

**Triangle Charter Service, LLC**  
P.O. Box 1870 – Mt. Vernon, WA 98273  
360-293-4496 Local 1-800-255-2281 Toll Free  
360-299-0319 Fax

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**CRASH FACTOR RESPONSE**

Within the last 12 months, Triangle Charter Service has experienced 2 non-fatality reportable crashes, based on factors used by the FMCSA to warrant reportable.

In both instances, drivers were not cited at the scene and were released by responding officials at the scene to continue on their way. Eventually the drivers were cited (one of them taking 5 weeks to receive) via mail and accident reports took a few days to be released.

I have enclosed in our investigative responses information on these 2 accidents.

All our drivers are hired based on previous experience and other necessary qualifications, however, it is obvious that items must be put in place to eliminate as much as is humanly possible these types of situations.

Effective immediately, Triangle will institute the following:

- Policies to increase communication at the time of incident
- Mandatory communication with responsible officials at the scene
- Driver Training Course in Accident Prevention (includes initial and refresher courses)
- Accident investigation and reviews

As stated in my previous letter, Gary Hahn and Associates, LLC has been contracted to put together an Accident Investigation and Review plan that his firm will conduct. It will include, but not be limited to, the following:

- Training all employees in accident response
- Accident investigation
- All accidents of any nature being investigated
- Appropriate driver reviews and training as needed
- Appropriate disciplinary action

The firm is currently putting this plan together and was not yet completed at the time of this mailing. Upon completion I will forward this plan to your attention very shortly.

We will continue to seek ways to prevent these situations.

Dan Wilder  
Triangle Charter Service