

**VEHICLE BREAKDOWN PROTOCOL**

1. When a vehicle breakdown occurs the principal focus should always be the comfort, safety and expedient onward progress of the passengers. It is essential therefore, that prompt arrangements are made to facilitate this.
2. Whilst the repair or recovery of the vehicle involved should be dealt with as quickly as possible, it is the safety and convenience of passengers which must always take priority.
3. The driver must turn on the hazard warning lights and immediately inform the appropriate base (defined as control) of:
  - a. The location of the vehicle
  - b. The nature of the breakdown
  - c. The approximate number of passengers being carried
  - d. Vehicle identification (fleet or registration number)
4. Control should provide the driver with information regarding the estimated time of arrival of a replacement bus and/or repair/recovery team which should be despatched as soon as possible. In order to minimise delay it is acceptable for a step-entrance vehicle to be supplied to replace the broken down vehicle, although appropriate arrangements will need to be made should there be any wheelchair bound passengers on board.
5. It is important that passengers are kept informed of the measures being taken and the likely length of delay and alternative travel options.
6. Wherever possible, passengers should be transferred on to the next scheduled service vehicle (irrespective of operator). Tickets issued on the vehicle which has broken down will be valid on the subsequent bus to allow the customer journey to be completed (on a revenue lies as it falls basis).
7. Should the bus breakdown in a position likely to cause considerable disruption to normal traffic flow, then control should notify the police of the incident along with the actions being taken to remove the obstruction and the estimated timescale. Operators will be required to despatch their own supervisory staff to deal with passenger issues and liaise with police and recovery teams.
8. In order to ensure the safety of passengers and in particular at night where a complete electrical failure of the vehicle occurs, then consideration should be given to evacuating the passengers from the vehicle to a safer waiting location. Under such circumstances it is essential that a relief bus is despatched to the scene immediately.
9. Operators will ensure that Traveline Staff are informed immediately if any breakdown and disruption to service. This should be done by email on [traveline@sypte.co.uk](mailto:traveline@sypte.co.uk), but if not possible please telephone using the following contact numbers 01709 515151 or 07919 111371. Traveline will proactively communicate with customers via web/Twitter during working hours and reactively via telephone.
10. Operators are responsible for making their own arrangements for dealing with on street repairs or recovery but it is essential that disruption to other road users is minimised.

11. Operators must supply SYPTE/SCC with contract details for their vehicle recovery service provider to ensure effective communications are maintained between the operator, SCC UTC and the recovery service. It is accepted that in exceptional circumstances, SCC can make arrangements for the vehicle to be removed by an appropriate vehicle recovery provided (suspended tow).