



Information Alert – No.17

19 May 2011

«CompanyName»«GivenName» «FamilyName»
«AddressLine1» «AddressLine2»
«Suburb» «State» «PostCode»

Dear Operator

Slips, Trips and Falls

ISSUE:

The Department of Transport (formerly Transport NSW) is concerned about the number of reports which have been logged on the Department of Transport's Bus Incident Management Database in relation to slips, trips and falls by passengers on buses.

NOTICE:

The information logged on the Department of Transport's Bus Incident Management Database indicates that the main cause of slips, trips and falls by bus passengers is as a result of bus drivers pulling out from the kerb before passengers are able to secure themselves. Passenger Transport Regulation 2007 clause 40 (b) states; "the driver of a public passenger vehicle must not negligently or wilfully move, drive or cause the vehicle to be moved or driven so that any person is subjected to the risk of injury."

It is also important to remind all drivers of wheelchair accessible / kneeling buses that the lowering of the bus should not only be used for passengers in wheelchairs, but also for the elderly, less mobile passengers and passengers with prams and young children, in order to mitigate the risk of an injury occurring.

REQUIRED ACTION:

Passenger safety is an important factor and should be assessed during the operators risk management process and incorporated in their Safety Management System. The assessment should take active steps to identify and control hazards that could cause harm to passengers or the public.

Operators need to ensure that all drivers are aware of their responsibilities to passengers and to make every effort to prevent slips, trips and falls on their buses. Operators should also reinstate to Drivers to take extra care when passengers are entering and leaving a bus.

David Tooze
Principal Manager
Compliance & Regulation