



## **VANPOOL**

### **Roadside Assistance and Accident/Collision PROCEDURES**

#### In the event roadside assistance is needed:

- Driver or a participant will call CATA at 814-238-2282, first calling the RideShare Office ext. 134; if there is no answer dial 0 for the operator and ask for ext. 162 (Shop Office).
- If the breakdown is within 20 miles from the State College area, CATA staff will either arrange for a mechanic or auto service to come to your location. If the van is not operable, a spare van will be dispatched.
- If the breakdown occurs more than 20 miles from the State College area, CATA staff will arrange for an auto service to come to your location. If the van is not operable, it will be towed by the auto service. The driver will be able to accompany the van and tow truck into State College. Participants should have an emergency plan set up in the event a van becomes disabled (i.e. carpool arrangements). On a case by case basis, it will be determined if it is feasible to dispatch a spare van, if available.

#### In the event of an accident or collision:

- Contact 911 to report the accident or collision, if required by law. Then, driver or participant will call CATA at 814-238-2282, first calling the RideShare Office ext. 134; if there is no answer dial 0 for the operator and ask for ext. 162 (Shop Office).
- If the vehicle is disabled and requires towing due to an accident or collision, and/or if immediate medical attention is needed, a CATA representative will be dispatched to the scene for assistance.
- Driver contacts Lancer Insurance Company to report the accident or collision. The driver of the van will complete the forms found in the Lancer Accident Kit and submit them to CATA for processing. A representative from Lancer will then call the driver and any witnesses to obtain details of the incident.
- The above roadside assistance procedures will be used in providing a spare van, towing, or arranging for a mechanic or auto service.