Vehicle Breakdown Accident/Incident Procedures

If a mechanical problem occurs locally during normal working hours (Monday – Friday from 8.30 am - 4.15pm), please contact Transport Services for advice or assistance (0141 330 5330).

In all other instances call the AA on:

0800 374 457 for Minibuses / 0800 420 420 for Fleet Vehicles

The AA will provide the following services:

Roadside assistance / Home Start / Relay / Onward Travel

Relay: For vehicles up to 7 passengers, the vehicle and passengers must return to the University.

Onward Travel: For Minibuses only. The AA will provide a vehicle, for driver and up to 13 passengers, to a single UK destination (one way only).

Our advice is that the passengers and the driver return to the University with this vehicle.

In all incidents it is the driver’s responsibility to contact Transport Services on 0141 330 5330.

If you are unable to contact Transport Services, please contact Central Services on 0141 330 4282.

Repairs by local garages are not permitted without the express consent of Transport Services.

Or: For SRC buses call 0141 330 5360.

For GUSA buses call the GUSA President.

The motorway is one of the most dangerous locations where a breakdown can occur. By following these simple tips, you will help to ensure that you and your passengers remain safe.

Move to the hard shoulder:
Pull over on to the hard shoulder and stop as far to the left as possible, with your wheels turned to the left. Emergency telephones are situated at approximately two-kilometre intervals along the hard shoulder.

Get everyone out: (if it’s safe to do so)
Leave the vehicle by the left-hand door and ensure your passengers do the same. Move to the other side of the hard shoulder barrier. Never attempt to place a warning triangle on a motorway. Do not put yourself in danger by attempting even simple repairs.

Call for assistance:
Walk to an emergency telephone on your side of the carriageway (follow the arrows on the posts at the back of the hard shoulder) – the telephone is free of charge and connects directly to an operator. Use these in preference to a mobile phone as assistance will arrive quicker. Always face the oncoming traffic when you speak on the phone.