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Incident Overview

Date & Time of incident:
August 22, 2025 at 12:22pm

Location:
NYS Thruway
Mile Marker 403.7 Eastbound

Original Dispatch Information:
"bus rollover w/ ejection"



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Timeline of Events:

*First EMS unit on scene - 22 minutes		*First unit (LE) on scene - 15 minutes		12:22 ▶ Bus Incident Dispatched
				12:25 ▶ First estimate of 15-20 patients outside bus
				12:27 ▶ Units advised there were 52 passengers
				12:37 ▶ NYSP on scene (First unit)
				12:42 ▶ Doctor from Erie County enroute
				12:44 ▶ Mercy Ambulance on scene (First EMS)
				12:44 ▶ Fire Chief (852) on scene, assuming command

*Traffic to the scene was backed up for over 5 miles. Reported by WIVB

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Timeline of Events:

(Continued)



- 13:01 ▶ GM1 requesting surrounding Counties to move ALS ambulances to the county line
- 13:12 ▶ Bus requested for transport of uninjured (to be transported to Indian Falls Fire Station)
- 13:27 ▶ First patients transported from the scene
- 13:30 ▶ Health Department Rep requested to respond to Indian Falls Fire Station
- 13:39 ▶ Checking on the number of hospital beds available

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Timeline of Events:

(Continued)



- 14:03 ▶ GM1 reporting 18 patients transported at this time
- 14:13 ▶ First mention of a Casualty Collection Point (CCP) at Indian Falls
- 14:56 ▶ Demobilization of helicopters
- 15:17 ▶ Per MC50 reports manifest had 52 patients, however, did not account for kids on laps
- 15:20 ▶ Coroners requested to scene
- 15:54 ▶ All non-injured patients transported to Suburban Hospital by bus

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Timeline of Events:

(Continued)



- 17:16 ▶ Single Westbound thruway lane open
- 17:28 ▶ Reunification center established at Amherst Senior Center
- 20:36 ▶ Last units (coroners) cleared the incident

Total Incident Time:
8 Hours, 14 minutes

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Responding Agencies

Listed by type of response

Fire/Rescue	EMS	Other Agencies
<ul style="list-style-type: none"> • Pembroke Fire • East Pembroke Fire • Corfu Fire • Town of Batavia Fire • LeRoy Fire • Akron Fire • Newstead Fire • Clarence Fire • Mitgrov Fire • Holland Fire • Wales Center Fire • Alden Fire • Jamison Road Fire • Elma Fire • Boonville Fire • Wolcottville Fire 	<ul style="list-style-type: none"> • Mercy EMS (14) • LeRoy EMS (1) • Darion EMS (1) • Mercy Flight West (3) • Mercy Flight Central (1) • LifeNet (1) • Bethany Fire (Staged at Indian Falls FD) • Niagara County EMS (Staged West) • Wyoming County EMS (Staged South) • Lancaster Volunteer Ambulance Service • Twin City Ambulance • Erie County EMS • AMR • CHS Healthcare (5 Ambulances Staged Center) 	<ul style="list-style-type: none"> • Genesee County Emergency Management • Genesee County 911 Center • Genesee County Sheriff's Office • Genesee County Health Department • Genesee County Coroner's Office • Genesee County DPW • NYS Police • NYS Thruway Authority • NYS DEM • NYS EMS • NYS DPFC • Student Transportation of America • Erie County Emergency Management • Niagara County Fire Coordinator • Newstead Emergency Management • National Transportation Safety Board • Buffalo Fire (MCI/Rehab Unit) • Niagara Falls Air Base

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Responding Agencies

Identified in map

● Incident Location
● Fire/Rescue

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Transport Locations & Patient Numbers

Total number of patients - 52

- Buffalo General: 4 Adults, 2 Children (6 total)
 - Oishei Children's Hospital: 3 Children (3 total)
 - Erie County Medical Center ECMC: 20 Adults, 2 Children (22 total)
 - Millard Fillmore Suburban: 12 Adults, 2 Children (14 total)
 - Strong Memorial Hospital: 5 Adults, 1 Child (6 total)
 - United Memorial Medical Center: 1 Adults, 1 Child (2 total)
- Total Deaths: 5



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Hospital locations:

Identified in map



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SWOT Analysis

- S**trengths
- W**eaknesses
- O**pportunities for improvement
- T**hreats

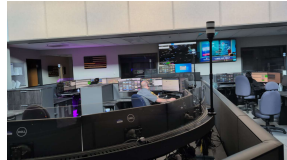
"Not perfect, but successful."

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SWOT Analysis

Strengths:

- 911 Center Operations
- Regional Collaboration

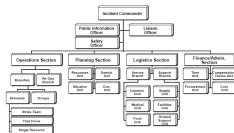


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SWOT Analysis

Weaknesses:

- Interoperable Communications
- Language Barriers
- ICS/Unified Command

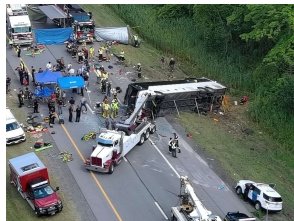


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SWOT Analysis

Opportunities for improvement:

- Real world experience
 - Training & Exercise
- Regional MCI Plan



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SWOT Analysis Threats:

- **System surge capacity**
- **Managing the day to day operations**
 - Earlier that day, some of the same crew handled a fatal MVA in their Jurisdiction
 - Genesee County dispatched 42 **other** Fire & EMS calls on the day of the incident
 - 22 of them were not related, and **during** the incident.

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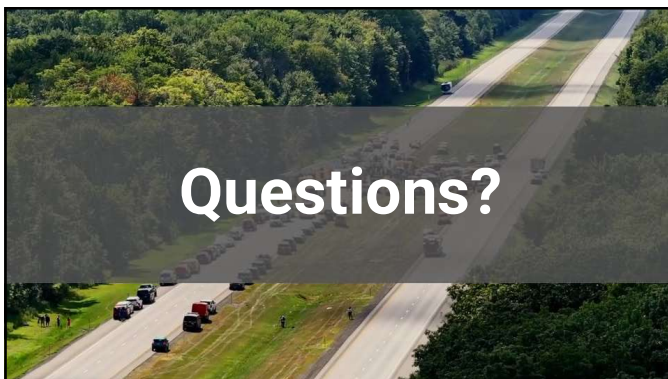
Incident Impact:

This incident highlighted the need for local and regional **Mass Casualty Plans**, ensuring we are better prepared for future events. It also prompted a comprehensive review of **Mass Fatality** protocols, **Family Assistance Centers**, and **regional communication** strategies.



NYS OEM is facilitating this effort.

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**MORE
QUESTIONS?**
MY CONTACT INFORMATION



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