

Agency Name
Transit Policies and Procedures

Subject	Road Calls / Vehicle Breakdowns
Section	Maintenance
Effective Date	
Approved By	
Approval Date	

Purpose

Establish a uniform procedure to be followed during road calls and vehicle breakdowns.

Definitions

Road Call: Any situation which requires assistance from the maintenance department during a vehicle's regular operating hours.

Vehicle Breakdown: The mechanical failure of a motor vehicle where the underlying problem prevents the vehicle from being operated or impedes the vehicle's operation so that it is difficult or dangerous to operate.

Procedure

Instruct Drivers and Dispatchers to follow the steps below when Agency vehicles experience malfunctioning symptoms and/or break down.

- The vehicle shall be pulled off the road and parked in a safe location.
- The vehicle's emergency flashers shall be utilized, and triangles shall be displayed in accordance with the Safety Reflectors policy.
- The Driver shall notify the Dispatcher of the situation and shall provide the vehicle number, the location of the vehicle, and the number of passengers onboard the vehicle.
- If passengers are onboard, the Dispatcher shall send another Agency vehicle to pick up the passengers. While waiting for the replacement vehicle, the Driver shall ensure that the passengers are safe. If safety is a concern, the Driver shall evacuate the passengers to a safe location in accordance with the Vehicle Evacuation policy.
- The Dispatcher shall send a maintenance representative to the scene to determine if the vehicle needs to be towed or if it can be safely driven to the maintenance shop.
- Corrective maintenance shall be performed on the vehicle.

After the repairs are complete, the Transit Director shall contact the maintenance shop to determine if preventive maintenance could have prevented the breakdown. The Transit Director shall prepare a detailed summary of the road call and save it in the vehicle's maintenance file. If preventive maintenance could have avoided the breakdown, the summary should include future actions to be added to the vehicle's maintenance schedule.

Responsibilities

The Driver is responsible for safely parking the vehicle, notifying the Dispatcher, and keeping the passengers safe until assistance arrives. The Dispatcher is responsible for sending a maintenance representative to the scene and for dispatching a relief vehicle if needed. The Transit Director is responsible for performing a road call investigation, preparing and filing a summary report, and applying any needed changes to preventative maintenance procedures.