

Safety & Security

SaferBus Mobile App

App on iTunes

GSA App Gallery

Press Release

FAQs

Bus Safety

Motorcoach Safety

Summit & Roundtables

About Us

Helpful Links

Report Safety Violations

Contact Us

SaferBus Mobile App



Planning a bus trip? Look before you book.

First, use the SaferBus app to check the safety record of the carrier you are choosing.

There's more to consider than just price and convenience. If you are purchasing a bus ticket or hiring a bus company for your group's travel, safety should be the top priority. Don't risk your life or the lives of others by making an uninformed decision. Now, with the free SaferBus app, users can easily access a bus company's safety performance record, file a complaint and more from a mobile device. The Federal Motor Carrier Safety Administration (FMCSA) has developed the SaferBus mobile application to provide 24/7 access to important safety information that you should verify before you select a U.S. DOT registered bus company to transport you or members of your group. Don't take a chance. Look before you book!

SaferBus provides easy access to bus companies' safety information.

Bus Company Operating Authority and Insurance Status - The app protects consumers from illegal interstate bus companies that should not be operating. Passengers should not use interstate bus companies that do not have valid U.S. DOT operating authority or that do not comply with Federal insurance requirements. This app alerts consumers to those illegal bus companies.

View Bus Safety Performance Records - Check the safety performance record of the bus companies you are considering and use this information to make an informed, safety-based decision. The app gives easy and user-friendly access to up to 24 months of a bus company's safety performance data. This data provides insight into a carrier's performance in a number of important safety categories: unsafe driving, fatigued driving, driver fitness, controlled substances/alcohol, and vehicle maintenance. The higher the percentage in any category, the higher the potential safety risk. The app gives an easily-accessible snapshot of the data that FMCSA also makes publicly available online at its [Compliance, Safety, Accountability \(CSA\) Web site](#).

Bus Company Safety Results - The app alerts consumers to bus companies with an unsatisfactory safety rating. FMCSA issues three types of safety ratings. The top rating is Satisfactory. Bus companies with a Conditional rating may pose a higher safety risk, and companies with a final Unsatisfactory rating should NOT be operating.

Report a Complaint - The SaferBus app links to the [FMCSA National Consumer Complaint Database](#). In using this feature you can also connect to the FMCSA hotline number 1-888-DOT-SAFT (1-888-368-7238). Call 911 in the case of a safety emergency.

Helping You Select a Safer Bus

- [Frequently Asked Questions](#)
- [Search Tips](#)
- Select a passenger carrier for your trip with our [search tool](#).
- Planning a bus trip? Use our [safety checklist \(PDF\)](#).
- Chartering a bus for your group? Find helpful tips in our [safety brochure \(PDF\)](#).
- Passenger carriers, explore [regulatory information](#) for your vehicle(s).
- Having difficulty with technical aspects of the SaferBus app? Email safibus@dot.gov.

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