

## **ACCIDENT PROCEDURES FOR STATE FLEET MANAGEMENT OWNED VEHICLES**

If an employee is involved in an accident, incident, or vandalism they will need to do the following:

- 1) Dial 911 if necessary and/or contact police. Drivers and/or the agency should always contact the police to receive a police accident or incident report, no matter how minor it may seem. If no one knows how the damage happened and a police report cannot be made, then an agency incident report, State Fleet Management's accident report form, and a driver's statement will be needed. There is an accident reporting form to fill out on SFM'S website <http://www.admin.sc.gov/generalservices/state-fleet-management> .
  
- 2) If capable, the driver should report it to CVRP (Commercial Vendor Repair Program at State Fleet) 1-800-277-3686 the day of the accident/incident (if after hours the next business day). If the driver cannot report, then their vehicle coordinator should. This number can also be used after hours for emergencies. CVRP will help direct the driver to a body repair vendor from SFM's approved vendor list. All accidents, incidents, and vandalism should be reported to CVRP and taken to a body shop as soon as possible no matter how minor it may seem.
  
- 3) If the vehicle can be driven, it should be taken to a body shop that is on the approved CVRP list for pictures and an estimate. This should be done no matter how minor the damage may seem. This should be done as soon as possible to help with timely turn around on repairs and insurance claims. If the vehicle cannot be driven, then CVRP will have it towed to a body repair vendor and the driver will need to contact their agency for transportation.
  
- 4) Send the police accident or incident report, agency report, State Fleet Management's accident report form, and driver statement to Brandi Smith at State Fleet Management (fax: 803-737-9966 or [Brandi.smith@admin.sc.gov](mailto:Brandi.smith@admin.sc.gov) ). Agencies should also copy all reports and statements to State Fleet's insurance company American Southern at [tanjiaa@amsou.com](mailto:tanjiaa@amsou.com) or contact them at 1-800-713-2205. It is the agency's responsibility to contact the insurance company. The police report must be turned into the DMV within 15 days of the accident. If it is not, this could result in the suspension of your driver license and registration privileges. The American Southern will send it to the DMV if it is reported to them. There may be a main contact at the agencies that require a copy of all reports, statements, and pictures. All agency procedures should still be followed as well as State Fleet Management's procedures.
  
- 5) After pictures and an estimate have been completed and the vehicle is deemed safe to drive, the agency should continue to drive the vehicle until repairs have been approved. If the vehicle is not safe to drive, it should be parked immediately or left at the body shop. The agency and vendor will be contacted with a purchase order number when repairs are approved. The agency will then set up a time with the body repair vendor to drop off vehicle for repairs in a timely manner. If the vehicle will be down for an extended amount of time for repairs or cannot safely be driven, you should first contact your agency supervisor for a

replacement/loaner vehicle. If at that time your agency has no replacements available, you may contact Ben Hutto 803-737-1515 to see if SFM has any replacements/loaner vehicles available.

Drivers should still follow their agency's procedures; however, this information is needed by State Fleet to proceed with making timely repairs and/or replacements of damaged vehicles. Should the vehicle coordinator be on vacation or extended leave, a backup person should be made available to make sure all these procedures are followed as some are time sensitive. Insurance claims and Accident Review Board Determinations cannot be completed without all documentations (reports, pictures, and estimates). If a driver or agency ever has any questions about how they should handle an accident/incident situation, they should always call the CVRP 1-800-277-3686 for help and further directions. Thanks for your cooperation with this matter.

***BRANDI N. SMITH***

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