

This communication is about the protocol for passenger fall/medical emergencies.

When a passenger falls onboard the coach, the Operator will hold the bus at a safe location, check on the passenger, make sure they are okay and ask them if they require medical attention.

- If Medical is **NOT** required at the scene: The Operator will call the Operations Control Center to report the accident AND request a Supervisor to the scene.
- If Medical IS required at the scene: The Operator will call the Operations Control Center to report the accident and request a Supervisor AND Medical to the scene.
- If it's a Major Passenger Fall – defined by 2 or more passengers with injuries: The Operator will call the Operations Control Center to report the accident and request a Supervisor AND Medical AND a Sheriff to the scene.

While waiting, the Operator will check on the passengers to ensure the passenger is comfortable, and the Operator will pass out witness cards to ensure we collect as much information as possible from passengers on the bus. Everything goes through the Operations Control Center, which asks the Operators a series of questions so they can relay the information the Sheriff Department or responding Medical.

In Summary, the Protocol is:

If it's 1 passenger fall, who is not injured, Supervision gets sent

If it's 1 passenger fall, who is injured, Supervision and Medical get sent

If it's more than 1 passenger fall with injuries, Supervision, Medical and the Alameda or Contra Costa County Sheriff gets sent.