



ARI Procedures

- **Contact ARI Roadside Assistance: 1-800-227-2273 Client Code is 5C95**

1) In Case of a Vehicle Breakdown (*Flat Tire, Engine Issue, etc.*), or Accident –

- **Stop Immediately.**
- Take required precautions to prevent further accidents at the scene.
- Render all reasonable assistance to persons injured at the scene.
- Call or ask someone at the scene to call police.
 - **If ON-Campus**, contact the VSU Campus Police Department (229) 333-7816.
 - **If OFF-Campus**, contact the police dept. with jurisdiction in that area.
- **NOTE: All accidents involving a state vehicle requires a police report.**
- Contact your immediate supervisor and report the accident.
- **In the event the accident involves injuries**, it should be reported to the Toll Free number:
 - **(1-877-656-7475) listed on the Georgia Liability Insurance Card.**
 - The Georgia Liability Insurance Card is included in the ARI packet.
- Be sure to obtain the information that is asked for on the back of the Georgia Liability Insurance Card (The Georgia Liability Insurance Card should be in the vehicle at all times).

If the vehicle is not drivable from the scene of the accident or breakdown:

- **Contact ARI Roadside Assistance: 1-800-227-2273 Client Code is 5C95**
- (*You will need the Vehicle VIN # or License Plate info*)
- Information related to auto repair shops/towing services within the ARI Program.
- The following reports must be completed and received in the VSU Risk Insurance Office within 24 hours so the report can be processed within the 48 hours requirement:
- Employees must complete a VSU [Accident Report Form](#) immediately following the accident and forward it to the immediate supervisor.
- Immediate supervisors must complete the BOR/DOAS [Supervisors Accident Follow-up Checklist](#)
- Both reports must be forwarded to the **VSU's Risk Insurance Office by faxing it to (229) 333-2159.**
- All questions concerning the reporting of motor vehicle accidents should be referred to the **VSU's Risk Insurance Office at 229-333-2160.**

2) Preventive Maintenance

- Take appropriate coupon from ARI packet to the local vendor for scheduled maintenance.
- No phone call to ARI is required.
- Failure to comply with the coupon intervals may be considered abuse.

3) Unscheduled Maintenance and Repairs – In Town

- Take Vehicle to approved ARI vendor.
- For approved vendors, **call ARI @ 1-800-227-2273**
- Vendor will contact ARI for authorization.

4) Unscheduled Maintenance and Repairs – Out of Town

- **Call ARI @ 1-800-227-2273** to discuss the problem with a certified technician.
- Give the ARI technician the client number and the ARI vehicle number found on the Blue Identification Card along with the current odometer reading. The Blue Identification Card is in the ARI packet located in the vehicle.
- The technician will direct you to an approved vendor or offer roadside assistance.

ARI Procedures

1) Preventive Maintenance

- Take appropriate coupon from ARI packet to the local vendor for scheduled maintenance.
- No phone call to ARI is required.
- Failure to comply with the coupon intervals may be considered abuse.

2) Unscheduled Maintenance and Repairs – In Town

- Take Vehicle to approved ARI vendor.
- A list of approved vendors can be located at VSU-Business Services Fleet Procedures website: <http://www.valdosta.edu/finadmin/business/Maintenance.shtml>
- Vendor will contact ARI for authorization.

3) Unscheduled Maintenance and Repairs – Out of Town

- Call ARI @ 1-800-227-2273 to discuss the problem with a certified technician.
- Give the ARI technician the client number and the ARI vehicle number found on the Blue Identification Card along with the current odometer reading. The Blue Identification Card is in the ARI packet located in the vehicle.
- The technician will direct you to an approved vendor or offer roadside assistance.

4) In Case of an Accident or Vehicle Breakdown -

(Flat Tire, Engine Issue, etc.)

ARI Roadside Assistance:

1-800-227-2273 Client Code is 5C95

(You will need the Vehicle VIN # or License Plate info)

- Stop Immediately.
- Take required precautions to prevent further accidents at the scene.
- Render all reasonable assistance to persons injured at the scene.
- Ask someone at the scene to call police (If on campus, contact the Campus Police Department (229) 333-7816 or if off campus, contact the police department with jurisdiction in that area).
- NOTE: All accidents involving a state vehicle requires a police report.
- Contact your immediate supervisor and report the accident.
- In the event the accident involves injuries, it should be reported to the Toll Free number (1-877-656-7475) listed on the Georgia Liability Insurance Card. The Georgia Liability Insurance Card is included in the ARI packet.
- Be sure to obtain the information that is asked for on the back of the Georgia Liability Insurance Card (The Georgia Liability Insurance Card should be in the vehicle at all times).
http://www.doas.georgia.gov/StateLocal/Risk/DOCS_Rish/YellowCard.pdf
- If the state vehicle is not drivable from the scene of the accident, you should contact ARI @ 1-800-227-2273 for information related to auto repair shops and towing services within the ARI Program.
- The following reports must be completed and received in the VSU Risk Insurance Office within 24 hours so the report can be processed within the 48 hours requirement:
 - Employees must complete a VSU Accident Report Form immediately following the accident and forward it to the immediate supervisor.
 - Immediate supervisors must complete the BOR/DOAS Supervisors Accident Follow-up Checklist
 - Both reports must be forwarded to the VSU's Risk Insurance Office by faxing it to (229) 333-2159.
 - All questions concerning the reporting of motor vehicle accidents should be referred to the VSU's Risk Insurance Office at 229-333-2160.



Automotive Resources International

ARI strives to provide 100% Customer Satisfaction in accordance with the DEPARTMENT OF ADMINISTRATIVE SERVICES (DOAS) program specifications. Please do not hesitate to let us know how we can better achieve this goal either on an individual or company wide basis.

This Driver Operating Manual has been prepared especially for the DOAS Contract Maintenance Program and should be kept in the vehicle at all times. If the vehicle is terminated, the packet and contents should be destroyed. Enclosed in the manual you will find the following:

1. **ARI PROGRAM INFORMATION AND ID CARD** details your responsibility to maintain your vehicle. The ID Card shows your client and vehicle number which will help identify your vehicle when brought in for service.
A list of National Account Vendors is also listed on the reverse side of the packet.
2. **PREVENTIVE MAINTENANCE COUPON SHEETS** to be used exclusively for preventive maintenance at the mileage intervals and service requirements pre-printed on each coupon. If you have already passed the mileage interval shown, please destroy those coupons which no longer apply. ARI has developed these service requirements, together with the automobile manufacturers, to ensure: 1) safe operation of all vehicles; 2) that all warranty requirements are met; 3) that maintenance costs are prudently managed for DOAS. These coupons will serve as purchase orders for the routine maintenance listed on each coupon so a phone call is not required. However, you are always encouraged to call ARI's certified Service Technicians should you have any service questions or concerns about the operation of your vehicle.
3. **NON-ROUTINE MAINTENANCE AND REPAIRS** are handled by our certified Service Technicians by simply calling **1-800-CAR-CARE, 1-800-227-2273**. We ask that you please call prior to taking your vehicle in for any unscheduled service to discuss problems or concerns you may have with your vehicle. To authorize repair, ARI's Service technician will speak directly to the authorized service facility.
4. **STATE WIDE TIRE CONTRACT**. ARI will provide purchase order (PO) numbers for tires on the state wide tire contract. One PO number for labor and parts, of which will be billed to ARI. A second PO number will be issued for tires and invoiced to GOODYEAR Tire & Rubber Company government account for payment.

Your company has decided to use this program for your convenience, as a valued company vehicle driver. ARI has partnered with your company to ensure the safe and cost effective operation of its fleet, and together we will strive to meet each of those objectives responsibly and professionally.

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Valdosta State University

1504 North Oak Street

Valdosta, GA 31698

(229)293-6171

Fleet Driver Safety Information Glove Box Insert

The purpose of this Fleet Drivers Safety Information is to provide DOR drivers with tools and materials to ensure the safety of all employees who drive the department's vehicles.

Vehicle accidents are costly to the department but more importantly, they may result in injury to our employees, occupants of other vehicles or pedestrians. It is the driver's responsibility to operate the vehicle in a safe manner and to drive defensively to prevent injuries and property damage.

DOR expects each driver to drive in a safe and courteous manner. The attitude of our drivers when behind the wheel is the single most important factor in driving.

Fleet Driver Safety Information

Actions at the Time of an Accident

- ⇒ At the accident scene, the employee should write a brief description of the accident including as much of the following information as possible:
- ⇒ Assist the injured.
- ⇒ Report the accident to the police immediately
- ⇒ Report the accident to his or her supervisor immediately.
- ⇒ Report the accident to the Claims Reporting Hotline 877-656-RISK (7475) as soon as possible. In no event should reporting the accident be delayed beyond 48 hours.
- ⇒ If the accident involves a non-state vehicle being used by a state employee in the performance of his or her duties, the accident should also be reported to the vehicle owner's personal auto insurance company.

Other Parties Involved

If another person or another person's property is involved, the driver should contact the Claims Reporting Hotline at **877-656-RISK (7475)** regardless of fault.

Serious Injuries or Damages

Irrespective of fault, vehicle accidents resulting in serious injuries or death must be reported to the operator's agency Risk Coordinator and called into Risk Management Services (RMS) immediately at **404-656-7475 (24/7/365)**. Describe the matter as "serious requiring immediate action."

Fleet Driver Safety Information

Accident Scene Procedures

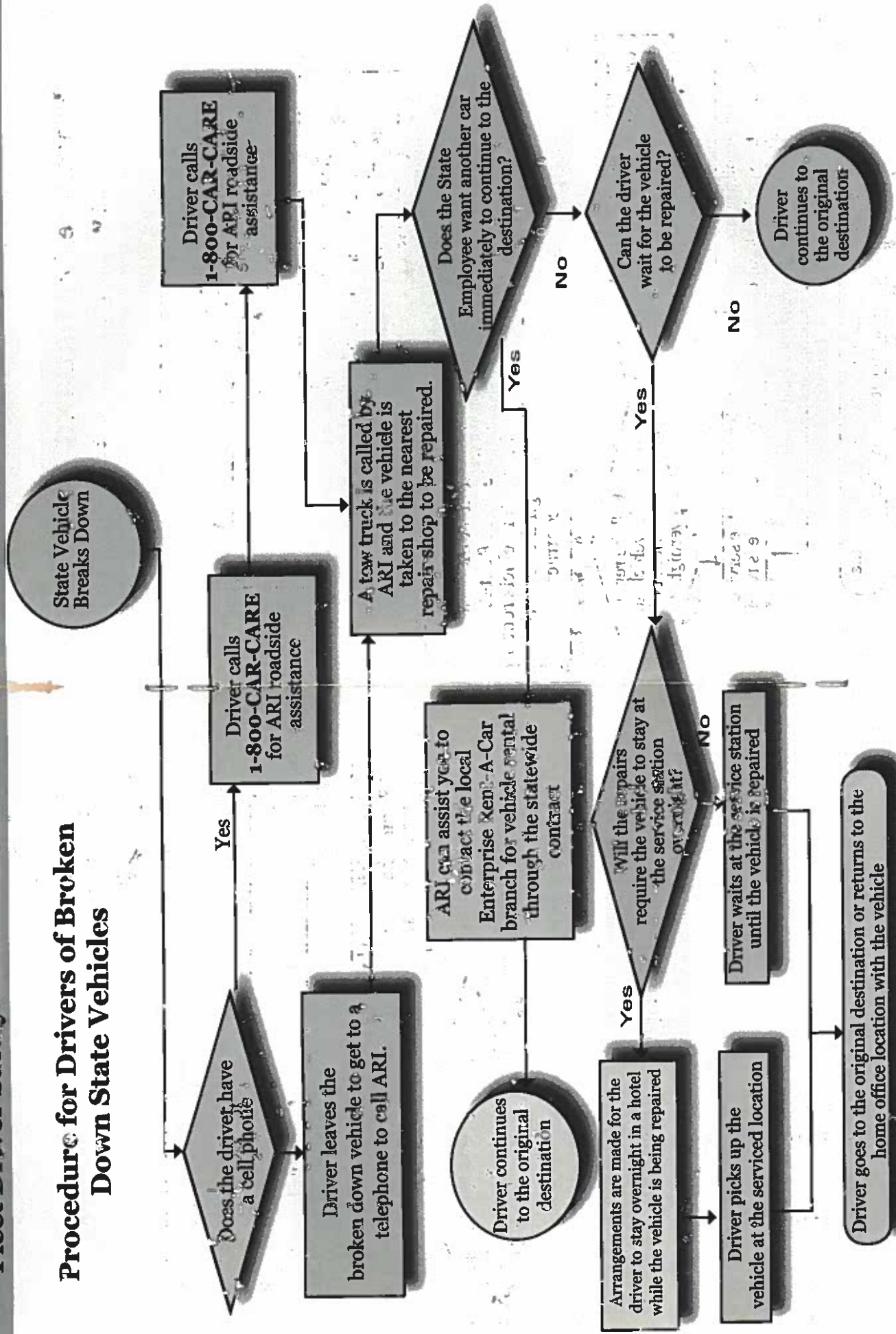
At the accident scene, the employee should write a brief description of the accident including as much of the following information as possible.

Brief narrative description of the accident including

- ⇒ Date, time and location of the accident.
- ⇒ Weather conditions.
- ⇒ Traffic conditions.
- ⇒ Diagram and written description.
- ⇒ Photos of all vehicles involved showing any damages, physical surroundings, etc.
- ⇒ State agency involved.
- ⇒ Police authority (ies) investigating and their accident number.
- ⇒ State employee's name, addresses, driver's license number and telephone number.
- ⇒ Description of the state vehicle including license, VIN and identification number.
- ⇒ Owner and insurance information, if non-state vehicle.
- ⇒ Employee's specific duty being performed at the time of the incident.
- ⇒ Other driver(s) name(s), address(es) and phone number(s).
- ⇒ Description of all other vehicles involved including license(s), VIN(s) and identification number(s).
- ⇒ Other driver(s) insurance information.
- ⇒ List of all injured parties, their apparent injury, addresses and phone numbers.
- ⇒ List of all known witnesses and their addresses and phone numbers.

Employees are not permitted to and shall not express opinion as to fault or liability, agree to any settlements, or sign any documents other than those required by police authorities, the state's insurance carrier, or applicable laws.

Procedure for Drivers of Broken Down State Vehicles



Options for the driver to get home or back to the office: Enterprise Rent-A-Car (arranged through ARI or State Contract), riding to safe haven with the tow truck driver (if allowed), or your office personnel may pickup the stranded driver, taxi services, or use public transportation.

Fleet Driver Safety Information

DEFENSIVE DRIVING

It is assumed that drivers of agency vehicles adhere to a posture of defensive driving to avoid accidents in spite of the wrong actions of the other driver and in spite of adverse driving conditions.

Backing

Practically all backing accidents are preventable. A driver is not relieved of the responsibility to back safely when a guide is involved in the maneuver. A guide cannot control the movement of the vehicle; therefore, the driver must check all clearances personally.

Front End Collisions

Regardless of the abrupt or unexpected stop of the vehicle ahead, a driver can prevent accidents by maintaining a safe following at all times. Overdriving headlights at night is a common cause of front end collisions. Night speed should not be greater than that which will permit the vehicle to come to a stop within the forward distance illuminated by the vehicle's headlights.

Rear End Collisions

Investigations will often disclose that a driver risked being struck from behind by failing to maintain a margin of safety in his/her own following distances. Rear end collisions preceded by a roll back, an abrupt stop at a grade crossing, when a traffic signal changes, or when the driver fails to signal a turn at an intersection are considered preventable.

Passing

Failure to pass safely indicates faulty judgment and the possible failure to consider one or more of the important factors a driver must observe before attempting the maneuver.

Turning

Turning movements, like passing maneuvers, require the most exacting care by a driver. Squeeze plays at left or right turns involving other vehicles, scooters, bicycles, or pedestrians are the responsibility of the driver making the turn. The driver should signal, properly position the vehicle for the turn, check the rearview mirrors, check pedestrian lanes and take any other defensive action.

Weather

Adverse weather conditions are generally not a valid excuse for being involved in an accident. Rain, snow, fog, sleet, or icy pavements have never caused an accident. These conditions merely increase the hazards of driving. Failure to adjust driving to the prevailing weather conditions, or to "call it a day" when necessary, may result in a preventable accident. Safety devices such as skid chains, sanders, etc., need to be used when weather conditions require.

Fleet Driver Safety Information

Fleet Drivers Quick Safety Reference

Observe Speed Limits and Traffic Laws - Allow sufficient time to reach your destination without violating speed limits or traffic laws.

Drivers License Employees who drive state or privately owned vehicles on state business must possess and carry on their person a current valid Operator's or CDL License and must present it upon request to any authorized person.

Employees who operate their privately owned vehicles on state business shall carry the Georgia Liability Insurance Indemnification card at all times that the vehicle is in operation and present evidence of current insurance coverage upon request to any authorized person. The card is available on the DOAS web site.

⇒ **Seat Belts** - Each driver and front seat passenger in any motor vehicle operated on a street or highway in this state is required by law to wear a properly adjusted and fastened seat belt.

⇒ **Cargo** - Drivers hauling any type of cargo should ensure that the cargo is properly secured, and that the height of the cargo is such that it shall safely pass under obstructions such as under/over passes along the intended route before placing the vehicle in motion.

⇒ **Electronic Devices** - The use, operation and manipulation of electronic devices such as cellular phones, Blackberries, or PDAs by the driver while the vehicle is in motion is strongly discouraged. Even with "hands free" equipment, conversing on the phone takes attention away from driving, making it less likely the driver will notice hazardous situations. Employees are neither required nor expected to use electronic devices for work-related reasons while driving.

⇒ **Intersections** - When approaching and entering intersections be prepared to avoid crashes that other drivers may cause. Take precautions to allow for the lack of skill or improper driving habits of other drivers. Potentially dangerous acts include speeding, improper turn movements, and failure to yield the right of way.

⇒ **Security** - State vehicles should be locked whenever they are unoccupied.

⇒ **Engines** - The engine of a State vehicle should always be turned off before exiting the vehicle.

Warning: This card is not to be used for the registration of a privately-owned vehicle. Any person using this card for such a purpose may be subject to criminal prosecution.



State of Georgia Government Vehicle Georgia Liability Insurance Identification Card

Insurer: State of Georgia DOAS/RMS Self Insurance Program
Policy Numbers: TCP – 401 – 14 – 20 / CGL – 401 – 14 – 20
Coverage: July 1, 2019 – June 30, 2020
Insured State of Georgia Government or State employees while operating a vehicle within the scope and course of employment.

Card Issued by DOAS Risk Management Services – Fleet

KEEP THIS CARD IN YOUR MOTOR VEHICLE WHILE IN OPERATION

Toll Free Phone: 1-877-656-7475 Report accidents within 48 hours

If you are in an accident, be sure to get the following information before leaving the area:

- 1) Date, Time, Place;
- 2) Your Vehicle – year, make, model, tag;
- 3) Describe Accident. Include:
 - Direction each vehicle was traveling, weather conditions
 - Details of accident.
- 4) For all individuals include: name, address, employer, home and work phone numbers. Describe injuries claimed and observed; ID hospital, if applicable;
 - Insured (State Employee) driver
 - Your passengers
 - Other driver
 - His/ her passengers
 - Witnesses
- 5) Other vehicle(s): year, make, model, tag, insurance co. and policy #
- 6) Police: agency, officer, citations issued (?), to whom?

VALDOSTA STATE UNIVERSITY VEHICLE ACCIDENT REPORT

<https://www.valdosta.edu/administration/finance-admin/financial-services/procurement/risk-management/forms/vehicle-accident-report.pdf>

If involved in a vehicle accident, please complete as much information as possible and fax to Risk Management (229) 333-2159 within 24 hours of incident.

Accident Information

1. Date of Incident	2. Incident Time	
3. Incident Location	4. City and County	
5. Description of the incident (Direction each vehicle was traveling, weather conditions, and details of the accident. Continue on reverse if required)		
6. Police Authority Contacted	7. Officer's Name	8. Report #
9. Citation(s) Issued	10. To Whom	
11. State Vehicle Make Model Tag # VIN#	12. State Vehicle Driver Name Address Home Phone Work Phone Department Injuries	
13. Other Vehicle (If more than one other vehicle is involved, put info on reverse) Make Model Tag # Insurance Co. Policy #	14. Other Vehicle Driver Name Address Home Phone Work Phone Employer Injuries	
15. Passengers: If there were passengers in any of the vehicles, include the same information required for the vehicle driver on the reverse side.		
16. Witness Name Address Phone	17. Witness Name Address Phone	

NAME _____ **PHONE NUMBER** _____

Accident Information Continuation Sheet



MOTOR VEHICLE USE PROGRAM SUPERVISOR'S ACCIDENT FOLLOW-UP CHECKLIST

Supervisors are to complete this checklist and forward it to the Risk Management Services Division (RMS) within 2 work days of being advised of an on-the-job accident that occurred while driving on state business.

DRIVER INFORMATION	
Name	Work Unit
Date of Accident	Frequency of driving on state business <input type="checkbox"/> Weekly or more often <input type="checkbox"/> Infrequently

CHECKLIST	
<input type="checkbox"/> Meet with the Driver to discuss the details of the accident.	
<input type="checkbox"/> Did the driver meet the following requirements? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Requirement	Date
Obtain all necessary information at the scene	
Call loss into 1-877-656-7475 or ARI within 48 hours	
Respond to any acknowledgements or requests sent by DOAS RMS	
Obtain the police report, if requested, and forward to DOAS RMS	
<input type="checkbox"/> Discuss appropriate corrective action, depending on whether the driver was cited for the accident.	
Recommendation	Date
On-line defensive driving course at employee's expense	
View an appropriate driver safety video	
No further action warranted	
<input type="checkbox"/> Forward to DOAS Accident Review Panel for the following determinations:	
<input type="checkbox"/> Preventable	
<input type="checkbox"/> Non-Preventable	
<input type="checkbox"/> Additional Recommendations	
<input type="checkbox"/> Forward copy to Human Resources for placement in the employee's personnel file.	

SUPERVISOR INFORMATION	
Printed Name	Work Unit
Signature	Date