# (EXAMPLE ONLY) 72 Hour Bus Incident Investigation Report

### Hover over the highlighted text to see the definition Incident details

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Incident date | 1 May 2023 | | BIMD reference no. | 115478 |
| Incident time | 7.50 am | | Incident suburb | Bondi |
| Incident street | Main St | | | |
| Incident cross street | West Rd | | | |
| Incident type | Runaway bus | | | |
| Highest level injury | Minor | See explanations of fatality, serious, minor, nil | | |
| Damage level: | Significant | See definitions of significant, minor, nil | | |

|  |
| --- |
| Brief incident description (approx. 150 words max.):  A bus driver parked an empty bus on a downward incline on Main Street, at a bus stop, the bus was stopped approximately 10 metres behind a car. The driver alighted from the bus and walked to the driver’s side window. The driver closed the bus entry door by operating the door close control button through the driver’s side window contrary to operating procedures. The driver then walked towards the footpath. The driver had turned the engine off but had not applied the bus park brake. Moments later, the bus rolled forward, and the driver watched as the bus rolled towards the other bus. The bus impacted the rear of the parked car. There were no injuries but both vehicles were damaged. |
| Brief damage description: |

Operator details

|  |  |  |  |
| --- | --- | --- | --- |
| Company reporting | Bondi Transport | Other company involved | nil |
| Accreditation number | 8585 | Service type: Not in service | |

### Vehicle details

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Registration number | MO6543 | Registration usage code | | CBUS |
| Chassis manufacturer | Custom Coaches | Chassis Model | | 515 |
| Body Manufacturer | Mercedes | Body model | | 0400 |
| Year manufactured | 2005 | Depot | | Bondi |
| Fuel type: Diesel | | | | |
| Number of passengers aboard at time of incident/accident | | | 0 | |

### Emergency services / OTSI details

|  |  |  |  |
| --- | --- | --- | --- |
| Emergency services notified | Yes  No | Police attendance | Yes  No |
| NSW Fire & Rescue attendance | Yes  No | Ambulance attendance | Yes  No |
| OTSI notified  (1800 677 766) | Yes  No | OTSI contact person | John Doe |

### School children’s details

|  |  |  |  |
| --- | --- | --- | --- |
| School children aboard | Yes  No | Name of school/s | N/A |
| No. of students aboard | 0 | No. of students injured | 0 |

Investigation analysis

|  |  |  |  |
| --- | --- | --- | --- |
| **Investigation facts:** | | Record the key events and actions, leading up to, and those which occurred as a result of the incident/accident, in chronological order. Include the time of the event or action. | |
| 1 | At 7.00 am the bus operator signed on for their shift at the Bondi depot. | | |
| 2 | At 7.30 am the driver conducted a pre-inspection and left the depot to conduct a 373 service Bondi to Wynyard. | | |
| 3 | At 7:45 am the driver parked the bus on Main St to wait before commencing the run, which was scheduled to commence at 8.00 am. | | |
| 4 | The driver waited in their seat, turned the ignition off and left the bus in order to stretch their legs before the shift. They said that when they reached the footpath, they realised that they had forgot to close the door so reached in through the window and closed the door using the door switch. The driver turned to walk away but noticed the bus start to move. | | |
| 5 | At 7.50 am the driver said the bus started rolling slowly and took approximately 10 seconds before it collided with the other car. The driver said that he yelled out ‘watch out’ even though there was no other person in the vicinity. | | |
| 6 | At 7.51 am the driver re-entered the bus and saw that the park brake was not applied. The driver re-started the bus and applied the park brake. The driver turned the ignition off and called the depot using his personal mobile phone. The driver spoke to Sam Smith from the Operations Control Centre at Bondi Depot. Sam told the driver to remain with the bus, not move it or touch any controls. Sam called Triple zero to advise the police of a serious incident, he then called OTSI on 1800 677 766 to notify their duty officer of a notifiable incident. Sam spoke to John Kelly OTSI duty officer. | | |
| 7 | At 8.00 am depot mechanics and the manager arrived on site. | | |
| 8 | At 8.15 am police arrived and tested the driver for drugs and alcohol. The results were negative. | | |
| 9 | At 8.20 am an OTSI investigator arrived on site, spoke to the driver and took photos of the site. The OTSI investigator released the bus back to the company. | | |
| 9 | At 8.45 am the driver was driven back to the depot by the manager and the bus was driver back to the depot by the mechanic. | | |
| 10 | At 9.30 am the driver was interviewed by the depot manager – Susan Day, with a union representative present. Afterwards the driver was driven home by the depot manager. Right click to insert additional rows | | |
| **Did any of the following areas contribute to the incident or require improvement action/s following the incident?** | | | |
| **People** (e.g. Skills, competence, ability, records, rostering, task demands, medical, drugs, alcohol, time pressure etc.) | | | |
| The driver had been employed since 10 February 2019 with Bondi Transport. Prior to their employment with State Transit Authority (STA) for approximately 17 years. While at STA the driver was a bus operator trainer and senior training facilitator. The driver held a current Driver Authority and a Heavy Vehicle Driver License (HR). Both the Driver Authority and HR license had been issued without conditions. The driver had driven this route twice a day for approximately 8 months prior to the day of the accident. The driver was experienced, had received training in not reaching through the window when inducted in 2019. The driver said they had a poor night’s sleep, had not had their usual coffee and had a slight headache. They had not reported this to their depot manager as they thought they were well enough to work. The shift was the first of the week and there were no issues with the roster. The driver was not using any medication at the time. | | | |
| **Environment** (e.g. weather, noise, visibility, road design, markings, etc.) | | | |
| The weather conditions were poor, it was raining heavily, and the driver said that this meant they did not want to walk around the front of the bus to close the door from the inside. The road was on a slight slope which meant the bus could rollaway. | | | |
| **Equipment** (e.g. layout, seating, bus design features, bus construction, maintenance, etc.) | | | |
| Three warning signs (stickers) were displayed in close proximity to the door push-button controller which was located just inside the window. A warning sign was also displayed on the interior of the driver’s side window and adjacent to the door push-button controller (see Photograph 1). The sign was to reiterate the message of ensuring the park brake is applied before leaving the driver’s seat. The sign in large bold letters read as:  • PARKING BRAKE MUST BE APPLIED BEFORE LEAVING SEAT. | | | |
| **Procedures** (e.g. procedures, instructions, rules, regulations, post-incident inspection etc.) | | | |
| The company has a procedure (PR-07-23) ‘Parking a bus’ which addresses what drivers should do if they park the bus and leave it. This procedure stated that the park brake must be applied before leaving the seat and that they should not access any controls through the bus window.  The Bus Industry Confederation (BIC) after consultation with a number of bus and coach industry members published a Door Safety Advisory in 2012 which outlined recommendations to minimise risk of bus rollaways. One recommendation was “To reduce the chances of vehicle runaway once activated the Bus Stop Brake shall only release after the activation of the throttle or foot brake. Alternatively, the door close button shall not operate unless the handbrake is applied or the foot brake is depressed.”  The bus involved in the incident was not fitted with this recommended feature, or any other device designed to apply the park brake when the driver leaves their seat. | | | |
| **Organisation** (e.g. culture - safety behaviours, commitment to safety, business as usual practices, etc.) | | | |
| The company has decided to make a number of changes following this incident. It has issued a safety alert (SA-102 Bus rollaway) and conducted toolbox talks for all drivers to reinforce the requirement for bus drivers to apply the park brake before exiting the vehicle and reinforce the requirement for bus drivers not to operate the door closed button through the driver’s window. | | | |
| **Other** | | | |
| The company has commenced installation of a secondary device so bus door(s) cannot operate unless the system receives a signal from the park brake/foot brake/accelerator. | | | |
| Please emailthis report to OTSI: [**transport.safety@otsi.nsw.gov.au**](mailto:transport.safety@otsi.nsw.gov.au)  within **72 hours** of request | | | |
| Report prepared by: John Smith | | | Report forwarded by: Alice Jones |
| Date: 3 April 2023 | | | Date: 4 April 2023 |
| Phone: 0400 000 000 | | | Phone: 0400 000 001 |