

PLANNING A BUS TRIP? PUT SAFETY FIRST!

Bus trips are among the safest ways to travel – and most bus companies are responsible and law abiding. But some companies may not follow federal safety requirements – increasing the risk for breakdowns and crashes. It's important not to choose a charter bus or bus company on price alone. Instead, take a few minutes to research bus safety before booking.

RESEARCH BUS SAFETY

You can research company safety records online www.fmcsa.dot.gov/lookbeforeyoubook – or download the convenient SaferBus mobile app. These tools let you quickly verify that the company is authorized to operate – and that it has required liability insurance. You can check the company's safety rating. You can also learn whether the company has a history of safety problems, such as:

- **Unsafe driving,**
- Using **drivers who aren't qualified or licensed** to operate a passenger bus,
- **Failing to perform required maintenance,** or
- **Not complying with regulations** that help prevent impaired driving due to fatigue, alcohol, illegal drugs or misuse of legal medications.

EXPLORE DRIVER SAFETY

If you're planning to charter a bus, it's also smart to verify driver qualifications with the bus company. It's important to know if drivers have:

- A **current Commercial Driver's License (CDL)** with a "Passenger Endorsement" – which requires knowledge and road testing relevant to operating a bus.
- A **valid medical examiner's certificate**, verifying the driver meets the physical requirements to operate a bus.
- Significant **experience** and a **good safety history** in operating buses.

LOOK BEFORE YOU BOOK

QUICK SEARCH TIPS

- **Ask the bus company for its DOT Number** – and search by number, since many companies have similar names.
- **If your search includes a safety rating, Satisfactory is the highest rating** – meaning the company complies with federal safety requirements. A Conditional rating means the company may not be complying with some requirements, but can still operate. Bus companies with Unsatisfactory safety ratings are generally not allowed to operate.

ONLINE OR IN THE SAFERBUS APP

- A **bold red alert** indicates a company is **"not allowed to operate"** – never book with a company that isn't authorized to operate.
- A **warning symbol**  means the company has some recorded violations for one or more safety categories.





NEVER ASK A DRIVER TO OPERATE UNSAFELY

Driving fatigued is dangerous. Drivers cannot drive for more than 10 consecutive hours - and cannot drive at all after 15 consecutive hours on duty.

For long trips, the bus company should provide a safe, backup driver. Trip planners and tour leaders should never ask a bus driver for “extra” or extended stops that could require on-duty hours that violate the law. And no one should ever ask a driver to speed to “make up” time.

REPORTING SAFETY & ACCESSIBILITY CONCERNS

If you see a company or driver operating unsafely, or failing to comply with Accessibility laws, report it through FMCSA’s toll-free hotline at **1-888-DOT-SAFT (1-888-368-7238)** from **9:00 a.m. to 7:00 p.m., M-F Eastern Time** or use FMCSA’s consumer complaint site anytime (<http://nccdb.fmcsa.dot.gov>).

If you believe you or others are in immediate danger due to unsafe operation, call 911.

www.fmcsa.dot.gov/lookbeforeyoubook

**Get More Bus Safety Information –
and Take Advantage of FMCSA Tools
to *Look Before You Book!***

PASSENGER ADA RIGHTS

By law, bus operators must provide timely service for passengers with disabilities. However, charter and tour bus operators and small fixed-route bus companies may require 48-hours advance notice to provide service. They may provide:

- **An accessible bus** – including a lift for passengers who cannot climb stairs to board, locations to secure a wheelchair, and other features to ease travel; or
- **Equivalent service** – which must be as good as the service provided to passengers without disabilities. This means service to the same destination, for the same cost, and within the same time frame; and passengers must be allowed to travel in their own wheelchairs.

