of Motorway



300 metres to next exit



Speed Limits per lane



Traffic Calming Ahead



SOS Lay-by



Traffic Calming



Speed control ramps



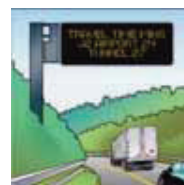
No overtaking for 3 axle vehicles



Speed camera ahead



Speed limit sign for minor local roads



Overhead variable Message



Alternative Route for High Vehicles



APPENDIX 3

Motorway – Dual carriageway.

- HGVs;- The ordinary speed limit for HGVs is increased to 90 km/h on motorways where no lower speed limit is in place.**
You must not use the lane nearest the central median, that is, the outside lane (lane 2 or lane 3, depending on the number of lanes), if you are driving; a goods vehicle with a maximum authorised mass of more than 3,500 kilograms, such as a lorry or heavy goods vehicle, or a vehicle towing a trailer, horsebox or caravan. See Appendix 5 on Page 89 for details of the penalty points offence of driving a vehicle subject to an ordinary speed limit of 90 km/h or less on the outside lane of a motorway. You may use it, however, in exceptional circumstances when you cannot proceed in the inner lane because of an obstruction ahead e. g. broken down vehicle, roadworks, etc.
- The ordinary speed limit for HGVs is 80km/h on a dual carriageway. A HGV may use the outside lane of a dual carriageway.
- Buses;- The ordinary speed limit for buses is increased to 100km/h on motorways and dual carriageways where no lower speed limit is in place.**
However, see restriction below relating to vehicles designed to carry standing passengers and Appendix 5 on Page 89 for details of the penalty points offence of driving a vehicle subject to an ordinary speed limit of 90 km/h or less on the outside lane of a motorway.
- Buses not designed to carry standing passengers may use the outside lane of a motorway or dual carriageway.

Type of Vehicle	Built up Areas	Regional or Local Roads	Ordinary Speed limit on National Roads (Primary or Secondary)	Ordinary Speed limit on a Dual Carriageway	Ordinary Speed limit on a Motorway	Permitted in outside lane of a Dual carriageway	Permitted in outside lane of a Motorway
Car or Motorcycle	50 km/h	80 km/h	100Km/h	100 km/h	120 km/h	Yes	Yes
Bus/coach	50 km/h	80 km/h	80 km/h	100 km/h	100 km/h	Yes	Yes
Bus (designed to carry standing passengers)	50 km/h	65 km/h	65 km/h	65 km/h	65 km/h	Yes	No *see Appendix 4 - (List of Penalty Point and Fixed Charge Notices and Note 3 above)
Truck	50 km/h	80 km/h	80 km/h	80 km/h	90 km/h	Yes	No *See Appendix 4 - (list of Penalty Point and fixed Charge Notices and Note 1 above).

This table is provided for information purposes only. Drivers should always refer to the most recent version of the Rules of the Road.

APPENDIX 4

Penalty Points

As a professional driver the accumulation of Penalty Points on your driving record can impact negatively on your ability to secure employment or to obtain Insurance cover. The following information is provided to inform and assist you in avoiding their accumulation.

OFFENCES INCURRING PENALTY POINTS AND FIXED CHARGE NOTICES AT 26 October 2018

Offences incurring Penalty Points and Fixed Charges	Penalty points on payment	Penalty points on conviction	Amount paid in 28 days Fixed Charge €	Amount paid in next 28 days Fixed Charge €
Using a vehicle with defective or worn tyres	2	4	80	120
Learner permit holder driving unaccompanied by qualified person	2	4	80	120
Failure to display N Plate or tabard	2	4	60	90
Failure to display L-Plate or tabard	2	4	60	90
Contravention of ban on U-turns	2	4	60	90
Contravention of rules for use of mini roundabouts	1	3	60	90
Proceeding beyond no entry to vehicles sign	1	3	60	90
Proceeding beyond a traffic lane control sign other than in accordance with such sign or without yielding	1	3	60	90
Using vehicle in a public place without an authorisation plate	3	5	60	90
Using vehicle in a public place that has been modified or altered such that authorisation plate is inaccurate	3	5	60	90
Using vehicle not equipped with a speed limitation device or using a vehicle equipped with a speed limitation device not complying with requirements specified in Regulation	3	5	60	90
Proceeding beyond maximum vehicle length sign where length exceeds maximum displayed	1	3	60	90
Proceeding beyond maximum vehicle width sign where width exceeds maximum displayed	1	3	60	90
Proceeding beyond maximum design gross vehicle weight (safety) sign where design gross vehicle weight exceeds maximum displayed	1	3	60	90
Proceeding beyond maximum vehicle axle loading weight sign where vehicle axle loading weight exceeds maximum specified	1	3	60	90
Using vehicle (car) without valid test certificate (NCT)	3	5	60	90
Parking a vehicle in a dangerous position	3	5	80	120
Failure to drive on the left hand side of the road	2	4	60	90
Dangerous overtaking	3	5	80	120
Contravention of prohibition of driving vehicle along or across median strip	2	4	60	90
Failure to stop a vehicle before stop sign/stop line	3	5	80	120
Failure to yield right of way at a yield sign/yield line	3	5	80	120
Failure to comply with mandatory traffic signs at junctions	2	4	80	120
Crossing continuous white line	3	5	80	120
Failure by vehicle to obey traffic lights	3	5	80	120
Failure to leave appropriate distance between you and the vehicle in front	3	5	80	120
Driving vehicle before remedying dangerous defect	m*	3		Court Fine
Driving dangerously defective vehicle	m*	5		Court Fine
Using commercial vehicle without certificate of roadworthiness	m*	5		Court Fine
Bridge strikes, etc.	m*	3		Court Fine
Holding a mobile phone while driving	3	5	60	90
Failure to act in accordance with a Garda signal	1	3	80	120
Entry by driver into hatched marked area of roadway, e.g. Carriageway reduction lane	1	3	80	120
Failure to obey traffic rules at railway level crossing	2	5	80	120
Driving a vehicle on a motorway against the flow of traffic	2	4	80	120
Driving on the hard shoulder on a motorway	1	3	80	120
Driving a vehicle (subject to an ordinary speed limit of 90 kms per hour or less on the outside lane on a motorway	1	3	80	120
Failure to obey requirements at junctions, e.g. Not being in the correct lane when turning onto another road	1	3	60	90
Failure to obey requirements regarding reversing of vehicles, e.g. Reversing from minor road onto main road	1	3	60	90
Driving on a footpath	1	3	60	90
Driving on a cycle track	1	3	60	90
Failure to turn left when entering a roundabout	1	3	60	90
Failure to stop for school warden sign	2	5	80	120
Failure to stop when so required by a member of the Garda Síochána	2	5	80	120
Failure to yield	2	4	80	120
Driving without reasonable consideration	2	4	80	120
Failure to comply with prohibitory traffic signs	1	3	60	90
Failure to comply with keep left/keep right signs	1	3	60	90
Failure to comply with traffic lane markings	1	3	60	90
Illegal entry onto a one-way street	1	3	60	90

OFFENCES INCURRING PENALTY POINTS AND FIXED CHARGE NOTICES AT 26 October 2018

Offences incurring Penalty Points and Fixed Charges	Penalty points on payment	Penalty points on conviction	Amount paid in	Amount paid in next
			28 days Fixed Charge €	28 days Fixed Charge €
Illegal entry onto a one-way street	1	3	60	90
Driving a vehicle when unfit	m*	3	Court Fine	
Breach of duties at an accident	m*	5	Court Fine	
Speeding	3	5	80	120
Driving without insurance	m*	5	Court Fine	
Driver of Car or Goods vehicle not wearing Safety belt	3	5	60	90
Failure by Driver to comply with rear seat belt requirements for passengers under 17 years	3	5	60	90
Driver of car or goods vehicle permitting child under 3 years of age to travel in it without being restrained by appropriate child restraint	3	5	60	90
Driver of car or goods vehicle permitting child over 3 years of age to travel in it without being restrained by appropriate child restraint	3	5	60	90
Driver of car or goods vehicle permitting child to be restrained by rearward facing child restraint fitted to a seat protected by active frontal air-bag	3	5	60	90
Driver of bus not wearing safety belt	3	5	60	90
Driver found to be driving carelessly	m*	5	Court Fine	
Using vehicle – (a) whose weight un-laden exceeds maximum permitted weight, (b) whose weight laden exceeds maximum permitted weight, or (c) any part of which transmits to ground greater weight than maximum permitted weight	1	3	200	300

12 Penalty Points = Automatic Disqualification

Where the person was first issued with a learner permit on or after 1st August 2014, during the period the person drives under a learner permit and during the first two years while the person drives under a first full driving licence, then 7 Penalty Points = Automatic Disqualification!

* Mandatory Court Appearance

For more information visit penaltypoints.ie



DRINK DRIVING PENALTIES

What are the current penalties for drink driving?

For drink driving offences, the disqualification periods range from 3 months to 6 years depending on the level of alcohol detected, and whether it is a first or subsequent offence.

The offence of refusing to provide a sample of blood, urine, or breath for evidential purposes will attract an automatic disqualification of 4 years for a first offence and 6 years for a second or subsequent offence.

What are the penalties for drink driving at the new lower limit?

If the driver is a learner, novice or professional driver (including bus and truck drivers) they are tested at the 20mg limit. If a driver is tested and they are above this limit, they are served with an on the spot fixed penalty notice, receive a fine of €200 and the driver will be disqualified from holding a driving licence for a period of 3 months.

Why is breath testing now used to measure the level of alcohol?

The measurement of drivers' BAC (Blood Alcohol Concentration) is most often based on a measurement of the blood content. However it is common now for drivers to be asked to blow into an evidential breath testing device (EBT) and their lung air is analysed.

The legal breath alcohol concentration of 0.22m/l corresponds to a BAC of 0.05g/dL in Ireland.

In certain circumstances blood and / or urine measurements are also used.



APPENDIX 5

Obtaining or renewing a driving Licence for HGV or PSV from 19-Jan-2013

From 19 January 2013, all new driving licences and renewals will be in the new 'credit card' format.

Driving licences which are issued for categories C1, C, C1E, CE, D1, D, D1E, DE will have a maximum validity period of 5 years.

Ongoing renewal and validity of those licences will be subject to continuing compliance with minimum standards of physical and mental fitness for driving as set out in 'Slainte agus Tiomaint Medical Fitness to Drive Guidelines' and or advised by your doctor.

Age limits for driving licences not obtained through the CPC Initial Qualification process have increased to 21 years for truck licences and to 24 years for bus licences.

Please note that if you are the holder of a licence from an EU country other than Ireland, or hold a licence from a recognised country for licence exchange purposes, you should contact the NDLS to arrange for a licence exchange and Medical Report.

Regardless of the rules relating to applying for a Driving Licence, it is essential for your own benefit and for the benefit of other road users that you maintain a high level of fitness to drive. For this reason, a driver who is applying for or renewing a Driving Licence in any or all of Categories C, C1, CE, C1E, D, D1, DE, D1E must always supply a Medical Report.

For Licensing purposes these drivers are known as Group 2 Drivers.

The Medical review period for licensing a Group 2 driver is 1, 3 or 5 years. Group 2 standards are minimum standards and do not preclude employers setting higher standards in terms of the demands of driving and other tasks encountered in the course of employment.

At application for or renewal of a Group 2 Driving Licence, the driver will be asked to self-declare any of the conditions referred to on the following page. If a condition emerges mid-licence, the driver has a responsibility to discuss with their doctor how this affects or does not affect their medical fitness to drive a Group 2 or Group 1 vehicle in the short or long term.

Be a responsible driver

It is your responsibility as a driver to:

- Adhere to prescribed medical treatment and monitor and manage your condition(s).
- Report to the National Driver Licence Service (NDLS) and your insurance provider any long-term or permanent injury or illness that may affect your ability to drive safely:
- Comply with requirements of your licence as appropriate, including periodic medical reviews.
- Seek advice on medical fitness to drive where a medical condition emerges mid-licence.

In order to become a professional bus or truck driver you must take the following steps

1. Hold a Category B (car) licence
2. Pass a Driver Theory Test for category C or D (or both) as appropriate
3. Pass a medical examination
4. Obtain a Learner Permit in the relevant category
5. Pass a 2 hour 'case study' theory test
6. Pass the 90 minute standard driving test in the relevant category(s)
7. Pass a 30 minute practical demonstration test in the relevant category(s)
8. Apply for your Driving Licence, your CPC Card and your Tachograph Card.





Medical report requirements for obtaining your higher category driving licence

The following medical conditions require a declaration at application for and renewal of a Driving Licence.

1. Diabetes treated by insulin or managed by tablets which carry a risk of inducing hypoglycaemia e. g., sulphonylureas. (Ask your doctor whether you are on sulphonylureas or other medications which carry a risk of inducing hypoglycaemia. You do not need to tell the NDLS if managed by diet alone, or only by medications which do not carry a risk of inducing hypoglycaemia).
2. Epilepsy.
3. Stroke or TIAs (Transient Ischemic Attack – minor stroke) with any associated symptoms lasting longer than one month.
4. Fits or blackouts.
5. Any type of brain surgery, brain abscess, or severe head injury involving in-patient treatment, or brain tumour, or spinal injury or spinal tumour.
6. An implanted cardiac pacemaker.
7. An implanted cardiac defibrillator. (ICD).
8. Repeated attacks of sudden disabling dizziness.
9. Any other chronic neurological condition such as Multiple Sclerosis, Motor Neurone disease, Parkinsons disease, and Huntingtons disease.
10. A serious problem with memory, or periods of confusion.
11. Persistent alcohol misuse or periods of dependency.
12. Persistent drug misuse or dependency.
13. Serious psychiatric illness or mental health problems.
14. Sleep Apnoea Syndrome.
15. Narcolepsy.
16. Any condition affecting the drivers peripheral vision.
17. Total loss of sight in one eye.
18. Any condition affecting both eyes, or the remaining eye if the driver only has one eye. (Not including colour blindness or short or long sight).
19. A serious hearing deficiency.
20. Any persisting problem with arm(s) or leg(s) which needs driving to be restricted to certain types of vehicles, or vehicles with adapted controls.
21. Is the drivers vehicle adapted because of a physical disability to enable you to drive.
22. Severe learning disability.

Different intervals as to medical examinations derive from legal standards made by provisions in European Directives 2006/126/EEC, Directives 2009/113/EC and 2014/85/EU : The renewal of driving licences shall be subject to continuing compliance with the minimum standards of physical and mental fitness for driving set out in European Directives. In particular the minimum standards for Vision, Epilepsy, Diabetes and Sleep Apnoea are set out in these harmonising European Directives and have subsequently been adopted by Irish law.

The European Agency for Safety and Health at Work (<http://osha.europa.eu>) has established that many professional drivers suffer from lower back pain, overweight, cardiovascular and respiratory diseases, work related stress, fatigue, sleep disorders, unhealthy diet, neck and shoulder pain, alcohol abuse and smoking.



APPENDIX 6

The table below contains a list of items which may be checked during a roadside inspection.



Technical Roadside Inspection Check Form

EU Directive 2014/47/EU

No.

Please quote this number on all correspondence

PLACE OF CONTROL		LOCATION AND ROAD NUMBER							
AREA CODE/COUNTY		DATE	TIME						
ENFORCEMENT OFFICER									
VEHICLE									
REGISTRATION NUMBER		VIN	MILES/KMS						
CATEGORY OF VEHICLE	<input type="checkbox"/> N1 (<=3.5t)	<input type="checkbox"/> N2 (> 3.5t – 12t)	<input type="checkbox"/> N3 (> 12t)						
	<input type="checkbox"/> M2 (> 9 SEATS <= 5t)	<input type="checkbox"/> M3 (> 9 SEATS > 5t)	<input type="checkbox"/> O3 (> 3.5t – 10t)						
			<input type="checkbox"/> OTHER VEHICLE CATEGORY						
			<input type="checkbox"/> O4 (> 10t)						
TRAILER									
REGISTRATION NUMBER		VIN							
OPERATOR/OWNER DETAILS									
OPERATOR/OWNER		TRAILER OWNER							
NAME		NAME							
ADDRESS		ADDRESS							
RTOL NUMBER		NATIONALITY							
PHONE NUMBER									
NATIONALITY									
DRIVER DETAILS									
NAME		DRIVER'S LICENCE NUMBER							
DATE OF BIRTH		PHONE NUMBER							
INFRINGEMENTS									
VEHICLE									
<input type="checkbox"/> CRW expired	<input type="checkbox"/> CRW not displayed	<input type="checkbox"/> Authorisation plate missing							
<input type="checkbox"/> Authorisation plate not compatible	<input type="checkbox"/> Presented vehicle weight exceeds plated weight	<input type="checkbox"/> Presented axle weight exceeds plated weight							
TRAILER									
<input type="checkbox"/> CRW expired	<input type="checkbox"/> CRW not displayed	<input type="checkbox"/> Not registered							
<input type="checkbox"/> Authorisation plate not compatible	<input type="checkbox"/> Authorisation plate missing	<input type="checkbox"/> Presented axle weight exceeds plated weight							
DEFECTS									
	VEHICLE			TRAILER			RESULT OF CHECK		
	PASSED	FAILED	NOT CHECKED	PASSED	FAILED	NOT CHECKED	VEHICLE TRAILER		
0 Identification							Pass	<input type="checkbox"/>	<input type="checkbox"/>
1 Braking equipment							Minor, no follow-up	<input type="checkbox"/>	<input type="checkbox"/>
2 Steering							Minor, follow-up	<input type="checkbox"/>	<input type="checkbox"/>
3 Visibility				N/A	N/A	N/A	Major, no follow-up	<input type="checkbox"/>	<input type="checkbox"/>
4 Lighting equipment & electric systems							Major, follow-up	<input type="checkbox"/>	<input type="checkbox"/>
5 Axles, wheels, tyres, suspension							Dangerous, no follow-up,	<input type="checkbox"/>	<input type="checkbox"/>
6 Chassis and chassis attachments							defect(s) rectified		
7 Other equipment incl. Tachograph & speed limitation device				N/A	N/A	N/A	Dangerous, follow-up	<input type="checkbox"/>	<input type="checkbox"/>
8 Nuisance including emissions and spillage of fuel and/or oil									
VEHICLE DEFECTS									
EU CODE	DESCRIPTION						MIN	MAJ	DAN
TRAILER DEFECTS									
EU CODE	DESCRIPTION						MIN	MAJ	DAN
OUTCOME									
V T	<input type="checkbox"/> No action required	V T	<input type="checkbox"/> Warning/advice/education	V T	<input type="checkbox"/> Prohibition – delayed	V T	<input type="checkbox"/> Periodic CVR test requested in ___ days*		
	<input type="checkbox"/> Partial CVR test in ___ days*		<input type="checkbox"/> Produce CRW*		<input type="checkbox"/> Repaired on-site		<input type="checkbox"/> Direct to secure site/return to base		
	<input type="checkbox"/> Vehicle taken off road		<input type="checkbox"/> Follow-up premises inspection		<input type="checkbox"/> Evidence of repairs in ___ days*		<input type="checkbox"/> Proof of rectification in ___ days*		
	<input type="checkbox"/> Proof of trailer licence in ___ days*		<input type="checkbox"/> New authorisation plate and confirmation from authorised workshop requested in ___ days*		<input type="checkbox"/> Follow-up vehicle inspection in ___ days*		<input type="checkbox"/> Enforcement test required in ___ days*		
	<input type="checkbox"/> Prohibition – immediate				<input type="checkbox"/> Put forward for prosecution				
Failure to comply with outcomes marked with an asterisk (*) will have an affect on the Commercial Vehicle Operator Risk Indicator (CVORI)									
SIGNATURE									
VEHICLE INSPECTOR'S SIGNATURE					DRIVER'S SIGNATURE				

PLEASE NOTE: A limited visual assessment of the condition of the vehicle has been conducted under restricted circumstances and without the use of test equipment, such as a Roller Brake Tester. As such, there may be defects on the vehicle that have not been identified but which could affect the roadworthiness of the vehicle. It must not be interpreted that the vehicle has undergone a full examination and is otherwise free from defects. It is the responsibility of the owner of a vehicle that an effective maintenance system is in place to ensure that it is maintained in a roadworthy condition. Where Court proceedings are initiated by the Road Safety Authority against a person or company for alleged offences of road transport related legislation, relevant details of the person or company convicted and the penalty applied by the Court are published on the RSA website at www.rsa.ie

Údarás Um Shábháilteacht Ar Bhóithre
Road Safety Authority

Caighdeán agus Forfeidhmíú, Teach Chluain Feartha, Sráid Bhríde, Baile Locha Riach, Co. Gaillimhe.
Standards and Enforcement, Clonfert House, Bride Street, Loughrea, Co. Galway.
tel: (091) 872 600 email: enforcement@rsa.ie website: www.rsa.ie

DEFECT CATEGORISATION

0	IDENTIFICATION OF THE VEHICLE
0.1	Registration number plates
0.2	Vehicle identification/chassis/serial number
1	BRAKING EQUIPMENT
1.1	Mechanical condition and operation
1.1.1	Service brake pedal pivot
1.1.2	Pedal condition and travel of brake operating device
1.1.3	Vacuum pump or compressor and reservoirs
1.1.4	Low pressure warning gauge or indicator
1.1.5	Hand-operated brake control valve
1.1.6	Parking brake activator, level control, parking brake ratchet
1.1.7	Braking valves (foot valves, unloaders, governors)
1.1.8	Couplings for trailer brakes (electric and pneumatic)
1.1.9	Energy storage reservoir pressure tank
1.1.10	Brake servo units, master cylinder (hydraulic systems)
1.1.11	Rigid brake pipes
1.1.12	Flexible brake hoses
1.1.13	Brake linings and pads
1.1.14	Brake drums, brake discs
1.1.15	Brake cables, rods, levers, linkages
1.1.16	Brake actuators (including spring brakes or hydraulic cylinders)
1.1.17	Load sensing valve
1.1.18	Slack adjusters and indicators
1.1.19	Endurance braking system (where fitted or required)
1.1.20	Automatic operation of trailer brakes
1.1.21	Complete braking system
1.1.22	Test connections
1.2	Service braking performance and efficiency
1.2.1	Performance
1.2.2	Efficiency
1.3	Secondary (emergency) braking performance and efficiency
1.3.1	Performance
1.3.2	Efficiency
1.4	Parking braking performance and efficiency
1.4.1	Performance
1.4.2	Efficiency
1.5	Endurance braking system performance
1.6	Anti-lock braking system
2	STEERING
2.1	Mechanical condition
2.1.1	Steering gear condition
2.1.2	Steering gear casing attachment
2.1.3	Steering linkage condition
2.1.4	Steering linkage operation
2.1.5	Power steering
2.2	Steering wheel and column
2.2.1	Steering wheel condition
2.2.2	Steering column
2.3	Steering play
2.4	Wheel alignment
2.5	Trailer steered axle turntable
3	VISIBILITY
3.1	Field of vision
3.2	Condition of glass
3.3	Rear view mirrors
3.4	Windscreen wipers
3.5	Windscreen washers
3.6	Demisting systems
4	LAMPS, REFLECTORS, ELECTRICAL EQUIPMENT
4.1	Headlamps
4.1.1	Condition and operation
4.1.2	Alignment
4.1.3	Switching
4.1.4	Compliance with requirements
4.1.5	Levelling devices
4.1.6	Headlamp cleaning device
4.2	Front and rear position lamps, side marker lamps and end outline marker lamps
4.2.1	Condition and operation
4.2.2	Switching
4.2.3	Compliance with requirements
4.3	Stop lamps
4.3.1	Condition and operation
4.3.2	Switching
4.3.3	Compliance with requirements
4.4	Direction indicator and hazard warning lamps
4.4.1	Condition and operation
4.4.2	Switching
4.4.3	Compliance with requirements
4.4.4	Flashing frequency
4.5	Front and rear fog lamps
4.5.1	Condition and operation
4.5.2	Alignment
4.5.3	Switching
4.5.4	Compliance with requirements
4.6	Reversing lamps
4.6.1	Condition and operation
4.6.2	Switching
4.6.3	Compliance with requirements
4.7	Rear registration plate lamp
4.7.1	Condition and operation
4.7.2	Compliance with requirements
4.8	Retro-reflectors, conspicuity markings and rear marker plates
4.8.1	Condition
4.8.2	Compliance with requirements
4.9	Tell-tale mandatory for lighting equipment
4.9.1	Condition and operation
4.9.2	Compliance with requirements
4.10	Electrical connections between towing vehicle and trailer or semi-trailer
4.11	Electrical wiring
4.12	Non-obligatory lamps and reflectors
4.13	Battery
5	AXLES, WHEELS, TYRES AND SUSPENSION
5.1	Axles
5.1.1	Axles
5.1.2	Stub axles
5.1.3	Wheel bearings
5.2	Wheels and tyres
5.2.1	Road wheel hub
5.2.2	Wheels
5.2.3	Tyres
5.3	Suspension system
5.3.1	Springs and stabilisers
5.3.2	Shock absorbers
5.3.3	Torque tubes, radius arms, wishbones and suspension arms
5.3.4	Suspension joints
5.3.5	Air suspension
6	CHASSIS AND CHASSIS ATTACHMENTS
6.1	Chassis or frame attachments
6.1.1	General condition
6.1.2	Exhaust pipes and silencers
6.1.3	Fuel tank and pipes (including heating fuel tank and pipes)
6.1.4	Bumpers, lateral protection and rear under-run devices
6.1.5	Spare wheel carrier
6.1.6	Coupling mechanisms and towing equipment
6.1.7	Transmission
6.1.8	Engine mountings
6.1.9	Engine performance
6.2	Cab and bodywork
6.2.1	Condition
6.2.2	Mounting
6.2.3	Doors and door catches
6.2.4	Floor
6.2.5	Driver's seat
6.2.6	Other seats
6.2.7	Driving controls
6.2.8	Cab steps
6.2.9	Other interior and exterior fittings and equipment
6.2.10	Mudguards (wings), spray suppression devices
7	OTHER EQUIPMENT
7.1	Seat belts/buckles
7.1.1	Security of mounting
7.1.2	Condition
7.1.3	Safety belt load limiter
7.1.4	Safety belt pre-tensioners
7.1.5	Airbag
7.1.6	SRS system
7.2	Fire extinguisher
7.3	Locks and anti-theft device
7.4	Warning triangle
7.5	First aid kit
7.6	Wheel chocks (wedges)
7.7	Audible warning device
7.8	Speedometer
7.9	Tachograph
7.10	Speed limitation device
7.11	Odometer
7.12	Electronic stability control (ESC)
8	NOISE
8.1	Noise suppression system
8.2	Exhaust emissions
8.2.1	Petrol engine emissions
8.2.1.1	Exhaust emission control equipment
8.2.1.2	Gaseous emissions
8.2.2	Diesel engine emissions
8.2.2.1	Exhaust emission control equipment
8.2.2.2	Opacity
8.3	Electromagnetic interference suppression
8.4	Other items relating to the environment
8.4.1	Visible smoke
8.4.2	Fluid leaks

Definitions according to S.I. No. 347/2013 - Commercial Vehicle Roadworthiness (Vehicle Testing)

"Periodic CVR test" means a test carried out on a vehicle in accordance with Regulation 16 other than a re-test or partial CVR test.

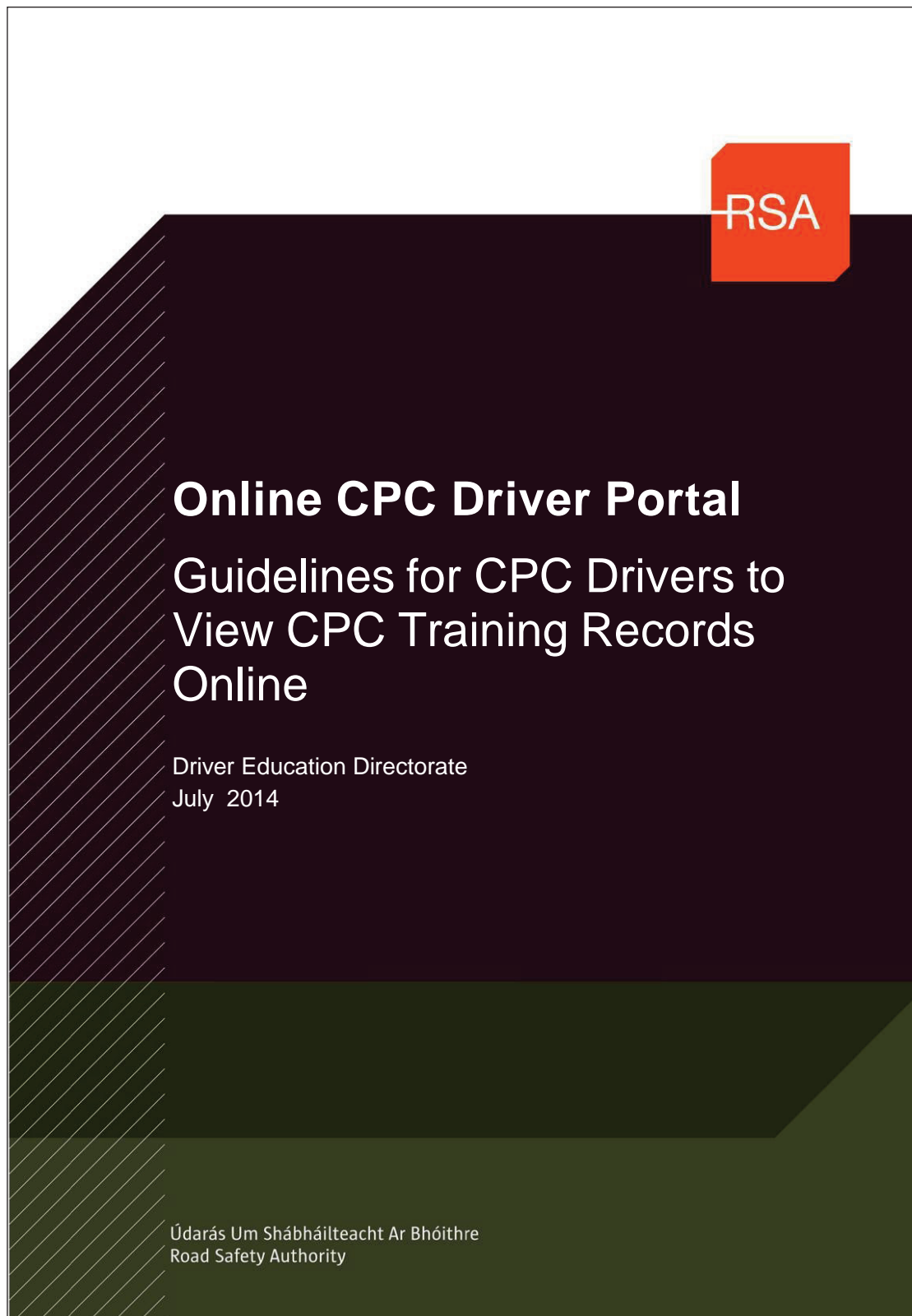
"Partial CVR test" means a roadworthiness test of a CVR vehicle on foot of a direction issued under—

- (a) section 31 or 35 of the Act of 2012 by an authorised officer, or
- (b) Section 35 of the Act of 2012 by a CVR inspector.



APPENDIX 7

The RSA has provided an online CPC Driver Portal to assist professional drivers in planning for their Periodic Training requirements/obligations. Checking their record will help drivers to avoid unnecessary costs and wasted time in attending the wrong CPC module. Drivers can also take a printout of the screen in order to assure employers on the status of their CPC qualifications.



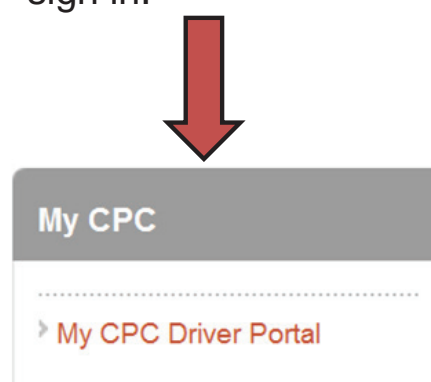


User Guide:

Go to www.rsa.ie, click on **Professional Drivers** which takes you to a screen where the user clicks on **Driver CPC** located on the toolbar at the top of the page. Click the **My CPC** link as shown below.



After clicking the “My CPC” link as shown here on the left you will be redirected to a new page where you must select “My CPC Driver Portal” as seen below. Here you will enter your details and sign in.





When users arrive at the CPC Driver Portal, they are given the option to either Login or Register. Users will be presented with the screen below and will be asked on their initial visit to register on the Portal. At login stage, users must confirm that they have read the Terms & Conditions using the checkbox shown below.

To register, users will need their:

- Driver Number
- Email address
- Date of Birth

The screenshot shows the CPC Driver Portal interface. At the top is the DRIVERcpc RSA logo. Below it, the page title is "CPC Driver Portal". The main content area is divided into two sections: "Existing User Log-In" and "Not Registered?".

Existing User Log-In: This section contains a form with the following fields:

- Driver Number: [text input]
- Date of Birth: DD [dropdown], MM [dropdown], YYYY [dropdown]
- Password: [text input]
- A link: [Forgotten your password?](#)
- A checkbox: I have read and agreed to the [terms & conditions](#)
- A "Log in" button.

Not Registered?: This section contains the following text and elements:

- Text: "Register as a driver in order to:"
- List of benefits:
 - View your driver training records
 - Download your driver training records
 - View training courses due
- A "Register now" button.

At the bottom of the page, there is a link: "Questions about this application? Go to our [help section](#)."





Once users click on the **Register now** button, the below screen is presented. Fill in your Driver Number, Date of Birth and email address and click **Register**

(Note: Your Driver Number may be found at line 5 on the old pink driving licence and line 4d on the newly released plastic card driving licence)

Driver Number:

Date of Birth:

Email Address:

Register

4





Users will then be presented with the following screen:



The email sent from the Portal will contain the password used to access the Driver CPC Portal.



Upon clicking **Close** on the “Check your email” screen, the user will be taken back to the initial login screen where the user will enter his/her:

- Driver Number
- Date of Birth
- Password

The user will also be provided with the option of clicking the tick box to acknowledge, that they have read the Terms and Conditions of CPC Portal use.

The screenshot shows the 'CPC Driver Portal' interface. At the top is the 'DRIVERcpc RSA' logo. Below it, the page is divided into two main sections: 'Existing User Log-In' and 'Not Registered?'.
The 'Existing User Log-In' section contains a form with the following fields:

- Driver Number: 123456
- Date of Birth: 03 / 03 / 1980
- Password: [masked]
- A link: [Forgotten your password?](#)
- A checkbox: I have read and agreed to the [terms & conditions](#)
- A 'Log in' button.

The 'Not Registered?' section contains:

- A heading: 'Register as a driver in order to:'
- A list of benefits:
 - View your driver training records
 - Download your driver training records
 - View training courses due
- A 'Register now' button.

At the bottom of the page, there is a blue footer bar with the text: 'Questions about this application? Go to our [help section](#)'.



Please note that the user will not be able to log in without acknowledging that they have read and agreed to the terms and conditions of use of the CPC Portal, by clicking on the tick box provided.

Users should familiarise themselves with the terms & conditions which can be accessed by highlighting and clicking on terms & conditions on the box In screen

I have read and agreed to the terms & conditions





Once logged in, the user will be presented with his/her training records as can be seen on the next page, the orange numerical tags highlighting the following:

1. Links to supporting content and essential reading on the right-hand sidebar to aid the Driver.
2. Completed modules display the Module Name, Training Centre, Trainer, Status, a green tick and the date of completion. The green tick confirms that the training has been completed within the requisite period and is thus compliant.
3. Completed but Non-Compliant Modules display the Module Name, Training Centre, Trainer, Status, a red exclamation mark and date of completion. The red exclamation mark is to signify that in this instance the Driver is not compliant as training was not completed before the end of their training year. Driver needs to notify the RSA in writing of the reason that training was completed late.
4. Uncompleted modules display the Module Name, Status, a grey X and an N/A for the date completed.
5. Once each 5-year CPC cycle has passed, previous modules will be stored separately and a new table of modules will appear for the next 5-year period. There will be a maximum of 10 years of Driver Training Records displayed

8



Explanation on previous page:

My CPC Driver Portal

Update My Details

Cycle 2

Module Name	Training Centre	Trainer	Status	Date Completed
Health and Safety of the Professional Driver			Not Completed	N/A
Minimising risks and Managing Emergencies in the Transport Industries			Not Completed	N/A
The Professional Bus Driver			Not Completed	N/A
Role of the Professional Driver in the Transport Industries			Not Completed	N/A
The Professional Truck Driver			Not Completed	N/A
Control of Vehicle and Eco Driving Techniques			Not Completed	N/A

Cycle 1

Module Name	Training Centre	Trainer	Status	Date Completed
Control of Vehicle and Eco Driving Techniques	Castlebar	Jimmy	Completed	27/03/2010
Minimising risks and Managing Emergencies in the Transport Industries	Castlebar	Liam	Completed	25/06/2011
Health and Safety of the Professional Driver	Castlebar	Mary	Completed	14/01/2012
Role of the Professional Driver in the Transport Industries	Ballina	Liam	Completed but Non-Compliant	28/07/2012
The Professional Bus Driver			Not Completed	N/A

Essential Links

- [RSA](#)
- [Frequently Asked Questions](#)

Compliance Explanation

Completed Modules
If you have undergone training in accordance with legislation i.e. undergone seven hours of periodic training per year, your training record will be noted as "Completed".

Non-Compliant Modules
The "Completed but Non-Compliant" Module message signifies that your training record is not compliant. You may not have completed training as required. In other words you may not have completed one training module per year e.g. missed one year and caught up with two or more modules in a subsequent year. In this instance you must e-mail cpc@rsa.ie or write to the CPC Unit of the RSA explaining the reason for your non-compliance. This will enable the CPC Unit to correct your record and change it to compliant.

APPENDIX 8

Glossary of terms used in the transport industry

Term	Meaning
ABA	Active Brake Assist
ABS	Anti-lock braking System
ACC	Adaptive Cruise Control
Accompanied	When a driver ships with the vehicle and load
Ad Blue	A Urea based additive for diesel fuel to reduce noxious emissions
ADI	'Approved Driving Instructor'- Accredited by RSA
ADR	'Accord Dangereuse Routier' - The agreement concerning the carriage of dangerous goods by road
AEBS	Advanced Emergency Braking System
Air Dryer	A filtration system to remove moisture from air system
Ambient	The external temperature on any given day
AMT	Automated Manual Transmission
Artic	A tractive unit pulling a trailer
ASR	Anti-skid reduction
AS-Tronic	DAF Trucks automated transmission system
ATA	Customs document for temporary import of goods
Autobahn	Motorway in Germany
Autopista	A toll road in Spain
Autoroute	A toll road in France
Autovia	Motorway class road which is toll free (Spain)
Baffles	Internal divisions in a road tank to reduce the effects of surge
BAR	A unit of pressure, 1 BAR = 14.72 psi
Bio-Diesel	Alternative fuel or fuel additive produced from organic materials
Bio-Methane	Gas produced from the breakdown of organic materials
Bonded Warehouse	A facility authorised by customs to store goods until any duties are paid
BSA	Blind Spot Assist warns of a hazard to near side
Caddie/s	A rolling pallet with a frame for cargo handling
Catwalk	A metal frame allowing safe passage on top of or around a vehicle or trailer
Chilled	Temp controlled cargo usually between 0c & 10c
CMR	'Convoyance Merchandise Routier' - An International Transport Document
CNG	Compressed Natural Gas
COD	Cash on Delivery- Payment to be collected by driver
Consignee	The person or company receiving the load (Importer)
Consignor	The person or company sending the load (Exporter)



Cornering Lights	Front lights are directed to illuminate the area the vehicle is turning into.
CPC	Certificate of Professional Competence – (manager)
CPC	Certificate of Professional Competence – (driver)
Cross Docking	The quick transshipment of goods through a facility
CWA	Cross Wind Assist
CWS	Collision Warning Systems
Cyclops Mirror	Enables driver to see in of area in front of truck
Deep Frozen	Temp controlled cargo usually between (-15 to -30)
DGSA	Dangerous Goods Safety Advisor
DGVW	Design Gross Vehicle Weight – Max weight of vehicle
Diff Lock	Differential Lock, used to stop drive wheels slipping on ice, gravel, loose surfaces only at very low speeds
DPF	Diesel Particulate Filter
Drawbar	A rigid truck pulling a trailer
Drive Axle	The set of wheels which are driven by the engine
Driving Ban	A restriction for heavy vehicles usually exceeding 7.5 t
DRL	Daytime Running Lights
Eco-Combis	Longer Heavier Vehicles usually 25.25 metres long
Eco-Roll	The vehicle to roll in Neutral to reduce fuel consumption
EEV	Enhanced Environmental Vehicle
EGR	Exhaust Gas Recirculation
ESP	Electronic Stability Programme
ESP	Electronic Stability Programme
Euro 3, 4, 5, 6	A rating system for engine emissions
Europallet	A pallet measuring 800 X 1000 mm
Eurotronic	Iveco's automatic transmission
Fifth Wheel	Connects tractor unit to trailer
Fridge	A temperature controlled unit for transporting cargo
Frozen	Temp controlled cargo usually between 0c & -15c
Green Diesel	Marked Gas Oil, not to be used in a road vehicle
Groupage	A load comprising of many consignors and consignees
GVW	The Gross Weight of the vehicle (Truck, Trailer & Load)
Hanging Load	A load suspended from the roof of the cargo area (Meat)
Hazchem	See ADR
Hybrid	Vehicle using Diesel & Electric Motors
IBC	Intermediate Bulk Container – Palletised liquid container
I-Shift	Volvo's automated transmission for FM, FH, & FH16





I-Sync	Volvo's automatic transmission (light trucks FL & FE)
Jack-knife	When the tractor unit collides with the trailer
JIT	Goods scheduled for, or delivered 'Just In Time'
Landbridge	To transit through UK to and from mainland Europe
LCS	Lane Changing Support, warns driver of blind spot n/side
LDW	Lane Keeping Assist, warns driver of unintentional lane departure
LEV	Low Emission Vehicle
LEZ	Low Emission Zone
LHV	'Longer Heavier Vehicles' usually 25.25 metres long
Lift Axle	A set of wheels which can be lifted off the ground
LNG	Liquefied Natural Gas
Lo / Lo	Lift On / Lift Off - referring to containerised freight
MAM	Maximum Authorised Mass
Manifest	A list of the contents consignors & consignees
Master Switch	Turns off all electrical power in a vehicle
MAUT	Road Tolling System in Germany
Multi-modal	A load transported by at least two different means
Near side	The side of a vehicle nearest the kerb
Off side	The side of the vehicle furthest from the kerb
Opticruise	Scania's automated transmission
Optronic	Renault's automatic transmission system
Pallets	A system used to ease the handling of cargos
Payload	The weight of the cargo a vehicle can carry
PCC	Predictive Cruise Control - can read the road ahead
Peaje	A section of road that is tolled
Pin Release	Handle when pulled releases the Jaws from the Kingpin
Pin Weight	The weight exerted on the fifth wheel by the trailer
POD	Proof of Delivery, document signed by receiver
PowerShift	Mercedes-Benz automated transmission
PTO	Power Take Off, using the vehicle to drive extra equipment usually by means of a drive shaft
Pusher Axle	Axle placed usually placed in front of drive axle,
Range Change	Air/electric switch to select another range of gear ratios
Rear Steer	Rearmost axle of a rigid or trailer which can steer
Regeneration	Cleaning of DPF by increasing operating temperature
Retarder	A braking device operated independently





Reverse Logistics	Transport of returned consignments. Unwanted, faulty or damaged, also packaging & handling equipment
RFID	Radio Frequency Identifier Device
Rigid	A one piece vehicle
Ro / Ro	Roll On / Roll Off – referring to shipped trailer freight
Road Barrel	A method of transporting liquids substances by road
Roll-cage	Cargo handling device on wheels
Route Express	Motorway class road which is toll free (France)
RSA	Road Safety Authority
SCM	Supply Chain Management
SCR	Selective Catalytic Reduction
Semi-Trailer	The trailer of an articulated vehicle
Skeletal	A trailer for the transport of tank containers
Split Fridge	Trailer which can keep cargo at different temperatures
Splitter	An air/electric switch to select a high/low ratio of a gear
STC	Said to Contain - clause inserted when receiving a load
Susies	Air and electrical connections between truck and trailer
Tachograph	A device that records the time, speed and distance travelled by a vehicle over 3.5 tonnes
Tag Axle	Axle affixed to rear of truck , not driven by engine
Tail Lift	Used for loading/unloading from truck without ramp
Tail-swing	The distance from rearmost axle to rear bumper
Telematics	Uses telecommunications technology to transmit and receive information about the vehicle / driver
TEU	Twenty-foot Equivalent Unit (TEU x 2=1 40' Container)
Tip-matic	MAN's automatic transmission system
TIR	'Transport Internationaux Routier' (French)
TPMS	Tyre Pressure Monitoring System
Trailer Brake	An device to apply the brakes on the trailer only
Trailer swing	When the trailer collides with the tractor unit
Tranship	To transfer a load from one vehicle to another
Transit	To pass through a place or country
Twin Steer	A vehicle with two sets of wheels that both steer
Ullage	The space above a liquid in a container.
Unaccompanied	When a trailer or vehicle is shipped without a driver
Vignette	The road tax payable in (B, L, S, NL, DK)
Wheel Choc	Device placed under wheels to prevent movement
ZEV	Zero Emission Vehicle (Usually Electric)





APPENDIX 9

Answers to Section A - Road Safety Questionnaire.

Question Number	Answer
1	c
2	c
3	b
4	a
5	c
6	a
7	c
8	a
9	c
10	b
11	b
12	c
13	c
14	b
15	c
16	b
17	c
18	b
19	a
20	b





APPENDIX 10

Exemptions to Directive 2003/59/EC as amended by Directive (EU) 2018/645.

1. This Directive shall not apply to the drivers of vehicles:

- (a) with a maximum authorised speed not exceeding 45 km/h;
- (b) used by, or under the control of, the armed forces, civil defence, the fire service, forces responsible for maintaining public order, and emergency ambulance services, when the carriage is undertaken as a consequence of the tasks assigned to those services;
- (c) undergoing road tests for technical development, repair or maintenance purposes, or the drivers of new or rebuilt vehicles which have not yet been put into service;
- (d) for which a driving licence of category D or D1 is required and which are driven without passengers by maintenance personnel to or from a maintenance centre situated in the vicinity of the nearest maintenance base which is used by the transport operator, provided that driving the vehicle does not constitute the driver's principal activity;
- (e) used in states of emergency or assigned to rescue missions, including vehicles used in the non-commercial transport of humanitarian aid;
- (f) used for driving instruction for, and examination of, any person wishing to obtain a driving licence or a Certificate of Professional Competence (CPC), in accordance with Article 6 and Article 8(1), provided that they are not being used for the commercial carriage of goods and passengers;
- (g) used for non-commercial carriage of passengers or goods;
- (h) carrying material, equipment or machinery to be used by the drivers in the course of their work, provided that driving the vehicles is not the drivers' principal activity.

With regard to point (f) of this paragraph, this Directive shall not apply to any person wishing to obtain a driving licence or a CPC, in accordance with Article 6 and Article 8(1), when that person is undergoing additional driving training during work-based learning, where that person is accompanied by another person certified by a CPC, or a driving instructor, for the category of vehicle used for the purpose set out in that point.

2. This Directive shall not apply where all the following conditions are met:

- (a) drivers of vehicles operate in rural areas to supply the driver's own business,
- (b) drivers do not offer transport services, and
- (c) Member States consider that the transport is occasional and does not have an impact on road safety.

3. This Directive shall not apply to drivers of vehicles used, or hired without a driver, by agricultural, horticultural, forestry, farming or fishery undertakings for carrying goods as part of their own entrepreneurial activity, except if driving is part of the driver's principal activity or the driving exceeds a distance set in national law from the base of the undertaking which owns, hires or leases the vehicle.





APPENDIX 11

REFLECTION ON CPC MODULE

Take a few moments to reflect on the following questions and discuss your answers with at least one other colleague from the programme:

What have I gained/learned from the workshop?

Your Response

For myself

In my work

In relation to my colleagues

What personal changes will I undertake/implement?





APPENDIX 12

HARD AND FAST FACTS

**THE FASTER
THE SPEEDER
THE BIGGER
THE MESS**

RSA

Design: Lyte Ballie International

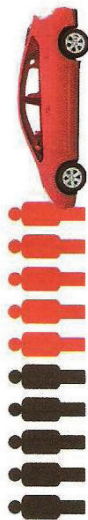
HARD AND FAST FACTS

Pedestrians hit by a car....

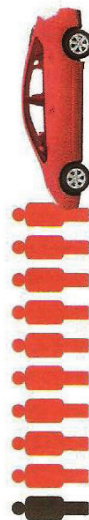
at 30 km/h – 1 in 10 will die



at 50 km/h – 5 in 10 will die



at 60 km/h – 9 in 10 will die



Source: Rules of the Road, 2007



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THE BIGGER THE PENALTY

Speeding drivers risk getting **two penalty points on their driving licence plus a fine of between €80 to €120**, if you decide to go to court and are convicted you risk **four penalty points and a fine of up to €800**.

**ANY DRIVER WHO GETS
12 PENALTY POINTS
AT ANY TIME INSIDE
A THREE YEAR PERIOD
FACES DISQUALIFICATION
FROM DRIVING
FOR SIX MONTHS.**

For more information on speed limits and stopping distances read the **Rules of the Road** at www.rsa.ie

**GET THE POINT!
NOT THE POINTS!**





THE BIGGER THE RISK OF DEATH

Speed is the biggest contributory factor to road deaths in the Republic of Ireland.

THE BIGGER THE NUMBER OF DEATHS

Speed is directly killing an average of 101 people a year in Ireland.

THE BIGGER THE MISERY

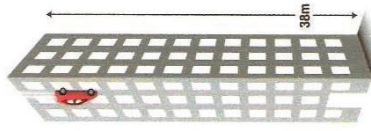
A speeding crash is over in a second but, for the victims, the misery lasts a lifetime.

Speeding is a selfish act which sentences innocent people to a lifetime of pain.

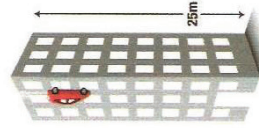
THE BIGGER THE HIT COLLISION IMPACT MEASURED IN HEIGHT OF FALL FROM A TALL BUILDING

Source: RSA / OPW

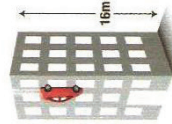
Crashing your car into an object at 95 km/h is equivalent to a free fall from a 12-storey building.



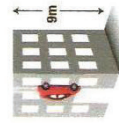
Crashing your car into an object at 80 km/h is equivalent to a free fall from an 8-storey building.



Crashing your car into an object at 65 km/h is equivalent to a free fall from a 5-storey building.

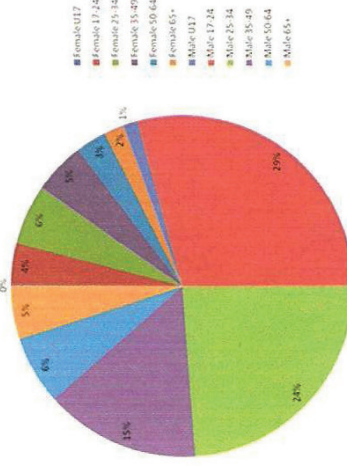


Crashing your car into an object at 50 km/h is equivalent to a free fall from a 3-storey building.



WHO IS TO BLAME? DRIVERS

Drivers responsible for fatal/serious injury collisions by age/gender



Source: RSA Data

EVERY DRIVER IS AT RISK!

THE FASTER THE SPEED, THE BIGGER THE MESS



APPENDIX 13

REFERENCES

1. Directive 2003/59/EC of the European Parliament and of the Council of 15 July 2003 on the initial qualification and periodic training of drivers of certain road vehicles for the carriage of goods or passengers, amending Council Regulation (EEC) No 3820/85 and Council Directive 91/439/EEC and repealing Council Directive 76/914/EEC. Directive (EU) 2018/645 of the European Parliament and of the Council of 18 April 2018.
2. Bus Eireann Drivers Handbook, 4th Edition 2017
3. Dublin Bus, Initial Driver Training
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10. Fleet Transport Publications. www.fleet.ie
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13. Prometric Driver Theory Test
14. Iarnrod Eireann
15. Volvo truck and bus manufacturers.

The RSA would also like to acknowledge the valuable contributions made by CPC Training Organisations and their trainers to this and other manuals and training literature.

Whilst every attempt has been made to acknowledge the sources of our reference material, and the origin of the information which we retrieved from the public domain, errors and/or omissions may have occurred. If there are errors or omissions in the acknowledgements of our references please contact the originator who will ensure such errors and/or omissions are corrected.

