

Rideshare Operations Emergency Quick Guide

IF AN EMERGENCY OR ACCIDENT OCCURS

1. **Check for injuries**
Call 911 immediately if anyone is injured
2. **Move to safety**
If drivable, move vehicle out of traffic
If not, stay in vehicle with seatbelts on unless unsafe
3. **Secure the scene**
Turn on hazard lights
Use reflective triangles only if safe
4. **Keep passengers safe**
Keep group together and accounted for
Move to a safe location if necessary

CALL 911 IMMEDIATELY IF

- Injury or suspected injury
- Vehicle cannot be driven
- Unsafe location (traffic, blind curve, etc.)
- Dispute or unsafe behavior

IF THIS IS AN ACCIDENT

- Do not admit fault
- Exchange insurance information (glovebox)
- Take photos of all vehicles and scene
- Complete accident report form (glovebox)
- Collect witness information if available
- Do not leave scene until released by police

IF THIS IS A MINOR INCIDENT (NO INJURIES)

- Move to safe location
- Take photos
- Exchange information if needed
- Report to Commuteride within 24 hours

IF VEHICLE BREAKS DOWN

Stop driving immediately if:

- Warning lights (engine, brake, temperature)
- Smoke or burning smell
- Loss of braking, steering, or power
- Call AAA: 800-222-4357
- Provide location and van number

AFTER HOURS PRIORITY

1. 911 (if needed)
2. AAA
3. Safe transportation for passengers
4. Leave voicemail for Commuteride

CONTACTS

Commuteride Main Line: **208-345-7665**

Commuteride Operations Coordinator: **208-871-7665**

Commuteride Manager: **208-781-1929**

IMPORTANT

- Use accident kit in glovebox
- Camera must remain installed and unobstructed
- Follow site rules for restricted locations