

June 11, 2025

The Honorable Sean Duffy
Secretary
US Department of Transportation
1200 New Jersey Avenue, SE
Washington, DC 20590

The attached letter from the NTSB Chairwoman provides information about the May 20, 2025, report *Collision of Motorcoach with Combination Vehicles Parked Along Exit Ramp to I-70 Rest Area, Highland, Illinois, July 12, 2023*, NTSB/HIR-25-02. The details of this accident investigation and the resulting safety recommendations may be found in the attached report, which can also be accessed at <http://www.nts.gov>.

The NTSB is vitally interested in these recommendations because they are designed to prevent accidents and save lives. We would appreciate a response within 90 days of the date of this letter detailing the actions you have taken or intend to take to implement these recommendations. When replying, please refer to the safety recommendations by number (for example, H-25-5 and -6). We encourage you to submit your response to ExecutiveSecretariat@nts.gov. If your reply exceeds 20 megabytes, including attachments, please e-mail us at the same address for instructions on how to send larger documents. Please do not submit both an electronic copy and a hard copy of the same response.



NTSB Executive Secretariat-LRM
Office of the Managing Director
National Transportation Safety Board
490 L'Enfant Plaza SW
Washington, DC 20594
Email: ExecutiveSecretariat@nts.gov

National Transportation Safety Board

Office of the Chairwoman

Washington, DC 20594



June 11, 2025

The Honorable Sean Duffy
Secretary
US Department of Transportation
1200 New Jersey Avenue, SE
Washington, DC 20590

Dear Secretary Duffy:

This letter provides information about the National Transportation Safety Board's (NTSB) May 20, 2025, report *Collision of Motorcoach with Combination Vehicles Parked Along Exit Ramp to I-70 Rest Area, Highland, Illinois, July 12, 2023*, NTSB/HIR-25-02. The details of this accident investigation and the resulting safety recommendations may be found in the attached report, which can also be accessed at <http://www.nts.gov>.

As a result of this investigation, we identified the following safety issues:

- Motorcoach driver fatigue
- Deficient driver oversight by Greyhound, including lack of a progressive discipline policy, lack of adequate record-keeping, and lack of policies for implementing driver monitoring systems
- Insufficient federal guidance on safety management, driver coaching, and fatigue mitigation
- Lack of seat belt use by the motorcoach passengers
- Crash risk from lack of truck parking availability along the National Highway System

Accordingly, the NTSB makes the following safety recommendations to the US Department of Transportation. Additional information regarding these recommendations can be found in the noted sections of the report.

Expand efforts to use the Truck Parking Information Management System to identify rest areas in critical need of additional truck parking. (H-25-5) (See section 2.6.1)

Pursue available options to increase commercial vehicle parking capacity on highways; such as establishing a grant program for states, local governments, and other eligible entities to increase parking for commercial motor vehicles; assessing the feasibility of expanding eligibility for grant programs to allow for parking facility maintenance costs; evaluating the benefits of ending restrictions on private development of rest areas; and seeking additional Congressional appropriations as necessary. (H-25-6) (See section 2.6.1)

The NTSB is vitally interested in these recommendations because they are designed to prevent accidents and save lives. We would appreciate a response within 90 days of the date of this letter, detailing the actions you have taken or intend to take to implement them. When replying, please refer to the safety recommendations by number (Safety Recommendations H-25-5 and -6). We encourage you to submit your response to ExecutiveSecretariat@ntsb.gov. If your reply, including attachments, exceeds 20 megabytes, please e-mail us at the same address for instructions on how to send larger documents. Please do not submit both an electronic copy and a hard copy of the same response.

Sincerely,

[Original Signed]

Jennifer L. Homendy
Chairwoman
On behalf of the entire Board

June 11, 2025

Ms. Sue Lawless
Assistant Administrator
Federal Motor Carrier Safety Administration
1200 New Jersey Avenue, SE
Washington, DC 20590

The attached letter from the NTSB Chairwoman provides information about the May 20, 2025, report *Collision of Motorcoach with Combination Vehicles Parked Along Exit Ramp to I-70 Rest Area, Highland, Illinois, July 12, 2023*, NTSB/HIR-25-02. The details of this accident investigation and the resulting safety recommendations may be found in the attached report, which can also be accessed at <http://www.nts.gov>.

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June 11, 2025

Ms. Sue Lawless
Assistant Administrator
Federal Motor Carrier Safety Administration
1200 New Jersey Avenue, SE
Washington, DC 20590

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- Insufficient federal guidance on safety management, driver coaching, and fatigue mitigation
- Lack of seat belt use by the motorcoach passengers
- Crash risk from lack of truck parking availability along the National Highway System

Accordingly, the NTSB makes the following safety recommendation to the Federal Motor Carrier Safety Administration (FMCSA). Additional information regarding this recommendation can be found in the noted section of the report.

Provide guidance through a passenger carrier safety publication on your website, encouraging passenger motor carriers to implement *Safety Management Cycle* processes and reassess these processes during changes in ownership or executive management, and periodically after implementation of new safety policies or technologies.
(H-25-7) (See section 2.4)

In addition, the NTSB reiterates the following recommendation to the FMCSA:

Incorporate scientifically based fatigue mitigation strategies into the hours-of-service regulations for passenger-carrying drivers who operate during the nighttime window of circadian low.
(H-12-30) (See section 2.4)

In the same report, we also classified and reiterated a previously issued safety recommendation to the FMCSA:

Provide guidance to motor carriers to proactively use the onboard video event recorder information to aid in driver training and ensure driver compliance with regulatory rules essential for safe operation.
(H-22-4) (See section 2.4)

The NTSB is vitally interested in these recommendations because they are designed to prevent accidents and save lives. We would appreciate a response within 90 days of the date of this letter, detailing the actions you have taken or intend to take to implement them. When replying, please refer to the safety recommendations by number (Safety Recommendations H-25-7, H-12-30, and H-22-4). We encourage you to submit your response to ExecutiveSecretariat@ntsb.gov. If your reply, including attachments, exceeds 20 megabytes, please e-mail us at the same address for instructions on how to send larger documents. Please do not submit both an electronic copy and a hard copy of the same response.

Sincerely,

[Original Signed]

Jennifer L. Homendy
Chairwoman
On behalf of the entire Board

June 11, 2025

Mr. Bryan Hunt
Senior Manager of Safety
Greyhound Lines, Inc.
315 Continental Ave.
PO Box 660362
Dallas, TX 75266

The NTSB is an independent federal agency charged by Congress with investigating every civil aviation accident in the United States and significant events in the other modes of transportation—railroad, transit, highway, marine, pipeline, and commercial space. We determine the probable cause of the accidents and events we investigate, and issue safety recommendations aimed at preventing future occurrences. In addition, we conduct transportation safety research studies and offer information and other assistance to family members and survivors for any accident or event investigated by the agency. We also serve as the appellate authority for enforcement actions involving aviation and mariner certificates issued by the Federal Aviation Administration (FAA) and US Coast Guard, and we adjudicate appeals of civil penalty actions taken by the FAA.

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The NTSB is vitally interested in these recommendations because they are designed to prevent accidents and save lives. We would appreciate a response within 90 days of the date of this letter detailing the actions you have taken or intend to take to implement these recommendations. When replying, please refer to the safety recommendation by number (for example, H-25-8 through -13). We encourage you to submit your response to ExecutiveSecretariat@nts.gov. If your reply exceeds 20 megabytes, including attachments, please e-mail us at the same address for instructions on how to send larger documents. Please do not submit both an electronic copy and a hard copy of the same response.

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June 11, 2025

Mr. Bryan Hunt
Senior Manager of Safety
Greyhound Lines, Inc.
315 Continental Ave.
PO Box 660362
Dallas, TX 75266

Dear Mr. Hunt:

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We are providing the following information to urge Greyhound Lines, Inc. to act on the safety recommendations in this letter because we believe your company can help reduce the risk of future accidents.

This letter also includes information about our May 20, 2025, report *Collision of Motorcoach with Combination Vehicles Parked Along Exit Ramp to I-70 Rest Area, Highland, Illinois, July 12, 2023*, NTSB/HIR-25-02. The details of this accident investigation and the resulting safety recommendations may be found in the attached report, which can also be accessed at <http://www.nts.gov>.

As a result of this investigation, we identified the following safety issues:

- Motorcoach driver fatigue
- Deficient driver oversight by Greyhound, including lack of a progressive discipline policy, lack of adequate record-keeping, and lack of policies for implementing driver monitoring systems

- Insufficient federal guidance on safety management, driver coaching, and fatigue mitigation
- Lack of seat belt use by the motorcoach passengers
- Crash risk from lack of truck parking availability along the National Highway System

Accordingly, the NTSB makes the following safety recommendations to Greyhound. Additional information regarding these recommendations can be found in the noted sections of the report.

Develop and implement a fatigue management program based on the North American Fatigue Management Program to educate your drivers, dispatchers, and other employees about fatigue, its causes, and its countermeasures. (H-25-8) (See section 2.2.3)

Revise driver scheduling policies to reduce scheduling variability that results in irregular work-rest cycles. (H-25-9) (See section 2.2.3)

Create an electronic personnel file management system to ensure that all driver records—including those pertaining to disciplinary action—are easily accessible to terminal managers and safety personnel, both on and off site. (H-25-10) (See section 2.3.2)

Incorporate recorded driver monitoring system events into safety and disciplinary policies, including:

- detection and prevention of fatigued driving;
 - allowable number of critical safety violations a driver can have in a specific time frame (such as per month, per quarter); and
 - procedures to hold poorly performing drivers accountable, to include both coaching and disciplinary action up to and including termination for exceeding established thresholds.
- (H-25-11) (See section 2.3.3)

Establish a written policy to proactively apply *Safety Management Cycle* processes beyond compliance reviews to assess the ongoing effectiveness of new safety policies and technologies after they are adopted. (H-25-12) (See section 2.4)

Establish policies to require pretrip safety briefings every time there is a change of driver, at every terminal before departure regardless of departure time, and every time the motorcoach takes on new passengers. This should include driver briefings for awareness on which states they will be driving through that have mandatory enforcement of seat belts. At a minimum, briefings should include the following information:

- the availability of seat belts, the potential legal requirement to wear them in mandatory enforcement states, and how to fasten them;
- ways to address urgent onboard safety concerns, including dialing 911; and
- the location and use of the fire extinguisher and the emergency exits. (H-25-13) (See section 2.5)

The NTSB is vitally interested in these recommendations because they are designed to prevent accidents and save lives. We would appreciate a response within 90 days of the date of this letter, detailing the actions you have taken or intend to take to implement them. When replying, please refer to the safety recommendations by number (Safety Recommendations H-25-8 through -13). We encourage you to submit your response to ExecutiveSecretariat@ntsb.gov. For your convenience, please refer to additional [guidance on responding to our safety recommendations](#) on our website.

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Sincerely,

[Original Signed]

Jennifer L. Homendy
Chairwoman
On behalf of the entire Board

June 11, 2025

Mr. Walter Satterfield
Staff Contact
National Coalition on Truck Parking
c/o Federal Highway Administration
1200 New Jersey Avenue, SE
Washington, DC 20590

The attached letter from the NTSB Chairwoman provides information about the May 20, 2025, report *Collision of Motorcoach with Combination Vehicles Parked Along Exit Ramp to I-70 Rest Area, Highland, Illinois, July 12, 2023*, NTSB/HIR-25-02. The details of this accident investigation and the resulting safety recommendations may be found in the attached report, which can also be accessed at <http://www.nts.gov>.

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June 11, 2025

Mr. Walter Satterfield
Staff Contact
National Coalition on Truck Parking
c/o Federal Highway Administration
1200 New Jersey Avenue, SE
Washington, DC 20590

Dear Mr. Satterfield:

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- Insufficient federal guidance on safety management, driver coaching, and fatigue mitigation
- Lack of seat belt use by the motorcoach passengers
- Crash risk from lack of truck parking availability along the National Highway System

Accordingly, the NTSB makes the following safety recommendation to the National Coalition on Truck Parking. Additional information regarding this recommendation can be found in the noted section of the report.

Publish an updated report that proposes solutions to truck parking capacity shortages, including expanding grant programs and funding of maintenance costs, ending restrictions on private development at rest areas, enhancing the Truck Parking Information Management System coverage to identify areas in critical need of additional parking, and projecting future truck volume and parking needs.
(H-25-14) (See section 2.6.1)

The NTSB is vitally interested in this recommendation because it is designed to prevent accidents and save lives. We would appreciate a response within 90 days of the date of this letter, detailing the actions you have taken or intend to take to implement it. When replying, please refer to the safety recommendation by number (Safety Recommendation H-25-14). We encourage you to submit your response to ExecutiveSecretariat@ntsb.gov. If your reply, including attachments, exceeds 20 megabytes, please e-mail us at the same address for instructions on how to send larger documents. Please do not submit both an electronic copy and a hard copy of the same response.

Sincerely,

[Original Signed]

Jennifer L. Homendy
Chairwoman
On behalf of the entire Board

cc: Jeffrey Purdy
Freight Programs Team Leader; Freight Management and Operations
Federal Highway Administration

June 11, 2025

Mr. Fred Ferguson
President and Chief Executive Officer
American Bus Association
111 K Street, NE, 9th Flr
Washington, D.C. 20002

The NTSB is an independent federal agency charged by Congress with investigating every civil aviation accident in the United States and significant events in the other modes of transportation—railroad, transit, highway, marine, pipeline, and commercial space. We determine the probable cause of the accidents and events we investigate, and issue safety recommendations aimed at preventing future occurrences. In addition, we conduct transportation safety research studies and offer information and other assistance to family members and survivors for any accident or event investigated by the agency. We also serve as the appellate authority for enforcement actions involving aviation and mariner certificates issued by the Federal Aviation Administration (FAA) and US Coast Guard, and we adjudicate appeals of civil penalty actions taken by the FAA.

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June 11, 2025

Mr. Fred Ferguson
President and Chief Executive Officer
American Bus Association
111 K Street, NE
9th Floor
Washington, D.C. 20002

Dear Mr. Ferguson:

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We are providing the following information to urge the American Bus Association to act on the safety recommendation in this letter because we believe your organization can help reduce the risk of future accidents.

This letter also includes information about our May 20, 2025, report *Collision of Motorcoach with Combination Vehicles Parked Along Exit Ramp to I-70 Rest Area, Highland, Illinois, July 12, 2023*, NTSB/HIR-25-02. The details of this accident investigation and the resulting safety recommendations may be found in the attached report, which can also be accessed at <http://www.nts.gov>.

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- Insufficient federal guidance on safety management, driver coaching, and fatigue mitigation
- Lack of seat belt use by the motorcoach passengers
- Crash risk from lack of truck parking availability along the National Highway System

Accordingly, the NTSB makes the following safety recommendation to the American Bus Association. Additional information regarding this recommendation can be found in the noted section of the report.

Inform your members about the Highland, Illinois, crash and urge them to develop fatigue management programs based on the North American Fatigue Management Program to educate drivers and other employees about fatigue, its causes, and its countermeasures. (H-25-15) (See section 2.2.3)

The NTSB is vitally interested in this recommendation because it is designed to prevent accidents and save lives. We would appreciate a response within 90 days of the date of this letter, detailing the actions you have taken or intend to take to implement it. When replying, please refer to the safety recommendation by number (Safety Recommendation H-25-15). We encourage you to submit your response to ExecutiveSecretariat@ntsb.gov. For your convenience, please refer to additional [guidance on responding to our safety recommendations](#) on our website.

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Sincerely,

[Original Signed]

Jennifer L. Homendy
Chairwoman
On behalf of the entire Board

cc: Brandon Buchanan
Director, Regulatory Affairs
American Bus Association

June 11, 2025

Mr. Scott Michael
President and Chief Executive Officer
United Motorcoach Association
113 S. West St.
Alexandria, VA 22314

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June 11, 2025

Mr. Scott Michael
President and Chief Executive Officer
United Motorcoach Association
113 S. West St.
Alexandria, VA 22314

Dear Mr. Michael:

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We are providing the following information to urge the United Motorcoach Association to act on the safety recommendation in this letter because we believe your organization can help reduce the risk of future accidents.

This letter also includes information about our May 20, 2025, report *Collision of Motorcoach with Combination Vehicles Parked Along Exit Ramp to I-70 Rest Area, Highland, Illinois, July 12, 2023*, NTSB/HIR-25-02. The details of this accident investigation and the resulting safety recommendations may be found in the attached report, which can also be accessed at <http://www.nts.gov>.

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- Insufficient federal guidance on safety management, driver coaching, and fatigue mitigation
- Lack of seat belt use by the motorcoach passengers
- Crash risk from lack of truck parking availability along the National Highway System

Accordingly, the NTSB makes the following safety recommendation to the United Motorcoach Association. Additional information regarding this recommendation can be found in the noted section of the report.

Inform your members about the Highland, Illinois, crash and urge them to develop fatigue management programs based on the North American Fatigue Management Program to educate drivers and other employees about fatigue, its causes, and its countermeasures. (H-25-15) (See section 2.2.3)

The NTSB is vitally interested in this recommendation because it is designed to prevent accidents and save lives. We would appreciate a response within 90 days of the date of this letter, detailing the actions you have taken or intend to take to implement it. When replying, please refer to the safety recommendation by number (Safety Recommendation H-25-15). We encourage you to submit your response to ExecutiveSecretariat@ntsb.gov. For your convenience, please refer to additional [guidance on responding to our safety recommendations](#) on our website.

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Sincerely,

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Chairwoman
On behalf of the entire Board

cc: Ken Presley
Vice President, Legislative & Regulatory Affairs & Industry Relations
United Motorcoach Association