The accident procedure below is a sample which meets Federal and State requirements related to: reporting and recording of accidents, meeting the definition of “serious accidents” and how to respond to and address accidents. Human service agencies and their insurance companies likely will have other specific requirements and procedures as well which can and should be added to this procedure. The agency Accident/Incident Procedure is to be signed and dated by the agency official authorized to sign the agency grant agreements and it may be combined as part of a larger agency policy or procedure.

**ACCIDENT/INCIDENT PROCEDURES**

All agency drivers are expected to behave responsibly in any accident situation they are involved in. Drivers are responsible for the safety of their clients/patrons, the agency vehicle, and any reports necessary in any accident/incident situation. An accident/incident situation is an occurrence, no matter how minor or trivial, involving a driver and/or the agency vehicle they are operating and the person or personal property of others which has resulted in or has the potential to result in personal injury or property damage. Accidents/incidents are defined into two categories: accidents/incidents and “serious accidents/incidents.” The following procedures list specific steps that each driver is to perform in the event of any accident/incident situation:

1. Vehicular Accident/Incident – Procedures are listed in order of performance:
   1. Stop the vehicle at the nearest safe area out of the way of traffic, apply the emergency brakes, turn on hazard warning signals (flasher), and turn off all other accessory switches and lights. Keep the vehicle engine idling unless in an accident involving engine or fuel damage (in which case the engine is to be shut down

immediately) or ordered to do so by a Police Officer or Agency Supervisory personnel. Always remove the ignition keys from the ignition whenever leaving the vehicle.

* 1. Contact the Agency Operations Center immediately and follow any instructions relayed. The appropriate authorities will be contacted by Agency Supervisory personnel. Cooperate fully with any Police Officer who arrives on the scene.
  2. Calm the client/patrons on-board and see to the welfare of any disabled client/patrons. Unless there is a fire, danger of fire (fuel leakage), or the vehicle is sitting in an unsafe location, request all patrons to stay on-board the vehicle until the Police and/or a spare vehicle arrives. Deploy safety triangles at a moderate angle from the vehicle to the curb in the direction of approaching traffic over a distance of 30 paces or 3 car lengths.
  3. Get all relevant insurance information from any involved parties necessary to fill out the Accident/Incident Report (sample form attached). Always request any witnesses and/or clients to give you their full name, address, and phone number.
  4. Once the accident/incident is resolved, follow any instructions relayed from the Police or the Agency Operations Center. Proceed back into service only on the instructions of a Police Officer or Agency Supervisory personnel.

1. **Serious Accident/Incident**: A “**serious accident or incident”** is defined as a safety or security accident or incident resulting in one or more of the following conditions: a fatality occurring at the scene or confirmed within 30 days of the incident; an injury requiring immediate medical attention away from the scene for one or more persons; property damage at the scene equal to or exceeding $25,000 or the towing of any disabled vehicle from the scene; and/or an evacuation for life safety reasons. Procedures to address a serious accident are listed in order of performance.
   1. If able, stop the vehicle at the nearest safe area out of the way of traffic, apply the emergency brakes, turn on hazard warning signals (flasher), and turn off all other accessory switches and lights. Keep the vehicle engine idling unless in an accident involving engine or fuel damage (in which case the engine is to be shut down immediately) or ordered to do so by a Police Officer or Agency Supervisory personnel. Always remove the ignition keys from the ignition whenever leaving the vehicle.
   2. If the accident/incident is of an emergency nature (that is fire, smoke are present or likely to be present), the driver is to immediately evacuate the agency vehicle. Client/patrons are to be relocated to the nearest safe location off of the road.
   3. Contact the Agency Operations Center immediately and follow any instructions relayed. The appropriate authorities will be contacted by Agency Supervisory personnel. Cooperate fully with any Police Officer who arrives on the scene. If unable to contact the Agency Operations Center, immediately contact 911.
   4. Calm the on-board client/patrons and determine who is injured. Do not attempt to move any injured clients/patrons unless they are in a life-threatening situation. Request any injured client/patrons to remain seated until help arrives. Drivers are only expected to look to the comfort of an injured client/patron. Only properly trained and certified individuals may administer first aid or treat injured client/patrons.
   5. Once any injured client/patrons are attended to, the driver should look to the welfare of any other on-board clients/patrons (especially disabled clients/patrons). Driver is to request that all client/patrons stay on-board the vehicle until the Police and/or a spare vehicle arrives.
   6. Get all relevant insurance information from any involved parties necessary to fill out the Accident Report. Always request any witnesses and/or clients to give you their full name, address, and phone number.
   7. Once the accident/incident is resolved, follow any instructions relayed from the Police or the Agency Operations Center. Proceed back into service only on the instructions of a Police Officer or Agency Supervisory personnel.
   8. Should the vehicle operator be injured, they will be transported to the nearest medical facility by their Agency Supervisor. If the Supervisor is in doubt about the severity of the injury, they should request an ambulance response, which will transport the injured driver to the nearest hospital.
2. Accident Reporting Procedures – the following reporting procedures are to be followed in the event of any agency vehicular accident/incident:
   1. In the event of any vehicular accident or incident, no matter how minor, always contact the Agency Operations Center as soon as safely possible. Always cooperate fully with any Police Officer (or emergency personnel) on the scene.
   2. Located on each vehicle is an Agency Accident Procedure Package indicating accident procedures to be followed and forms to be filled out. Once the accident/incident situation is under control, the driver will fill out the appropriate forms. The driver is to get all relevant insurance information from any involved parties necessary to fill out the Agency Accident Report. Always get the name, address, and telephone number of any witnesses and retain all the information for use in filling out the Agency forms. The driver is to use the Service Request Form provided on all vehicles when securing necessary information to his/her Supervisors at the earliest possible moment. The Police will prepare and file their own report and provide you with a case number.
   3. At the scene of any accident/incident, never sign or make any statement regarding Agency or driver responsibility for the accident/incident to anyone except Agency Supervisory personnel. Requests for personal and vehicle identification or insurance information should always be given to and requested of any party involved.
   4. Any driver involved in an accident will meet with his/her Supervisor within 24 hours to finalize the Accident Report, using the information gathered from the accident scene, and to conduct a thorough accident review. Drivers will be subject to post accident drug and alcohol testing in accordance with established USDOT and Agency Personnel Procedures.
   5. Agency Supervisory personnel are to contact the Maryland Transit Administration (MTA) 5310 Program Administrator within 48 hours of the occurrence of any **Serious Accident/Incident.** The agency will provide the MTA with written confirmation of and details on the **serious accident/incident** utilizing the attached Form.

Signed by:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Title:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_