Messiah University
Fleet Vehicle Off Campus Breakdown and Accident Policy and Procedure
December 2021

Policy: It is the policy of Messiah University to provide 24/7/365 assistance for University fleet vehicles by providing phone numbers and resources for assistance.

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

Definitions: **Accident** – An event or incident in which a university 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. All vehicle accidents must be reported to Dispatch and Dispatch is to do an incident report to submit to the Vice President for Operations.

**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. If a vehicle is broken down along a road call 911 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:

**Responsibility**

**Fleet Vehicle Driver**

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, overheating, won’t start) or accident.

3. Provide Dispatch with the specific location of the disabled vehicle or accident.

4. When known, provide Dispatch the name, address and phone number of the service dealer to which the vehicle is towed.

5. 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.

6. 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.

7. If a vehicle is being used by a Student Group, they should also call their advisor. Depending on availability, the advisor could get another Messiah University vehicle and pick up the students.

8. If the driver has AAA, they can use their services even though they do not own the vehicle.
Dispatch

1. If the breakdown or accident puts the vehicle and/or passengers in a dangerous/emergency situation, then the vehicle operator is to call 911 for assistance.

2. Dispatch will provide telephone number for rental car agencies as indicated in Appendix A. Dispatch will also provide telephone numbers for a local companies (within 75 mile of the campus) that can tow the vehicle.

3. If a breakdown occurs further than 75 miles from campus, the driver of the vehicle will be responsible to contact a local towing company to haul the vehicle toward the nearest authorized dealer. If this occurs, the driver will need to use a personal credit card to cover the cost and submit for reimbursement after returning to campus.

4. Within 24 hours of the incident, send the contact information of the service dealer to which the vehicle is towed to the Facility Services Manager.

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.
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
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. Zimmerman’s Automotive  
   2234 S. Market Street  
   Mechanicsburg, PA 17055  
   Phone: 717-766-7656

2. C & C Towing and Repair  
   Dillsburg, PA 17019  
   Phone: 717-212-2427
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