



Transport for NSW

# Bus driver's pocket guide

Managing critical incidents



# Four steps for managing critical incidents

---

## 1 Safety of all personnel in the immediate vicinity

- Stop or move the bus to a location that reduces the risk to passengers, pedestrians and motorists
- Apply the park brake, activate hazard lights and switch the engine off
- Evacuate passengers to a safe muster point (away from traffic and upwind) if safer than remaining in the vehicle
  - Open all doors
  - Assist disabled and injured passengers

## 2 Assess and contain the incident

- Identify the type of incident and immediate hazards
- Eliminate ignition sources and isolate power and/or fuel if possible
- Extinguish any fires if safe to do so



### 3 Communicate

- Activate the duress/emergency button if required
- Contact emergency services via 000 for assistance and communicate the following:
  - Where you are located
  - What has happened (type of incident, number of casualties)
  - What support you need (Fire, Ambulance, Police)
- Contact the depot to seek directions and assistance

### 4 Support

- Confirm passengers are in a safe location
- Render first aid as required
- Brief and assist emergency services on arrival
- Obtain the names and contact details of all passengers

## **This guide has been developed in partnership with BusNSW**



This information has been created for general guidance purposes only and to assist drivers/operators to appropriately assess and manage certain critical incidents. Specific types of critical incidents may however require a different approach or response and this information may not be relevant in all cases. This information does not represent a comprehensive statement of the law as it applies to particular problems or to individuals or as a substitute for legal advice.

**[transport.nsw.gov.au](http://transport.nsw.gov.au)**

### **Disclaimer**

While all care is taken in producing this work, no responsibility is taken or warranty made with respect to the accuracy of any information, data or representation. The authors (including copyright owners) expressly disclaim all liability in respect of anything done or omitted to be done and the consequences upon reliance of the contents of this information.

### **© Transport for New South Wales**

Users are welcome to copy, reproduce and distribute the information contained in this report for non-commercial purposes only, provided acknowledgement is given to Transport for NSW as the source.