

Operational Spare Support Pack



EastCoastbuses **Lothiancountry**

EDINBURGH BUS TOURS **LOTHIAN MOTORCOACHES**

OPERATIONAL SPARE SUPPORT PACK

Operational Spare Expectations		Mileage Sheet (OM 302)		Ops Hub Knowledge		Current Routes		Stopping Patterns		Ticket Guide		Low Bridge Awareness Guide	
√	X	√	X	√	X	√	X	√	X	√	X	√	X

I confirm that all relevant paperwork is present (please circle each section above).

Manager/Supervisor Name..... Signed..... Date/...../.....

Operational Spare Driver Name..... Signed..... Date/...../.....

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- 5 CURRENT ROUTES
INCLUDING: CITY CENTRE, LIMITED STOP SERVICES, EDINBURGH AIRPORT,
FORT KINNAIRD, GYLE CENTRE, HAYMARKET, EDINBURGH ROYAL INFIRMARY,
RICCARTON, WEST END, WESTSIDE PLAZA AND MUSSELBURGH.
- 6 STOPPING PATTERNS
- 7 TICKET GUIDE
- 8 LOW BRIDGE AWARENESS GUIDE

OPERATIONAL SPARE SUPPORT PACK

Operational Spare Expectations

Operational Spare Drivers (Formerly know as “MUDFA”)




- Good knowledge of all routes and stopping patterns of the Lothian network.
- Good communicator – able to liaise with our Control team and customers to deliver a fantastic service.
- Flexible – able to swiftly react to changes and the uncertainty of what an Operational Spare shift can bring.

Before departing the garage

- Report to a Traffic Supervisor to sign on, receive your Operational Spare Support Pack and allocation of vehicle.
- Check diversions notices and/or LB roads for latest information on services.
- Refresh yourself with low bridges around the city (see Low Bridge Awareness Guide enclosed).
- Ensure you have enough refreshments (food/drink) – it can be unpredictable where you will be for your break so please come prepared.
- Radio Control through URGENT call and advise them of the following:
 - Name
 - Payroll
 - Bus number
 - Garage location
 - Duty/Availability (start/finish time)
- Control will then provide instructions on where to proceed to.

During your shift

- Control will liaise with you for requirements. You could be covering any services for a variety of reasons such as late running, breakdowns or provided additional capacity to a busy service.
- Update the Mileage Sheet regularly to ensure all work is captured.
- Monitor your driving hours to ensure you do not breach and have adequate breaks.
- Complete the Mileage Sheet accurately and return to a Traffic Supervisor when returning to the garage along with the Operational Support Pack.

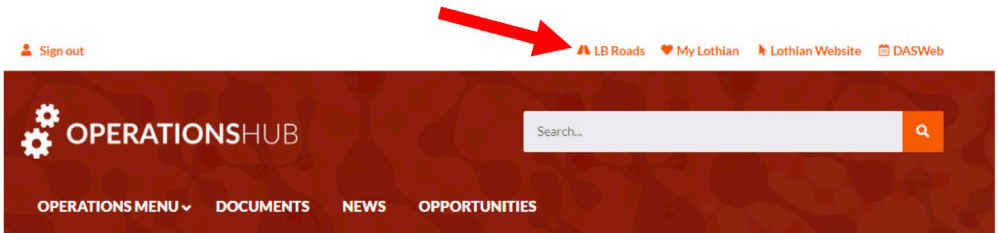
Emergency - Radio	
 Normal Call	Breakdowns Ticket Fraud Other Queries
 Urgent Call	Lost property Fail to Clears Late Running No Relief
 Radio Alarm Push	Incident or Accident requiring Police, Medical or Company assistance. Button is located on Radio Controls to the right hand side of driver.
EMERGENCY Only to be used if immediate assistance required i.e. ASSAULT or SERIOUS ACCIDENT	0131 557 6673
CONTROL/BREAKDOWN	0131 557 8766
LOST PROPERTY	0131 475 0652



LB Roads - Lothian Interactive Roadworks Map

<https://www.lbroads/hub/>

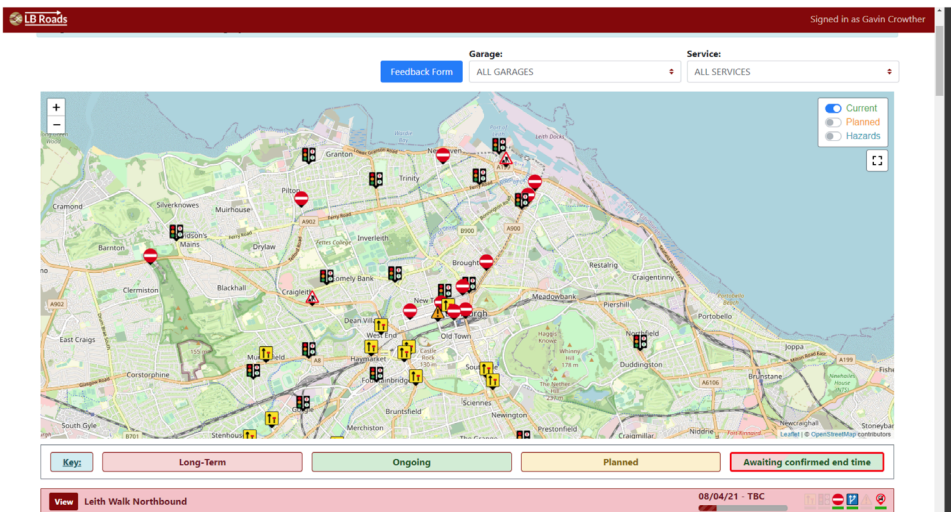
LB Roads live roadworks map can found via access through the Ops Hub or the above link.



The map shows all live roadworks that we have been informed about. There is an option on the map to select routes and toggle on and off hazards.

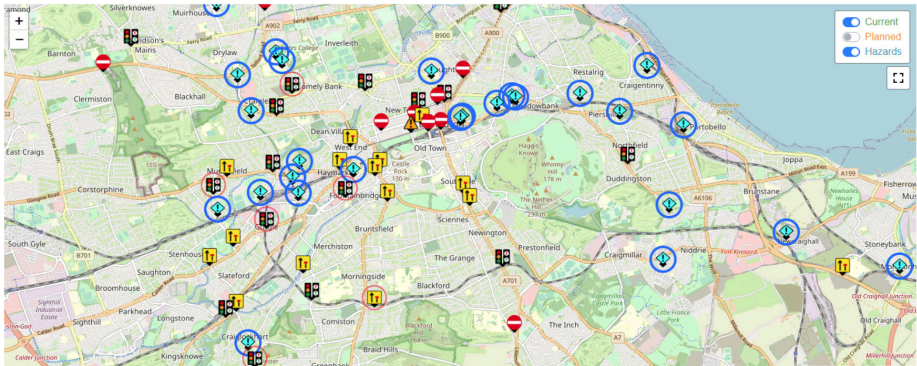
By selecting any icon on the map it will bring up further information, such as traffic circulars specific to that diversion and photos if we have obtained photos of the site, which will give additional information of the roadwork or hazards. Hazards are circled in blue. These cover low bridges, low hanging branches, major potholes etc. Again, these will have pictures attached to help identify the hazard.

Live Map



LB Roads - Lothian Interactive Roadworks Map (cont'd)

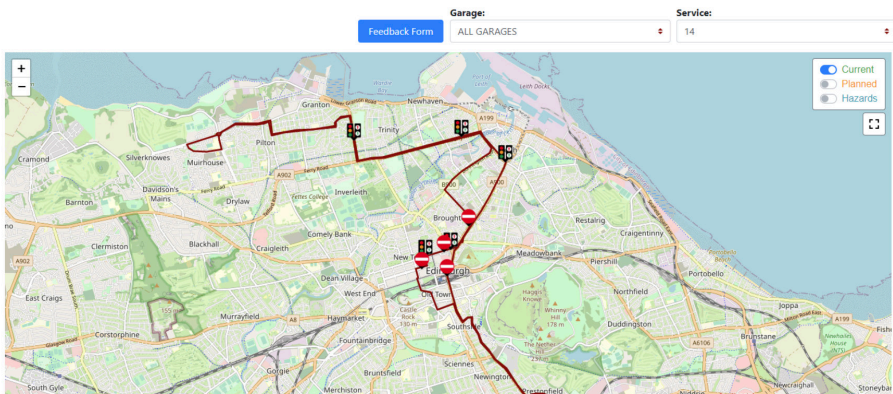
Map with Hazards toggled on



Example - Service 14 route selected

PLEASE NOTE: The information on this page should be used as a guide only, and route lines do not show short-term diversions - it is your responsibility to check traffic notices in the normal way for full information.

HAZARDS: Please note that hazards have now been hidden by default and can be toggled on/off using the switch below. Hazards are also shown in list form at the bottom of the page. Low bridges have now been added to this category for reference.



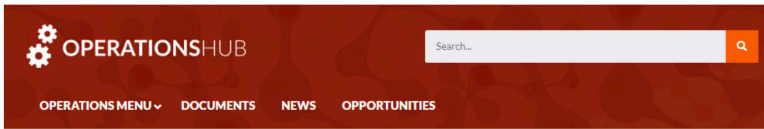
In addition to the map information there is a Feedback form where you can report any additional roadworks, hazards, parking issues. This information comes to the information Infrastructure department where they will act to resolve any issues.

Please note: LB Roads is an additional tool to aid communications but does not replace any current procedures. Please continue to check all traffic circulars displayed within the garages.

Route Risk Assessments

In the documents sections of the Ops Hub, you will find a Route Risk Assessments section.

Please take time to review these for the services which you are asked to drive. You will find useful information in relation to risks on the route and what action should be taken to reduce the risk and subsequently any incidents.



Route Risk Assessments

[Back to Documents](#)

- [Lothian](#)
- [East Coast Buses](#)
- [Lothian Country](#)
- [Edinburgh Bus Tours](#)

Route Risk Assessment

Service 1
Clermiston - Seafield
Central Garage

Provide details of any identified customer issues and any control measures/operational arrangements in place to manage the risk to the business.	Severity/Incidents to date		Other issues identified	Other issues identified												Total Risk Score
	#	%		1	2	3	4	5	6	7	8	9	10	11	12	
Identify any safety critical or high risk issues on the route.	1	100%	None	1	2	3	4	5	6	7	8	9	10	11	12	1
Identify any issues that could impact on the service or the customer experience.	1	100%	None	1	2	3	4	5	6	7	8	9	10	11	12	1
Identify any issues that could impact on the environment or the community.	1	100%	None	1	2	3	4	5	6	7	8	9	10	11	12	1
Identify any issues that could impact on the business or the company's reputation.	1	100%	None	1	2	3	4	5	6	7	8	9	10	11	12	1
Identify any issues that could impact on the company's financial performance.	1	100%	None	1	2	3	4	5	6	7	8	9	10	11	12	1

Example of Route Risk Assessment