

	Human factor			Vehicle factor		Environment	
	Driver	Passenger	Bus company management, transportation authorities	Physical characteristics	Movement	Roads	Stops
<b>Pre-crash</b>	<p>Acceleration and deceleration;</p> <p>Cornering speed;</p> <p>Waiting for passenger to be secure before starting;</p> <p>Waiting for passenger to be securely in bus before closing door</p> <p>Waiting for passenger to completely alight before closing door;</p> <p>Distance to sidewalk at stops;</p>	<p>Preparing exact change before boarding;</p> <p>Holding securely during bus movement;</p> <p>Not boarding when bus too crowded;</p> <p>Alighting rapidly without stopping;</p> <p>Yielding seats to the elderly and infirm;</p>	<p>Change driver work schedule (from trips/day);</p> <p>Strictly enforce driving habits;</p> <p>Proactively train drivers;</p> <p>Enact proactive surveillance and quality improvement plans;</p>	See text	Electronic or mechanical limitations on acceleration and speed;	Bus lanes;	Low steps from sidewalk;
<b>Crash</b>	First aid procedures and training;			Padding of protruding components;  ABS?			
<b>Post-crash</b>	Immediate transportation to hospital; Immediate, accurate reporting		<p>Incident investigation;</p> <p>Responsiveness to passenger complaints;</p> <p>Strict driver discipline system;</p> <p>Data collection;</p>				Enact changes indicated by investigation;