

**The Commonwealth of Massachusetts**

**Operational Services Division**

**Office of Vehicle Management**

**Accident Procedures Overview**

Executive Branch vehicles up to 10,000 GVW are automatically enrolled in the **Fleet Response Accident Management Program.** In the event of an accident, Drivers must attempt to protect themselves, passengers, and others, as well as prevent further accidents/injuries from occurring at the scene.

It is the responsibility of the Agency to report to Fleet Response all accidents and incidents involving a state vehicle.

Fleet Response

**1-800-338-0619**

Accident Reporting & Emergency Services available 24/7

**Fleet Response offers:**

* Management of accident repairs including scheduling, estimate evaluation, tracking repair progress and expediting parts
  + Network of authorized shops across the Commonwealth (National Account vendors, dealers and repair shops)
* 24-Hour Roadside Assistance, including tow service
* Subrogation services for recoverable claims
* Direct billing of all expenses to the Agency

***Important!*** *There is an additional charge to Agencies for using an Out-of-Network vendor*

**At the Scene:**

Unless incapacitated due to injury, state drivers shall:

* Call 911 to:
* Request emergency assistance if they or another party are injured or the accident involves a fire
* Notify the police (if this is not immediately possible, Driver must notify the police as soon as they are able)
* Obtain all information necessary to fully complete an accident report with Fleet Response
* Give identifying information ONLY to the other party(s) involved and the police, but make no comments about assuming responsibility, fault or blame
* If able, take pictures of the accident location, any vehicle damage (all vehicles involved) or property damage
* Request a tow, if necessary, through Fleet Response, unless law enforcement has arranged one to ensure local safety

**Injury to Driver or Other State Employee:**

If driver or any other State employee is injured, report details to the supervisor, Agency Fleet Manager and OVM*.*

*Reporting to OVM is for informational purposes only.  OVM is not responsible for relaying this information to other entities.*

**License Revocation, Restriction or Suspension:**

Drivers must report any revocation, suspension, or restriction imposed on their license, for any reason, to his/her manager and OVM immediately. Driving privileges for state vehicles are immediately suspended, pending further review by OVM.

**After the Accident:**

* Report details to Fleet Response within 24 hours, no matter how minor they may be
  + Fleet Response will complete an electronic Automobile Loss Notice based on the call details
  + Fleet Response will email a copy of the Automobile Loss Notice to OVM and the Agency Fleet Manager
    - NOTE: Driver is responsible for obtaining all information needed to fully complete the Automobile Loss Notice
  + Fleet Response will provide assistance and give direction regarding repairs
* All accidents must be reported to the local police and a police report must be filed (no matter how minor)

*If incapacitated due to injury, supervisor or manager must report the accident to Fleet Response and Law Enforcement*

* Report the accident to supervisor/manager within 48 hours

**Accident in a Rental:**

If an accident occurs while in a rental vehicle that a state driver is utilizing during state business:

* Report accident to the police, rental agency, supervisor, Agency Fleet Manager and OVM
  + Rental agency will coordinate tow and/or repairs, as needed
* If able, take pictures of the accident location, any vehicle damage (all vehicles involved) or property damage

**Repairing a State Vehicle:**

* Vehicle MUST be inspected and have an estimate of repair costs prepared by a Fleet Response Network Auto Body Shop within thirty (30) days of the accident
  + If not completed within the required timeframe, vehicle may be subject to removal from that Agency’s fleet
* If repairs are approved by the Agency Fleet Manager, Fleet Response should be notified repairs should be scheduled within thirty (30) days of repair approval
* When the driver picks up the vehicle, he/she must verify all work
  + If the work is not complete, or is unsatisfactory, driver should call Fleet Response for assistance in ensuring the work is completed satisfactorily

*Agency is responsible for providing vehicle decals/signage to the repair shop, if necessary*

**Cosmetic Damage:**

Drivers must take care to limit cosmetic damages to state vehicles. These would include small dings/dents and scratches. OVM recognizes this type of damage may happen, however, severe cosmetic damage must be reported to Fleet Response immediately.

**Stolen Vehicle:**

* Immediately report stolen vehicles to local law enforcement
  + Identify the OVM Fleet Director (Alex Giannantonio) as the contact for follow-up regarding retrieval of the vehicle
* Immediately upon discovering a vehicle is missing, notify the Agency Fleet Manager, Department Head, and the OVM Fleet Administrator
* If vehicle is recovered, police will notify the OVM Fleet Director, then OVM will notify the Agency Fleet Manager
  + If the employee or Department is notified that the vehicle has been recovered, they must notify OVM immediately
* If vehicle is recovered in damaged condition, it should be repaired in accordance with OVM accident repair procedures

*Personal belongings that are stolen, damaged, or destroyed in a state vehicle are the responsibility of the driver’s personal insurance policy and will not be covered by the state*

**Rental for Accident Repairs:**

If a state vehicle is not available due to extensive accident repairs, and another state vehicle is not available, a short-term rental may be requested with Agency approval. A contract is in place for rental vehicles; OVM09 Short-Term Rental of Various Light Duty Vehicles. View the Contract User Guide on the [OSD website (http://www.mass.gov/osd)](http://www.mass.gov/osd).

A rental vehicle used as a replacement for a state vehicle that is in the shop is considered a state vehicle for the purpose of policy compliance. For example, all personal commuting in a rental vehicle must be reported as fringe benefit income and the driver is responsible for any tickets or violations incurred.