



Accelerator Stuck & Can't Stop Vehicle Protocol **Pre-Implementation Awareness Document**

24 March 2010

Due to recent cases of uncontrollable acceleration in certain vehicle makes and models, and the ability of car occupants to call 911, 999, 000, 112, etc., for help, the Academy has rapidly but carefully developed a protocol to assist the Emergency Dispatcher if confronted with a case – whether the caller is the driver or a passenger.

While we know, that in these cases it will be rare for an occupant of the vehicle to make a call, to date, we know of two such cases – in one of which the outcome was tragic.

Obviously for the communication centre to be involved and help the caller in these instances, such an event requires the coming together of several factors: having a phone to call with, the ability to call, have the time to call, a clear and straight roadway ahead, presence of traffic congestion, and vehicle speed.

This new protocol is currently available only in manual card format (tabbed pullout style). We are working to embed it into the ProQA software (as an always accessible icon button) in the immediate future. This protocol can be used by calltakers in all three disciplines – Police, Fire, and Medical.

This Protocol's use is not dependent on the version or type of the Priority Dispatch System you currently have, although for correctness of safety and standard of care and practice, the Academy urges you to be on manual v12.0 (Medical), v5.0 (Fire), and/or v3.0 (Police) and/or ProQA logic version builds dated no earlier than: v12.0 (Feb 2010), v5.0 (Feb 2010), v3.0 (April 2009)..

Normally, the Academy would concurrently release a comprehensive Special Procedures Briefing for appropriate training along with a scheduled new protocol release, however, due to the urgency of getting a working protocol out to the thousands of PSAPs and communication centres now, in the interim we advise the following:

- 1) Each Emergency Dispatcher must read this entire document. They must also read the Protocol in its entirety at least twice – and once out loud to a dispatch partner. This should be required by an official internal staff memorandum implementation policy issued by each agency.

- 2) This Protocol is not specific to any vehicle make or model, as various forms of accelerator problems have occurred sporadically over many years and in many makes and models. While the current public awareness is focused on Toyota models, this Protocol is built to handle such occurrences in both automatic and manual/stick transmission vehicles and vehicles with different ignition types such as standard key vs. on/off button. However, it is important to understand that this Protocol may not exactly cover all vehicle types, ignition types, and automatic vs. stick-shift types; nor will it cover all driving situations that might possibly present themselves.
- 3) This Protocol is constructed in Panel/Logic/Sequence format which is the same scripted methodology used in Pre-Arrival Instructions of the Advanced MPDS, FPDS, and PPDS, which builds upon previous familiarity of PAI use by IAED-certified EPDs, EFDs, and EMDs.
- 4) The protocol basically has four objectives:
 - a) Getting vehicle into Neutral or “N” – the preferred method
 - b) Turning off the engine (but not the entire electrical system) – the back-up “last resort” method
 - c) Slowing and stopping the vehicle
 - d) Providing safety instructions
- 5) Safety instructions revolve around managing the situation at the end resting place of the vehicle including the occupants involved. The vehicle could stop on the roadway, partially off the roadway, all the way off the roadway, in a central reserve/traffic island/hard shoulder, in an inherently unstable location, etc. While the Protocol does not advise exiting the vehicle, this may be something that the occupants state they are going to do. These instructions attempt to make them as safe as possible as they do so.
- 6) Some special advice for the ED is listed in the Critical ED Information area at the end of the Protocol instructions. This is to remind the ED of some special circumstances and their implications in applying this Protocol. Especially important is the understanding and relaying the difference between turning the ignition to the ACC (accessory) position (good) vs. all the way off and/or removing the key (bad).
- 7) Please report any cases received by your centre, whether the Protocol was used or not, to the Academy at: standards@emergencydispatch.org Real-time cases aid the Academy greatly in evolving these protocols forward.
- 8) The use and updating of this Protocol is governed by the Limited Use Licence below, which must be read and accepted by all users and agencies prior to any use.

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The International Academies of Emergency Dispatch considers any situation necessitating the provision of these instructions to be an extremely High Risk-Inherent Situation Case (HiRISC), and believes that the trained Emergency Dispatcher (certified EMD, EFD, EPD) or their agency, making a good-faith attempt to provide these instructions, should not be held responsible for any bad outcomes. This should not be considered a legal interpretation, but a strong official opinion of the Council of Standards and the Board of Trustees of the IAED.