**Office of Transport
Safety Investigations**

Safety Alert SAL01/23

09 October 2023
Bus door serviceability: a safety critical control system

Key points for operators

A recent incident involving a passenger fall from a bus has highlighted the importance of operators assuring themselves that door systems are operating as intended.

While NSW Technical Specifications[1] govern requirements for bus door safety systems, including potential entrapments, operators must ensure doors are serviceable and operate as intended. This includes external passenger doors remaining closed while the bus is in motion.

Bus operators should:

- ensure that the serviceability and security of bus doors, in both the open and closed positions, is tested before the 'first of day' service of each vehicle, as part of documented checks

- ensure that serviceability/safety testing of doors, before the first service of the day, includes placing some physical force on the door panels, in the closed position, to confirm external passenger doors will not open when the bus corners/moves, or in response to internal force such as a passenger inside the saloon leaning against the door panel/s.

Background

During a righthand turn of the bus, the single leaf rear door opened unexpectedly under the momentum of the turn. A passenger, who was standing in the saloon near the rear door vestibule, fell through the open door onto the roadway, reportedly sustaining minor injuries. The passenger placed a slight force on the door due to the motion of the bus, which inadvertently contributed to the unexpected opening.

While this event resulted in minor injuries, there is potential for a passenger to suffer a serious injury/fatality as a result of falling from a moving bus through an open door, due to the failure of an external passenger door to remain closed/secure.

For further information, contact engagement@otsi.nsw.gov.au

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[1] https://www.nsw.gov.au/driving-boating-and-transport/vehicle-registration/how-to-register/vehicle-standards-guidelines-for-registration/technical-specifications-for-buses