

## Messiah University

### Fleet Vehicle Off Campus Breakdown and Accident Policy and Procedure August 2023

*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 guidance regarding 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 specific details. All vehicle accidents must be reported to Dispatch, and a Safety officer will complete an incident report for submission 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 system malfunction or another 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 breaks down along a road call 911 for assistance.

*Attachment:* Checklist for Accident/Breakdown  
Safety Report

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

#### Responsibilities

##### *Fleet Vehicle Driver*

Complete attached checklist(s). Attachment A and/or Attachment B. Attachment C must be completed **BEFORE** leaving the scene of the accident.

##### *Dispatch*

1. If the breakdown or accident puts the vehicle and/or passengers in a dangerous/emergency situation, direct vehicle operator to call 911 for assistance.
2. Dispatch will provide telephone numbers for rental car agencies as indicated on the attachment. Dispatch will also provide telephone numbers for local towing companies (within 75 miles of the campus).
3. If a breakdown occurs further than 75 miles from campus, the driver of the vehicle will be responsible for contacting a local towing company to tow the vehicle to the nearest authorized dealer. If this occurs, Dispatch should tell the driver they will need to use a Messiah credit card or a personal credit card to cover the cost and submit for reimbursement after returning to campus.

##### *Safety*

Summarize all information gathered from the Attachment(s) and submit the incident report to the VP of Operations office.

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

## Attachment A

### Messiah University

#### What to do when involved in an accident:

- In a dangerous situation or when injuries occur, dial 911 immediately.
- Take photos of the license plates of all parties involved, and take photos of all damages (vehicular and/or other property)
- Complete the Accident Report Form (Attachment C) ***before leaving the scene of the accident.***
- Take a photo of the Accident Report Form and email it to **dispatch@messiah.edu**
- Call the Department of Safety Dispatch Services office at 717-691-6005, whether or not there is visible damage to the vehicle. Identify your vehicle by car or van number. Verify that Dispatch has received your Accident Report form in their email, and that everything is complete on it.
- Provide Dispatch with at least one or more cell phone numbers for them to contact the fleet vehicle driver with additional instructions or information.
- If a student group is using a vehicle, report the incident to the group advisor and determine if the advisor can secure another fleet vehicle for transportation if needed.
- If the driver has AAA, the service can be used on Messiah owned vehicles.

## Attachment B

### Messiah University

#### What to do if a vehicle breaks down:

- In a dangerous situation, dial 911 immediately.
- Call the Department of Safety Dispatch Services office at 717-691-6005. Identify your vehicle by car or van number.
- Provide Dispatch with information pertaining to the breakdown.
  - Nature of the breakdown?
  - Give the exact location of the disabled vehicle.
  - Provide at least one cell phone number of the driver or a passenger for additional instructions or information.
- For local breakdowns contact one of these towing companies

#### **Zimmerman's Automotive**

2234 S. Market Street  
Mechanicsburg, PA 17055  
Phone: 717-766-7656

#### **C & C Towing and Repair**

Dillsburg, PA 17019  
Phone: 717-212-2427

- Breakdowns more than 75 miles from campus contact a local towing company to tow the vehicle to the nearest authorized dealer. The driver will need to use a personal credit card to cover the cost and submit for reimbursement after returning to campus.

#### **For a group of 5 or less:**

contact one of these car rentals  
AVISUSA 1-800-331-1212  
International 1-800-331-1085  
Enterprise 1-800-261-7331  
Roadside assistance 1-800-307-6666

#### **For larger groups:**

contact Wolf's Bus Service for a bus or 15 passenger van  
Before 5:00pm call toll free 1-800-965-3287  
After 5:00pm call Charter Emergency 717-528-7654

Scott Zeigler Signature	Electronically signed by Scott Zeigler on 08/15/2023 1:54:24 PM
Vice President for Operations Signature	Electronically signed by Kathie Shafer on 08/15/2023 3:07:47 PM
Director of Facility Services Signature	Electronically signed by Bradley Markley on 08/15/2023 10:48:54 PM
Director of Safety Signature	Electronically signed by Bryce Wickard on 08/15/2023 6:02:11 PM
Director of Conference & Event Services Signature	Electronically signed by Jody Brandt on 08/17/2023 8:27:28 AM
Investigation & Crime Prevention Specialist Signature	Electronically signed by Sean Paddock on 08/16/2023 7:02:09 AM
Assistant Director, Physical Plant Signature	Electronically signed by Brian Miller on 08/22/2023 11:45:43 AM
Director of Athletics Signature	Electronically signed by Sarah Gustin Hamrock on 08/15/2023 2:56:59 PM
University Receptionist Signature	Electronically signed by Dianne Kirsch on 08/17/2023 9:54:17 AM
Dean, School of Arts, Culture & Society Signature	Electronically signed by Emerson Powery on 08/16/2023 4:49:08 PM
Dean, School of Science, Engineering & Health Signature	Electronically signed by Angela Hare on 08/15/2023 2:27:32 PM

**Attachment C**

Date of Accident: _____	Time: _____	Location: _____
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**Messiah Car/Van # \_\_\_\_\_**

OPERATOR	
NAME: _____	EMAIL: _____
DOB: _____	ADDRESS: _____
DRIVER'S LICENSE STATE: _____	DRIVER'S LICENSE NUMBER: _____
	PHONE: _____
INCIDENT	
MOVING: <input type="checkbox"/> YES <input type="checkbox"/> NO	DIRECTION (IF YES): <input type="checkbox"/> FORWARD <input type="checkbox"/> REVERSE: _____
SEATBELTS WORN: <input type="checkbox"/> YES <input type="checkbox"/> NO	PASSENGERS: _____
INJURIES: (who/what/how): _____	
AMBULANCE: <input type="checkbox"/> YES <input type="checkbox"/> NO If yes, hospital: _____	
REQUIRES TOWING: <input type="checkbox"/> YES <input type="checkbox"/> NO If yes, by who and where to: _____	
VEHICLE DAMAGES: _____	
OTHER PROPERTY DAMAGES: _____	
PHOTOS TAKEN: <input type="checkbox"/> YES <input type="checkbox"/> NO	
WHAT HAPPENED: _____	
_____	
_____	

**OTHER VEHICLE**

**OPERATOR**

NAME: \_\_\_\_\_ EMAIL: \_\_\_\_\_ ON SCENE:  YES  NO

DOB: \_\_\_\_\_ ADDRESS: \_\_\_\_\_

DRIVER'S LICENSE STATE: \_\_\_\_\_ DRIVER'S LICENSE NUMBER: \_\_\_\_\_ PHONE: \_\_\_\_\_

**VEHICLE**

VIN: \_\_\_\_\_ MAKE: \_\_\_\_\_ MODEL: \_\_\_\_\_

YEAR: \_\_\_\_\_ REGISTRATION (STATE & PLATE): \_\_\_\_\_ COLOR: \_\_\_\_\_

OWNER:  SAME AS OPERATOR NAME (IF OTHER): \_\_\_\_\_

PHONE: \_\_\_\_\_ ADDRESS: \_\_\_\_\_

INSURANCE (COMPANY AND POLICY NUMBER): \_\_\_\_\_

WITNESSES (Contact Information): \_\_\_\_\_

POLICE DEPARTMENT: \_\_\_\_\_ OFFICER NAME/BADGE #: \_\_\_\_\_ REPORT #: \_\_\_\_\_

FORM COMPLETED BY: \_\_\_\_\_ DATE: \_\_\_\_\_