SaferBus

FMCSA's App for Motorcoach Safety

✓ Overview

Motorcoach travel is a very safe mode of highway transportation in the United States, carrying 750 million passengers per year. With more than 3,500 registered motorcoach companies to choose from, it's important to select one that will ensure your travelers, family and friends arrive and return safely.

✓ Background

In August 2011, the Department held roundtable discussions on the subject of motorcoach safety in four cities throughout the United States. At each of these events, a recurring theme emerged – a clear need for an "app" that would help consumers make informed decisions prior to traveling on a particular bus by providing easy access to FMCSA's data. Equipped with this information, consumers will be more likely to make travel decisions based on safety, rather than just price and become partners with FMCSA to raise the bar of safety on our nation's roadways. In addition to improving public access to the data, the app will provide a strong incentive for bus companies to improve their safety records.

The safety data, previously only available through FMCSA's websites, comes from the Agency's Safety Measurement System (SMS). This system provides an assessment of a motor carrier's safety and compliance performance in the form of Behavior Analysis and Safety Improvement Categories, or BASICs.

✓ Key Customer Groups

Passengers and the travel and tourism industry are key components of our approach to increasing vigilance. We are taking steps to leverage technology to provide key customers with vital safety information.

✓ Benefits

In March 2012, FMCSA released the smartphone application, SaferBus, for the iPhone/iPad which gives travelers quick, streamlined access to the agency's safety data to help them make informed decisions about choosing a safe motorcoach company. The App links to FMCSA's National Consumer Complaints Database to enable the filing of complaints from a mobile device and provides other useful information for contacting the Agency. This real-time feedback about safety violations or other substantive complaints will help FMCSA more effectively execute its oversight responsibilities.

In early 2013, based on feedback from users, FMCSA updated and improved the user interface of SaferBus for iPhone/iPad and released SaferBus for Android tablets and smartphones. Additional information can be found at the SaferBus website: http://www.fmcsa.dot.gov/safety-security/saferbus/saferbus.aspx.

LOOK BEFORE YOU BOOK — SAFERBUS — Download the SaferBus Mobile App — Your best BUS TRIP planning resource!

Key Milestones

▶ iPhone/iPad Initial Release
March 2012

▶ Android Initial Release
February 2013

▶ iPhone/iPad Update
March 2013

U.S. Department of Transportation
Federal Motor Carrier Safety Administration