



Association of Bay Area Governments
PLAN
CORPORATION
Pooled Liability Assurance Network
Association of Bay Area Governments

Fleet Safety Management Workshop
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Facilitator

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Introductions

- > Participants
 - > Name
 - > Your Agency
 - > Current Fleet Safety Responsibilities
 - > What You Hope to Learn Today



Learning Objectives

At the conclusion of this workshop, you will be able to:

- ▶ Identify *fundamental* fleet safety program components
- ▶ Effectively evaluate the safety of your fleet
- ▶ Implement or enhance your existing fleet safety program
- ▶ Understand the importance of meeting the ABAG PLAN Operational Best Practices for Vehicle Use and Operations

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Workshop Goals

The goals of this workshop are to help you:

- ▶ Self-evaluate your Agency's Fleet Safety Management Program
- ▶ Understand how driving impacts general liability and workers' compensation claims and injuries
- ▶ Identify the pieces of your program that could use a tune-up
- ▶ Provide information to help you manage your fleet with fewer accidents

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Exercise No. 1

- ▶ Identify the departments in your organization that influence the Safety Components of the Fleet Safety Management Program



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The Costs of Driving

Costs of Fleet Accidents

The National Safety Council (NSC) estimates that the total costs for all vehicle accidents in 2001 was \$199.6 billion. More common than employee fatalities from motor vehicle crashes are permanent and temporary disabling injuries; in 2001, this number was 2,300,000. Companies experience a tremendous financial strain as a result of disabling injuries from motor vehicle crashes.

Why Address the Costs of Accidents?



Why Address the Cause of Accidents

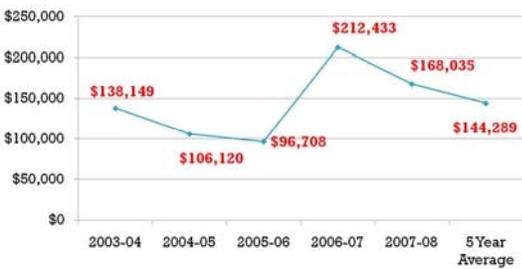


Costs of Fleet Accidents

- ▶ Medical care and disability payments
- ▶ Physical and vocational rehabilitation costs
- ▶ Production losses and delays due to the absence of the employee's services
- ▶ Costs of recruiting and training a replacement (temporary or permanent) for the injured employee
- ▶ Legal fees in the case of a lawsuit
- ▶ Disruption of service
- ▶ Material spoilage and possibly accident cleanup costs

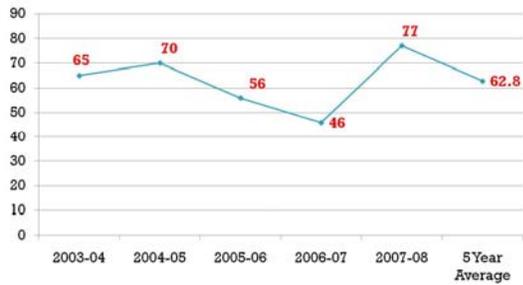
11

General Liability Vehicle Costs



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General Liability Vehicle Claims



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Costs of General Liability Driving Exposures

- ▶ Types of Claims
 - Rear-ended other vehicles
 - Backing
 - Hit other vehicles
 - Turning
 - Intersection collisions
 - Crosswalk accidents
 - Police pursuits
- ▶ Types of Damages
 - Property
 - Miscellaneous bodily injuries



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Homework Assignment

- ▶ Research your Agency's fleet accident data to determine how many fleet accidents were reported last year
 - Costs?
 - Types?
 - What was the estimated cost of these accidents? Be prepared to discuss this at one of your next risk management or safety committee meetings.

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Fleet Safety Paradigms

- ▶ What are your paradigms relating to the following:
 - Safety components that make up a fleet safety management program
 - Relationships between fleet safety components and your organizational structure

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Fleet Safety Fundamentals



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Fleet Safety Fundamentals

- ▶ Unlike other safety and health risk exposures, it is not possible to control the environment in which a vehicle is operated. Therefore, control strategies for reducing fleet exposures have typically revolved around the development and implementation of a comprehensive fleet safety program.

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Overcoming Resistance & Old Traditions

- ▶ Sell your program to mayors, city managers/administrators, councils
 - Understand what your Agency spends on driving-related accidents and claims (GL, Auto Property Damage, WC, and Health Benefits)
 - Review your Agency's claims trends
 - Show how you will save or recover money
- ▶ Be innovative

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Driver Selection

- ▶ Develop and follow a written plan with hiring criteria and requirements
 - Minimum driver experience
 - Acceptable and required licensing
 - Review of motor vehicle records (MVRs)
 - Physical capacity standards
 - Drug testing
- ▶ Use complete and accurate employment application

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Driver Selection

- ▶ Use complete and accurate employment application to meet minimum standards and your Agency's needs
 - Interview
 - Verification of information on the application
 - Previous employers
 - References
 - Driving experience, including vehicles driven
 - Personal data as necessary

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Driver Selection

- ▶ Use complete and accurate employment application to meet minimum standards and your Agency's needs
 - Pre-placement medical exams consistent with essential job functions and federal and state law
 - Require MVR with application (from the Department of Motor Vehicles [DMV])
- ▶ Consider checking the National Driver Register (NDR) established in 1982 by the federal government
- ▶ Conduct road test in types of vehicles to be driven

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Medical Program



- ▶ Basic Components
 - Medical evaluation
 - Periodic health examinations
 - First aid/emergency procedures
- ▶ DOT Components
 - Part 391 "Qualifications of Drivers"
 - Physical requirements to safely operate vehicle
 - Excludes non-driving tasks such as cargo or product handling tasks

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Driver Training

- ▶ Varied experience
- ▶ Broaden knowledge of job expectations
- ▶ New drivers
- ▶ Current experienced drivers



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Driver Training

- ▶ How comprehensive and formal the driver training activities are depends on a number of factors including:
 - Size of your fleet
 - Amount of turnover
 - Experience level of new hires

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Driver Training

Safety Training, Including Orientation

- Policies, procedures
- Regulations
- Defensive driving standards
- Public relations/city vehicles
- Safety, emergency features, limitations of vehicles and equipment
- Recommended vehicle and equipment maintenance and inspection schedules
- Method to report accidents
- Use of photo packs (if provided)
- Drug testing policy and procedures

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Driver Safety Training

- ▶ **Refresher**
 - Every 6 months
 - Operational changes
 - New equipment
 - New cargo
 - New routes
 - New regulations
 - Reinforce defensive driving (class every 2-3 years)
- ▶ **Remedial**
 - As needed to modify poor driving performance
 - Complaints, collisions, moving violations, vehicle abuse



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Driver Supervision



- ▶ Included in the scope of responsibility for anyone who supervises drivers
 - Training, enforcing safety, motivating employees
 - Knowing criteria for unacceptable driving behavior
 - Including driving performance in reviews
 - Reviewing MVRs annually
 - Conducting accident investigations to identify the causes of vehicle accidents and citations
 - Reinforcing safe driving activity and behavior

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Preventive Maintenance

- ▶ Assign employees their own vehicles/ equipment if possible (e.g., Police, PW)
 - Pride in appearance
 - Condition on trade-in improved
- ▶ Inspect before leaving premises to ensure they are safe to operate (pre-trip)
 - Report deficiencies
- ▶ Establish/enforce vehicle replacement criteria. Criteria includes mileage, repair costs, age, or physical appearance.

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Preventive Maintenance

- ▶ Establish and conduct a systematic inspection and maintenance schedule
 - Mileage, hours of operation, the calendar, or a combination of these
 - Follow the manufacturer's recommended maintenance schedule
 - Maintain records on each vehicle and piece of equipment
 - Consider fuel access cards to track fleet operating costs: maintenance, excessive use, unusual fuel consumption, etc.

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Facility Inspections



- ▶ **Control of Physical Hazards**
 - Self Inspections
 - Assigned
 - Scheduled
 - Identification of potential problems
 - Identification of control measures
 - Documented

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Facility Inspections

- ▶ **Control of Physical Hazards**
 - Transportation of Hazardous Materials
 - Centralized control with one person
 - Federal, State, and Local regulations
 - Separate written program
 - Identification of materials
 - Labels/Placards
 - Handling
 - Storage
 - Emergencies

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Collision Review

- ▶ Investigate all collisions thoroughly to show that you care about preventing accidents and injuries
 - Driver
 - Work schedule
 - Time on duty prior to incident
 - Fatigue
 - Driver distractions (cell phone, other devices)
 - Scheduling demands
 - Driving history (MVRs)



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Collision Review

- ▶ Investigate all collisions thoroughly to show you care about preventing accidents and injuries.
 - Driver
 - Physical condition or limitations
 - Review the driver's incident report
 - Driver training history
 - Emotional state of the driver

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Collision Review

- ▶ Investigate all collisions thoroughly to show you care about preventing accidents and injuries.
 - Common Driver Errors
 - Excessive speed
 - Failure to yield the right of way
 - Following too closely (tailgating)
 - Improper turns
 - Improper passing
 - Improper backing

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Collision Review

- ▶ Investigate all collisions thoroughly to show you care about preventing accidents and injuries.
 - Vehicle
 - Maintenance and inspection records
 - Vehicle condition
 - Damage resulting from incident
 - Vehicle controls layout
 - Suited to task, including safety features/conditions
 - Vehicle modifications – contribution?

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Collision Review

- ▶ Investigate all collisions thoroughly to show you care about preventing accidents and injuries.
 - Environmental Conditions
 - Weather
 - Road conditions & hazards
 - Traffic conditions
 - Route planning
 - Delivery or service schedules

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Vehicle Collision Rate

- ▶ Vehicle losses are costly to public agencies' fleet operations. One yardstick for measuring fleet safety performance is to calculate the frequency based on the losses per miles traveled.
- ▶ Could be valuable when comparing your Agency to another agency
- ▶ Clearly define what you mean by an incident, that is, what is a collision

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Vehicle Collision Rate

- ▶ Standard Definition of a Collision
 - American National Standards Institute (ANSI) and the National Safety Council (NSC) define a collision as:
"A motor vehicle accident is any occurrence involving a fleet motor vehicle which results in death, injury, or property damage, unless such fleet vehicle is properly parked. Who was injured, what property was damaged, or to what extent, where an accident occurred, and who was responsible are not factors."

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Vehicle Collision Rate

- ▶ The formula is:

$$\frac{\text{Number of Collisions} \times 1,000,000}{\text{Total Fleet Mileage}} = \text{Collision Frequency Rate}$$



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Safety Belt Policies



- ▶ Many traffic fatalities could have been prevented by the victims themselves. Studies suggest that 40 to 50 percent of unbelted motor vehicle occupant fatalities and severe injuries could have been prevented if the victims had been wearing their safety belts.

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Safety Belt Policies



- ▶ California law
 - Drivers
 - Occupants
- ▶ Corporate results
 - Requirement increases usage
- ▶ Your Agency
 - Adopt a policy if you don't currently have one

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Safety Belt Policies



- ▶ Prevent deaths
- ▶ Reduce the severity of injuries
 - 10% increase in use results in 30,000 less serious and moderate injuries
- ▶ Saves money
 - \$800 million to society
 - Prevent loss work days and reduce costs to your Agency
- ROI - \$105 per every \$1
- Front crashes costly, with the most potential savings

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Distracted Driving Policy

- ▶ ABAG PLAN requirement (hands- free devices)
- ▶ Other “distractions” that are common while driving
 - Cell phone use
 - Texting
 - Eating or drinking
 - Grooming
 - Passengers, children, and pets
 - Smoking
 - Reading
 - Use of technology (GPS systems; computers)

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Safe Practices for Motor Vehicle Operations

American National Standard Z15.1-2006
American Society of Safety Engineers
Voluntary Standards

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ANSI Z15.1 - 2006

- ▶ Section 1 – Scope
 - Scope
 - Purpose
 - Exceptions
 - Interpretations
- ▶ Section 2 – Definitions
- ▶ Section 3 – Management, Leadership and Administration
 - Management, Leadership & Commitment
 - Written Program

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ANSI Z15.1 - 2006

- ▶ Section 4 – Operational Environment
 - Occupant Restraints
 - Impaired Driving
 - Distracted Driving
 - Aggressive Driving
 - Operational Policies
 - Routing and Scheduling
- ▶ Section 5 – Driver
 - Driver Qualifications
 - Driver Management
 - Driver Training Program
 - Record Keeping

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ANSI Z15.1 - 2006

- ▶ Section 6 – Vehicle
 - Acquisition
 - Modifications
 - Emergency Equipment
 - Vehicle Inspections
 - Periodic Vehicle Checks
 - Vehicle Maintenance
 - Vehicle Replacement
- ▶ Section 7 – Incident Report and Analysis
 - Reporting Motor Vehicle Incidents and Collisions
 - Incident Review and Analysis
 - Data Analysis

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ANSI Z15.1 - 2006 Appendices

- ▶ Sample Policies
 - A. Business Use Policy
 - B. Personal Use Policy
 - C. Driver Owned/
Leased Vehicles for
Business Purpose
 - D. Rental Vehicle
- ▶ Other Documents
 - E. Motor Vehicle
Incident Reporting
 - F. Factors to Consider
During an Incident
Review
 - G. Sample Incident
Rates and Methods
of Calculation

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Fleet Safety Best Practices

From Basic to Best!



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World Class* Fleet Management Programs Include

- ▶ A fleet safety policy
- ▶ Consistently followed and documented driver selection and training procedures
- ▶ Vehicle safety rules and policies provided to all drivers
- ▶ Incident trending and tracking
- ▶ Incident investigation
- ▶ Established vehicle selection, maintenance, and replacement policies

ISO 9001:2008

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ABAG PLAN
Operational Best Practices
Vehicle Use and Operations

Each Member must adopt a comprehensive fleet management program to include driver training (defensive driving), driver screening and selection, vehicle use, non-owned vehicle use, and vehicle maintenance.

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ABAG PLAN
Operational Best Practices
Vehicle Use and Operations

- ▶ **Driver Selection and Training**
 - There is a written program in place that is actively utilized as the basis for driver selection and screening of employees and prospective employees for driving-related duties.

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ABAG PLAN
Operational Best Practices
Vehicle Use and Operations

- ▶ **Driver Selection and Training**
 - There is evidence that employees with negative MVR activity as defined by the ABAG PLAN standards are provided personnel counseling, training, rehabilitation, and/or removed from driving responsibilities depending on the nature and seriousness of the activity on their MVR or observed driving behavior.

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ABAG PLAN

Operational Best Practices Vehicle Use and Operations

▶ Driver Selection and Training

- All employees who drive any vehicle on Agency business are enrolled in the DMV's Employer Pull Notice (EPN) Program and MVRs are reviewed to prevent negligent retention.

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Background Checks

- ▶ MVRs
 - Number of moving violations
 - Severity of moving violations
 - Prior license suspension
 - Previous crashes or incidents
- ▶ Experience or training
- ▶ Criminal record
- ▶ History of DUI/DWI

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MVR Criteria

Acceptable	Borderline	Unacceptable
Clear MVR - No activity in last 3 years and 0 major convictions in last 5 years	No major convictions in the last 3 years and:	1 or more major convictions in the last 3 years; or
Last 5 years:	1 major conviction within the last 5 years; or	4 or more minor conviction in the last 3 years; or
No major convictions and	1 at-fault accident and 2 minor convictions; or	3 or more at-fault accidents in the last 3 years; or
1 at-fault accident in last three years	3 minor convictions; or	Any combination of minor convictions and at-fault accidents totaling four or more; or
2 minor convictions in the last three years	2 at-fault accidents & 1 minor conviction	2 or more license suspensions in 3 years
1 at-fault accident and 1 minor conviction in the last three years		

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ABAG PLAN

**Operational Best Practices
Vehicle Use and Operations**

▶ **Vehicle Maintenance**

- Vehicles and records are maintained to meet standards and warranties relevant to the vehicles or equipment and to help defend negligence claims
 - Your records
 - Vendor records

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ABAG PLAN

**Operational Best Practices
Vehicle Use and Operations**

▶ **Vehicle Operations**

- The City has adopted a vehicle use policy detailing when and how City and personal vehicles may be used for City Business.
- The City has adopted a cell-phone or “distracted driver” policy and all vehicle accident investigations reflect any “distracted driver” implication as part of the root cause analysis.

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ABAG PLAN

Fleet Safety Policy

- ▶ What is the Agency responsible for?
 - Operating, maintaining, storing vehicles, equipment
 - Selecting responsible drivers
 - Compliance with federal, state, and local laws
 - ABAG PLAN Operational Best Practices for Vehicle Use and Operations
- ▶ Who can drive?
 - Licensed
 - Insurable
 - Skilled
 - Authorized

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What Are Your Vehicle Safety Rules

- ▶ 20 mph on property?
- ▶ Distracted driving/hands-free cell phone use?
- ▶ No non-employee riders?
- ▶ Required shift inspections?
- ▶ Carry cones?



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What To Do if in an Accident

- ▶ Introduce yourself by name and title
- ▶ Offer to get aid – police, paramedics, relative
- ▶ Set out flares and other warning devices
- ▶ Obtain statements from involved parties as to how accident happened
- ▶ Obtain names of any possible witnesses
- ▶ Identify workers in area by company, address, etc.

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What To Do if in an Accident

- ▶ Determine weather conditions
- ▶ Obtain name, address, telephone number, and age of injured
- ▶ If possible, determine if alcohol or drugs were involved
- ▶ Take photos, if possible
- ▶ Fill out as much of the vehicle accident report as practical and give to your supervisor *immediately*

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What Not To Do if in an Accident

- ▶ **DO NOT** admit that the Agency is responsible or admit to any liability
- ▶ **DO NOT** move an injured party unless it is for his or her protection
- ▶ **DO NOT** leave injured alone; wait for help to arrive
- ▶ **DO NOT** give a statement to anyone
- ▶ **DO NOT** discuss the accident with any bystanders
- ▶ **DO NOT** indicate that the Agency will pay medical or any other expenses; "I'm sorry, I don't know."
- ▶ **DO NOT** refer to a specific physician or hospital
- ▶ **DO NOT** discuss the accident with anyone from the press

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Just the Facts



- ▶ **At the Scene**
 - Weather/road conditions
 - Complete description with diagram
 - Picture
- ▶ **Internal Investigation**
 - Preventability
 - Remedial action

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Other Fleet Management Issues

- ▶ **Vehicle Selection**
 - Front and side airbags
 - Vehicle weight 2860-3740 lbs min
 - ABS brakes
 - Review and approval of all modifications
 - Government purchasing requirements
- ▶ **Maintenance**
 - Less than 5% of accidents
- ▶ **Replacement Factors**



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Equipment for Vehicles

- ▶ Accident reporting kit
 - ABAG PLAN Automobile Coverage Identification Card (Proof of Insurance)
 - Vehicle Accident Report
 - Pencil or pen
- ▶ Spare tire and jack
- ▶ First-aid kit & disposable gloves
- ▶ Flashlight
- ▶ Fire extinguisher
- ▶ Flares/lighting/triangle
- ▶ Wheel chocks
- ▶ Operators manual

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Inspections

- ▶ Daily or Shift
- ▶ Weekly
- ▶ Annual

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Maintenance

- ▶ Routine schedule
- ▶ Mechanism for driver to report problem
- ▶ Document what you do
 - Ensures timely service
 - Provides defense
 - Helps resale



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A Good Fleet Safety Management Program Addresses

- ▶ An accountability system to ensure the program works
- ▶ Driver skills, qualifications, and performance
- ▶ Equipment selection and maintenance
- ▶ Use of loss trends and accident investigations to prevent reoccurrence
- ▶ Identification and correction of problems before they lead to an accident

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Policy Statement

- ▶ Commitment
 - Assess performance
 - Monitor and trend losses
 - Report and evaluate vehicle accidents
 - Incident reporting
 - Training
 - Must be consistent with Personnel/Human Resources policies

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Sample Fleet Policy

1. Seatbelts and other occupant restraints are required, and you are expected to comply with this law when operating your vehicle and riding as a passenger.
2. Our vehicles are to be used exclusively for the services we provide.
3. Our vehicles are to be used by employees only.
4. All occupants of our vehicles are to be employees and non-employees only with prior approval.

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Sample Fleet Policy

5. All drivers are expected to operate City vehicles with due care and in accordance with all traffic laws. All traffic violations/citations and collisions, regardless of severity, must be immediately reported to supervisors.
6. All drivers are expected to maintain the appropriate license for the vehicle assigned.
7. Because City drivers often operate their own vehicle on our behalf, all employees are expected to carry the minimum insurance required by California law (\$15,000/\$30,000). Employees are encouraged to carry higher limits of \$100,000/\$300,000 for bodily injury and property damage.

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Sample Fleet Policy

8. Daily vehicle condition reports must be submitted to immediate supervisors before the end of the shift.
 - All necessary repairs and/or scheduled maintenance are the assigned driver's responsibility.
 - Drivers are responsible to determine if repairs or maintenance are needed and affect the safe operation of the vehicle. This must be reported to supervisors.
 - Supervisors are required to approve all requests for repair or maintenance that has a direct effect on vehicle safety.

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Sample Fleet Policy

9. Compliance with these fleet safety rules is a condition of employment. Any driver involved in a collision involving a City vehicle may be assessed a portion of uninsured damages depending on the degree of preventability.

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Everyone Has A Role

- ▶ Department Heads, Managers, Supervisors
- ▶ Vehicle maintenance personnel (yours and contractors)
- ▶ Safety and Risk Control
- ▶ All employees who drive



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Wrap Up

- ▶ Please complete your workshop evaluation
- ▶ Your feedback helps ABAG PLAN and BRS
 - Know what to change or improve
 - Make training more meaningful and effective
 - Add new topics where additional information is needed

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Disclaimer

PLEASE BE ADVISED. Nothing in the oral presentation or written material shall be considered the legal advice of counsel. Any such questions should be directed to your own legal counsel. The purpose of this material is to help educate employers, employees, and others on how to control risk. The principals and employees of BRS assume no liability for any use of this information. This information is considered reliable, but we cannot ensure its effectiveness or that all potential hazards are addressed. This information does not ensure compliance with federal, state, or local regulations. Your use of this information is not a guarantee that losses will be prevented or reduced, nor is this information a substitute for your responsibility to administer your safety program.

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References

- ▶ ANSI Z15.1-2006 – Safe Practices for Motor Vehicle Operations
- ▶ ABAG PLAN Operational Best Practices for Vehicle Use and Operations
- ▶ ABAG PLAN Sample Driver Selection and Vehicle Program
- ▶ Public Entity Risk Institute (PERI)

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Discussion

Many thanks!

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Fleet Safety Management Workshop
A Quick “Check-up” of Your Fleet Safety Management Program
June 25, 2009

	Check-up	Yes	No	Don't Know
1.	Is there one person who is responsible for your Agency's vehicles and operations?			
2.	Is there a standard for selecting drivers which includes motor vehicle review (MVR)?			
3.	Does your Agency conduct road tests as part of the selection process for new drivers?			
4.	Is there a written preventive maintenance program?			
5.	Are regularly scheduled vehicle inspections documented?			
6.	Are there vehicle selection and replacement criteria in place?			
7.	Are all vehicle accidents/incidents investigated by management?			
8.	Are drivers trained in breakdown or roadside emergency procedures?			
9.	Are all Agency drivers drug tested?			
10.	Is there a distracted driver (including hands free) policy in place? (e.g., cell phone, radio use, etc.)			
11.	Do all drivers receive training/instruction on incident reporting and evidence preservation?			
12.	Are drivers trained in loading/securing vehicles?			
13.	Are the trends, cost, and frequency of vehicle accidents shared with drivers and management?			
14.	Is seatbelt use the rule rather than the exception?			
15.	Does your Agency operate 15-passenger vans?			
16.	Are there selection criteria in place for vehicle maintenance personnel and facilities?			
17.	Do you know how many vehicle accidents drivers in your Agency have reported in the three years?			
18.	If you drive your personal car on Agency business, are you required to carry more insurance than the California minimum requirement?			
19.	Do you know how your Agency pays for automobile coverage for Agency vehicles?			
20.	If you drive an Agency vehicle, do you know where the insurance I D card is kept and why?			

ABAG PLAN FLEET SAFETY AND LIABILITY FUNDAMENTALS

June 25, 2009

Instructions: Insert the number of the Department/Organization in your City that has responsibility for the Fleet Safety Management Fundamentals listed below.

No.	Department/Organization	Definition
A = ALL	City Council	Governing Board
1	Top Management	Managers, directors, division heads, supervisors, department heads
2	Human Resources	Human Resources, selection and hiring, promotion, job descriptions, medical programs
3	Public Works – Fleet/Equipment Maintenance	Department and physical location for repair and maintenance of the fleet
4	Public Works – Facility Maintenance	Maintenance of the facilities directly used by the City in the performance of its responsibilities
5	Public Works – Vehicle/Equipment Operations	Managers, supervisors, dispatchers, administrative support staff
6	Bargaining Units	Employee unions and associations
7	Employees	All employees and volunteers who drive personal or City-owned vehicle
No.	Fundamentals	Description
	Accident and collision Reviews	Review and deciding preventable/non-preventable
	Accident investigation and Reporting	Process for reporting incidents and investigating them
	Accountability	Accountability for safety and safety performance
	Background Checks	Responsibility for conducting background checks
	Claims	Responsibility for reporting and processing automobile liability claims
	Communications – Safety	Responsibility for fleet safety program information is communicated
	Construction	Construction for vehicle facilities
	Contracts	Responsibility for leases, property rental, equipment rental, and agreements for services or goods
	Distracted Driver Policy	Responsibility for the distracted driver policy
	Driver Selection	Responsibility for selecting and hiring drivers
	Driver Supervision	Responsibility for supervising drivers
	Driver Training	Responsibility for training drivers
	Drug Testing Program	Responsibility for managing the drug testing program
	Emergency Supplies	Responsibility for ensuring vehicles and equipment have the necessary emergency supplies
	Facility Inspections	Responsibility for inspecting facilities
	Medical Program	Responsibility for implementing medical programs
	Preventive Maintenance	Responsibility for maintaining vehicles and equipment
	Safety Belt Policies	Responsibility for the seat belt policy
	Vehicle Inspections	Responsibility for inspecting vehicles
	Vehicle Selection	Responsibility for establishing vehicle selection criteria
	Written Program	Responsibility for the written fleet liability program



Safe Driving Checklist

Obey the Law

- Observe speed limits.
- Obey traffic signs and signals.
- Pass other vehicles only on the left; signal your intention before changing lanes.
- Never pass a stopped school bus.
- Yield to drivers who have the right-of-way.
- Never drive under the influence of alcohol or drugs.
- Use your seat belt. Make sure passengers are buckled in.

Drive Sensibly and Defensively

- Correctly position mirrors and seat before you start.
- Never tailgate; stay at least three car distances behind the driver ahead of you.
- Don't insist on the right-of-way if the other driver will not yield it.
- Dim your headlights for oncoming cars and those ahead.
- Be aware of what's going on ahead of you and behind you.
- Do not use hand-held devices while driving

Expect the unexpected

- Reckless behavior from other drivers.
- People, or animals, darting into the road.
- Swerving cyclists.
- Potholes or debris in the roadway.

Take Bad Weather Precautions: Improve visibility

- Use wipers, defroster, and headlights.
- Counter glare from sun or snow with sunglasses.
- Clear snow from hood, roof, and *all* windows.

When visibility is poor or roadways are slick

- Reduce speed.
- Increase distance between you and the car ahead.
- Brake gently.
- Watch out for puddles, icy patches, sudden pockets of fog.
- If you skid, steer gently into the turn. Do not use brakes or step on the gas.

Maintain Your Vehicle

- Conduct a pre-driving inspection every time.
- Be sure that scheduled maintenance checks are carried out in time.
- Be alert to below-par performance of any equipment; attend to it promptly.
- Don't abuse your vehicle by driving too fast over bumpy terrain.
- Don't make unnecessarily sharp turns or sudden stops and starts.



Shared Best Practices Vehicle Use and Operations

The following are a collection of the best practices obtained or recommended to ABAG PLAN members as a result of the General Liability Risk Management Assessment process conducted during 2003 and 2004.

Vehicle Operations

1. All departments involved in traffic safety should share information, participate in evaluations, and make budgetary recommendations. SWITRS, any “near miss” data, public complaints/comments, and actual claim experience should be used to quantify problem areas and drive change.
2. Formal evaluation of traffic control, design, and engineering of all roads on a prioritized schedule should be conducted periodically or prior to new construction to ensure compliance with Caltrans, state, and federal guidelines and regulations.
3. SWITRS (or internal data) analysis should be used to prioritize intersections or roads where incident trends are noted so that appropriate action can be taken to reduce the hazards.

15-Passenger Vans

1. Alternate vehicles to 15-passenger vans driven by carefully selected and trained employee drivers should be used if necessary to transport residents/participants.
2. Consider transporting children and other members of the public using independent organizations who employ professional, full-time drivers holding class B commercial drivers licenses.
3. Parental notification/consent forms and waivers of liability should be signed by parents/guardians of those being transported.
4. The National Highway Traffic Safety Board (NHTSB) has declared 15-passenger vans unsafe for transporting children because of the tendency to roll over and other safety issues. If their use cannot be discontinued, a very stringent van safety program must be in place.



Accident Investigations

1. All department managers and supervisors should be trained in accident investigation techniques to support “fact finding” not “fault finding.”
2. Quality and timeliness of investigations should be a performance measure of supervisors and managers.
3. Root cause and action plans resulting from investigations (except that information that should remain confidential) should be shared within the entire organization as “lessons learned” to prevent recurrence.
4. All departments should be trained in accident investigation techniques to support “fact finding” not “fault-finding.”
5. Investigations should be reviewed by management team(s) and “lessons learned” are shared among departments to improve safety awareness for all Agency employees.
6. Investigations should be used as the basis for action plans and remediation of root cause of accidents. This should include additional driver training or disciplinary action if appropriate to prevent future accidents.
7. Root cause and action plans resulting from investigations should be shared within the entire organization as “lessons learned” to prevent recurrence. A safety/risk management committee or management/supervisor meetings is an excellent mechanism to accomplish this.

Agency Vehicle Accidents

1. A spotter should be used to guide large vehicles in particularly confined situations with little room to maneuver and limited visibility.
2. A written and enforced policy regarding the use of distracted driving should be in place. Specifically, it should address the use of hand-held and hands-free communication devices while operating equipment or vehicles. NOTE: It is not recommended for employees to drive their own vehicles on Agency business.
3. Documented training that presents timely updates and refreshers on new or revised policies for which employees are held accountable should be provided for department members.



Driver Selection and Training

1. Documented training that presents timely updates and refreshers on new or revised policies for which employees are held accountable should be provided for department members.
2. All drivers involved with moving wheelchair bound or otherwise mobility limited patrons should receive special instruction and be able to demonstrate proficiency in loading, securing, and unloading passengers to reduce the potential for injury. This will both reduce the potential for an injury to the passenger and an injury to the driver.
3. All drivers should have appropriate license training for the type of vehicle they drive. As a minimum, this includes Defensive Driving - 4 (DDC-4) on a regularly scheduled basis.
4. Employees who drive any vehicle on Agency business should be enrolled in the California Employer Pull Notice (EPN) Program for pre-placement and annual MVR checks and alerts. MVRs should be reviewed against a pre-established standard of acceptability.
5. Statistics for youthful drivers clearly indicate they are more likely to be involved in vehicle accidents than other groups. If Explorers are to be allowed to drive, they should comply with the same policies regarding selection and training as other Agency employees.
6. A documented process should be in place as part of employee hiring/placement, annual review, and/or following involvement in a vehicle incident to evaluate driver skill levels, knowledge of safety policies and procedures, and training needs to address deficiencies.
7. All employee MVRs should be evaluated against a pre-established standard for acceptability. They should be re-evaluated at least biannually to ensure continued acceptability.
8. All employees who drive any vehicle on Agency business, using the Agency's vehicles or personal vehicles, should be enrolled in the California Employer Pull Notice (EPN) Program for pre-placement and annual MVR checks and alerts.
9. Employee use of personal vehicles on Agency business increases the Agency's liability exposure and should be managed using the same standards as drivers of Agency vehicles.



10. Knowledge and skill levels of ALL drivers, not just those holding Class B licenses, should be verified before allowing them to operate Agency vehicles. This can be accomplished through motor vehicle record (MVR) checks and road tests. Holding the correct type of license or successfully completing an outside program does not guarantee the highest level of knowledge and skill required for the locale.
11. Regularly scheduled defensive driving classes or equivalent courses for drivers should be part of a vehicle safety program.
12. The Agency should have clearly defined enforced driving policies such as those regarding seat belt and cell phone use.
13. Train a group of “back-up” drivers who have the appropriate Class B license so that only adequately trained drivers transport seniors.

Driving Policies

1. Documented training should be provided for department members and should provide timely updates and refreshers on new or revised policies for which employees are held accountable.
2. A written and enforced policy regarding distracted driving should be in place. Specifically, it should address the use of hand-held and hands-free communications devices while operating equipment or vehicles.
3. Check vans currently in use or those being considered for purchase against the information provided by the National Transportation Safety Board. Some models have been determined to be inherently unsafe due to rollover concerns. All major equipment purchases should be subject to risk review prior to acquisition.
4. Quality and timeliness of investigations should be a performance measure of supervisors and managers.
5. Verify with contract providers that the contractors used are not operating vans included in recent National Transportation Safety Board alerts. Some models have been determined to be inherently unsafe due to rollover concerns.
6. An Agency-wide cell/communications policy should be in place and enforced for all Agency employees driving Agency-owned vehicles or their own vehicles on Agency business. NOTE: *It is not recommended for employees to drive their own vehicles on Agency business.*
7. A policy should be in place requiring use of warning cones behind Agency service vehicles to ensure the driver does “walk around” of vehicle before backing or driving and warns others against parking too close.