



## Breakdowns & Accident Procedures

### All Breakdowns and Accidents Are Handled Through 310-436-2375

In the event of a breakdown during normal business hours (7:00 am – 5:00 pm M-F), replacement transportation will be delivered if the problem cannot be handled by a roadside assistance truck (flat tire, jump start, etc.). When calling for breakdown assistance, you must have the following vehicle information ready:

- Name of Primary Driver
- Unit number or license plate number
- Number of riders/passengers
- Location of breakdown/vehicle
- Your destination

In the event of an after-hours breakdown (weekends, or 5:00 pm – 7:00 am M-F), a roadside assistance vendor will coordinate repairs or arrange replacement transportation. If the vehicle has a motor issue (flat tire, jump start, etc.), a roadside service truck will be dispatched. If replacement transportation is necessary (major breakdown), a taxi service will be dispatched to take your group to its destination. As an alternative, you can use Uber or Lyft. The vanpool group will pay the fare, collect a receipt and submit the receipt to Enterprise for reimbursement. If you use the taxi option, please let the Roadside department know in advance if you plan to pay by credit card so they can notify the taxi company. Call Enterprise's Maintenance department as soon as you arrive at work, so they can schedule a loaner vehicle to be brought to your worksite during normal business hours.

**\*Note:** If the vehicle breaks down **after-hours on the way home** and a Taxi/Uber/Lyft is used to transport the group back to where their cars are parked, the group members will need to drive themselves (carpool) into work the next morning. A loaner vehicle will be delivered to the work site during business hours.

If you are at home and your vehicle is not operational, you will need to leave the vehicle at home with a key in the gas cap and use your personal car to travel to work that day. Call the Maintenance department as soon as you arrive at work, so they can arrange for a loaner vehicle to be brought to your work site.

**\*Note:** *The driver is responsible for leaving a key with the disabled vehicle any time it needs to be towed.*

## **ACCIDENTS**

An Accident Kit is located in the center console or glove box of the vehicle. In the event of an accident (windshield damage, vandalism, minor accident, etc.) the Vanpool Coordinator or Driver is required to fill out the Accident Report Form and have passengers complete the included blue Accident Report Cards. In addition, please take 1-2 pictures of the damage on both vehicles. If the vehicle is disabled, follow the normal breakdown procedures. **Enterprise must be notified** anytime an accident occurs. Call **310-436-2375** or email [maintenance@vanpool.com](mailto:maintenance@vanpool.com).