Streetfast

Driver Incident & Accident Reporting Protocol

Version 3 · Effective November 2, 2026
Read online: https://dev.streetfasts.com/legal/accident-reporting

IN SHORT

Operational Safety Standard | Region: Alberta

Stop safely, turn on your hazards, check for injuries and call emergency services when anyone is hurt or the scene is unsafe.

Collect the other party's driver, vehicle and insurance details, witness contacts and photos. Do not admit fault or sign anything.

Report every incident in the StreetFast Driver App within 2 hours, however minor.

Your account is paused until a new vehicle inspection or photos of the completed repairs are verified.

This summary is for convenience only. The full protocol below is what applies.

1. Immediate Post-Collision Action Plan (The First 60 Seconds)

If you are involved in an automobile accident while operating on the StreetFast Inc. platform, you must immediately execute the following safety actions:

- **STOP THE VEHICLE:** Pull over safely to the side of the road if the vehicle is operable. Turn off the engine and engage the hazard lights immediately.
- **ASSESS FOR INJURIES:** Check yourself, your passengers, and individuals in other involved vehicles for injuries.
- **CALL EMERGENCY SERVICES IMMEDIATELY IF:** Any individual is injured, any driver appears impaired, a vehicle is unsafe to drive, or there is significant damage to public or private property.

2. Alberta Legal Compliance Criteria

In the province of Alberta, drivers must adhere to specific statutory reporting limits:

- **Mandatory Police Report:** You are legally required to report the collision to an Alberta Police Service or RCMP detachment immediately if the total combined property damage across all vehicles and structures appears to exceed $5,000, or if any person has sustained an injury.
- **Collision Recovery Center:** If total damage is under $5,000 and there are no injuries, move the vehicles off the roadway and proceed directly to a local Police Collision Reporting Center within 24 hours to file a formal report.

3. Data & Evidence Collection (At the Scene)

Do not admit fault, sign any documentation, or negotiate financial settlements with other drivers at the scene. Use your smartphone to document the following information:

- **Third-Party Driver Details:** Full name, phone number, email address, driver's license number, and licensing province.
- **Third-Party Vehicle Details:** Make, model, year, color, license plate number, and provincial registration status.
- **Third-Party Insurance Details:** Insurance company name, policy number, and policy expiry date (take a clear photo of their pink financial responsibility card).
- **Witness Information:** Names and contact numbers of any passengers or bystanders who witnessed the incident.

- **Photographic Evidence:** Clear photos of the damage to all vehicles involved, vehicle positions relative to the roadway, skid marks, weather conditions, nearby traffic signs, and structural damage.

4. StreetFast Inc. Internal Reporting Steps

All incidents, regardless of severity or minor paint damage, must be reported to the StreetFast Inc. Safety Team within two (2) hours of the occurrence using the internal platform architecture.

- **Step 1:** Open the StreetFast Driver App on your smartphone.
- **Step 2:** Navigate directly to the Safety & Support tab.
- **Step 3:** Select "Report an Accident".
- **Step 4:** Input the exact time, date, GPS coordinates/intersection of the collision, and a brief objective description of the event.
- **Step 5:** Upload the photos of the scene, third-party pink insurance cards, and the Police Report/File Number (if applicable).
- **Step 6:** Submit the digital form. A StreetFast Safety Officer will review the file and message you securely through the portal to verify active insurance coverage status.

5. App Status & Return-to-Service Protocol

- **Immediate Account Suspension:** To ensure safety compliance, your StreetFast driver profile will be temporarily placed on administrative hold immediately following an accident submission.
- **Vehicle Inspection Requirement:** Before your driver profile can be reactivated, you must submit a certified mechanical inspection or clear photographic proof demonstrating that all structural and safety components of the vehicle have been fully repaired.
- **Post-Incident Evaluation:** StreetFast Operations will review telematics data, dashcam footage, and police reports associated with the event to determine preventable root causes.

6. Emergency Contact Quick Reference

- **Alberta Emergency Services:** Contact emergency services
- **Non-Emergency Police (Calgary):** 403-266-1234
- **Non-Emergency Police (Edmonton):** 780-423-4567