

Messiah College  
**Fleet Vehicle Off Campus Breakdown and Accident**  
 Policy and Procedure

*Policy:* It is the policy of Messiah College to provide 24/7/365 assistance for college fleet vehicles.

*Objectives:* To provide service or towing in the event of a breakdown or accident in a college fleet vehicle.

*Definitions:* **Accident** – An event or incident in which a college fleet vehicle is damaged due to impacting another vehicle or object; or as the result of being impacted by another vehicle or object. Please refer to the Fleet Services Program Administration & Vehicle Use Policy and Procedure for further specific details.

**Assistance** – Provide technical and /or logistical support to drivers of college fleet vehicles in the event of an off campus breakdown or accident.

**Breakdown** – An event or incident that may temporarily or otherwise render a fleet vehicle inoperable. This may be due to a mechanical systems malfunction or another type of service related issue.

*Equipment:* The person assigned to the vehicle should use a personal cell phone or public phone to call for assistance.

*Appendix A:* Transportation Options

*Appendix B:* Local Towing Services

*Procedure:* In the event of a breakdown or accident, the following steps should be followed:

<u>Responsibility</u>	<u>Step</u>	<u>Action</u>
<i>Fleet Vehicle Driver</i>	1.	Call the Department of Safety Dispatch Services office at (717) 691-6005. Identify your vehicle by car or van number and indicate the number of passengers.
	2.	Provide Dispatch with information pertaining to the nature of the breakdown

(i.e. out of fuel, flat tire, over-heating, won't start) or accident.

3. Provide Dispatch with the specific location of the disabled vehicle or accident.
4. If possible, provide at least one or more cell phone/telephone numbers in order for Dispatch Services to be able to contact the fleet vehicle driver with additional instructions or information.
5. Please remember that any incident involving a college fleet vehicle, irrespective of whether damage is visible or not, must be reported to Dispatch Services, or campus receptionist, as soon as possible after the incident occurs. When necessary, obtain the driver's safety kit from the vehicle glove box. Complete the Accident Report form and take pictures.

*Dispatch*

1. If the breakdown or accident does not put the vehicle and/or passengers in a dangerous/emergency situation, then please wait to contact the Facility Maintenance Service Manager (or otherwise designated person) until normal working hours or on the next business day. (Be respectful and avoid calling between 10pm and 7:30am).
2. If the breakdown or accident does put the vehicle and/or passengers in a dangerous/emergency situation, then Dispatch shall immediately contact the Facility Maintenance Service Manager (or otherwise designated person) for further instructions.
3. Note of Understanding: It is the intent of this procedure for Dispatch Services to work cooperatively with the Facility

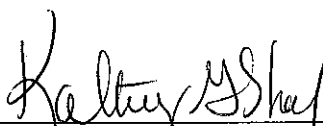
Maintenance Services Manager in order to render assistance to college fleet vehicle drivers in the event of a breakdown or accident. At the request of the Facility Maintenance Services Manager, Dispatch Services shall make any contacts or take any actions as deemed appropriate and necessary.

*Facility Service Manager*

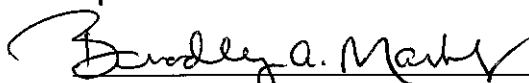
1. The Facility Service Manager will determine if service can be provided and/or the vehicle needs towed.

**"Note - The signed copy of this procedure is filed in the Facility Service Department. By signing this policy you have agreed to enforce the contents, share with your staff and adhere to standards".**

X Approved \_\_ Reviewed \_\_ Revised



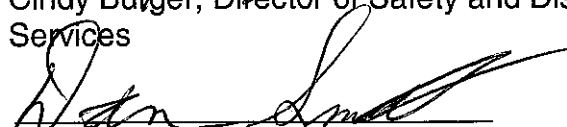
Kathrynne G. Shafer, Vice President for Operations



Bradley Markley, Director of Facility Services



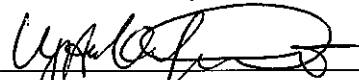
Cindy Burger, Director of Safety and Dispatch Services




Dan Smith, Facility Maintenance Service Manager




Steve Kennedy, Fleet Services Mechanic

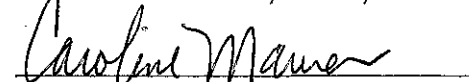


Lynn Maynard, Assistant Director of Security, Compliance and Administrative Services

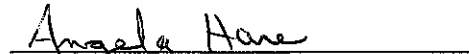
  
Jack Cole, Director of Athletics

  
Kathy Gates, College Receptionist

  
Richard Roberson, Dean, School of the Arts

  
Caroline Maurer, Dean, School of Business,  
Education and Social Sciences

No signature - Requested 12/22, 1/14  
Peter Powers, Dean, School of the Humanities

  
Angela Hare, Interim Dean, School of Science,  
Engineering, and Health

## APPENDIX A

If transportation is needed for large groups, call Wolf's Bus Service for a bus or 15 passenger van. If it's before 5pm, call toll free # 1-800-965-3287. If it's after 5pm, call Charter Emergency # 717-528-7654.

If a group is 5 or less, contact one of the car rentals listed below.

### **AVIS**

USA 1-800-331-1212

International 1-800-331-1085

### **Enterprise**

1-800-261-7331

Road side assistance 1-800-307-6666

### **Hertz**

1-800-654-3131

## APPENDIX B

In the event of a local breakdown or accident, the Facility Maintenance Service Manager (or otherwise designated person in) will determine if service can be provided and/or the vehicle needs towed.

Towing service in order of priority:

1. Coulson's Towing  
138 Twin Hills Road  
Dillsburg, PA  
Phone: 432-7408
2. Zimmerman's Automotive  
2234 S. Market Street  
Mechanicsburg, PA 17055  
Phone: 766-7656
3. Shumaker's Towing RT 15 and 74  
Dillsburg, PA  
Phone: 432-9617