Learning the Theory **Bus**

More detailed Laws and Regulations
Market and Professional Attitude

3

MANUAL

BUS



CODE 95

PROFESSIONAL DRIVER

ACCORDING TO NATIONAL AND EUROPEAN REQUIREMENTS FOR PROFESSIONAL COMPETENCE

VTO
VERVOER & LOGISTIEK

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CHAPTER

1



Working hours, driving times and resting periods

Test term 1.1.

1.1 Legislation and regulations

The rules for working hours, driving times and resting periods in the Netherlands are set out in:

- the Dutch Working Hours Act with general rules that apply to all employees,
- the Dutch Working Hours (Transport) Decree with specific rules for drivers and co-drivers of buses.

Working Hours Act (ATW; Arbeidstijdenwet)
This Act regulates how long an employee may work and which breaks and resting periods are mandatory. In doing so, the Act contributes to:

Health
Working too much and resting too little is unhealthy. You could suffer from all types of physical and mental complaints.

Safety
Fatigue causes a decrease in concentration. That is bad for your own safety and that of others.

Well-being
A good balance between 'work' and 'life' ensures that you feel more satisfied and happier.

Time for other responsibilities
The Dutch Working Hours Act makes it easier to combine work with care responsibilities or other private responsibilities.

Dutch Working Hours (Transport) Decree (Atb-v; Arbeidstijdenbesluit vervoer)
This decree contains additional and deviating rules about working hours, driving times and resting periods for drivers and co-drivers of lorries, buses and taxis that drive on public roads.



You will find an overview of the types of transport for which the Dutch Working Hours (Transport) Decree does not apply (in part) in the back of this book **in Annex 1**.

Regulation (EU) no. 561/2006
The Dutch Working Hours (Transport) Decree is based on EU Regulation 561/2006, which regulates driving times and resting periods within the EU. EFTA countries and the UK follow these rules* too.

Extraterritorial effect
The rules of the Dutch Working Hours Act and the Dutch Working Hours (Transport) Decree apply not only in the Netherlands but also if you are driving abroad**.This is called the 'extraterritorial effect'.

1.1.1 Definitions

To properly understand and apply the legislation and regulations, you must know the meaning of several terms.

Employee
This means the following in accordance with the Dutch Working Hours Act: someone who, based on an employment contract, performs work for an employer.

* *EU: partnership of 27 countries in Europe. EFTA: partnership of Norway, Switzerland, Liechtenstein and Iceland. UK: England, Northern Ireland, Scotland and Wales.*
** *This applies to all people who work for an operator established in the Netherlands.*

Employer
This means the following in accordance with the Dutch Working Hours Act: someone who has an employee perform work based on an employment contract.

Driver
The person who drives the vehicle and every person in the vehicle who, if necessary, can drive the vehicle as part of their tasks.

Multiple crew
At least two drivers who are present in a vehicle and drive the vehicle taking turns. Not all drivers need to be in the vehicle during the first hour of a journey (therefore, a driver can pick up his colleague(s) to carry out the rest of the journey).



Double crew: both the crew members are drivers. They take turns driving a vehicle. They also, for example, load and unload luggage together.

*Bus**
A motor vehicle (with or without a trailer) for the transport of more than eight people, the driver not included.

Week
Period that begins on Monday at midnight and ends on Sunday at midnight.

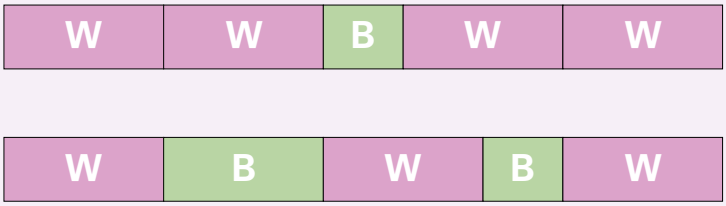
Working hours
The time that an employee performs work under the supervision of an employer.

* *The transport legislation refers to a 'bus'. To link up with the terminology we used in M1D and M2D, we use the term 'bus' in this book (which is used in road traffic regulations).*

Break
A period of at least 15 minutes (during a shift) during which an employee has no obligation whatsoever with respect to the contracted work.

Shift
The time from the beginning of the activities until the end.

Example: If you begin working at 7 a.m. and stop working at 4 p.m., then your shift hours are 9 hours. If, during that day, you had breaks that total 2 hours, your working hours are: 9 hours - 2 hours = 7 hours.



Working hours: 7 x 1 hour **7 hours**
Break: 0.5 + 1 + 0.5 hours **2 hours**
Shift hours **9 hours**

The time that you perform activities (working hours) and the time that you take a break added together are the shift hours.

Night shift
A shift during which more than one hour of work is performed between midnight and 6 a.m.

Resting period
Every uninterrupted period during which a driver can dispose of his/her time freely.

Daily resting periods
Daily period of consecutive rest of at least 9 hours or at least 11 hours (we will discuss this below).



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CHAPTER

2



Documents

Test terms 2.1 and 2.2.

2.1 The Dutch Passenger Transport Act 2000

The transport of passengers is bound by acts and rules. They must ensure safe, high quality, accessible and affordable transport. Operators must also engage in honest competition.

An operator who wants to provide:

- public bus transport,
- private bus transport; or,
- taxi services,

must therefore observe the Dutch Passenger Transport Act 2000 and the Dutch Passenger Transport Decree 2000 as much as possible.

The Act and the Decree also apply to public transport using railways and along guided systems, but we will not go into that in this book.

The government wants safe, reliable, available and affordable public (bus) transport.



2.1.1 Definitions

To properly understand the operation of the Dutch Passenger Transport Act 2000 and the Dutch Passenger Transport Decree 2000, you must first understand what the legislator means when certain terms are used. We have listed the most important ones for you.

Bus*
A motor vehicle with or without a trailer set up for the transport of more than eight people, the driver not included.



In accordance with the Dutch Passenger Transport Act 2000, it is only a bus if the vehicle is set up for more than 8 passengers.

Community licence
The 'licence for business people' for bus and coach companies.

Our Minister
The Minister of Infrastructure and Water Management.

Operator
The party (person/owner or company) that offers public transport or private bus transport.

* *As indicated earlier, in this book we almost always use the term 'bus'. In some specific cases we use the terms 'local bus' and 'coach'.*

Taxi transport
Passenger transport by vehicle for a fee, not being public transport.

Private bus transport
Passenger transport by bus, other than public transport.

Public transport
Passenger transport open to everyone in accordance with a timetable.

Timetable
A schedule of travel options known to everyone, indicating the stops between which and the times at which public transport is provided.

Concession
The exclusive rights to provide (national) public transport in a specific area for a specific period of time.

Concession provider
The body (public transport authority) that can grant a concession, for example, a province, city region or municipality.

Concession holder
The licence-holding operator to whom the concession is granted.



In public transport, passengers are transported in accordance with a timetable.

2.1.2 Forms of bus transport services

Some rules of the Dutch Passenger Transport Act 2000 and the Dutch Passenger Transport Decree 2000 apply to all forms of bus transport, other rules only to some forms of bus transport. To apply the rules properly, you must therefore be able to distinguish between the various forms of bus transport.

We discuss them in this paragraph. The most important ones are:

- national public bus transport,
- regular services,
- national private bus transport,
- occasional transport,
- special regular services,
- transport for your own account transport operations.

We also discuss a specific implementation at greater length:

- cabotage transport.

We will also look at:

- forms of transport that do not fall under the Dutch Passenger Transport Act 2000 and the Dutch Passenger Transport Decree 2000.



Junctions of bus routes in the national public transport are often located next to (larger) train stations so that it is easy for passengers to transfer.



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CHAPTER 3



Health and safety

Test term 3.1.

3.1 Accidents or breakdowns

The learning material below builds on **paragraph 1.19 of module 1**. We therefore recommend you carefully read that paragraph again one more time.

3.1.1 Basic principles of first aid

If you want to provide first aid, it is important that you use the correct sequence. There is a mnemonic for that: BBS:

1. **B**reathing,
2. **B**leeding,
3. **S**hock.

Breathing
First, check whether the victim is conscious (or whether they respond when you talk to or gently touch them). Ensure the victim is not frightened. If the victim does not respond, he/she is in an unconscious state. It is therefore important to maintain breathing.

Stable recovery position
Breathing may be impeded because the tongue, blood or vomit are closing the airways. To free them, the victim must be placed in the stable recovery position:

- if necessary remove the victim's glasses,
- kneel next to the victim and ensure both legs are outstretched.

Next, follow the steps below:



Take the arm of the victim closest to you and place it at a right angle to the victim's body, preferably with the palm of the victim's hand facing upwards.



Bring the arm that is furthest from you over the victim's chest and place the back of their hand against their cheek. Hold this hand.



With your other hand, grasp the leg that is furthest from you just above the knee and pull it up while the foot stays on the ground.

Turn the victim towards you by moving the victim's bent knee towards you, while you hold the hand of the victim against their cheek.

Keep turning the victim so that their elbow touches the ground: this is the recovery position. Do not force anything. This movement cannot be done with some victims.



Place the bent leg in such a way that both the hip and knee form a right angle.

Carefully tilt the head backwards to keep the airways clear.

If necessary, place the hand under the cheek to ensure that the airways stay clear.

Phone or have someone phone 112.

Check their breathing at least every minute by looking, listening and feeling.

Resuscitation

Automated external defibrillators (AEDs) are available in more and more public places. An AED is a portable device that helps to resuscitate using spoken instructions. People who have not followed a resuscitation course can also use the AED and save lives with it.

The steps to be taken are:



Check consciousness.



Immediately phone 112 (or have someone else phone).



Check breathing.



Immediately start 30 chest compressions.



Give mouth-to-mouth resuscitation twice.



Use the AED.

Bleeding

A small bleed is not an emergency. Ensure the wound is disinfected and put a plaster on it.

Act as follows in relation to serious or more serious bleeding:

- leave the victim lying down if there is serious blood loss,
- bring the injured body part upwards if possible,
- immediately compress a bleeding wound and keep it closed for at least ten minutes. Press directly on the wound,
- do not remove objects protruding from the wound. Press the wound with bleeding on both sides of the object.



Try to stop a bleeding wound as soon as possible.

With blood loss/injuries, cover the wound with gloves, a bandage or a clean cloth. Wash your hands if possible before and after assistance.

Call 112 when the following are the case:

- serious blood loss,
- bleeding that cannot be stopped,
- wounds with protruding objects,
- deep or penetrating injuries such as stab and gun wounds,
- wounds with broken bones.

Shock

A victim may go into shock if there is much blood loss and also if they have suffered serious burns (see below).

These are the symptoms from which you can recognise that someone is in shock. The victim:



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CHAPTER

4



Sector and company

Test term 4.1.

4.1 A company's image

4.1.1 The importance of a good image

The image of a company is the 'perception' that people have of a company. It is important for companies to have a good image. A lot of money and effort is put into it.

Customers like to buy from companies with a good image. What exactly 'good' entails depends on the target group. To give an example, a company that sells game equipment to youths aims for a different image than a company that sells reclining armchairs for seniors.

Your role as driver

As a driver, you are your company's business card. If you behave in a professional and customer-friendly manner, your customers will have not only a positive perception of you, but also of your company.



With your appearance and behaviour, you can make a major contribution to the good image of your company.

That not only applies to how you deal with customers but also, for example, to how you drive. If you drive in an anti-social manner, this reflects poorly on the image of your company. If that happens often enough, the company's image could be severely damaged.

Your responsibility
This, therefore, begins with a professional and customer-friendly attitude. Countless books have been written about what exactly that entails. However, in a nutshell:

- ensure you look professional. Wear clean (company) clothes, do not wear flashy jewellery or have visible tattoos, take good personal care,

- behave professionally. Work safely, cause as little disruption as possible (for example, when stationary for getting in and out) and act professional (correct and polite) with customers,

- behave in accordance with the rules of your company. They are important for the quality of the service. Moreover, the company's image is given an extra boost if all drivers behave in a similar manner,

- be helpful. Try to meet the (extra) requirements that a customer (client or passenger) could have. If customers ask for things that are simply not possible, explain in a friendly manner that unfortunately you cannot comply with the request (or call your employer to consult),

- be careful with documents. This will ensure that, for example, a traffic stop or the checking in of your passengers at a hotel will go smoothly. In addition, you will give a professional impression,

- ensure your vehicle looks professional, including being clean and free of damage. If you want to add decorations in or on your cab, find out what is permitted within your company.

A (seriously) damaged image
Building up a good image takes years. Companies attempt to distinguish themselves with, for example, an inviting premises, expert employees, customer service that works correctly and service conditions that are flexible.

Losing a good image can occur very quickly. If a company is portrayed in the news in a negative manner (and even after only a few negative reviews on the internet), customers lose their trust and go looking for another supplier.

It can then take years (and lots of money) to rebuild the company's image ... if the company even survives.

This adage also applies to the building up or destroying of a company's image.



4.1.2 Consequences of a dispute

If you (or your company) think(s) that a journey schedule has been completed properly, but the customer (client or passenger) feels that there is a problem, a 'dispute' may arise. A dispute is a stubborn difference in opinion about a specific subject.

Preventing is better than curing
A dispute usually does not just happen. A customer often first expresses his dissatisfaction verbally. If a customer expresses their dissatisfaction to you, ensure this is passed on to the right person within your company.

If they feel they have not been given enough help, the customer will submit an 'official complaint'. For example, they will seek contact with a manager within your company and try to resolve the issue in that way.

If they still have not been helped, the customer will wonder whether they still want to remain a customer. They may even hire a lawyer and begin legal proceedings.

The consequences can be huge
If things escalate to a legal procedure, it is often too late to arrive at a solution with the customer 'in an amicable manner'.

There is a good possibility that your company will lose a customer. That means (depending on the size of the customer):

- that there is no longer any work for one or more drivers,
- that your company is no longer making a profit and will have to let employees go.

It also means:

- that the image of your company is damaged (if a major customer walks away from a bus or coach company, it will not take long before everyone knows about it).

Is the customer (therefore) always right?
A customer who complains is not always right. Perhaps the customer was the cause of the problem? Or perhaps something was arranged other than what the customer thought had been arranged? There can be 1001 causes.

The challenge is to keep a complaining customer satisfied even though they are not in the right. Transport companies that can achieve that are often very successful.

As a driver, you can play a major role in this because, not only are you the 'business card', you are also the 'eyes and ears' of your company.



What you see and hear can be very valuable to your company.



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