

**MACEDON RANGES REGIONAL TAXI SERVICES**

Risk Ratings

Critical - 16 - 25

High - 11 to 15

Medium - 6 to 10

Low - 0 to 5

Safety Management System

* **Risk Management Matrix**

**1 May 2020**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Description of Hazard | Likelihood | Impact | Risk Rating |  | Measures to Manage Risk |
| THREATS TO DRIVER |  |  |  |  |  |
| Fare evasion  -Assault  -Threat of abuse/Violence  -Dangerous drop off areas E.g remote areas, laneways, unit blocks)  -Vandalism to vehicles  -Projectiles being thrown while on rank or while driving (E.g rocks, eggs  Disputes with other taxi drivers (E.g Double Bookings)  -Road rages from other motorists | 3  2  3  2  3  2  3  3  4 | 2  5  3  3  3  3  3  3  2 | 6  10  9  6  9  6  9  9  8 | Medium  Medium  Medium  Medium  Medium  Medium  Medium  Medium  Medium | 1.Ongoing online driver training and education  - How to use safety equipment and alarms  - Recommendations on how to de-escalate situations  2. Review and refresh M13 alarm procedures for contact centre  3. Notifiable Incidents form  - Notify Emergency Services  4. Encourage a culture of driver support to look out and after each other and to report incidents  5. review and adjust Contact Centre training and processes regarding Double Bookings (se we can confirm that they receive a pop-up if someone calls to try and order a second Taxi if there is one already in the System) |
| FATIGUE |  |  |  |  |  |
| -Driver impaired by fatigue  -Driver fails to take rest breaks  - Driving for extended periods (E.g working over a 24 or even 36-hour period)  - Secondary work or study  - Not enough quality sleep (e.g. medical condition young children)  - Age of driver | 2  2  1  3  2  2 | 5  4  5  3  4  2 | 10  8  5  9  8  4 | Medium  Medium  Low  Medium  Medium  Low | 1.Intoduce appropriate and practical policies for Fatigue Management:  a) shift length;  b) rest breaks; and  c) breaks between shifts  - Define what is a rest period  -Educating drivers on fatigue: what is it, how to identify it, how to minimise it  2. Require drivers to keep a record shift length and rest breaks using the Driver Shift Book  3. Introduce fatigue management controls in dispatch:  - Restricting Driver access to the Network (16 hours max driving in 24 hour period)  4. Disciplinary action taken against Drivers for breach  5. Encourage a Driver referral system to advise of unsafe practices or examples that they may witness. |
| DRIVING HAZARDS |  |  |  |  |  |
| -Weather conditions  -sun glare  - Traffic Conditions  - Poor visibility  - Road Works  - School Zones  - Distracted drivers (e.g. Multiple booking devices in vehicle mobile phones – WhatsApp)  -Distracted pedestrians (eg. Mobile phones, j-walking)  -Cyclists and Motorcyclists  - Crowded areas or events  - Pedestrian blackspots  - flooded roads (flash flooding)  -Collisions (Minor)  - Collisions (major)  -Road rage/reckless driving (E.g racing to get to a job)  Speed Limits  Debris on the road | 3  3  3  3  3  3  3  3  3  4  2  2  3  1  1  4  1 | 3  2  2  3  2  3  3  3  3  2  3  3  2  5  5  1  5 | 9  6  6  9  6  9  9  9  9  8  6  6  6  5  5  4  5 | Medium  Medium  Medium  Medium  Medium  Medium  Medium  Medium  Medium  Medium  Medium  Medium  Medium  Medium  Medium  Medium  Medium | 1.Notifying Drivers of traffic condition or extreme weather warnings  -Send vehicle message  2.Online Driver training and education  3. Develop guidelines for minimizing driver distractions  4. Notifiable Incidents process and policy  5. Update Driver Rules to support safe driving and behaviour |
| VEHICLE STANDARDS |  |  |  |  |  |
| -Safety defects  -repairs not carried out by authorised repaired  -Poor quality tyres  - Vehicle malfunction detected  -Safety equipment (e.g boot release, seat belts, anchor points)  -No vehicle checklist  -Pressure from fleet operators to take poor quality cars  -Vehicle condition (e.g comfort, smell-causes arguments with passengers)  -Scratched/dirty windscreens  -Vehicle inspections not carried out | 3  2  3  3  2  2  3  3  2  2 | 3  2  5  3  3  2  3  3  3  3 | 9  4  15  9  6  4  9  9  6  6 | Medium  Low  High  Medium  Medium  Low  Medium  Medium  Medium  Medium | 1.Introduce random vehicle audits  - in conjunction with scheduled STTS vehicle inspections  2. Implement mandatory supply of a Road Worthy Certificate in the last 12 months  3. If STTS receive any feedback/complaint relating to vehicle standards, if appropriate, a vehicle inspection will be conducted  4. Provide training on basic vehicle check pre-shift and using the Driver Shift Book |
| DRUG AND ALCOHOL CONSUMPTION |  |  |  |  |  |
| -Driving under the influence of drug or alcohol  -Failure to take medication (e.g. Insulin)  -Fatigue inducting medications  - Illegal drugs or substances  -Blood alcohol levels the following day (e.g from drinking the night before | 2  2  2  2  2 | 5  5  5  5  5 | 10  10  10  10  10 | Medium  Medium  Medium  Medium  Medium | 1.Implement zero tolerance policy on illicit drugs and alcohol  2. Introduce a Drugs and Alcohol Policy  - Driver training and education on the policy  - Terminate drivers who are in breach of the policy  3. Refer cases relating to drug and alcohol to Victoria Police  4. Log drivers off the network for 24 hours if we have ‘reasonable suspicion’ that they under the influence of alcohol or drugs or are suffering the after effects (hangover) |
| MOTOR VEHICLE ACCIDENTS |  |  |  |  |  |
| -Driver harmed  -Passenger harmed  -Third Party Harmed  -  -Animal harmed | 2  2  2  2 | 5  5  5  5 | 10  10  10  10 | Medium  Medium  Medium  Medium | 1. Notifiable Incidents form   -Notify Emergency Services   1. Review and refresh M13 alarm procedures for Contact Centre and Drivers |
| ILLNESS OR INJURY TO PASSENGERS |  |  |  |  |  |
| -Injured entering or vacating the vehicle  -Threatened or harmed by driver  -Needles left by passengers  - Intoxicated passengers  -Medical alerts and emergencies  - Unwell in vehicle  -Discriminated against by driver  -Mental health/dementia  -Passengers assaulting each other  -Set down locations in busy area  - Legitimate fare refusal by driver  -Dangerous drop off areas (e.g remote areas) | 2  1  1  4  2  4  2  2  1  4  1  2 | 5  5  5  2  5  2  4  5  4  3  5  4 | 10  5  5  8  10  8  8  10  4  12  5  8 | Medium  Low  Low  Medium  Medium  Medium  Medium  Medium  Low  High  Low  Medium | 1.Develop in-car awareness solutions for safe set down  -Contact query channel  -Activate in vehicle alarm  -Notifiable Incidents  -Notify Emergency Services  2.Introduce guidelines relating to passenger safety  - online Driver Training and Education  3 Include medical emergency protocols for Network Operational Staff and Drivers |
| PANDEMIC (COVID-19) |  |  |  |  |  |
| -COVID-19 from an infected passenger  -COVID-19 from other infected drivers  -Transporting hotel isolation passengers  -COVID-19 from staff to driver/driver to staff  -Mental health & well-being as a result of reduced work/income (E.g financial Stress) | 3  2  2  2  3 | 5  5  5  5  4 | 15  10  10  10  12 | High  Medium  Medium  Medium  High | 1. Passenger to sit in the back seat only for physical distancing 2. Driver can wear protective face mast and gloves if he/she chooses 3. Vehicle sanitation and disinfecting after every trip focusing on high touch point areas  * Steering wheel, internal & external door handles, window controls, seats, seatbelts, payment terminals, boot lid  1. Hand sanitiser & tissues kept in vehicle and made available for passenger 2. Contactless payment option 3. Set vehicle air-conditioning to external airflow instead of recirculation 4. Providing drivers guidance to available financial support  * Government income support measures such as Jobkeeper, CPVV fee suspensions  1. Encourage all drivers to download the COVIDSafe App as well as all the staff 2. Free Vehicle Sanitation support services. 3. Provide ongoing messaging and reminders to drivers of the importance of hygiene and sanitation 4. If a driver feels unwell, they are advised to cease providing commercial passenger vehicle services, stay home and seek professional medical/health advice. 5. Protective measures in place within the workplace  * Physical distancing work stations, floor markings, protective shields at Reception, alcohol based sanitisers, hand soap & gloves provided around all areas of the office, kitchen and bathroom, posters on hand washing and hygiene are prominent, log book of visitors to the office for trace and track purposes, frequent cleaning & disinfecting of all work areas. |
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