



LESSONS LEARNED

Route Segment Hazard Review

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WHAT IS IT?

A Route Segment Hazard Review is a qualitative and systematic team review of roadway risks by the drivers and the terminal support staff.



The team uses their existing knowledge to focus on roadway segments with severe traffic flow problems such as sharp curves, blind corners, ineffective or no traffic signals, chronically excessive traffic and other conditions and/or

combination of conditions that create an obviously high vehicular risk. Typically, these roadway segments have contributed to an unusually high number of accidents, incidents or close calls.

Make the Review manageable by considering road segments within a relatively tight radius around the terminal, ensuring a review of road segments that are both high risk and high exposure for terminal vehicles.

TELL ME MORE...

When a terminal conducts a Route Segment Hazard Review, its process is very similar to a group of professional golfers and their caddies thinking through each and every hole of a golf course. They note every water hazard, sand trap and tree obstruction. For each hole, they make a plan that focuses on staying out of trouble.

With roadway hazards, the consequences are far more serious. However, delivering products often involves driving through a high-risk road segment several times a day, every day of the week. Repetition breeds complacency and complacency deteriorates driving skills.

ROUTE SEGMENT HAZARD REVIEWS

- Focus on high-frequency hazardous situations
- Bring a group of experienced and professional minds together to examine a wide range of options
- Clearly identify and establish best driving practices
- Promote consistency and uniformity in the application of driving skills

STEPS TO CONDUCT ROUTE SEGMENT HAZARD REVIEWS

- Step 1 Advise terminal personnel of the reasons for conducting a Route Segment Hazard Review, and encourage feedback. Distribute Route Segment Hazard Review Data Sheets.
- Step 2 Display in a conspicuous location a street and highway map of the terminal area with a five-mile radius circle centered at the terminal. Note: The five-mile radius is just a guide. If roadways close to the terminal are excellent, and there are dangerous road segments just outside that range, stretch the radius.
- Step 3 Allow approximately two weeks for drivers and staff to identify and describe high-risk road segments.
- Step 4 Review, sort and categorize the identified high-risk locations.
- Step 5 Communicate safety meeting date(s) and that discussion(s) will be held to identify the “best practice methods” to pass safely through and around the high-risk road segment(s). Prioritize discussion items, starting with segment(s) that appear to be the most hazardous based on a combination of perceived risk and exposure frequency.
- Step 6 Hold safety meeting and conduct discussions. If a consensus is reached on the right way to pass through or around the high-risk road segment, get verbal commitments that everyone will follow this new “best practice.” If a consensus is not achieved, assign a

small team to conduct further review and establish a “best practice” or make a management decision.

- Step 7 Develop and communicate written “Route Segment Best Practices” for each high-risk road segment that has been studied. Suggestion: Use the form provided on the reverse to collect suggestions and communicate “Best Practices.”
- Step 8 Solicit feedback on the effectiveness of implemented “Route Segment Best Practices.” Review and revise “Route Segment Best Practices” as needed.
- Step 9 Incorporate “Route Segment Best Practices” in your new driver training program.

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Route Segment Hazard Review Data Sheet

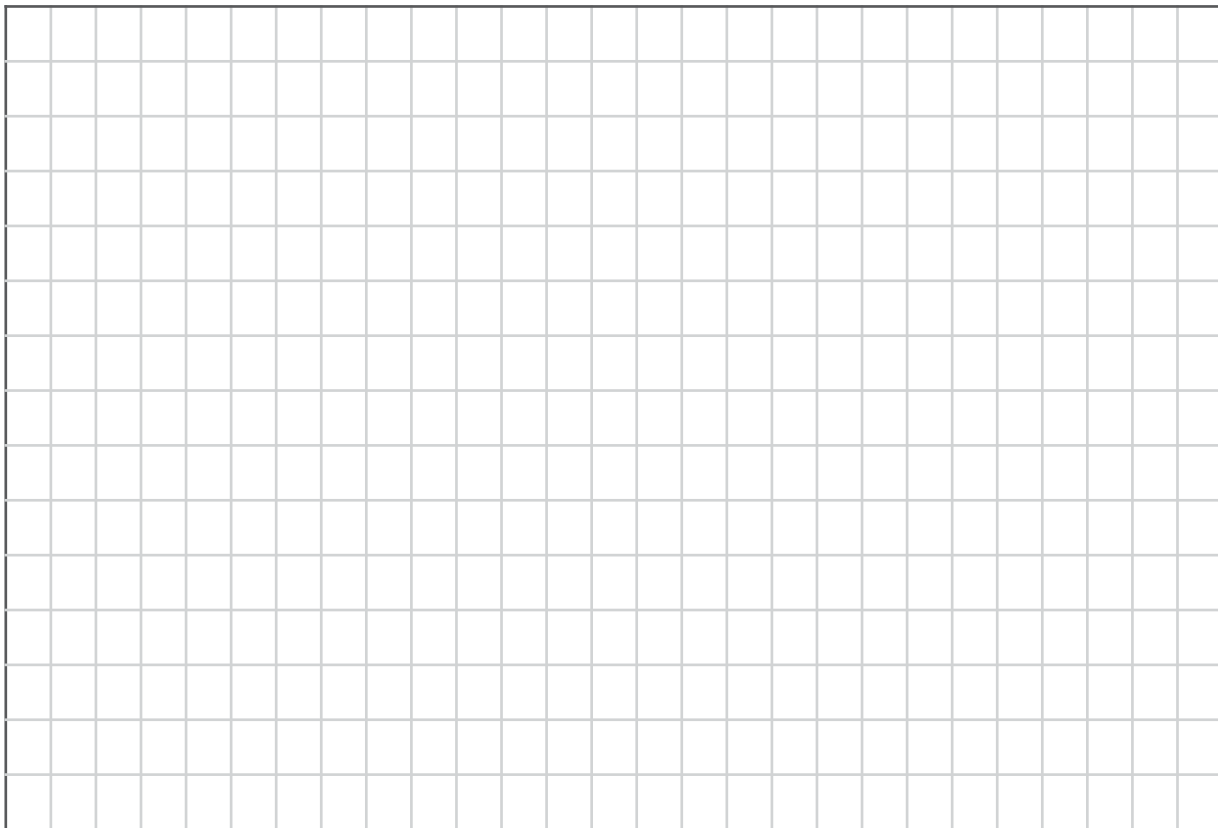
Company: _____ Terminal: _____

Address: _____

Submitted by: _____ Date Issued: _____

Location of Route Segment: _____

USE GRID TO SKETCH ROUTE SEGMENT, OR ATTACH COPY OF MAP HERE:



Describe actions to be taken to minimize hazard:
