

**QUICK REFERENCE  
INCIDENT/ACCIDENT MANAGEMENT GUIDELINES FOR DRIVERS**

**Passenger Fall**

1. Contact dispatch and give exact location.
2. Secure vehicle.
3. Check scene for safety; check passenger.
4. If conscious, ask passenger what they would like to do.
5. If unconscious, notify dispatch, and request assistance.
6. Monitor passenger; assist other passengers.
7. Complete incident report.

**Vehicle Breakdown**

1. Safely guide the unit off the road onto the right shoulder or into a parking area.
2. Immediately engage emergency flashers and position emergency reflectors.
3. Notify the dispatcher.
4. Indicate whether there are passengers on board, give a brief description of the problem, and vehicle location.
5. Do not leave passengers unattended, unless it is an extreme emergency.
6. If it is extremely cold, you will want to find shelter for your passengers.
7. If you cannot get shelter and your passengers must remain on the vehicle, do not let your vehicle run standing still for more than ten (10) minutes every hour.
8. When your vehicle is running, windows should be cracked open. Also, be sure your tailpipe is clear.
9. Complete incident report.

**Vehicle Fire**

1. At first indication of fire on the vehicle, proceed as follows: PULL TO A SAFE LOCATION, STOP the vehicle immediately, SHUT OFF ENGINE, open all doors, contact dispatch to request emergency services assistance and evacuate passengers (toss radio microphone out of drivers side window for possible future communication).
2. Evacuate passengers in an orderly manner. Safety of all passengers is your first consideration.
3. Wheelchair passengers may need to be removed from the vehicle without their mobility device. Then if there is time, and it is safe to do so, retrieve their chair. Save the life first!
4. If possible, use the fire extinguisher located on the vehicle. If the fire is extinguished, notify dispatcher for further instructions.
5. If fire cannot be controlled by fire extinguisher, notify dispatcher immediately giving vehicle location and fire location on vehicle. Do not re-board vehicle. Wait for assistance and tend to passengers needs. Passengers will be loaded on to another vehicle.

**Vandalism to Vehicle**

1. After passenger exits the vehicle, notify dispatcher.
2. Determine if vehicle is safe to continue on route; complete incident report.

**Fare Dispute**

1. Inform passenger of correct fare and ask them to have the correct amount next time.
2. Notify dispatcher.

**Illness**

1. If minor and the passenger is able to communicate – continue route – unless passenger requests EMS assistance.
2. If passenger is unconscious – pull vehicle to a safe location and secure the vehicle (i.e., flashers, emergency triangles).
3. Notify dispatch that EMS assistance is required and give specific location.
4. If incident leads to a body fluid spill – refer to body fluid clean-up procedures.
5. Complete incident report.

**Baby Delivery**

1. Secure bus.
2. Inform other passengers of the situation – stay seated or evacuate.
3. Notify dispatch.
4. Keep passenger comfortable.
5. In case of biohazard contamination – consult biohazard procedure.
6. Complete incident report.

**Harassment / Unruly Passenger / Violent Incident**

1. Pull to a safe area – notify dispatch.
2. Determine level of incident – if not serious, settle conflict.
3. If situation is serious, inform other passengers of the situation - make determination regarding evacuation.
4. Contact dispatch for further instructions.
5. Complete incident report.

### **Handling Body Fluid Spills**

1. Contact dispatch and describe the situation.
2. If you are instructed to wait for assistance, secure the vehicle and wait.
3. Locate the biohazard kit that is on the vehicle. Avoid stepping in the fluid spill.
4. Put on the disposable gloves found in the biohazard kit when giving any first aid or cleaning up any potentially dangerous bodily fluid spill, such as blood, vomit, urine or defecation.
5. Cover the spill area with the disinfectant found in the biohazard kit.
6. Using the appropriate instrument from the biohazard kit, dispose of any material that may be contaminated by placing it in the biohazard bag found in the biohazard kit.
7. If the clean up includes broken glass or other sharp objects, take extra precaution. Use mechanical means rather than using your hands to pick up the objects and dispose of them in the leak proof, puncture proof container provided in the biohazard kit.
8. Discard carefully all clean up materials, including gloves, in the biohazard bag.
9. Double bag the biohazard bag immediately if there is any possibility of it ripping or tearing.
10. Insure that all biohazard materials are placed in the appropriate transit system depository.
11. Thoroughly wash hands with soap, disinfectant and running water as soon as possible.
12. Complete all required incident documentation.

### **Vehicle Accident**

1. Remain calm.
2. Ensure that vehicle and passengers are out of immediate danger from other vehicles (secure the vehicle).
3. Evacuate vehicle if smoke, fuel leak or potential for fire is apparent.
4. Check for injuries / need for medical attention:
  - a. Transit vehicle and/or other vehicles, and
  - b. Pedestrian(s).
5. Contact emergency personnel – if needed:
  - a. Give exact location, and
  - b. Describe extent and number of injuries.
6. Notify appropriate law enforcement agency.
7. Notify dispatch of:
  - a. Vehicle number and drive name
  - b. Exact location
  - c. Possible injuries and extent of injuries
  - d. Advise if EMS and/or law enforcement have been notified, and
  - e. Advise if another vehicle is needed for uninjured passengers.
8. **DO NOT DISCUSS ACCIDENT WITH ANYONE BUT LAW ENFORCEMENT AND AGENCY MANAGEMENT PERSONNEL.**
9. **DO NOT ADMIT FAULT.**
10. Remain at accident scene unless operator requires medical attention.
11. Complete an accident report ASAP.

### **Vehicle Evacuation**

1. Calmly tell your passengers what you are going to do, tell them which exit(s) to use and where you want them to wait, stressing that they must stay clear of the bus and clear of traffic hazards.
2. Assess the condition of passengers to be evacuated and what assistance will be required.
3. Ask for assistance from ambulatory passengers in evacuating passengers who are injured or disabled.
4. Evacuate all ambulatory passengers first except those who have agreed to assist in the evacuation of non-ambulatory passengers and ask someone to take the fire extinguisher off with them.
5. Make sure all passengers assemble in a safe location well away from the vehicle.
6. When evacuating non-ambulatory or wheelchair passengers, do the following:
  - a. Use a web cutter to cut through all securement devices.
  - b. If the wheelchair door works and the lift is operative, put the lift halfway down and use it as a step to roll the chair off the vehicle or to drag or carry non-ambulatory passengers off.
  - c. If the wheelchair lift is not working, slide wheelchair passengers out of their chairs and drag or carry them and any injured or unconscious passengers down the aisle and out the door.
7. Dragging should be done by bending at the knees and grasping and pulling under the arms.
8. If the doors of the vehicle are blocked or non-functioning, evacuate any mobility impaired, injured or unconscious passengers by getting them through emergency exit windows or roof hatches as the situation may dictate and preferably with assistance outside and inside.