



ABOUT WEXFORD BUS

Wexford Bus is a privately-owned public transport provider that operates an extensive network of national and local licensed scheduled, school transport, private hire and contracted services. Our fleet of 45 buses and coaches operate over 1,000 scheduled services per week.

Wexford Bus embraces a safety-first strategy. As part of our drive for a safety-first culture we continue to invest in an ongoing program of continuous improvement and risk reduction initiatives. Safety is a key consideration in all of our decision making processes.



KEY FACTS

- Certified ISO 9001:2015;
- 60 qualified professional drivers;
- Fleet of 45 buses and coaches;
- Operate 1,000 plus scheduled services per week;
- Carried in excess of 1 million passengers in 2019 without injury;
- Travelled over 3.8 million km in 2019;
- Greater control of fleet maintenance by building an in-house Technical Services Team.

OUR CHALLENGES

Wexford Bus is challenged by many external factors that influence our risk minimisation strategy, including:

- Increased traffic congestion;
- Greater numbers of cyclists sharing road space;
- Anti-social behaviour and drug use prevalence across society;
- Shortage of professional drivers across the industry.

With an increasingly diverse service offering and a rapidly growing business, we must maintain high standards of risk management to maintain a safe, premium quality service.

THE RISK FACTORS

Driving for Work, inherently has an increased risk of injury or incident. Key risk factors facing Wexford Bus include:

- Injury or incident involving road collisions, incidents or emergencies especially associated with 24/7 operation;
- Injury to the public on route, particularly vulnerable road users and pedestrians;
- Injury to passengers from luggage storage and removal activities;
- Potential for injury from vehicle maintenance activities;
- Potential for injury from vehicle movements at our Operations Centre.

Proactive management and control of these key areas of risk is paying dividends at Wexford Bus.

Wexford Bus has invested in the following safety initiatives to minimise risk.

1. SAFE DRIVING BEHAVIOUR INITIATIVES:

- **Multi-assessment recruitment process** to make sure qualified and competent professional drivers are recruited.
- **Enhanced modularised driver induction programme.**
- **Development of in-house training capability.** Resulting in effective, relevant and targeted training delivered by subject matter experts.
- **Vehicle telematics system.** Measures driving performance across 5 key safety metrics, resulting in improved driver performance.
- **Alcohol interlocks.** Introduced on buses based away from base.
- **Meticulous management of driver's roster.** To maintain compliance with driver's hours legislation.



Wexford Bus Training Team



**Wexford Bus
Technical Services Team**

2. SAFER VEHICLE INITIATIVES:

A reliable fleet that undergoes a stringent maintenance programme is key to delivering a safe, comfortable and reliable service. This is achieved through:

- **Safety focused vehicle procurement strategy.** Resulting in higher fleet up-time; lower maintenance cost per vehicle and environmental standard improvement.
- **Development of the Technical Services Team's expertise.** Through the introduction of a Heavy Goods Vehicle Mechanic 4 year apprenticeship programme in conjunction with Solas, tailored for coach and bus care.
- **Rigid in-house inspection, service and preventative maintenance programme.** Each vehicle undergoes daily driver walkaround checks, routine inspections, servicing, preventative maintenance interventions and annual CVRT preparation. Live manufacturers diagnostic software identifies root cause of faults and instantly pushes manufacturers updates including the most recent method statements for each task.
- **Customised Asset Management Software System.** This bespoke system integrates inspections, stock control, parts ordering and mechanics jobs cards into comprehensive vehicle history files achieving the best possible balance between safety and economic return.

3. ROUTE SAFETY INITIATIVES:

- **Annual Route Risk Assessments.** Conducted for each route.
- **Tailored training on Conflict Resolution and De-escalation Techniques.** Conducted with all driving and control room staff preparing them for the challenging problems of modern society.
- **Investment in reservation technology and active capacity management.** Minimises service overloads and consequently easing the stress on drivers as they switch between managing customer needs and driving for work.
- **State of the art CCTV.** Provides control room monitoring and support to remote drivers.
- **Defined procedures for luggage compartment operation.** Reducing the risk of harm to passengers from luggage.
- **Dynamic Risk Assessment of breakdown situations.** Reduces risk of collision or injury to drivers and passengers.
- **Child Safeguarding Policies.** Prioritising the safety of children using our services.

2016 - 2017

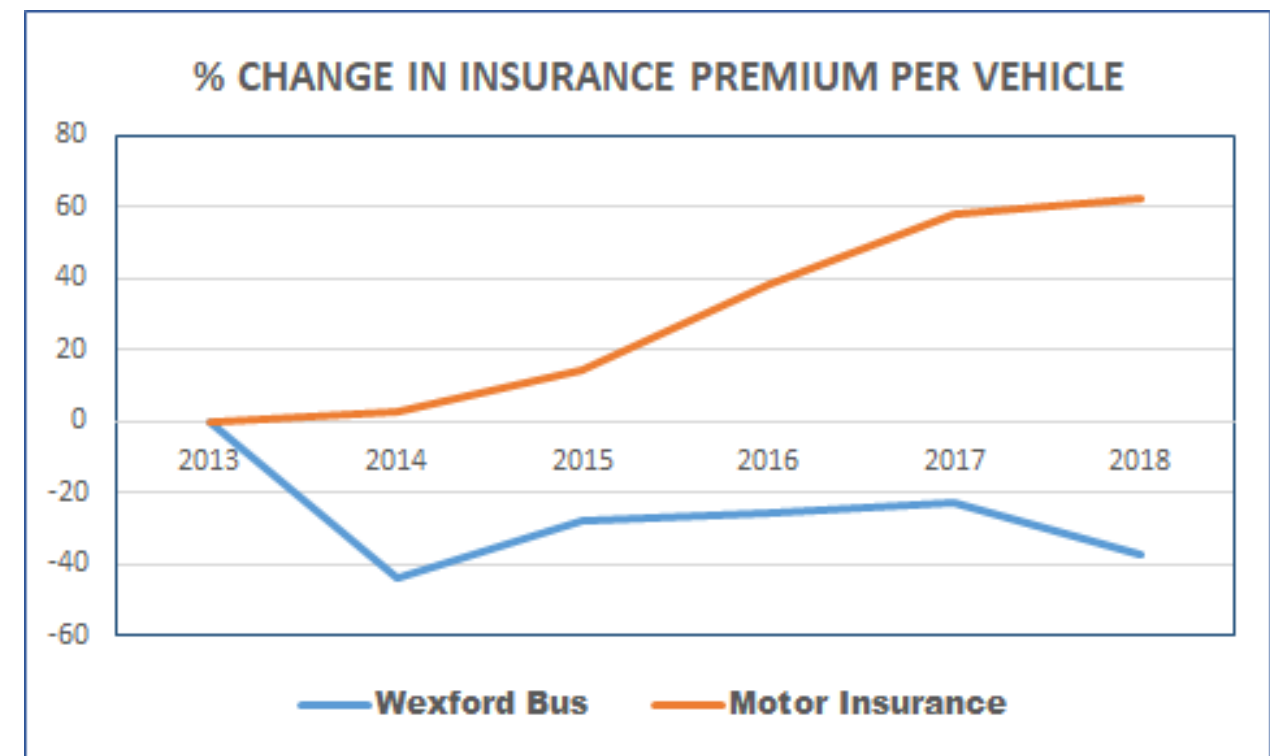
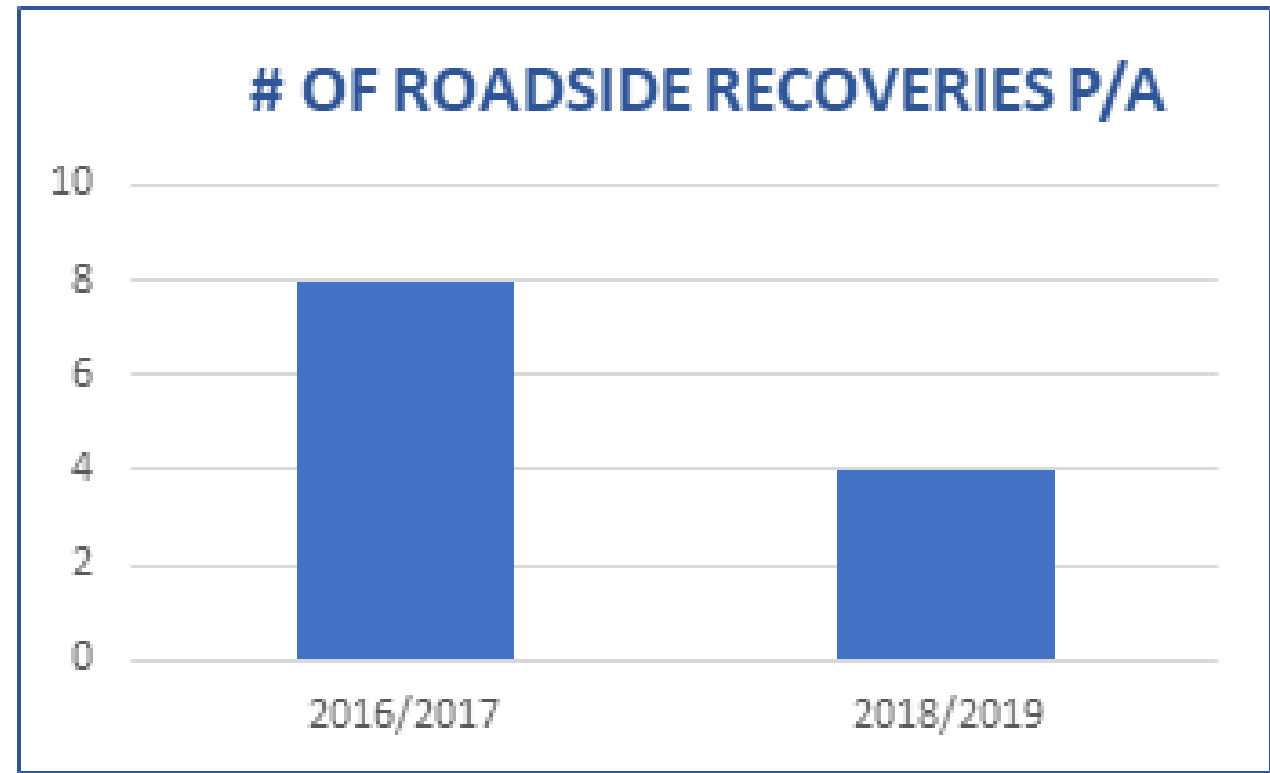
In-house maintenance team established.
Heavy Goods Vehicle Mechanics carry out all vehicle inspection, maintenance and servicing in-house.

Vehicle telematics technology.
Monitoring fleet location, recording key safe driving data and engine performance.

Health and Safety Manager appointed.
Co-ordinating fleet, operational and occupational Health and safety risk management.

New Wexford Bus Operations Centre
Operations, Maintenance and Management functions centralised at one location with purchase of new 2.5 acre site.

10 vehicles purchased.
Reducing the average age of the fleet.



2018-2019

Winner Best Safety Practice 2018 at Fleet Bus & Coach Awards.

Asset Management Software installed.
Facilitates detailed maintenance history and maintenance costs per vehicle. Outputs influence vehicle replacement strategy.

Leading edge CCTV system. Across the fleet.

First apprentice graduates as Heavy Goods Vehicle Mechanic. Specialising in coach and bus care.

Alcohol interlocks. 10% of fleet fitted phase 1.

Training Team certified to QQI level 6. Training delivery & evaluation.

ISO9001:2015 certified. National Standards Authority of Ireland for Business Management System.

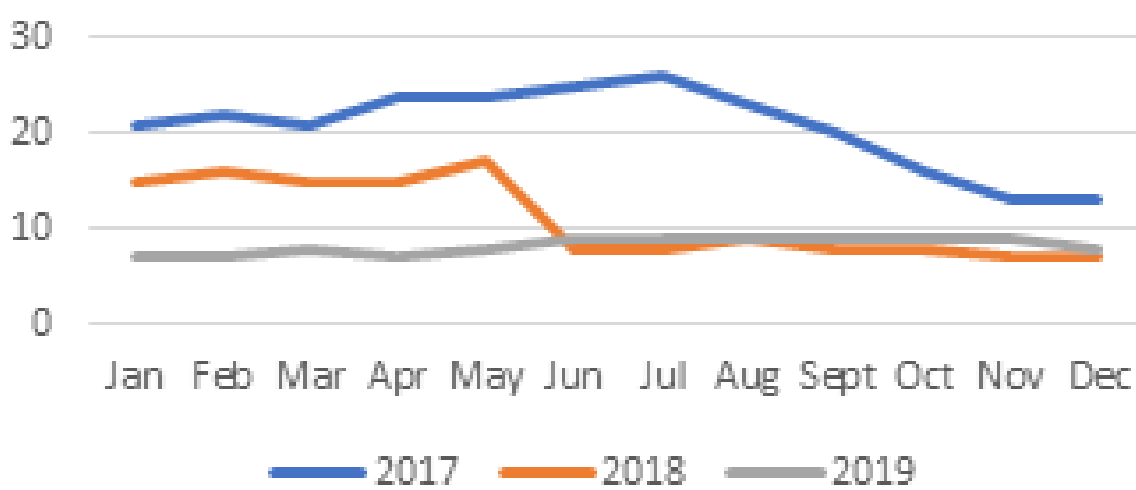
94% measured customer satisfaction 2018 & 2019.

16 low emission Euro 6 vehicles purchased improving the environmental performance of the fleet. Standardised fleet purchases ensures technical team familiarity and competence.

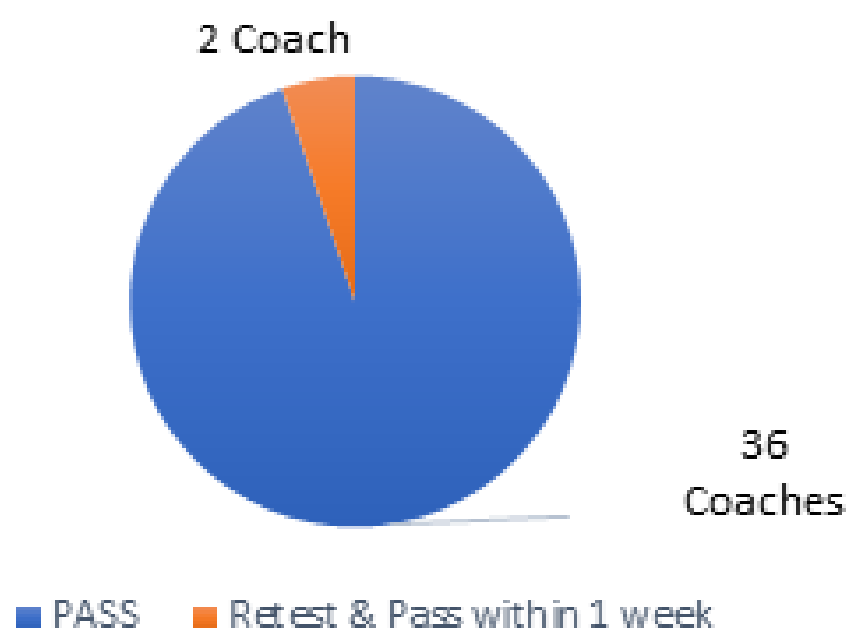
ASSET MANAGEMENT SOFTWARE - MAINTENANCE COSTS



DRIVING SAFETY SCORE (the lower the better)



CVRT 1st TIME PASS RATE: 2019

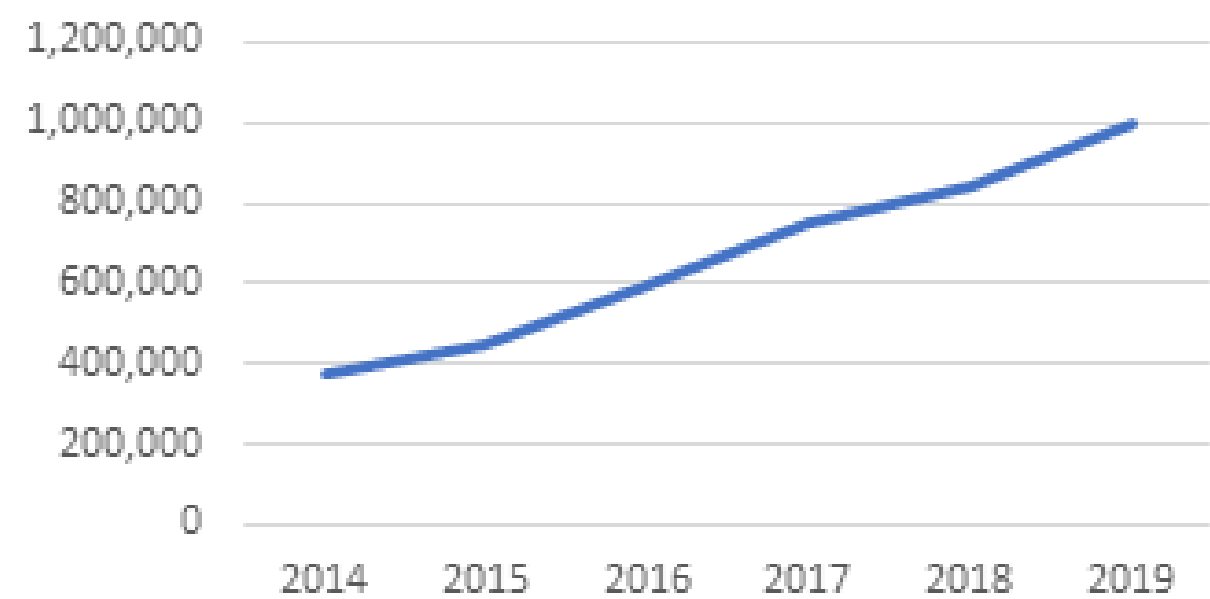


IMPLEMENTATION OF SAFETY-FIRST STRATEGY

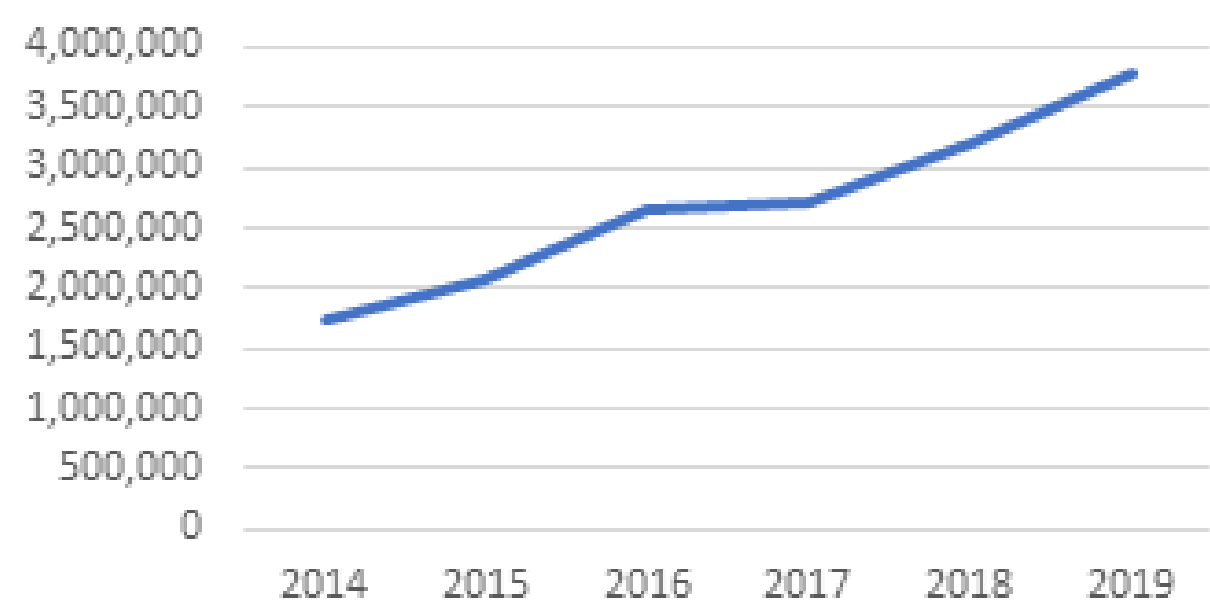
RESULTS

- Reduction in insurance premium per vehicle.
- Only two personal injury claims in the last five years.
- No employee lost time accidents.
- Maximum vehicle up time.
- Efficiencies attributed to vehicle standardisation and specialised training.
- Reduction in damage costs.
- Lower maintenance cost per vehicle.
- Lower fuel cost per vehicle.
- Winner 'Best Safety Practice of the Year 2018' at Fleet Bus & Coach Awards.
- Winner 'Coach Operator of the Year 2020 – Commuter' at Fleet Bus & Coach Awards.

PASSENGER #'s PER ANNUM



KM's TRAVELLED PER ANNUM



NEXT STEPS

- Continued investment in the development of the Wexford Bus Team, our primary asset.
- Redevelopment of our Operations Centre including a purpose built bus and coach care centre.
- Further reduction of the average age of the fleet.

CONCLUSION

Health and Safety improvement initiatives have delivered safer vehicles, safer drivers and safer journeys at Wexford Bus. The investment has benefitted the business with tangible cost reductions, staff led safety-first culture and customer satisfaction.

