

Messiah University

Fleet Vehicle Off Campus Breakdown and Accident Policy and Procedure September 2025

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 Messiah University Vehicle Management Policy for specific details. All vehicle accidents must be reported to Dispatch, and drivers must complete the accident report with Dispatch.

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: Driver will immediately contact the Department of Safety/Dispatch Services at 717-691-6005 upon any mechanical problem or breakdown of Pool Vehicles.

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

1. All accidents or vehicle damage to Fleet, Pool and/or Leased/Rented vehicles occurring on and off campus must be immediately reported to the Dispatch Services office at 717-691-6005.
2. Driver will immediately contact the Department of Safety/Dispatch Services at 717-691-6005 upon any mechanical problem or breakdown of Pool Vehicles.
3. Complete attached checklist(s). Attachment A and/or Attachment B. Attachment C must be completed **BEFORE** leaving the scene of the accident.
4. Photos of all vehicles involved are required. Cell phone photos are ideal.
5. Employees must inform their supervisor immediately of any 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

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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 15 or less:

contact one of these car rentals
Enterprise 1-800-261-7331, Enterprise Roadside assistance 1-800-307-6666 (if you break down, they will bring a car/van)
AVISUSA 1-800-331-1212

Scott Zeigler	Electronically signed by Scott Zeigler on 10/09/2025 8:45:06 AM
Vice President for Operations	Electronically signed by Kathie Shafer on 10/09/2025 11:08:38 AM
Director of Facility Services	Electronically signed by Brian Miller on 10/09/2025 10:36:43 AM
Director of Conference &	Electronically signed by Jody Brandt on 10/12/2025 5:57:14 PM

Event Services

Director of Buildings and
Grounds

Electronically signed by Mark Graybill on 10/09/2025 8:45:56 AM

Director of Athletics

Electronically signed by Sarah Gustin Hamrock on 10/14/2025 1:39:39 PM

University Receptionist

Electronically signed by Dianne Kirsch on 10/09/2025 9:20:50 AM

Dean, School of Arts,
Culture & Society

Electronically signed by Emerson Powery on 10/09/2025 10:17:59 AM

Dean, School of Science,
Engineering & Health

Electronically signed by Angela Hare on 10/09/2025 9:49:33 AM

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:	☐ YES ☐ NO	DIRECTION (IF YES): ☐ FORWARD ☐ REVERSE:	SPEED: _____
SEATBELTS WORN:	☐ YES ☐ NO	PASSENGERS:	_____

INJURIES: (who/what/how): _____			

AMBULANCE: ☐ YES ☐ NO If yes, hospital: _____			
REQUIRES TOWING: ☐ YES ☐ NO If yes, by who and where to: _____			
VEHICLE DAMAGES: _____			
OTHER PROPERTY DAMAGES: _____			
PHOTOS TAKEN: ☐ YES ☐ 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: _____