

# Service Center Accident Protocol

*Transporting students is a complex operation and when there is an accident, several departments and individuals play a critical role in emergency response. This document is a framework which outlines the emergency response procedures for Student Transportation Services. This guide should also be used to assist in training to ensure its consistent implementation. The protocol is initiated after a bus driver has contacted dispatch informing them of an accident.*

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## Dispatch

- Informs the Service Center Director of the Accident
- Calls DISD Police and/or EMS to report the accident and/ or request emergency medical assistance.
- Communicates information about the accident on the [Accident/ Incident Report](#)
- Communicates information about the accident on Bus Bulletin if no injuries
- Contacts the Customer Service Office in Student Transportation to begin calls to parents of students on the bus.
- Notifies the service center shop foreman if the vehicle involved in the accident is inoperable and a replacement bus is needed.
- Updates the electronic roll out if the bus involved has been exchanged with another bus.

## Customer Service Staff

- Communicates with parents and campus as quickly as possible by phone.

## Service Center Director Deploys Response Team

Two individuals should respond to an accident. These individuals are:

- **Accident Researcher** (Safety Specialist, Training Coordinator or Service Center Leader) and
- **Relief Driver** (another individual with a CDL).

# ACCIDENT SCENE

## Upon Arrival at the Scene

*The Accident Researcher takes command of the accident scene upon arrival to ensure those involved are safe and the proper documentation of the accident has occurred.*

### The Accident Researcher Does the Following:

- Ensures all students are safe, secure, and away from danger.
- Ensures all individuals at the accident scene are stable (cared for)
- Allows access to other authorized personnel (ie, school personnel) into the scene only after accident procedures have been completed.
- Ensures the driver (if able) is actively supervising any students who may have been on the bus.
- Ensures the driver has filled out the Seating Chart with the student's names, seat numbers and their seat positions at the time of the accident.
- Ensures the accident scene is secured with reflector triangles, flares, etc.
- Directs all questions from reporters to the District's Communication Office
- Only permits authorized personnel and emergency responders to board the bus.
- Collects location information for anyone being transported for medical care.
- Exchanges insurance information with the other party/ parties involved and provides other driver with the **Post Accident Sheet**.
- Gathers information for the Vehicle Accident Report including Dallas ISD vehicle information, other driver/ property owner information, record of injuries, witness statements and police report number.
- Takes photos of the damages to the bus as well as the other vehicles/ items involved.
- Takes photos of the accident scene.
- Communicates with the Dallas ISD Police or Dallas Police Department.
- Assists the police officer in releasing students to their parents (if any arrive on the scene).

## Cleared Accident Scene

Once the Accident scene is clear

- **Accident Researcher** transports the driver back to the service center.
- **The Relief Driver** will drive the bus/ vehicle back to the service center (if operable) or will finish the route once released by Dallas ISD PD if students were on the bus.

# POST ACCIDENT

## Post-Accident Procedures

*Being involved in an accident may be traumatic for a bus driver as well as the passengers. Drivers are not allowed to drive back to the service center nor are they allowed to continue a route unless cleared by Service Center management. The protocol is initiated after the bus driver has been transported back to the Service Center.*

## Upon Arrival at the Service Center

### Post-Accident Drug and Alcohol Testing

- All District drivers involved in an accident are required to complete a post-accident drug and alcohol test.
- The bus driver may not ingest anything and may not use the restroom or left unattended until the drug and alcohol test has been administered.
- The driver cannot leave the service center until they have been dismissed from Drug and Alcohol Testing.

### Post-Accident Paperwork

- The bus driver involved in the accident must submit a statement of what occurred.
- Complete paper copy of the Accident Report to provide additional details to the Accident Researcher.
- The **Accident Researcher** uploads all documents, pictures, driver statement, driver Accident Report and any other artifacts from the accident to the Risk Management [Vehicle Accident Portal](#) within 24 hours of the accident or end of the next business day.
- Service Center Director completes a Critical Incident Report if anyone at the accident scene was transported by Emergency Medical Services.
- The paper copy of the accident form should be sent to Byron Gardner, [BYGARDNER@dallasisd.org](mailto:BYGARDNER@dallasisd.org) (Risk Management) and the Service Center Director before the individual who reported to the accident leaves for the day.

## Within 48-72 Hours After the Accident

### Risk Management

- Will classify the accident as preventable or non-preventable.
- Driver will be enrolled in a required Defensive Driving Class if the accident was found to be preventable.

## Administrative Post-Accident Procedures

*The supervisor and the Service Center Director must complete the following administrative procedures after an accident.*

### Meet with the Driver

- Supervisor provides driver with information on worker's comp/ risk management and mental health services available.
- Review video of the accident.
- Discuss actions which ensue after an accident.
- The driver is informed they may be placed on leave or in a non-driving position pending an investigation of the accident if it resulted in the issuance of a citation or injury / death of a person.
- Provide driver with a Summary of Conference.

### Documentation

- Provide Executive Director with a copy of the Summary of Conference
- Link to the video of the accident