

Commuteride Rideshare Operations Accident and Emergency Procedures

Priority Order

1. Protect life and safety
 2. Move to a safe location if possible
 3. Contact emergency services if needed
 4. Secure the scene
 5. Document the incident
 6. Notify Commuteride
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Immediate Actions

- Check for injuries and call 911 if needed
 - Move vehicle out of traffic if safe and operable
 - If not operable, remain in vehicle with seatbelts fastened unless unsafe
 - Turn on hazard lights
 - Keep passengers together and accounted for
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When to Call 911

Call immediately if:

- Injury or suspected injury
 - Vehicle cannot be safely driven
 - Hazardous location
 - Dispute or unsafe behavior
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Accident Procedures

If another vehicle or property is involved:

- Do not admit fault
 - Exchange insurance information (glovebox)
 - Take photos of:
 - ✓ All vehicles
 - ✓ Damage
 - ✓ Scene conditions
 - Complete Vanpool Accident Report Form
 - Collect witness statements if available
 - Do not leave scene until released by law enforcement
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Minor Incident (No Injuries / Drivable Vehicle)

- Move vehicle to a safe location
 - Take photos
 - Exchange information if applicable
 - Report to Commuteride within 24 hours
 - Complete accident report form
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Breakdown Procedures

Stop driving immediately if:

- Warning lights (engine, brake, temperature)
- Smoke or burning smell
- Loss of steering, braking, or power

If vehicle is unsafe or inoperable:

Call AAA (24/7): 800-222-4357

Provide:

- ✓ Location
 - ✓ Van number
 - ✓ AAA membership (glovebox)
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Passenger Management

- Ensure all passengers are accounted for
 - Keep group together unless safety requires relocation
 - Arrange alternate transportation if needed
 - Do not allow passengers to leave scene independently unless safe
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After-Hours Procedures

Commuteride staff may not be immediately available after hours.

Priority order:

1. Emergency services (911)
 2. AAA roadside assistance
 3. Passenger safety and transportation
 4. Leave detailed voicemail for Commuteride
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Commuteride Notification

All incidents must be reported within 24 hours.
Serious incidents must be reported immediately.

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

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

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

Emergency Ride Home+

During business hours:

- Contact Commuteride for assistance

Benefit:

- Up to \$300 or 6 emergency rides per year
 - See Commuteride site ERH page for more information
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Restricted / Secure Locations

- Follow all site-specific rules (e.g., military bases)
 - Do not take photos where prohibited
 - Comply with security personnel instructions
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Insurance Guidance

- Provide insurance card from glovebox
 - Do not discuss liability or coverage
 - Commuteride will manage claims
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Equipment in Vehicle

- First aid kit
 - Fire extinguisher (if equipped)
 - Emergency triangles
 - Accident report kit
 - Insurance card
 - Sanitizing supplies
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