



What Do I Do After a Vanpool Accident?

Revised 11.6.25

////

1. Safety First

- If the vehicle accident is minor, **move vehicles out of traffic** to a safe place.
- Shift into park, **turn off your vehicle**, and turn on the hazard lights.
- Use cones, warning triangles, or flares for **added safety**, if you have them.

2. Get Help

- **Check for injuries**; call an ambulance when in doubt.
- **Call the police**, even if the accident is minor. A police report can be invaluable to the claim process and help establish who's at fault.

3. Collect Information

- **Gather information** from others involved in the accident.
 - Drivers and passengers: names and contact information.
 - Vehicle descriptions (make, model, year).
 - Driver's license numbers - License plate numbers.
 - Insurance companies and policy numbers.
 - Eyewitnesses: names and contact information.
 - Accident scene location and/or address.
 - Police officer's name and badge number.
- **Take photos** of all vehicles involved and the accident scene if it is safe to do so.
- **Do not sign** any document unless it's for the police or your insurance agent.
- Be polite, but **don't tell anyone the accident was your fault**, even if you think it was.

4. File a Claim with UTA

- As soon as possible call UTA's Vanpool Maintenance Supervisor at (801) 512-5665.
- Fill out the Rideshare Accident/Incident Reporting Form found in the Documents tab at utarideshare.com and send it to utarideshare@rideuta.com within 24 hours.

5. Do Not Drive the Van until the accident has been reviewed

Drivers involved in an accident may not continue to operate the van until UTA has reviewed the accident and determined the driver's eligibility. If the van is still operable, but no other approved drivers are available, the driver should return the van to the point of origin or approved vendor location until an approved driver is available.