



# **MOTORCOACH EMERGENCY PROTOCOL — DRIVER QUICK REFERENCE**

**POST ON THE VISOR OF EACH BUS— OPERATOR PLEASE FOLLOW IN  
ORDER**

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## **1. STOP & SECURE**

- Pull over safely
  - Set parking brake
  - Turn on flashers
  - Assess immediate danger
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## **2. CHECK FOR INJURIES**

- Yourself
  - Passengers
  - Others involved
  - **If ANY injuries → CALL 911 immediately**
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## **3. CALL DISPATCH (or Company Emergency Number)**

Provide clearly:

- **Location** (highway, mile marker, landmark)
- **Coach # / Plate #**

- **Passenger count**
- **Injuries (Yes/No)**
- **Description of incident**

Stay on the line until released.

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## **4. PROTECT PASSENGERS**

- Keep passengers seated unless evacuation needed
  - Evacuate **ONLY** if danger: fire, smoke, fuel leak, unsafe roadway
  - Assist ADA passengers first
  - Move everyone to a safe distance (100 ft.) if evacuated
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## **5. SECURE SCENE**

- Place triangles (10 ft, 100 ft, 200 ft behind coach)
  - Use reflective vest
  - Shut off engine if safe
  - Do **NOT** move coach unless instructed by police or unsafe to stay
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## **6. DO NOT DISCUSS THE ACCIDENT**

- **Do NOT admit fault**
  - Do **NOT** speak to media or bystanders
  - Provide required info **ONLY** to police
  - Direct media to company office
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## **7. DOCUMENT EVERYTHING**

- Take photos (scene, vehicles, license plates, surroundings)
  - Complete accident report packet
  - Record witness names/contact info
  - Maintain an accurate passenger count
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## **8. WAIT FOR ASSISTANCE**

- Cooperate with law enforcement
  - Follow instructions from Dispatch
  - Do NOT continue the trip until cleared
  - Expect possible drug & alcohol testing
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## **9. REPLACEMENT COACH PROCEDURE**

- Transfer passengers only when safe
  - Account for all luggage
  - Confirm passenger count before departing
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## **COMPANY EMERGENCY CONTACTS**

**Dispatch:** \_\_\_\_\_

**Safety Manager:** \_\_\_\_\_

**24/7 Emergency Line:** \_\_\_\_\_

**Insurance / Claim Line:** \_\_\_\_\_

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