

CLUB RED VANPOOL

Accident/ Emergency Procedures

What to do in the event of an emergency, accident, or breakdown

- Aid the injured. **Call 911** to request medical assistance, if needed.
- Make sure you are in a safe location. Use your judgement as to whether you should remain in the van or move to a safer location near the scene. Place emergency reflective triangles if needed (located in back of van).
- **Call 911 if this is an emergency, for medical assistance and to file a police accident report. All accidents involving another vehicle or resulting in personal injuries or property damage must be reported to the Police. (Note: non-emergency contact numbers listed under “Local Law Enforcement” below).**
- **If this is an accident:**
 - Do not admit fault.
 - If another vehicle is involved, follow appropriate procedures, including exchanging insurance information (glovebox).
 - Complete the **Vanpool Accident Report Form** (glovebox) and return to ACHD Commuteride.
 - Take photos of the damage / scene. Be sure to include photos of all vehicles / property involved.
 - Complete witness statements (there are two in the Accident Report Kit in the glovebox).
 - Do not leave the scene of the accident unless police release you.
- **Notify Commuteride of the incident: please leave a detailed voicemail and your call will be returned as soon as possible. All incidents must be reported to Commuteride within 24 hours; serious incidents must be reported immediately.**

During business hours (8 a.m. - 4:30 p.m., M-F):

- ACHD Commuteride: 208-345-7665
- Rideshare Coordinator: 208-871-7665

AFTER HOURS: PLEASE NOTE – COMMUTERIDE STAFF MAY NOT BE AVAILABLE AFTER HOURS. PLEASE LEAVE A DETAILED VOICEMAIL AND CONTACT EMERGENCY SERVICE PROVIDERS AS NEEDED.

- ACHD Commuteride: 208-345-7665
- Rideshare Coordinator: 208-871-7665
- Program Manager: 208-631-9725

BREAKDOWN / ACCIDENT RESPONSE PROCEDURES CONTINUED:

- **If the vehicle is inoperable or unsafe to drive, contact:**
 1. **AAA 24/7 Roadside Assistance: 800-222-4357**
 - Services: Accident / Emergency Towing, Battery Service, Lockout Services (additional service information in brochure in glovebox)
 - Provide your location, Van # and AAA Member # if known.

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- AAA membership card will be in the glovebox.
- Notify Commuteride main office ASAP

2. **Emergency Ride Home Services: if transportation is needed, please contact:**

- Boise City Taxi: 208-377-3333 (make sure the driver / dispatcher understands this is a charge to Commuteride).
- Uber App (note – may not work in remote locations)
- *Vanpool members receive \$300 or 6 emergency ride home trips covered by Commuteride. Commuteride may be billed directly for this service.*

OTHER EMERGENCY CONTACTS:

Local Law Enforcement:

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|---|--|
| • Ada County Sheriff's Office: 208-577-3000 | • Mountain Home Police Dept.: 208-587 2101 |
| • Idaho State Patrol: 208-846-7550 | • Elmore County Sheriff's Office: 208-587-3370 |
| • Boise Police Dept: 208-570-6000 | • Gem County Sheriff's Office: 208-365-3521 |
| • Caldwell Police Dept: 208-455-3000 | • Payette Police Dept: 208-642-6024 |
| • Nampa Police Dept: 208-465-2257 | • Canyon County Sheriff's Dept: 208-454-7510 |

EMERGENCY PROVISIONS IN YOUR VAN:

- | | |
|--|---|
| ✓ First Aid Kit (including CPR instructions) | ✓ Emergency triangles (back of van) and set up information (in accident report kit) |
| ✓ Fire extinguisher (not all vans) | ✓ Sanitizing wipes / masks |
| ✓ Emergency spill kit (not all vans) | |
| ✓ Accident report kit (glovebox) | |
| ✓ Insurance cards (glovebox) | |

OTHER VEHICLE SERVICE PROVIDERS:

☐ **Commercial Tire:**

- To schedule preventative Maintenance
- Include van # in subject line
- fairview@commercialtire.com, 208-375-4661

☐ **Glass Monkey:**

- To schedule rock chip repair
- Include van # in subject line, VIN, License Plate #, and door code (if applicable) in message body.
- <https://www.glassmonkeywindshields.com/treasurevalley>, 208-320-6650

INSURANCE INFORMATION:

ACHD Commuteride is self-insured and carries General Liability and Automobile Liability insurance up to \$500,000 per occurrence.

*A rider's own personal auto policy and/or medical coverage apply if injuries occur while riding the van when the Commuteride driver is not at fault. Contact Commuteride at 208-345-7665 to get the information for the insurance contact for the incident. We may determine that a driver is liable for repairs and replacement costs if incident occurs due to gross negligence.