

## Template for Driver Handbook

*This is a sample. Adapt this to your agency as needed.*

### **Sudden Driver Illness**

Driver is to report to their supervisor immediately. Depending on the severity of the illness, the driver may cease to continue operating the bus. A supervisor will go to the driver's location and evaluate the situation. Dispatchers will begin making arrangements for passengers on the bus to be picked up and start moving the rest of the trips on the run to another bus, until a replacement driver can be found.

Accident, Incident and Injury reports must be completed by the driver/employee involved. Reports must be written in full and complete detail. Accidents, incidents and/or injury are to be reported for any disturbance in or outside the vehicle, fighting, auto accidents, damage to property, passenger or pedestrian falling, etc. Our accident report does not replace any accident report required by local or state law enforcement or Worker's Compensation Report.

### **Near Miss Incident** (Includes swerving, slamming on brakes, etc.)

A near-miss is a situation where no obvious damage has occurred, yet this is still an incident that must be reported. For example, you swerved to avoid an accident or road debris, and no one appeared to be injured. ALWAYS STOP TO ACKNOWLEDGE THE OTHER DRIVER IN THE EVENT THEY MAY WANT TO GET INSURANCE INFORMATION OR MAKE A COMPLAINT. If they wave you on, at least you were courteous. By continuing to drive on, the other vehicle concludes you are reckless and insensitive. Try to pull over and stop.

- Document the situation on the **Incident Report Form** and hand out courtesy cards to passengers or other people that may have witnessed the incident. Ask them to write down their name, number and a brief statement if possible.

### **Minor Accidents/Dents** (Property damage only)

*NEVER LEAVE THE SCENE WITHOUT REPORTING WHAT HAPPENED OR YOU COULD BE CITED FOR HIT AND RUN – REGARDLESS OF HOW MINOR.*

Police and supervisor must be called. Stop the bus and get out. If the other driver is available, exchange insurance information, names, phone number, and fill out an **Accident Report Form**. For the protection of everyone involved, the police must be called.

- Document the accident on the **Accident Report Form** and hand out courtesy cards to passengers or other people that may have witnessed the accident.
- Supervisor, Drug and Alcohol Program Manager, or other appropriate company official completes a Post-Accident Testing Determination Form.

## **Injuries to Driver**

Agency policy requires that any driver receiving an injury in the course of employment, no matter how slight the injury may be, must report the injury to the transit supervisor immediately or within 24 hours to file a report to Worker's Compensation.

- Document the injury on the **First Report of Injury Form**.

## **Injury to Passengers**

WHEN NOT SURE DIAL – 911

Drivers should give assistance to injured persons in accordance with their training. Devote full attention to the care of the passengers or injured non-passengers until competent relief help arrives. Injured persons should not be moved unless their location could cause further injury.

- Document injury on the **Injury Report Form** and fill out **Incident Report Form**.

## **Accident where driver is uninjured**

- Assess the situation
  - o Check with all passengers for any injuries
  - o Check with others involved in the accident for injuries
- Call 911 if people are injured
- After calling for emergency assistance, administer First Aid according to your level of training.
- Contact the transit office and be prepared to list the following information to dispatch or office staff can determine what action must be taken:
- If you have someone on board who has an oxygen tank, check for damage to the tank. If it will not cause harm to the passenger, it would be best to turn the valve off on the tank.
- Determine if it is safe to leave passengers on the vehicle. If not, remove passengers to a safe location – evacuate if possible.
- Secure the accident scene as much as possible.
- Do not move the vehicle until instructed by the authorities unless it is in a hazardous position. Take pictures if possible.
- Set up the emergency triangles in the appropriate positions to warn others of the hazard created by the accident.
- Where did the accident occur?
- What alternative transportation is needed for which passengers to get them to their destinations as soon as possible?
- Give statements to the local law enforcement officers **ONLY**
- Never make statements regarding fault, only provide facts.
- Don't become involved in an argument.
- An authorized representative from your agency such as a Supervisor, Director or Human Resource person should be sent to the scene of the accident immediately to provide information to the media and assist driver with other information or statements made.

- Exchange Information with People Involved – Hand out COURTESY CARDS
- Document on the **Accident Report Form** and if a passenger is injured, fill out an **Injury Report Form**.

### **Post-Accident Drug and Alcohol Testing**

Follow the Post-Accident Testing Determination Form and the employer's FTA Drug and Alcohol Policy for testing covered employees subject to Title 49 Code of Federal Regulations Part 655. A supervisor or director should escort the bus driver to the testing site if testing is warranted.

### **Evacuation Procedures**

Ordinarily passengers are safer if they remain on the vehicle; evacuated passengers may wander onto the road and be hit by another vehicle. The driver maintains more control over what happens to the passengers if they remain on the vehicle. The driver must decide whether the passengers will be safer on the vehicle or off.

Passengers must be evacuated under the circumstances:

- A fire or other condition (i.e. leaking fuel, etc.) making the vehicle unsafe
- The position or location of the vehicle is not safe.
- The driver is instructed to do so by a law enforcement official or firefighter.
- Tornado touch down – instruct passengers to lie down in the nearest ditch.
- Time and conditions permitting, tell the passengers that there is an emergency and explain what they are required to do. Release passengers from their restraints or seat belts by unbuckling or cutting. If a passenger is in a mobility device, do **not** waste time unbuckling or releasing the securement device; instead remove the passenger then (if time permits) recover the mobility device.
- Move the passenger from the seat or mobility device to floor level (if passenger can walk, assist to a standing position).
- Move the passenger to the best usable exit.
- Move the passenger from floor level to ground level.
- Move the passenger away from the vehicle to a safe location (approximately 100 feet away from the vehicle, upwind in case of fire).
- Assist the passenger back into their mobility device if it can be safely recovered.

### **Vehicle Breakdown Procedures**

Secure the vehicle and notify your supervisor.

*Accident* — Supervisor will proceed to assess the extent of the accident and initiate accident procedures. Do not move the vehicle unless instructed by law enforcement.

*Vehicle Breakdown* — (Option selection will be determined by resources available at the time of the breakdown.)

- Option A – Operations Manager/Facility & Maintenance Coordinator proceeds to route location with replacement bus and determines whether the bus will continue on route or call for repairs.
- Option B - Dispatcher will contact Operations Manager and will send an available driver at the facility to route location with replacement bus.
- Option C - Dispatcher will send an available driver to take over for the route until assistance is available.

## Hit and Run

In the event you witness a vehicle that is involved in a hit and run accident, try to get the license number and a good description of the vehicle and driver. Contact the transit supervisor immediately and stay at the scene until you have been instructed to move by either the police or transit supervisor.

- Document the situation on the **Incident Report Form**

## Vehicle Fires

Learn the causes of fire, how to prevent them, and what to do to extinguish them. If a fire should occur in the vehicle, do the following:

- Activate 4-way flashers.
- Pull safely off the road, away from buildings, trees, brush or other vehicles.
- While pulling off the road, notify dispatch of the problem and location.
- Evacuate the vehicle – moving passengers well away from the vehicle upwind.
- With an engine fire, turn off the engine as soon as possible. Do **not** open the hood if it can be avoided. Shoot extinguisher through louvers, radiator or from other side of the vehicle.
- Use the appropriate type of extinguisher on electrical fires and burning liquids. Do **not** use water on an electrical or gasoline fire.
- Set up emergency warning triangles.
- A burning tire must be cooled. Lots of water may be required.
- Wait for qualified fire fighters if unsure of what to use.
- Fire extinguisher use:
  - ○ Try to extinguish a fire only if the proper procedure is clear and it's safe to do so.
  - ○ Stay as far away from the fire as possible.
  - ○ Aim at the source or base of the fire, not up into the flames.
    - ○ Be positioned up wind.
    - ○ Continue until the object that was burning has cooled.
  - Document on the **Accident Report Form** and if a passenger is injured, fill out an **Injury Report Form**.

## Passenger Illness

One of the most frightening situations a driver can face is a passenger's sudden illness. In these situations, the driver can literally be forced to make a life and death decision. The ability to act quickly under pressure and use common sense is a true test of a

driver's professionalism. Following are some guidelines for you to follow in these situations:

- Secure the vehicle.
- Determine the nature of the passenger's illness. Observe the condition: is the passenger conscious or breathing properly? If possible, talk to the ill passenger; also ask the other passengers what happened. See if anyone knows the medical history of the ill passenger and **check for medical alert tags**.
- Life threatening situations may require first aid or CPR. Notify emergency medical personnel if life threatening or medical attention is needed immediately.
- Notify dispatch as soon as possible. Keep the ill passenger as comfortable as possible while waiting for help
- Encourage the passenger to relax and keep still. Make him/her as comfortable as possible, loosen restrictive clothing and cover with blanket or coat to prevent shock. Reassure the ill passenger that help is on the way.
- Calm the other passengers. Keep them from crowding the ill passenger.
- Watch the passenger closely until help arrives, monitor consciousness, breathing and presence of heartbeat.
- Document what happened on an **Incident Report Form**