

SECTION 3 – ACCIDENT AND EMERGENCY PROCEDURES

FIXED ROUTE

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 Coach Operator is to stop their vehicle immediately and put on their emergency flashers.
- The Coach Operator is to check if anyone is injured.
- The Coach Operator is to notify the supervisor on duty by radio or phone immediately. Give the supervisor the following information: location, whether or not there are injuries and if an ambulance is needed.
- The Coach 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 Coach 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 Coach Operator may give the following information to the other driver: their name, driver's license identification number, our agency's dispatch number (763-4472), our insurance code number (994) and the year, make and model of the vehicle. The Coach 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 Coach 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 Coach 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 Coach Operator is not to leave the scene until they are released by the police or a supervisor.
- The Coach 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 Coach Operator must report it to a supervisor immediately. The supervisor will direct the Coach Operator how to proceed.
- The Coach 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 Coach Operator is to stop their vehicle immediately (in a safe location) and put on their emergency flashers.
- The Coach Operator is to check if anyone is injured and the extent of the fire.
- The Coach 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 Coach Operator is then to evacuate all passengers from the vehicle to a safe location.
- If able do so, the Coach Operator may attempt to extinguish the fire with the on-board fire extinguisher.
- The Coach 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 Coach Operator is never to leave the scene until a supervisor has given them permission to do so.