

SECTION 3 – ACCIDENT AND EMERGENCY PROCEDURES

PARA TRANSIT

3.1 DRIVER ACCIDENT INSTRUCTIONS:

An accident is defined as any circumstance whereas a transit vehicle makes contact with a fixed object such as another vehicle, pedestrian, animal, road debris, or other geographical or architectural object. When involved in an accident:

- The Van Operator is to stop their vehicle immediately and put on their emergency flashers.
- The Van Operator is to check if anyone is injured.
- The Van Operator is to notify dispatch or the supervisor on duty by radio or phone immediately. Give dispatch or the supervisor the following information: location, whether or not there are injuries and if an ambulance is needed.
- The Van Operator is to secure the accident scene and put out reflective triangles. They are not to move their vehicle until told to by the police or a supervisor.
- The Van Operator is to obtain the following information about the other driver and vehicle as soon as possible: driver's name, address, telephone number, driver's license identification number, insurance company name and policy number, vehicle license plate number and state, vehicle make, model, year and registration number.
- The Van Operator may give the following information to the other driver: their name, driver's license identification number, our insurance code number, our agency's number (763-4464), and the year, make and model of the vehicle. The Van Operator is not to make any admissions of guilt or discuss responsibility with anyone at the scene, other than a supervisor, the County Attorney or a representative for the Broome County Office of Risk and Insurance. If media are present, the Van Operator is to tell them the accident is under investigation, a supervisor is en route and will be available for questions when they get to the scene.
- The Van Operator is to distribute courtesy cards to everyone in their vehicle first and to anyone at the scene who may have seen the accident.
- The Van Operator is not to leave the scene until they are released by the police or a supervisor.
- The Van Operator is required to fill out an accident report as soon as possible, but no later than the next business day by 5:00 pm close of business.
- Remember, no matter how small the accident, the Van Operator must report it to dispatch or a supervisor immediately. Dispatch or the supervisor will direct the Van Operator how to proceed.
- The Van Operator is never to leave the scene until a supervisor has given them permission to do so.

3.2 DRIVER FIRE INSTRUCTIONS:

When involved in a fire:

- The Van Operator is to stop their vehicle immediately (in a safe location) and put on their emergency flashers.
- The Van Operator is to check if anyone is injured and the extent of the fire.
- The Van Operator is to contact the on duty supervisor by radio or phone and advise them of the situation. Give the supervisor the following information: location, whether or not there are injuries and if the fire department and/or ambulance is needed.
- The Van Operator is then to evacuate all passengers from the vehicle to a safe location.
- If able do so, the Van Operator may attempt to extinguish the fire with the on board fire extinguisher.
- The Van Operator is required to fill out an accident report as soon as possible, but no later than the next business day by 5:00 pm close of business.
- The Van Operator is never to leave the scene until a supervisor has given them permission to do so.