



NTSB

Managing Driver Fatigue

October 27th, 2020



Greyhound Lines – Managing Fatigue

Greyhound began its bus operation in 1914 and has continued to service the traveling public for 106 years.

- Operate a fleet of 1200 buses
- Employing more than 2000 drivers and 300 maintenance personnel
- Primarily a regular route carrier
- Servicing more than 2,600 locations in North America
- It is the only nationwide bus transportation carrier
- Providing bus service in the US, Canada and Mexico

Greyhound Lines – Managing Fatigue

- Greyhound travels in excess of 140,000,000 miles annually.
- More than 15 million passengers ride our buses each year.
- Our passengers are the key to our business.
- Safety is an important part of everything we do.
- Managing fatigue is extremely important and what happened on June 20th, 1998 caused us to look at fatigue differently than we ever had before.

Greyhound Lines – Managing Fatigue

- NATIONAL TRANSPORTATION SAFETY BOARD IN WASHINGTON, D.C. – GREYHOUND
- HIGHWAY ACCIDENT REPORT GREYHOUND MOTORCOACH RUN-OFF-THE-ROAD ACCIDENT
- BURNT CABINS, PENNSYLVANIA
- JUNE 20, 1998

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- The National Transportation Safety Board determined that the probable cause of this accident was the bus driver's reduced alertness resulting from ingesting a sedating antihistamine
- His fatigued condition resulting from Greyhound Lines, Inc., scheduling irregular work-rest periods.
- The major safety issues identified in this accident are the bus driver's performance, the adequacy of carrier oversight.
- So what has changed at Greyhound based on the recommendations of the NTSB

Greyhound Lines – Managing Fatigue

- After that crash we conducted an extensive study into driver alertness and fatigue.
- We partnered with a company that specialized in the study of fatigue and fatigue management led by renowned sleep specialist Doctor Mark Rosekind.
- Sixteen drivers were selected to participate in the study that included regular and extra drivers with varying work cycles.
- The pilot program was the first of its kind by an OTRB Company.
- As a result Greyhound developed a complete fatigue management program that is still used today.



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Education & Training:

- New drivers receive fatigue management training at the driver training school
- Two week training school that includes 40 hours of classroom training
- All drivers receive fatigue management training at least every two years
- A driver involved in a preventable collision receives fatigue training as part of their refresher

Workcycles:

- The run structure is set so that regular run drivers operate similar hours each day
- Runs are structured so drivers get two days off each week
- Extra drivers, not on regular runs, receive at least 11 hours off between run assignments
- Drivers who contact dispatch who are tired or fatigued are booked off for 12 hours
- Once booked off the driver determines when he is rested enough to work again

Policy & Procedure:

- Supervisor training is provided on how to identify fatigue and substance abuse issues
- Random checks at terminal locations are made on drivers prior to departure
- Weekly monitoring of driver behaviours for fatigue is done using DriveCam.
- Identified drivers, with potential issues from DriveCam, are required to undergo a medical examination

Medical/Wellbeing:

- .All drivers are screened for sleep disorders when receiving their medical examination
- Strict standards are in place for screening for sleep apnoea
- Drivers identified with sleep apnoea receive time limited medical cards
- Starting with a 30 day card while being monitored before receiving a 90 day and then a one year card.
- Drivers participate in a voluntary program of Biometric Screening

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- Currently 35 drivers in a sleep apnoea pilot program that provides daily and weekly monitoring of CPAP machine usage.
- Additional criteria has been established with clinics to identify potential Sleep Apnoea.
- Completed a pilot program with 'Seeing Machines' to identify issues dealing with fatigue and distracted driving.
- Beginning a pilot program with LYTX DriveCam to identify issues of fatigue, distracted driving and lane departure using machine vision and artificial intelligence (AI).
- Driver dormitories in several major cities to ensure drivers with the opportunity to get proper rest.



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- We continue to look for ways to improve safety for our drivers and the traveling public.
- Working closely with the driver work force we are finding innovative ways to improve the lifestyle for them.
- Our drivers now have guaranteed days off that allow them more time at home and more time to get rested.
- The addition of electronic logging has improved our ability to monitor drivers to ensure they get adequate time off.
- Issues of fatigue must be managed through education, training and a dedication to safety.