

**File Name: Fleet Vehicle Off Campus Breakdown and Accident**

**Orig. Date: December 2006**

**Revision Date: June 2009**

**Reviewed Date: June 21, 2009**

**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.

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

<u>Responsibility</u>	<u>Step</u>	<u>Action</u>
	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. 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 in his absence) until normal working hours or on the next business day. (Be respectful and avoid calling between 10pm and 7:30am).
6. 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 in his absence) for further instructions.
7. The Facility Maintenance Service Manager will determine if service can be provided and/or the vehicle needs towed.
8. Please remember that any incident involving a college fleet vehicle, irrespective of whether damage is visible or not, must be reported to Dispatch Services as soon as possible after the incident occurs. When necessary, obtain the driver's safety kit and camera from the vehicle glove box. Complete the Accident Report form and take pictures.
9. 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.

10. Refer to Appendix A for additional transportation options.
11. Refer to Appendix B for local towing services.

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

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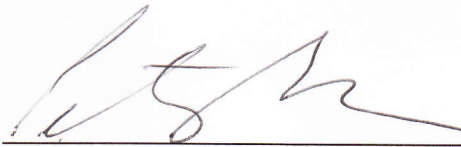
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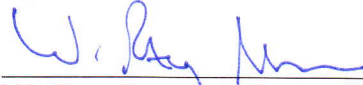
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**"Note - The signed copy of this procedure is filed in the Facility Service Department. By signing this policy you have agreed to enforce the contents and adhere to standards".**

## 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 his absence) 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. Allen's Auto Sales and Service  
500 Pinetown Road  
Lewisberry, PA  
Phone: 766-4685
3. Shumaker's Towing  
RT 15 and 74  
Dillsburg, PA  
Phone: 432-9617