

IF THE VAN BECOMES STUCK, DISABLED, OR UNSAFE TO DRIVE

The best numbers to call in case of a flat tire, getting stuck, a dead battery, or some other mechanical issue – or the onset of inclement weather – preventing the van from being safely driven are, in this order:

- Transportation Services: (410) 516 7275 or (410) 516 4200
- Johns Hopkins Security: (410) 516 4600 or (410) 516 7777
- Tim's Towing: (410) 248 9029 or (866) 645 4869

In the case of a flat tire, do not attempt to change it yourself unless you are in a safe, level, well-lit area to do so, and are completely confident and comfortable with the procedure. If you have any doubts, you should contact one of the numbers listed above and wait for assistance.

ACCIDENTS

If the van is involved in a collision, please adhere to the following checklist *fully and completely*:

- Check each person in each vehicle to see whether anyone is injured.
- Call 911, #77, or other local Police Department numbers as applicable.
- **Unless there is an immediate safety concern, BEFORE MOVING THE VEHICLES, take photos of the scene which clearly show how they were arranged immediately after the accident** (relative to each other, relative to road signs, relative to roadway boundaries or intersection control lines, relative to skid marks on the roadway, relative to any other debris or obstacles, etcetera).(*)
- Vehicles should only be moved at the direction of first responders or if their position presents an ongoing danger.
- As soon as practicable, notify Transportation Services of the incident by calling (410) 516 7275 or (410) 516 4200. If no one answers, contact JHU Security at (410) 516 4600 or (410) 516 7777.
- **Take photos of each vehicle and any other property involved in the incident, which clearly show any damage that resulted. ALSO, take pictures showing what was NOT damaged. (*) When unsure, take more pictures. There cannot possibly be too many pictures.**
- Obtain the following information for all drivers involved:
 - full name, address, email address, and phone number
 - drivers' license number and issuing state
 - vehicle year, make, model, color, and VIN
 - vehicle's insurance carrier, policy number, and claims phone number
- Provide your name, address, email address, and phone number, as well as the Hop Van's insurance information to investigating authorities as well as to the other drivers or property owners involved.
- Obtain the name, phone number, and email address of any other involved parties or potential witnesses.
- Obtain the department name, officer name, badge number, and contact info for the responding law enforcement agency, and the department and unit number for any other first responders attending the scene.
- Relay the facts of the collision to investigating authorities ONLY. *Do not discuss fault with anyone under any circumstances*, and do not discuss the facts of the collision with anyone aside from the investigating authorities. If another involved party asks you to make a statement to them or to their insurance company, politely refer them to contact JHU's insurance carrier.
- **If the Hop Van needs to be towed from the scene, ensure Transportation Services has been notified.**
- As soon as possible, complete the Accident/Incident form detailing all of the above information as well as a complete narrative of what occurred. *Include complete information on the date, time, location, and each vehicle's speed and direction of travel.* Do this before your memory fades!
- Turn in the completed form and all other information collected to the Parking office, and send all photos to Transportation Services at vans@jhu.edu.

(*) After the incident, insurance companies from all parties will want as much information as possible regarding what happened. A very complete statement outlining the exact chronology of the incident – along with as many pictures as possible of the scene, and of each vehicle from multiple angles showing their condition immediately afterward – will alleviate questions as to who is responsible for what.