Arriva Rail Replacement Driver Code of Practice

This information sheet is for guidance only - If in doubt ask

Overview

Arriva Merseyside are proud to supply the rail replacement operation for Merseyrail Electrics.

Rail replacement operations will not be without its challenges – but with us all pulling in the right direction and working together we are confident we can overcome the challenges we face.

This guidance has been produced as an aid to you but if you are unsure of any aspects of its contents or any other aspects of the operation, please ask – there is no such thing a stupid question.

Whilst we spend months drawing up the plans for a rail replacement operation, it is imperative to the operation that you are flexible, adaptable and able to follow instructions either direct or via our Rail Supervisor. Whilst the instructions might not always seem logical, we will have access to the bigger picture!

Please contact the duty rail supervisor or depot as soon as possible if you will be late for the start of your duty, encounter a mechanical issue or have an incident that may affect your duty.

Risk Management
General

Please see below information relating to some rail replacement hazards you may encounter on your journey. Please take the time to read them and familiarise yourself with the risk associated, these are only a snapshot - there are many more, so please be vigilant!

Before departing please ensure you have conducted a thorough walk round check of your vehicle and are familiar with the dimensions of your vehicle prior to starting your journey.

Please use caution at all times. Planning and awareness are key when pulling into and out of stations. Drive to the road conditions

Prior to pulling away from rail pick up points please ensure you check all blind spots for last minute passengers etc.

Level Crossing

A level crossing is where a road crosses a railway or tramway line. Approach and cross it with care. Never drive onto a crossing until the road is clear on the other side and do not get too close to the car in front. Never stop or park on, or near, a crossing. Most crossings have traffic light signals with

a steady amber light, twin flashing red stop lights. They may have full, half or no barriers.

You MUST always obey the flashing red stop lights.

- You MUST stop behind the white line across the road.
- Keep going if you have already crossed the white line when the amber light comes on.
- Do not reverse onto or over a controlled crossing.
- You MUST wait if a train goes by and the red lights continue to flash. This means another train will be passing soon.
- Only cross when the lights go off and barriers open.
- Never zig-zag around half-barriers, they lower automatically because a train is approaching.
- At crossings where there are no barriers, a train is approaching when the lights show.

Incidents and breakdowns. If your vehicle breaks down, or if you have an incident on a crossing you should

- get everyone out of the vehicle and clear of the crossing immediately
- Use a railway telephone if available to tell the signal operator. Follow the instructions you are given
- Move the vehicle clear of the crossing if there is time before a train arrives. If the alarm sounds, or the amber light comes on, leave the vehicle and get clear of the crossing immediately.

Low Bridges / Mersey Tunnels

The standard minimum clearance over every part of the carriageway of a public road is 16 feet 6 inches (5.03 metres). When the clearance over any part is less than this, standard warning signs both on and prior to the structure should be provided









Other Hazzard - please also be aware of such hazards as weak bridges and narrow roads





If operating through the Queensway (OLD) Tunnel you MUST STAY IN THE RIGHT HAND LANE and use the "BUS LANE" booths only. If operating through the Kingsway (NEW) Tunnel it is recommended you use the left hand lane and use the "LEFT HAND FAST TAG BOOTH or STAFFED" booths only.

Passengers & Pedestrians

Be aware of the high volume of pedestrians in the vicinity, they will be walking from various directions and often in between buses. Keep a look out for people who may step off the kerb without warning due to congested pavements. Some passengers may not be local to the area and may be confused as to where they get their bus. If you are unable to help a passenger, politely refer them to a TOC member of staff or Arriva coordinator or representative.

If any intending passenger becomes aggressive, please attract the attention of one of the on-site supervisors at the station to assist or call 999 if you feel it is serious.

If you do have an incident, please report this to the Rail Supervisor or your depot ASAP. Please gather as much information as possible; names and numbers of passengers on the vehicle, 3rd party details including registration number and number of occupants, witness details etc. and remember to take photos even if there doesn't appear to be any damage or injuries.

General Information

Rail Supervision

Rail Supervisors are there to help and assist you as well as maintaining the service. Please listen to and follow the instructions they give you. If you need any points clarifying, please ask.

Customer Care

It is important you realise that this is not like some of the day trips or special events you may have worked on in the past. Your customers may be simply trying to get to and from work, an event or going for a day out to enjoy themselves, We may be faced with unhappy or confused passengers due to circumstances beyond our control, but it is important that we remain professional, pleasant, patient, and do not react to or take it personal if people become angry or upset. Please be as helpful as possible as people may be confused by the changes.

Being sarcastic, unhelpful or rude will not help anyone.

Prior to Leaving the depot

Drivers must comply with laws relating to driver's hours, records and working time. If you are experiencing issues with driving hours, please let a coordinator know ASAP.

Drivers must understand the service they are going to provide and are fully conversant with the route operated (including pick up and set down points);

Start of your duty

You must be aware of the driver's hours regulations and must not contravene the ROAD TRAFFIC ACT.

Drivers must be in position at the booked Running Board commencement time.

Vehicles must run as per the running board unless instructed otherwise by the Rail Supervisor. Please not depart the starting point until dispatched by the Rail Supervisor (if present)

Vehicles must display the correct destination for each journey

Drivers must not smoke directly outside the entrance to the vehicle.

At unstaffed stations drivers should ensure that the connecting train has arrived, and all passengers transferred. The Rail Supervisor should be contacted in the event of any problems or to seek any clarification.

Drivers provide all reasonable assistance to pregnant, disabled, elderly, injured and vulnerable passengers when boarding or leaving the vehicle or when getting into or out of their seats on the vehicle.

Drivers deal with customer's enquiries politely and refer any unresolved issues to a relevant coordinator or member of station staff;

Drivers do not use abusive, offensive or insulting language or act in any unprofessional, indecent or inappropriate manner whilst the bus is loading or during the journey.

During the Journey

You must adhere to the designated rail replacement route. If you are faced with a diversion and you are not familiar with the area, please stop and ring the rail supervisor or depot for guidance.

You must make yourself aware of the HEIGHT, WIDTH and LENGTH of the vehicle that you are taking out.

Drivers do not drive in a manner that is likely to cause distress, inconvenience or injury to any person or cause damage to any property.

No music, radio shall be played whilst passengers are being conveyed

Drivers announce points of arrival at the designated location, so passengers can disembark. Passengers may not recognise railway stations from the road drop off point and announcing the location you are at could save confrontation later.

Drivers must check for lost property at the end of the journey and immediately report it to the relevant station staff and the supplier and arrange for it to be handed in to duty station staff at the earliest opportunity.

Drivers must be willing to work as directed, be flexible in the work they can undertake and be willing to work beyond the end of their booked finish time if there is a requirement to use them for service related matters.

Drivers refer full details of any complaints of any passenger or any other person (regarding the operation of the service and/or the conduct of the driver) to the Rail Supervisor.