

# Accident Management

## Dispatch Actions for Accidents

Dispatch may be the first point of contact after an accident. During this stressful time, a dispatcher can be a calming influence and guide through the next few minutes or hours. Dispatch has the opportunity to access accident checklists and ensure the appropriate response is initiated. Dispatchers should maintain a quick reference guide with contacts and immediate action guidance. Dispatchers should remain engaged just long enough for a manager or legal counsel representative to assume charge of the incident.

The dispatcher should take notes even if the calls are recorded. Management may need to make quick decisions and will not have time to listen to recorded calls in the moment. After the initial excitement, the dispatcher should use a checklist to collect specific information or remind the driver to submit the information through the Fleetistics CrewChief mobile app if utilizing that service.

Read about the [CrewChief Mobile App](#)  
Download for [Android](#)  
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### Quick Report

1. Initial Accident Protocol
2. Alert management
  1. Management can alert emergency services, initiate hazmat protocol and contact legal counsels reporting hotline
3. If anyone is hurt, call 911
4. Is there a hazmat situation?
5. Is the driver in a safe location?
6. Remind the driver to not speak to anyone, including the police, until authorized by your attorney
  1. Do Provide: License, registration, hazmat info
  2. No NOT Provide: Description of the accident, discuss fault, apologize or blame others
  3. "I've been advised by corporate counsel not to discuss the accident or answer questions without counsel being present.

### Advising the Driver

1. Deploy triangle and/or road flares
2. Check on condition of others but do not discuss what happened
  1. Do not attempt to move or treat others unless additional harm may result
  2. Protect against immediate danger of explosion, fire or hazmat
3. Ensure vehicle safety
  1. Do not move a vehicle less it may cause an additional accident, until coordinated with a reconstruction expert or told to do so by police.
    1. Be sure to take the prescribed photos before moving the

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vehicle. See the [photo checklist](#)

2. If possible, make notes on a satellite image from a phone indicting key variables such as vehicle location.
  2. If you must move it, try to quickly photograph the vehicle and surrounding area before moving it if it will not result in immediate danger to anyone.
  3. If a hazmat scenario, move others to a safe location and inform 911 of the materials and conditions. Do not describe the accident to the 911 operator as this amounts to a statement which will be used in court.
  4. Determine if the vehicle is operational
4. Management
1. Access accident procedure document and checklist
  2. Execute the checklist and make note of each step
5. Cargo
1. Was a trailer and cargo involved
  2. Determine if cargo is safe
  3. Can cargo be transported on current vehicle or does it need transfer
  4. Is cleanup of non-hazardous cargo required?

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