

The advent of advanced electronic, computer, and communication technologies provides an opportunity for seeking new remedies that can help drivers avoid crashes. The Crash Avoidance and Electronic Controls Research Program is seeking to develop a broad base of understanding that can lead to the introduction of advanced crash avoidance systems. Until these advancements are a reality, car collisions will remain a reality. In this chapter we will look at some of the causes of car accidents, when and where they've occurred, and some interesting facts regarding those accidents. Buckle up!

7.1 What Causes Car Accidents?

In 2023 the Fatality Analysis Reporting database reported 37,654 fatal motor vehicle crashes nationwide. Below, we will look at the causes and various characteristics of these fatal crashes.

Even with today's technology and a greater emphasis on automobile safety, car accidents continue to occur. The causes of car accidents are pretty varied, but it is important for all of us -- as members of the motoring public -- to understand the most common causes of car accidents so that we can make every effort to prevent them.

There are two broad categories of causes when it comes to car accidents. The first is driver error, and the second category encompasses everything else. According to studies done by the National Highway Traffic Safety Administration (NHTSA) as well as by various states, driver error is by far the largest single cause of car accidents in the United States.

What Causes Driver Error?

Within the category of driver error lays a variety of different types of driving behaviors that lead to car accidents. **Driver error is most often the result of “distracted driving.” By far the most common cause of driver distraction is the use of cell phones. According to the National Safety Council (NSC), 25% of all** automobile crashes are related to cell phone use, whether by talking on the phone or texting.

Why is this the case? Much of our decision-making while driving is a result of **the “Myth of Multitasking”**, as described in a recent study by the NSC. **Medical studies have shown that the human brain is physiologically incapable of performing two important tasks** at the same time. Rather, the brain engages in “micro-tasking.” The brain handles only one task at a time, but it switches very quickly, back and forth between competing tasks.

Because the brain cannot adequately process all of the information coming in, the brain selects to process only a part of the information. The result? We fall victim to the

assumption that we are dealing with both tasks adequately, when in fact we are not effectively accomplishing either task.

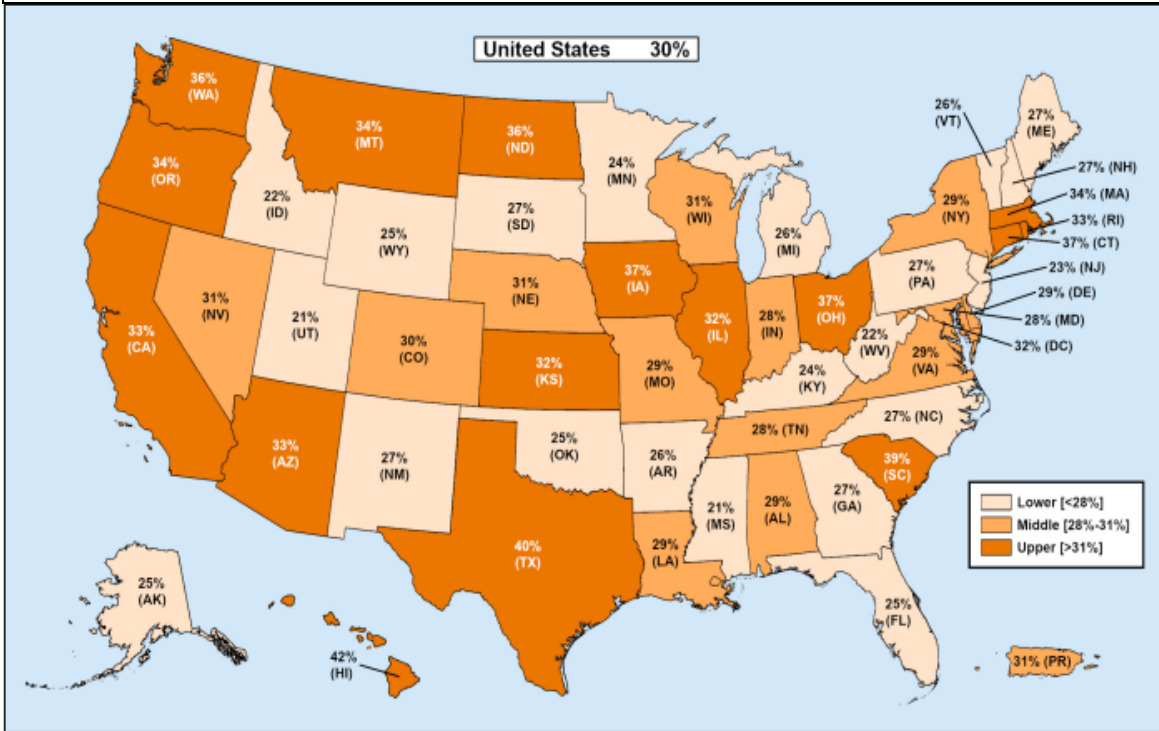
The question then arises -- How does this attempt at multitasking affect our driving? As drivers, the likelihood of avoiding any hazard depends largely on our ability to first perceive the hazard, and then take appropriate action to avoid it. The proper response can mean the difference between safely avoiding a road hazard and causing an accident. The margin of error is often only a matter of seconds. If the driver is engaged in an activity such as texting on a phone or adjusting the radio, the brain is less likely to perceive road hazards in sufficient time to allow for a safe response.

Other driver-based decisions also lead to car accidents, and they can operate in much the same way as distractions. According to recent data compiled by the NHTSA regarding alcohol, "On average, one alcohol-impaired-driving fatality occurred every 42 minutes in 2023. These alcohol-impaired-driving fatalities accounted for 30 percent of all motor vehicle traffic fatalities in the United States in 2023.

A person's alcohol level is measured by the weight of the alcohol in a certain volume of blood. This is called Blood Alcohol Concentration, or BAC. At a BAC of .08 grams of alcohol per deciliter (g/dL) of blood, crash risk increases exponentially. Because of this risk, it's illegal in all 50 states, the District of Columbia and Puerto Rico, to drive with a BAC of .08 or higher, except in Utah where the BAC limit is .05.

A driver's decision to consume alcohol and then get behind the wheel of a car results in decreased reaction time, poor vision, and poor decision-making.

Percentages of Alcohol-Impaired-Driving Traffic Fatalities, by State, 2023



Source: FARS 2023 ARF

Note: NHTSA estimates BACs when alcohol test results are unknown.

Here are some key findings (Data taken from the Fatality Analysis Reporting System – FARS):

Traffic fatalities in alcohol-impaired-driving crashes decreased by 7.6 percent (13,458 to 12,429 fatalities) from 2022 to 2023 compared to a 4.3-percent decrease in overall traffic fatalities between 2022 and 2023 (42,721 to 40,901).

The 21- to 24-year-old age group had the highest percentage (28%) of alcohol-impaired drivers involved in fatal traffic crashes compared to other age groups in 2023.

Males had the higher percentage (22%) of alcohol-impaired drivers involved in fatal traffic crashes than females (16%) in 2023.

The percentages of alcohol-impaired drivers involved in fatal traffic crashes in 2023 was highest for motorcycle riders (26%) compared to drivers of passenger cars (24%), light trucks (20%), and large trucks (4%).

Of the 1,019 traffic fatalities in 2023 among children 14 and younger, 25 percent (253) occurred in alcohol-impaired-driving crashes.

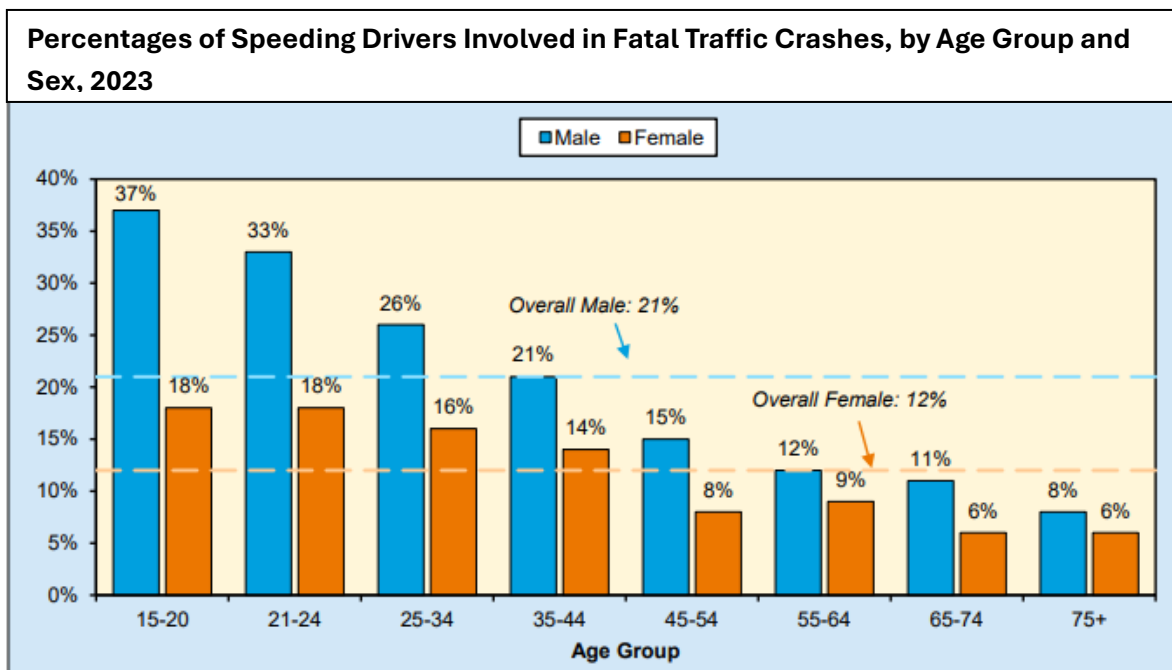
In 2023 among the 12,429 alcohol-impaired-driving fatalities, 67 percent (8,272) were in traffic crashes in which at least one driver had a BAC of .15 g/dL or higher.

Driving while fatigued has similar effects on drivers. Not only is a fatigued driver more likely to fall asleep while driving, but fatigue also slows reaction times when it comes to responding to hazards on the road. An intoxicated driver or a fatigued driver is much more likely to miss a traffic control signal such as a stop sign, compared with an alert driver.

Speeding is another source of driver error, and it is a common cause of accidents among young drivers. According to the Centers for Disease Control (CDC), teen drivers are more likely to speed than adult drivers, and male teens are more likely to speed compared with their female counterparts. Those most likely to speed are also the least experienced drivers, and the least equipped to deal with a high-speed hazard encountered while driving. Poor decision-making also leads drivers to drive too fast for local conditions such as poor weather or bad visibility.

NHTSA considers a crash to be speeding-related if any driver in the crash was charged with a speeding-related offense or if a police officer indicated that racing, driving too fast for conditions, or exceeding the posted speed limit was a contributing factor in the crash.

Thirty-seven percent of male drivers and 18 percent of female drivers in the 15-to-20 age group involved in fatal traffic crashes in 2023 were speeding, the highest among all the age groups.



Source: FARS 2023 ARF

7.2 Statistics – California

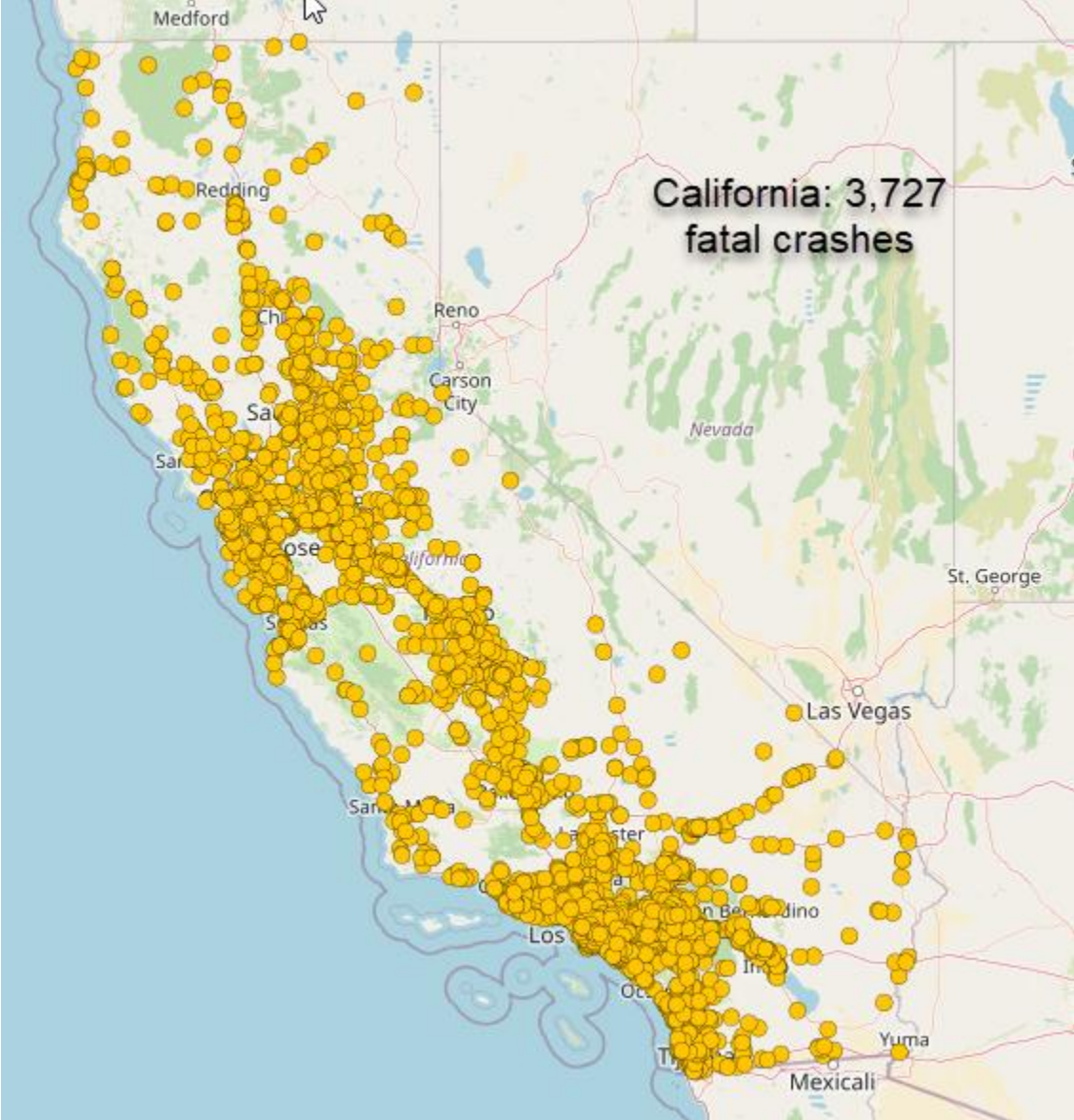
California is globally recognized as the world's leading center for technology, innovation, and entrepreneurial opportunities. And while most concentrated in the San Francisco and Silicon Valley Bay Area, technology assets are spread throughout the state.

Even with all these kudos under our belt, all the Advanced Driver Assistance Technology and Smart Features etc. cannot prevent collisions. There will always be that human factor – a driver – behind the wheel making good, or bad decisions. Let's look back at the year 2023.

More specifically, let's look at some of the data regarding say fatal motor vehicle crashes. We will first look at data for California and then in the next section we will look at the Nation. All reports are published in the Fatality and Injury Reporting System Tool (FIRST).

1. In 2023, there were 3,727 fatal motor vehicle crashes in California. See below

Month (2023)	Number of Crashes
January	323
February	253
March	261
April	312
May	322
June	299
July	310
August	318
September	306
October	361
November	322
December	340
Total	3,727



2. Of these 3,727 fatal motor vehicle crashes in California, 1,151 involved speeding. Drivers between the ages 15 – 20 were involved in 172, or 15% of these fatalities, and drivers 65+ were involved in 156, or 14%. There is not a huge difference between these two age groups.

Fatal Motor Vehicle Crashes
 Filter Selected: Involving Speeding: **Yes**
 State: *California*
 Years: 2023



Fatal Motor Vehicle Crashes¹

Note: Click the link within a table cell to view those records on a web map

State	Crash Date (Year)											
	2023						Total					
	Involving A Young Driver (Aged 15-20)						Involving A Young Driver (Aged 15-20)					
	Yes		No		Total		Yes		No		Total	
	#	Row %	#	Row %	#	Row %	#	Row %	#	Row %	#	Row %
California	172	15	979	85	1,151	100	172	15	979	85	1,151	100

Fatal Motor Vehicle Crashes
 Filter Selected: Involving Speeding: **Yes**
 State: *California*
 Years: 2023



Fatal Motor Vehicle Crashes¹

Note: Click the link within a table cell to view those records on a web map

State	Crash Date (Year)											
	2023						Total					
	Involving An Older Driver (Aged 65+)						Involving An Older Driver (Aged 65+)					
	Yes		No		Total		Yes		No		Total	
	#	Row %	#	Row %	#	Row %	#	Row %	#	Row %	#	Row %
California	156	14	995	86	1,151	100	156	14	995	86	1,151	100

3. When we look at these same fatalities resulting from speeding, 679, or 59%, occurred at nighttime.

Fatal Motor Vehicle Crashes
 Filter Selected: Involving Speeding: *Yes*
 State: *California*
 Years: *2023*



Fatal Motor Vehicle Crashes¹

Note: Click the link within a table cell to view those records on a web map

State	Crash Date (Year)															
	2023								Total							
	Time of Day (Daytime/Nighttime)								Time of Day (Daytime/Nighttime)							
	Daytime		Nighttime		Unknown		Total		Daytime		Nighttime		Unknown		Total	
#	Row %	#	Row %	#	Row %	#	Row %	#	Row %	#	Row %	#	Row %	#	Row %	
California	456	40	679	59	16	1	1,151	100	456	40	679	59	16	1	1,151	100

4. Below, we see male drivers vs. female drivers who were speeding. Male drivers who were speeding were responsible for 1,466 fatal crashes, or 76%.

National Highway Traffic Safety Administration (NHTSA) Motor Vehicle Crash Data Querying and Reporting

Drivers Involved in Fatal Crashes
 Filter Selected: Involving Speeding: *Yes*; Person Type: *Driver*
 State: *California*
 Years: *2023*



Drivers Involved in Fatal Crashes¹

Note: Click the link within a table cell to view those records on a web map

Crash Date (Year)	Sex														
	Male			Female			Not Reported			Unknown			Total		
	#	Row %	Col %	#	Row %	Col %	#	Row %	Col %	#	Row %	Col %	#	Row %	Col %
2023	1,466	76	100	402	21	100	32	2	100	23	1	100	1,923	100	100

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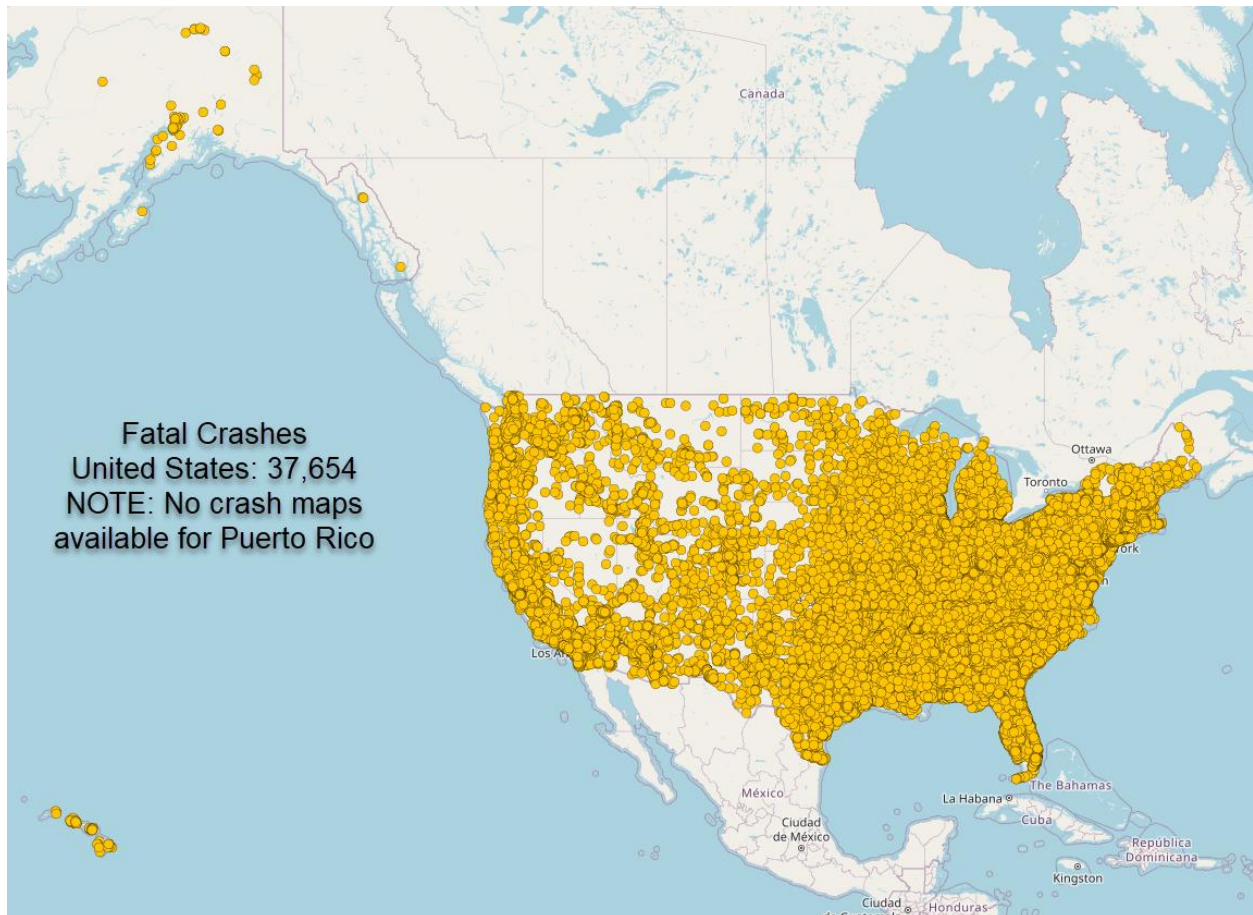
7.3 Statistics – Nationwide

Technology is advancing rapidly across much of the world, but some countries are ahead of the pack, enabling their citizens to enjoy advanced benefits including more efficient transportation, the best healthcare, and green initiatives.

Technological advancement and innovation are not necessarily mirror images of one another; there are too many different ways in which a country can be innovative or technologically advanced and too many ways to measure technological advancement.

So, where does the United States fall in all this? According to one source (World Population Review, 2023) for the category of Top 10 Countries for Technological Expertise, the United States ranks at number 4. And for the category Top 20 Most Technologically Advanced Countries – Aggregate Ranking (10 Sources) the United States falls at number 2.

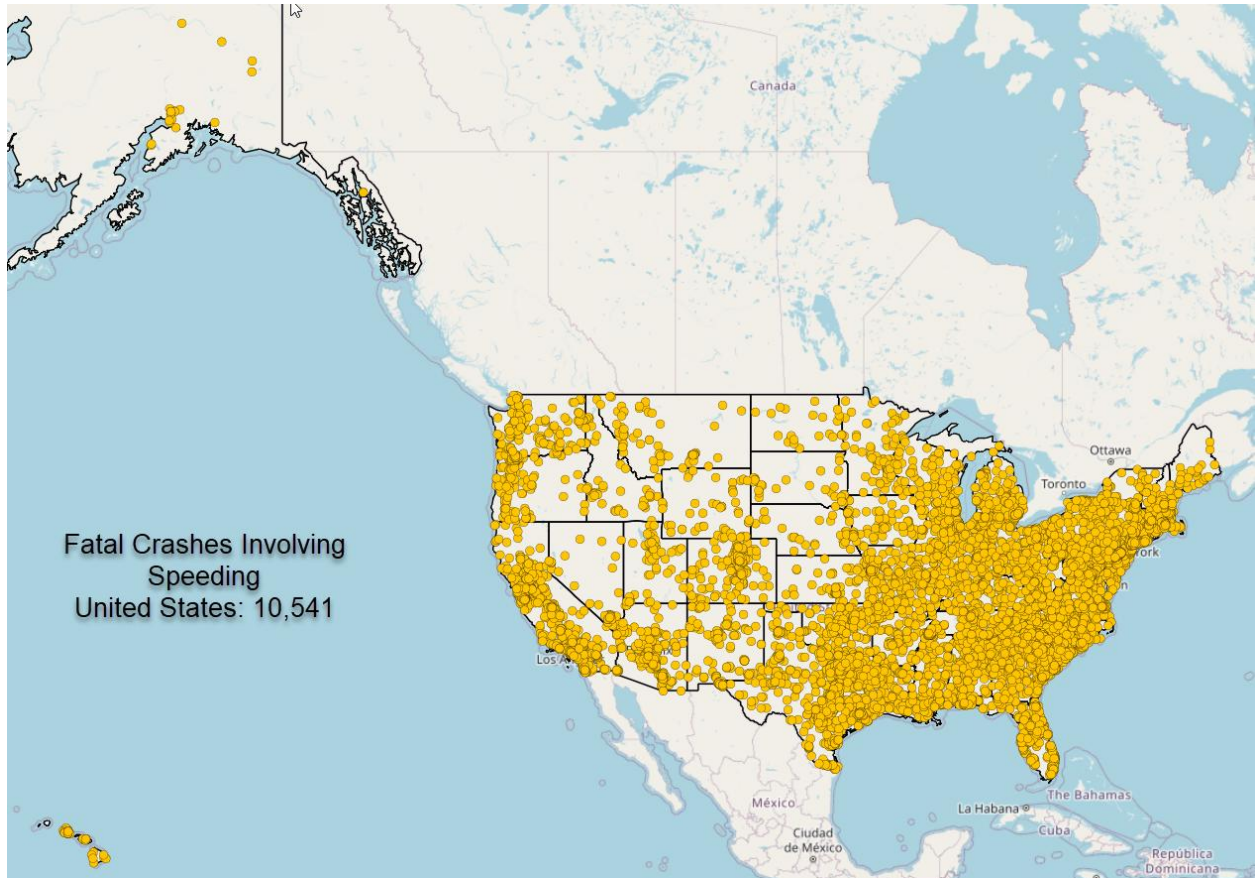
Yet, despite all our Technological Expertise and Innovation, we still have not curbed the beast of driver distractions and its effects on driving. Let's again look back at the year 2023. In 2023 there were 37,654 fatal motor vehicle crashes.



Broken out by month we see:

Month (2023)	Number of Crashes
January	2,777
February	2,645
March	2,776
April	3,065
May	3,229
June	3,193
July	3,401
August	3,423
September	3,409
October	3,505
November	3,088
December	3,143
Total	37,654

When we look at a specific violation such as speeding, there were 10,541 speeding violations that led to fatalities. And a majority of them occurred at night. See below.



STATE	2023							
	SPEEDERS		Day		Night		Unkn	
	#	Col %	#	Col %	#	Col %	#	Col %
Alabama	216	2	98	2	118	2	0	0
Alaska	22	0	10	0	12	0	0	0
Arizona	380	4	196	4	182	3	2	4
Arkansas	104	1	48	1	56	1	0	0
California	1,151	11	456	10	679	11	16	30
Colorado	227	2	93	2	133	2	1	2
Connecticut	95	1	28	1	67	1	0	0
Delaware	41	0	16	0	25	0	0	0
Dist. of Columbia	13	0	5	0	8	0	0	0
Florida	307	3	126	3	181	3	0	0
Georgia	302	3	122	3	180	3	0	0
Hawaii	49	0	11	0	38	1	0	0
Idaho	53	0	27	1	26	0	0	0

Illinois	384	4	158	4	224	4	2	4
Indiana	231	2	83	2	148	2	0	0
Iowa	70	1	25	1	45	1	0	0
Kansas	73	1	36	1	37	1	0	0
Kentucky	110	1	46	1	64	1	0	0
Louisiana	208	2	81	2	127	2	0	0
Maine	37	0	19	0	18	0	0	0
Maryland	165	2	67	2	98	2	0	0
Massachusetts	107	1	38	1	69	1	0	0
Michigan	269	3	111	3	158	3	0	0
Minnesota	104	1	51	1	53	1	0	0
Mississippi	124	1	55	1	69	1	0	0
Missouri	328	3	137	3	184	3	7	13
Montana	70	1	28	1	42	1	0	0
Nebraska	44	0	23	1	20	0	1	2
Nevada	81	1	37	1	44	1	0	0
New Hampshire	26	0	12	0	14	0	0	0
New Jersey	171	2	75	2	96	2	0	0
New Mexico	119	1	62	1	57	1	0	0
New York	315	3	114	3	201	3	0	0
North Carolina	572	5	242	5	330	5	0	0
North Dakota	24	0	7	0	13	0	4	7
Ohio	237	2	79	2	158	3	0	0
Oklahoma	209	2	85	2	121	2	3	6
Oregon	171	2	70	2	97	2	4	7
Pennsylvania	454	4	187	4	266	4	1	2
Rhode Island	28	0	8	0	20	0	0	0
South Carolina	369	3	155	4	214	3	0	0
South Dakota	31	0	13	0	17	0	1	2
Tennessee	234	2	102	2	126	2	6	11
Texas	1,320	12	566	13	753	12	1	2
Utah	80	1	41	1	38	1	1	2
Vermont	17	0	9	0	8	0	0	0
Virginia	292	3	112	3	180	3	0	0
Washington	224	2	89	2	135	2	0	0
West Virginia	71	1	34	1	37	1	0	0
Wisconsin	162	2	66	1	92	1	4	7
Wyoming	50	0	23	1	27	0	0	0
Puerto Rico	108	1	34	1	74	1	none	none
Total	10,541	99	4,382	99	6,105	99	54	100

1. Again, looking at male drivers vs. female drivers who were speeding. Male drivers who were speeding were responsible for 12,684 fatal crashes vs. female drivers who were responsible for 3,606 fatal crashes.

Drivers Involved in Fatal Crashes
 Filter Selected: Involving Speeding: *Yes*; Person Type: *Driver*
 Years: 2023

Drivers Involved in Fatal Crashes¹

Note: Click the link within a table cell to view those records on a web map

Crash Date (Year)	Sex														
	Male			Female			Not Reported			Unknown			Total		
	#	Row %	Col %	#	Row %	Col %	#	Row %	Col %	#	Row %	Col %	#	Row %	Col %
2023	12,684	77	100	3,606	22	100	101	1	100	132	1	100	16,523	100	100

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2. In the chart below, it is AMAZING to see that 108 drivers UNDER THE AGE OF 16 were involved in fatal motor vehicle crashes that involved speeding.

National Highway Traffic Safety Administration (NHTSA) Motor Vehicle Crash Data Querying and Reporting

Drivers Involved in Fatal Crashes
 Filter Selected: Involving Speeding: *Yes*; Person Type: *Driver*
 Years: 2023

Drivers Involved in Fatal Crashes¹

Note: Click the link within a table cell to view those records on a web map

Crash Date (Year)	Age Group 9											
	<16			16+			Unknown			Total		
	#	Row %	Col %	#	Row %	Col %	#	Row %	Col %	#	Row %	Col %
2023	108	1	100	16,156	98	100	259	2	100	16,523	100	100

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7.4 Common Causes Of Collisions

Collisions Are Not Accidents. An **“accident”** implies an unforeseen event that occurs **without** anyone’s fault or negligence. Most often in traffic, that is not the case. Below are a few reasons why collisions occur:

Driver distractions (This topic will be discussed in more detail in Chapter 9):

Driving is a skill that requires your full attention to safely control your vehicle and respond to events happening on the roads around you. Driving involves constant and complex coordination between your mind and body. Events or things that prevent you from operating your car safely are distractions. There are 3 types of distractions, and they are anything that takes your:

Eyes off the road (visual).

Mind off the road (cognitive).

Hands off the steering wheel (manual).

When you think about the actions you make in your vehicle, other than just driving, you can see that they often involve more than one type of distraction. For instance, if you change your radio station, you take a hand off the steering wheel to press a button and take your eyes off the road to look at what button you want to press.

According to the NHTSA and VTTI (Virginia Tech Transportation Institute) study, the principal actions that cause distracted driving and lead to vehicle collision are:

Using electronic devices.

Reaching for an object inside the vehicle.

Looking at an object or event outside of the vehicle.

Eating.

Applying cosmetics (makeup).

Drivers who engage more frequently in distracted driving are more likely to be involved in a vehicle crash or near collision.

Unsafe speed – Vehicle code 22350 states: No person shall drive a vehicle upon a highway at a speed greater than is reasonable or prudent having due regard for weather, visibility, the traffic on, and the surface and width of, the highway, and in no event at a speed which endangers the safety of persons or property.

Driving on the wrong side of the road – Vehicle code 21651 states: (a) Whenever a highway has been divided into two or more roadways by means of intermittent barriers or by means of a dividing section of not less than two feet in width, either unpaved or delineated by curbs, double-parallel lines, or other markings on the roadway, it is unlawful to do either of the following:

(1) To drive any vehicle over, upon, or across the dividing section.

(2) To make any left, semicircular, or U-turn with the vehicle on the divided highway, except through an opening in the barrier designated and intended by public authorities for the use of vehicles or through a plainly marked opening in the dividing section.

(b) It is unlawful to drive any vehicle upon a highway, except to the right of an intermittent barrier or a dividing section which separates two or more opposing lanes of traffic. Except as otherwise provided in subdivision (c), a violation of this subdivision is a misdemeanor.

(c) Any willful violation of subdivision (b) which results in injury to, or death of, a person shall be punished by imprisonment pursuant to subdivision (h) of Section 1170 of the Penal Code, or imprisonment in a county jail for a period of not more than six months.

Improper turns – Vehicle code 22100 states: Except as provided in Section 22100.5 or 22101, the driver of any vehicle intending to turn upon a highway shall do so as follows:

(a) Right Turns. Both the approach for a right-hand turn and a right-hand turn shall be made as close as practicable to the right-hand curb or edge of the roadway except:

(1) Upon a highway having three marked lanes for traffic moving in one direction that terminates at an intersecting highway accommodating traffic in both directions, the driver of a vehicle in the middle lane may turn right into any lane lawfully available to traffic moving in that direction upon the roadway being entered.

(2) If a right-hand turn is made from a one-way highway at an intersection, a driver shall approach the turn as provided in this subdivision and shall complete the turn in any lane lawfully available to traffic moving in that direction upon the roadway being entered.

(3) Upon a highway having an additional lane or lanes marked for a right turn by appropriate signs or markings, the driver of a vehicle may turn right from any lane designated and marked for that turning movement.

(b) Left Turns. The approach for a left turn shall be made as close as practicable to the left-hand edge of the extreme left-hand lane or portion of the roadway lawfully available to traffic moving in the direction of travel of the vehicle and, when turning at an intersection, the left turn shall not be made before entering the intersection. After entering the

intersection, the left turn shall be made so as to leave the intersection in a lane lawfully available to traffic moving in that direction upon the roadway being entered, except that upon a highway having three marked lanes for traffic moving in one direction that terminates at an intersecting highway accommodating traffic in both directions, the driver of a vehicle in the middle lane may turn left into any lane lawfully available to traffic moving in that direction upon the roadway being entered.

Violating the right-of-way rules – Several vehicle codes [21800 – 21804] address violation of the right-of-way rules:

Vehicle Code 21800 (a) CVC The driver of a vehicle approaching an intersection shall yield the right-of-way to any vehicle which has entered the intersection from a different highway.

Vehicle Code 21800 (b)(1) CVC states that if two vehicles enter an intersection at the same time, the driver on the left must yield to the driver on the right.

Vehicle Code 21800 (c) CVC provides that when two vehicles enter an intersection controlled by stop signs at the same time, the driver on the left must yield to the driver on the right.

Vehicle Code 21800 (d)(1) CVC requires drivers to stop when approaching intersections with traffic signals that are not working.

Vehicle Code 21800 (d)(2) CVC states that if two vehicles enter an intersection at the same time, and the signals for the intersection are not working, the driver on the left must yield to the motorist on the right.

Vehicle Code 21801 CVC mandates that drivers turning left, or completing a U-turn, must yield to motorists driving in the opposite direction.

Vehicle Code 21802 CVC provides that drivers must stop at intersections with stop signs and yield to motorists already at the intersection.

Vehicle Code 21803 CVC demands that motorists entering an intersection controlled by a yield sign, yield to other drivers already at the intersection.

Vehicle Code 21804 CVC orders motorists entering a highway to yield to all traffic approaching the highway.

Violating stop signals and signs – Vehicle code 38300 states: It is unlawful for the driver of any vehicle to disobey any sign, signal, or traffic control device placed or maintained pursuant to Section 38280. Examples include:

- driving a motor vehicle through a stop sign or red light.

- making a right turn at an intersection where a sign is posted that prohibits such a turn.
- operating an off-highway vehicle on a section of road when done contrary to proper traffic signage.

If you are involved in a collision:

You must stop. Someone could be injured and need your help. If you do not stop, you may be convicted of “hit and run” and could be severely punished.

Call 9-1-1, if anyone is hurt.

Move your vehicle out of the traffic lane if no one is injured or killed.

Show your DL, vehicle registration card, evidence of financial responsibility, and current address to the other driver, persons involved, and peace officer.

You (or your insurance agent, broker, or legal representative) must make a written report to the police or California Highway Patrol (CHP) within 24 hours of the collision if someone is killed or injured.

You (or your insurance agent, broker, or legal representative) must make a written report to DMV within 10 days.

If you hit a parked vehicle or other property, leave a note with your name, phone number, and address in or securely attached to the vehicle or property you hit. Report the collision to the city police or, in unincorporated areas, to the CHP.

If your parked car rolls away and hits another vehicle, try to find the owner and report the incident to authorities as mentioned above.

If you kill or injure an animal, call the nearest humane society, police, or CHP. Do not try to move an injured animal or leave an injured animal to die.

If / When you have a collision, report it to DMV within 10 days if:

More than \$1,000 in damage was done to the property of any person. CVC §16000

Anyone was injured (no matter how slightly) or killed.

Each driver (or the driver’s insurance agent, broker, or legal representative) must file a report with DMV using the Report of Traffic Accident Occurring in California (SR 1) form. Go online at

www.dmv.ca.gov or call 1-800-777-0133 and ask for the SR 1 form. The CHP or police will not make this report for you.

You or your representative must make this report whether or not you caused the collision, even if the collision occurred on private property.

Your driving privilege will be suspended:

If you do not make this report.

For up to 4 years, if you did not have proper insurance coverage. During the last 3 years of the suspension, your DL can be returned to you if you provide a California Insurance Proof Certificate (SR 22/SR 1P) and maintain it during the 3-year period.

Safety Tips on the Freeway. According to the CHP, if your vehicle becomes disabled on the freeway:

Safely pull to the right shoulder.

If you must exit the vehicle, exit on the right side of your vehicle, away from traffic.

Once you arrange for assistance, return to your vehicle, get back into the vehicle from the right side (away from traffic), and put on your seat belt.

Stay inside your vehicle with the seat belt on until help arrives.

In certain circumstances (when there is not enough shoulder space or if there is a guardrail or an area to safely stay away from the freeway lanes), exit your vehicle and stay away from your vehicle. Use your emergency blinking lights at your discretion according to weather conditions. The lights may be helpful, but they could also attract drunk drivers.

The CHP Freeway Service Patrol (FSP) provides free emergency roadside services during commute periods. If FSP cannot start your vehicle, it will be towed free of charge to a location approved by CHP. FSP will also contact additional assistance for you. CHP will notify an auto club or towing service.

If you get stuck on the freeway because your vehicle stops running, FSP will:

Offer you a gallon of gas if you run out.

“Jump start” your vehicle if the battery is dead.

Refill your radiator and tape hoses.

Change a flat tire.

Report any collision to CHP.

The FSP program will not:

Tow your vehicle to a private repair service or residence.

Recommend tow service companies or repair and body shops.

Tow motorcycles.

Assist vehicles which have been involved in a collision unless directed by the CHP.

Call 1-800-TELLCHP (835-5247) to find out if the FSP operates where you are and how to contact the FSP.

If your vehicle stalls or is otherwise disabled while blocking any part of the train tracks (there is no accident or injury) and:

The warning lights are flashing / train is approaching—immediately exit your vehicle and run in a 45-degree angle away from the tracks in the direction that the train is coming, and then dial 911. You may only have 20 seconds to escape before the train arrives.

The warning lights are not flashing / you do not see a train approaching—exit your vehicle and immediately dial the Emergency Notification System (ENS) number located on the railroad crossing posts or metal control box near the tracks. Provide the location, crossing number (if posted), and the road or highway that intersects the tracks. Be sure to specify that a vehicle is on the tracks. After you call ENS, call 911.