Learning the Theory **Bus**
Delving into Vehicle Technology and Passenger Transport

2

MANUAL

BUS



CODE 95

PROFESSIONALDRIVER

ACCORDING TO NATIONAL AND EUROPEAN REQUIREMENTS FOR PROFESSIONAL COMPETENCE

VTO
VERVOER & LOGISTIEK

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CHAPTER 1



Vehicle knowledge and optimum use of a vehicle

Test terms 1.1 and 1.2.

1.1 Types and application

The learning material below builds on **paragraph 1.7 (dimensions)** and **paragraph 3.3 (types of vehicles) of module 1.** We therefore recommend that you first read those paragraphs again carefully*.

Correct vehicle

There are many different types of buses. For example, the length, design and comfort characteristics (whether or not present) make each type suitable for one or more applications. Therefore:

- a city bus is very suitable for the efficient transport of passengers getting in and out frequently over short distances,
- a double-decker coach is set up for the comfortable transport of passengers and their luggage over long distances.

We have listed several examples of types of vehicles and their application for you in **Annex 1** at the back of this book. During the theory test for module 2, you must be able to indicate:

- the applications of the various types of bodies,
- which vehicle is suitable for which transport and/or which passengers.

* *We will not discuss the topics of module 1 again. At times we will mention a topic briefly as an introduction or repetition.*

1.2 Main components of a bus

Test term 1.3.

Chassis and self-supporting bodywork
The chassis is 'the backbone' of a bus. It consists of two steel beams along the length of the vehicle that are connected by means of crossbeams.

The body and all kinds of components (for example, the engine, the axles and the fuel tank or the battery pack) are fastened on, under, on top or in the chassis.

A vehicle with a chassis is very strong and can transport heavy loads. But it is also a heavy body, and the superstructure options are limited (because the chassis should always be taken into account in the design).



All component parts of the bus are installed on, under, in or on top of the chassis.

This is why a self-supporting bodywork is often used in buses. The body of the vehicle is then constructed so (strong) that a separate chassis is no longer necessary.



Self-supporting bodywork is lighter and more flexible with respect to shape.

Since (in the design of the vehicle) a chassis need not be taken into account, the body can be completely 'customised' for the intended use of the vehicle.

For a public transport bus, for example, the floor of the passenger area can be made extra low.



A low-floor is important in public transport to make it easier for passengers to get in and out quicker.

Technical major components

We discuss the most important technical parts of a bus briefly below. We will look at them in more detail later in this book.

Engine

Traditionally, buses are driven by a combution engine. With new vehicles, an electric motor is usually used.



A combustion engine (in this case, an LNG engine) can (also) be recognised by all the components installed on it.



Electrical drive unit. Instead of one large electric motor, three smaller ones have been installed here, coupled together to the gearbox.

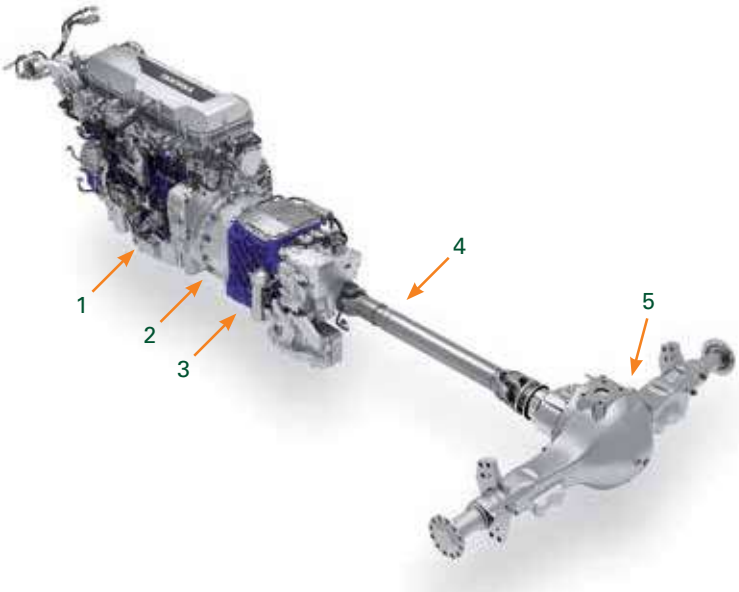
The combustion engine is always in the back of the bus, behind the rear axle. Electric motors are smaller. This means they can be installed more flexibly, for example as an integral part of an axle.



Driving axle with integrated electric motor.

Drive line

The drive line ensures the power of the engine is passed onto the driven wheels. The drive line of a vehicle with a combustion engine looks like this:



1. *Engine.*
2. *Clutch.*
3. *Gearbox.*
4. *Drive shaft (cardan shaft).*
5. *Rear axle with differential.*



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CHAPTER 2



Technical knowledge of vehicles

Test terms 2.1, 2.2 and 2.4.

2.1 The building and operation of engines

The learning material below builds on **paragraph 2.1 of module 1.** We therefore recommend that you first read those paragraphs again carefully*.

2.1.1 Systems of a combustion engine

We will look at the (most important) systems that play a role in the operation of a combustion engine in this paragraph. We will do so using a diesel engine.



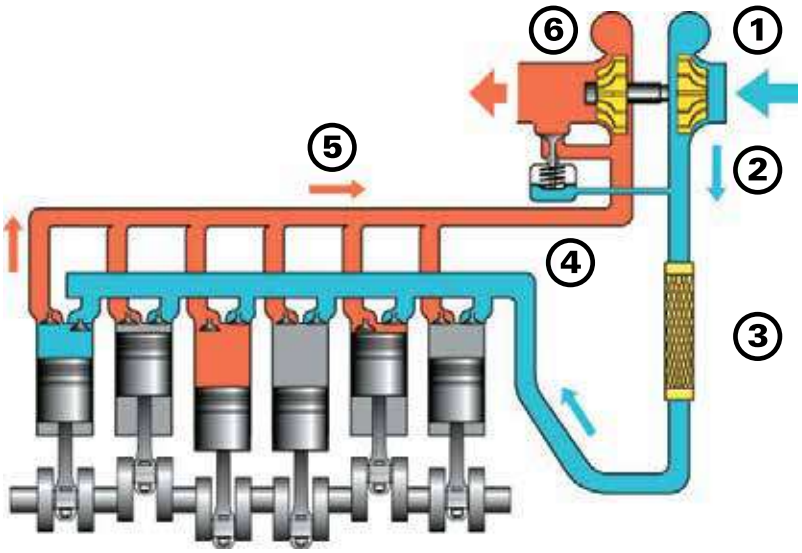
General operation
Pistons move up and down in the cylinders of a combustion engine. The crankshaft converts this up and down movement into a rotating movement, which is passed onto the driven wheels through the drive line.

Air intake system
To summarise, the operation of this system is as follows:

- the (position of the) air intake and air filter ensure there is clean air that is required for combustion,
- the turbo compresses that air to ensure there is more oxygen (per litre) in it. This causes the combustion to be more powerful,

** As we already indicated in section 1: we will not discuss the topics of module 1 again. At times we will mention a topic briefly as an introduction or repetition.*

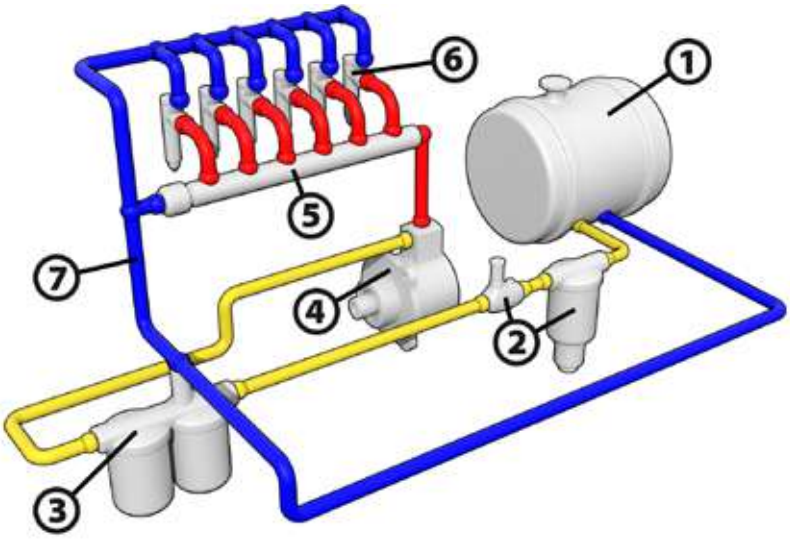
- and the intercooler cools off the intake air (which has become hot because of the turbo) again. This reinforces the effect of the turbo.



The right-hand turbine wheel of the turbo (1) compresses the intake air (2). The intercooler (3) cools the compressed intake air before it flows to the cylinders (4). Exhaust gases (5) provide the drive for the left turbine wheel of the turbo (6).

Fuel system

This system ensures clean (filtered and dehumidified) diesel is pumped from the tank to the engine, stored under high pressure in the common rail, and injected at the right time into the cylinders.



Schematic view of the system:

1 *Fuel tank.*
2 *Prefilter, water separator and delivery pump.*
3 *Fine filters.*
4 *High pressure pump.*
5 *Common rail.*
6 *Injectors.*
7 *Return line.*

Fuel system for gas engines
In LNG-vehicles, the liquid gas must first be converted into compressed gas (by means of evaporation).

A gas-conditioning module (in LNG, CNG and H^2 vehicles) ensures the gas pressure is lowered.

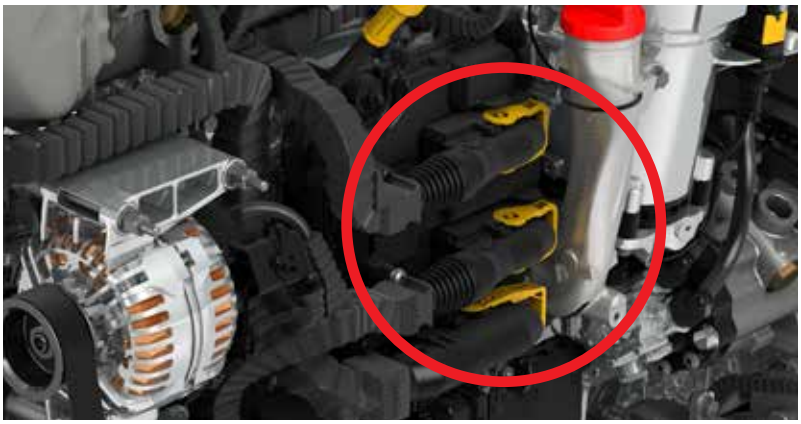
Exactly how the combustion principle works depends on the build of the gas engine as you have already read in the textbook of module 1.

Engine management (electronic control unit)
The fuel system is controlled by the engine management system.

By pressing the accelerator, the driver is demanding power (torque) or speed (power) from the engine. Based on several sensors, the engine management system determines:

- how much fuel must be injected,
- the exact (correct) time of injection.

The engine management system also has extra functions. This means it can be used as a rev limiter or speed control.



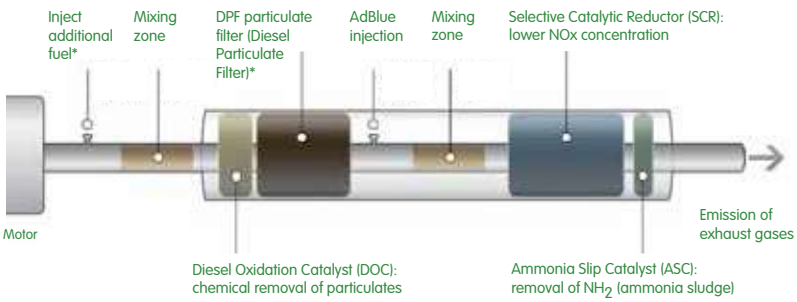
The unit of the engine management system is installed on the exterior of the engine. You can recognise it by the plugs (usually 2 or 3) that are inserted in it.

The engine compression brake and auxiliary systems such as the anti-slip regulator system (ASR) and the advanced emergency braking system (AEBS) are coupled to the engine management system to realise maximum performance and minimum fuel consumption under all conditions.

Exhaust gas after-treatment

The exhaust gases from diesel vehicles are given an 'after-treatment' to comply with European Union environmental requirements. Several technologies are used to that end such as:

- a Diesel Oxidation Catalyst (DOC) that produces NO_2 (nitric oxide) to allow the particulate filter to work properly,
- a Diesel Particulate Filter (DPF) that absorbs the majority of the particulates,
- a Selective Catalytic Reduction (SCR) catalyst that converts harmful NO_X gases (nitrogen oxides) into harmless nitrogen and water,
- an Ammonia Slip Catalyst (ASC) that removes any remaining NH_3 (ammonia) from the exhaust gases.



* The DPF filter only works if the temperature of the exhaust gases is high enough. If necessary, some additional fuel is injected and burnt to raise the temperature.



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CHAPTER 3



Maintenance and faults

Test term 3.1.

3.1 Faults and defects

3.1.1 Combustion engine fuel system

Diesel engine

The fuel system is very sensitive to dirt and moisture as you have read earlier. When refuelling with diesel (and AdBlue) you must be careful because the filling opening of the tank is larger than the fuel nozzle and dirt and moisture could easily end up in the tank.

You must also ensure the fuel filters are replaced on time and check regularly whether the water separator is operating properly.



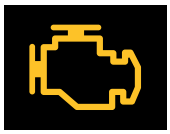
Left: (heated) fuel prefilter with water separator. Centre: heated fuel filtration module with prefilter, water separator and delivery pump. Right: fuel fine filters.

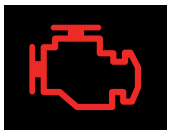
Leaks
If there is a leak in the fuel system:

- not enough fuel will be pumped to the engine,
- air will enter the system, which will disrupt the operation,
- hazardous vapours could form or a fire could even break out (if the fuel leaked comes into contact with the hot parts),
- environmental pollution could take place (if the fuel leaked is not collected and disposed of safely).

If the leak has been fixed and if fuel filters have been replaced, the fuel system must be vented first. Otherwise the engine will not start.

Electronic fault
If there is something wrong with the engine management system or with one of the sensors that use the engine management system to control fuel injection, an error message will appear in the display of your dashboard.





The engine management system will also often switch to an emergency program. Your vehicle will then have less torque and power, but you can continue to drive to a car park or dealer (yellow symbol). If there is a serious fault and you must stop immediately, a red symbol will be displayed.

Other combustion engines
The chance of dirt and moisture getting in when refuelling with gas (whichever type) is not that great because of the way the transfer hose is connected to the tank of the vehicle.

If there is a leak in the fuel lines, the gas supply from the tank will stop automatically and the engine will stop. Always have the leak checked and repaired by a specialised mechanic.

The same applies as with the diesel engine for electronic faults.

3.1.2 Electrical system

The power supply* of your vehicle may be in danger due to various causes.

Empty batteries
If your batteries are dead, it could be due to:

- self-discharging and leaks current (because of dirt or moisture that is on top of the batteries).

For a vehicle with an internal combustion engine, also due to:

- a faulty alternator (because of which the batteries are not charging),
- a faulty V-belt (because of which the alternator is no longer driven).

For electrically driven vehicles, also due to:

- a defect in the power supply (the charging of the batteries) from the high-voltage battery pack.

Poorly working batteries
If the battery poles have oxidised, the power is not able to circulate freely; this can cause many kinds of faults (in devices and parts) in the electrical system.

An aging battery provides much less capacity. This can also result in faults.

Faulty fuses
The fuse will blow when an electrical circuit is overloaded or there is a short-circuit. There will then not be any current anymore and this will prevent damage (for example, melted wiring or a fire).

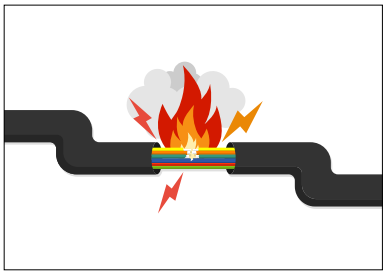
* *We are referring to the power for parts and accessories such as: the lights, windscreen wipers and dashboard. We are not referring to the power for electric motors from the battery pack of an electrically driven vehicle. We will cover these in the next paragraph.*

You can replace a blown fuse yourself, but do observe these precautionary measures:

- before replacing the fuse, switch off all power electrical consumers of the circuit in question,
- replace the faulty fuse with one that has the same value,
- if the new fuse blows out immediately as well, it means there is a fault that you must have a mechanic look at right away.



Battery terminals that are connected poorly, dirt and moisture could cause oxidised battery terminals.



If you insert a fuse with too high a value, it could cause a short-circuit or even a fire.

Cables, plug connections and connections

In addition to a blown (burnt out) fuse, there could also be breaks in power cables, rickety plug connections and poorly conductive connections that are causing a circuit to blow (and the electrical part to not work).

A break in a cable could be caused by many things, for example, a cable that is trapped somewhere and breaks off, or a cable that rubs on something and slowly wears through.

Plug connections are sensitive to moisture and dirt. Moreover, if they are taken apart often, the chance of a fault increases ('deformation').



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CHAPTER 4



Advanced driver-assistance system

Test term 4.1.

Increasingly more systems are being integrated to support you as the driver in the safe and efficient use of your vehicle. It is important to know:

- with which systems your vehicle has been equipped,
- what they can do and, especially, what they cannot do,
- how to operate them,
- which (possible) risks their use involves.

4.1 Emergency response systems





ABS – intervention.
ABS fault.

Anti-lock brake system (ABS)
The ABS intervenes if you brake hard and your (front) wheels are about to lock. The ABS ensures your vehicle remains controllable, especially on wet or smooth surfaces.

If the (front) wheels lock, they slide on the road surface. Steering is of no use; you slide in the direction that you were last driving.

The ABS sensors detect this and, very briefly, decrease – for the locked wheels – the brake pressure. As a result, the wheels will turn again, regaining grip and allowing you to steer again.

The decrease and subsequent increase of the brake pressure takes place in a fraction of a second and, very often, one after the other. You will notice that the brake pedal vibrates.

And the ABS light on the dashboard will switch on.

Do not release the brake pedal
Some drivers release the brake pedal when it vibrates because the ABS is intervening. That is the wrong reaction. The correct response is: continue to brake as hard a possible until you are stationary or are sufficiently slowed down.

Anti-slip Regulator (ASR)
This system is also called the Traction Control System (TCS). It prevents the driven wheels from skidding while accelerating.

The ASR is activated when the driven wheels begin to skid on one side or both sides of the vehicle. One wheel or both wheels are braked and/or the engine power is lowered. Traction is optimum because of this.

Sometimes (a bit of) wheel spinning is desirable, for example, when driving on a non-paved or rough surface. The ASR can be switched off then. Your dashboard will then show the 'ASR switched off' light to be on.





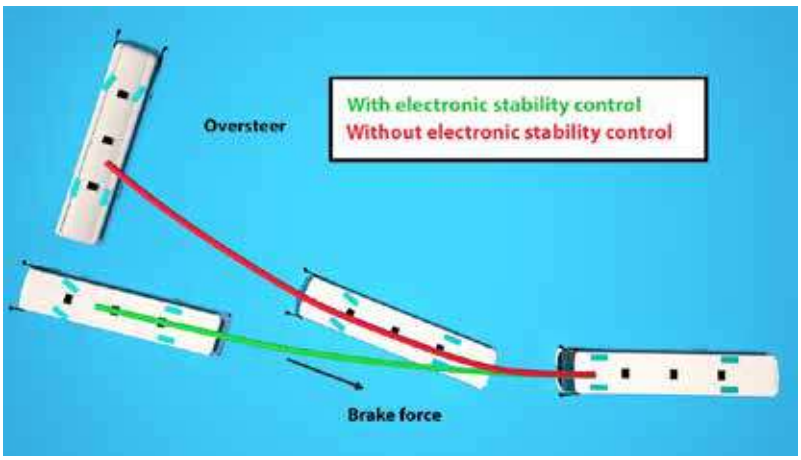


ASR – intervention.
ASR switched off.
ASR fault.

Electronic Stability Program (ESP)
This system helps you stabilise the vehicle combination under difficult driving conditions. If a critical situation threatens to arise in a bend (for example, skidding or tilting), the ESP intervenes by reducing the motor torque and the brake of one or more wheels. You will notice this in the handling and see it by the light on your dashboard.



ESP – intervention.



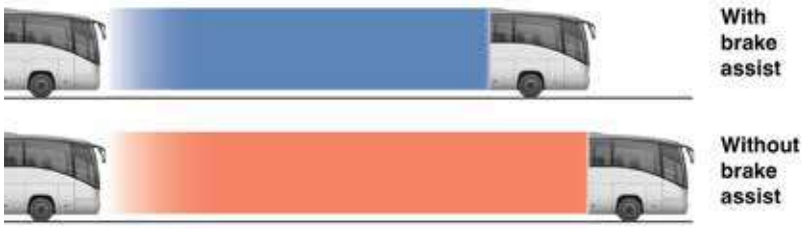


If the ESP is switched off and if there is a fault in the ESP, one of these lights will switch on.



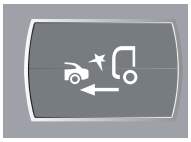
Brake Assist System (BAS)
Studies have shown that many drivers do not get the maximum out of their braking system in an emergency situation. They simply do not press the brake pedal firmly enough.

The BAS recognises an emergency stop by the speed with which you press the brake pedal and automatically increases the brake pressure.



The BAS ensures a shorter braking distance in emergency situations.

Advanced Emergency Braking System (AEBS)
This advance emergency brake system (also called the 'emergency brake assist') helps prevent collisions or restricts the consequences of a collision.



FCW – message.

It is combined with FCW, which stands for Forward Collision Warning. This radar system continuously measures whether there is sufficient distance to prevent a collision with the vehicle in front. If a critical situation threatens, the FCW gives an acoustic signal as a warning. A message is also often shown on your dashboard display.



If you do not respond immediately, the AEBS will be activated. The vehicle will automatically slow down as much as possible to prevent a collision or to restrict the consequences of a collision.



AEBS switched off. AEBS fault.

If the AEBS is switched off because of, for example, a dirty or faulty sensor, and if there is a fault in the AEBS, this is indicated by a light and/or a message.



The FCW scans the road for you continuously. If necessary, the AEBS will intervene.

Electronic Brake System (EBS)



The EBS is an electronically regulated brake system that offers a great braking effect and responds quickly because of an electronic signal transfer.

The EBS not only controls the service brake but also the ABS, the ASR, the ESP, the BAS and the AEBS.

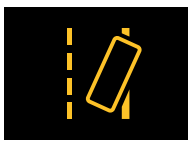
Service brake management

The brake pedal is linked to the EBS computer. When pressing the brake pedal, the required deceleration is passed onto the computer. The computer calculates the required brake pressure and ensures each brake cylinder provides the correct braking power.

Sensors measure the braking effect (deceleration, wheel skid, etc.) and give feedback to the computer, which adjusts the brake pressure per cylinder.

4.2 Supportive/assisting systems

Lane Departure Warning (LDW)



If drivers become tired or distracted, they have difficulty driving straight ahead in a stable manner. The vehicle moves from left to right (swerving).

The LDW gives an acoustic signal and a warning on the dashboard if the vehicle is about to drift out of the lane.



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CHAPTER 5



Transporting passengers

Test term 5.1.

5.1 Loading and unloading luggage safely

The learning material below builds on the **topic of 'luggage' in paragraph 3.3 of module 1.** We therefore recommend you carefully read that learning material again one more time.

Safe stowing and securing of hold luggage
The most important issues to consider in transporting hold luggage are:

- ensure (the weight of) the luggage is distributed properly throughout the luggage hold(s) so that the balance of the vehicle is not disturbed,
- ensure the hold floor is clean. On a dirty or damp floor, luggage will slide more quickly when braking or taking evasive manoeuvres,
- use securing materials to secure the luggage, for example, belts (for large pieces of luggage) or nets (for small pieces of luggage).



Driving in this way is dangerous. With each manoeuvre, the unsecured luggage will move through the hold.

Special luggage
If you are transporting special luggage such as bicycles in a special bicycle trailer or skis in a ski box on top of your vehicle, you must of course also ensure this is safely loaded and secured.

Order of loading
If you must pick passengers up and drop them off at different addresses, there is something else you should pay attention to when loading the luggage, namely: the loading order.

Of course, it is not efficient if you must empty half of the luggage area at each stop to be able to access the bags of the passengers getting off. Try to load the hold luggage in such a way that you can easily reach the correct bags at each stop.

5.2 Forces while driving

Test term 5.2.

There are many forces that act on your vehicle, your passengers and your load when you drive. You must take them into account in order to be able to perform your journey safely and comfortably.

Forward inertia force
An object that is moving will continue to move forward at the same speed. Therefore:

- your passengers and their luggage will be pushed forwards if you brake (hard).

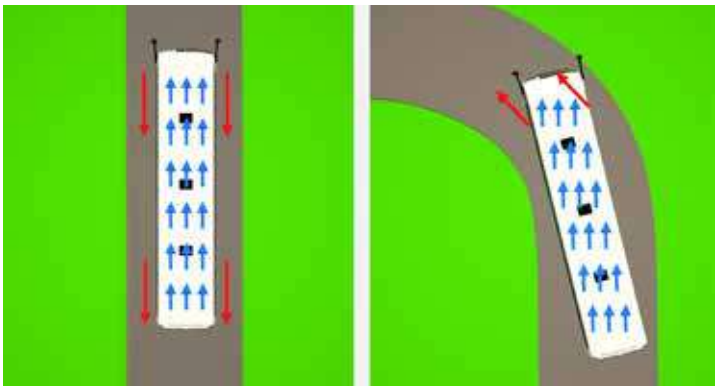
Opposite inertia force
An object that is stationary only begins to move if there is a force that operates on it. Therefore:

- your passengers and their luggage will be pushed backwards if you accelerate (hard).

Centrifugal force

An object that is moving will continue to move forward in the same direction. Therefore:

- your vehicle will fly out of control if you are driving too fast around a bend. The vehicle (and the passengers and their luggage) wants to continue 'straight ahead' and force is needed (that must be provided by your steering wheel and tyres) to get the vehicle round the bend safely.



Left: Inertia force while braking.

Right: Centrifugal force while driving round a bend.

Frictional force/resistance

Friction is a force that occurs if two objects press against one another. How great the frictional force is depends on the 'slipperiness' of the objects.

- a properly sharpened skate experiences almost no friction when it slides over smooth ice,
- however, a 500-kg wooden chest that you want to push across a rough concrete floor experiences a lot of friction.

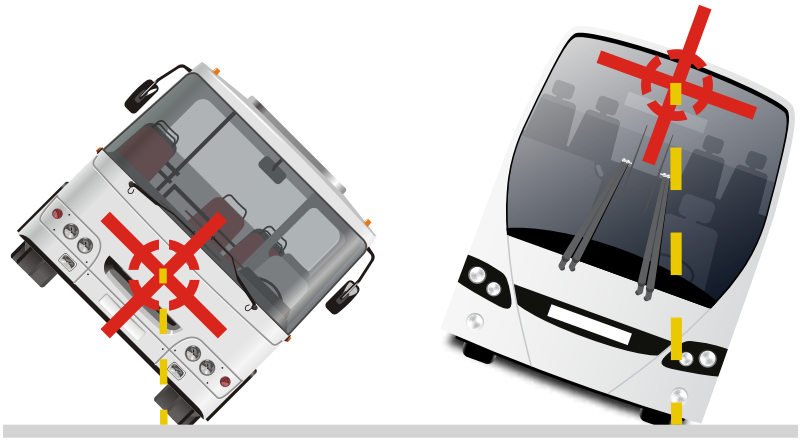
The same applies for (for example) the luggage in your vehicle: the frictional force assists in keeping it in place as you drive off, brake or go around a bend.

But: the friction alone is never sufficient. That is why you must ensure the luggage is properly stowed and fastened. And also that your passengers wear their seat belt.

Weight force
The force of gravity pushes your vehicle, passengers and luggage down. But if you drive (fast) over a bump or threshold, there is an upward force that works against the gravitational force.

If your passengers are not wearing a seat belt, they could 'bounce' out of their seat and hurt themselves badly. If luggage is not secured properly, it could also move from its place.

Centre of gravity, stability and tipping point
Vehicles with a high centre of gravity are less stable. They reach the tipping point sooner: the moment at which they tip. If the centre of gravity shifts to beyond the outermost wheel, the vehicle will inevitably tip. Correction is then no longer possible.



This vehicle can still straighten out.

This vehicle will inevitably tip.

Risks during acceleration, braking and in bends
If the tyres are no longer able to transfer the acting forces to the road surface, your vehicle could skid so that you are no longer in control.

Safety systems (for example, ABS, ASR and ESP) help you to prevent this, but a driving style that is controlled, smooth and professional remains the most important factor. This applies especially:



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CHAPTER 6



Interaction with passengers

Test term 6.1.

6.1 Communication

Ways to communicate

With 'communication' many people think of speaking & listening and reading & writing. That is also called 'verbal communication'.

But there is another way to communicate: 'non-verbal communication'. This is communicating with, for example, body language, facial expressions and hand and arm signals.

If you apply both ways of communicating properly, they will compliment and boost each other. But if you do not apply them properly, they contradict each other.

A 'good' example

If an angry passenger comes to complain, you can indicate not only in words that you understand how annoying the situation is but you can also show understanding for the anger or disappointment of the passenger with your facial expression.

If you seem disinterested, a passenger is also more likely to perceive your words as 'disinterested'.



A 'bad' example

If an angry passenger comes to complain and you look straight at the passenger with your arms crossed, the passenger can/will have the impression that you are not open to his complaint. If you then say that you will try to resolve the complaint, the passenger will not be so quick to believe you.

Active listening
Good service is an important part of your job. It includes:

- being open to questions and comments by passengers,
- showing interest in what they say or ask.

Active listening is very important for this. It means:

- making eye contact,
- listening with concentration and full attention,
- watching for the non-verbal signals.

To be certain that you have properly understood what the other is saying, you could:

- ask questions to get more clarity,
- summarise in your own words what you heard and ask the other if you are correct.



Look at the passenger and listen, paying full attention. Ensure you are certain you understood the question properly.

Dealing with feedback
Feedback is information that you receive about your behaviour or your performance. You can get feedback from your supervisor (for example, a good or poor assessment), but also from your passengers.

Dealing with negative feedback can be especially difficult. Many people feel attacked and go on the defensive, but that is not a good idea. It is wise to:

- listen closely and try to understand what the other means,
- accept the feedback; see it as a chance to grow and improve yourself,
- thank the person who gives the feedback, which shows that you value the feedback and take it seriously,
- if you agree with the feedback, show that you are going to work with it,
- if you do not agree with the feedback, respond diplomatically and try to arrive at a solution together.

In all cases: remain professional and respectful.

Giving feedback
If you want to give feedback yourself, here are some tips that could help you:

- give feedback as soon as possible after the event. Feedback given after a longer period of time often comes too late in the day,
- indicate clearly and specifically what you mean. Do not use vague, general words,
- only describe facts, leaving your opinion and emotions out of it,
- give feedback on behaviour, not on the person ('do not make it personal'),
- give the receiver room to respond and listen to the response actively.

Here, too, you should remain professional and respectful.

When receiving and giving feedback – just as with all other forms of communication – both parties are jointly responsible for achieving a good result.



6.2 Social skills

Test term 6.2.

In addition to 'good communication' skills, you must also have good social skills. This means that you must be able to enter into a good (effective, successful, pleasant) relationship with your passengers. But how do you do that? In this paragraph we discuss several important components.

Representation
It begins with your appearance. Present a professional look, therefore:

- ensure you are tidy and neat (as should your workwear be),
- ensure your personal care is good.

If, for example, your clothes are dirty, or if you have dirt under your nails, you give an unkempt and unprofessional impression. Your passengers will trust you less and be less satisfied.

Many transport companies have internal guidelines for, for example, (conspicuous) jewellery and tattoos. Observe them. If necessary, ask your supervisor for advice.

Professional attitude
In addition to 'your appearance', 'how you behave' is also an important part of your profession. The correct professional attitude for a bus or coach driver is:

- be customer-focused: make the satisfaction of your passengers the focus of everything you do. Assess what their needs and expectations are and try to meet them,
- be customer friendly: deal with your passengers in a professional, friendly and respectful way. Give them 'good service',
- be helpful: be alert for possible help or support that passengers may need. To do so, you must empathise, be a good observer and actively listen,



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