



## Policies & Procedures

<b>Policy Section:</b> HR-II-6	<b>Subject:</b> Safe Driving Policy
	<b>Adopted:</b> February 1, 2008 <b>Revised:</b>

### Purpose

Accidents, whether they occur on the street, highway, or at our facilities, benefit no one. Injuries, disabled equipment, and damage to property are the direct result of accidents. Ultimately, accidents contribute to disruption of our services to clients; potential injuries to clients, staff, or the public; and increased costs for the Agency.

This safe driving policy is for the information and guidance of drivers and other employees of the Agency. The Agency recognizes that most accidents can be prevented. While our goal is to be accident free, we realize this is not achieved by luck. The combined efforts and commitment of each person at all levels of our agency is necessary to achieve our goal. To drive safely is the first duty of every driver. Safe driving means to drive defensively, anticipating the mistakes and carelessness of pedestrians and other drivers, and being prepared at all times to do everything a driver can do to prevent an accident. Our services require well instructed, alert drivers who conduct themselves and their equipment at all times in a manner that will reflect positively on themselves, our industry, and the Agency.

Drivers are required to observe all rules and procedures outlined in this policy at all times. Failure to do so may result in disciplinary action up to, and including, termination. Remember that no job is so important nor service so urgent that we cannot take time to perform it safely!

### Responsibilities

**Management:** A successful safe driving program begins with management. Management's commitment to accident prevention is reflected through its policies and procedures, as well as the actions and attitudes of supervisors and employees. Management will support and be involved in the Agency's safe driving program.

Agency supervisors are responsible for administering and coordinating the safe driving program. This includes driver selection, driver training, driving performance review, accident investigation, promoting safety awareness, and representative membership on the Health and Safety Committee.

Managers and supervisors are responsible for ensuring that employees are physically capable of driving, their driving conduct is in the best interest of the Agency, they observe agency policy requirements, and they do not abuse or neglect agency vehicles. Your supervisor must approve any exception to the rules and guidelines contained in the safe driving policy.

**Health and Safety Committee:** The Agency's Health and Safety Committee reviews accident investigations, identifies safety hazards and methods to prevent accidents, identifies training needs, solicits and evaluates driver suggestions, makes recommendations to management, and sets an example by working and driving safely.

**Drivers:** Employees, regardless of their positions within the Agency, are expected to cooperate in all aspects of the safe driving program. Drivers are responsible for operating vehicles in a safe, courteous, and considerate manner; reporting accidents or incidents immediately as per this policy; and identifying hazardous conditions or equipment that could result in an accident. Drivers have personal responsibility for their own safety as well as the safety of their coworkers and clients.

### **Driver Selection and Review**

Only approved drivers may drive on Agency business, or drive Agency vehicles.

There are no guaranteed methods to identify individual drivers who will have future accidents. Drivers with active violation records and a history of accidents are more likely to become involved in an accident compared to those with no violation or accident history. The Agency has instituted driver review procedures using insurance underwriting criteria to measure a driver's performance. These criteria will apply to the review of driving records of potential new hires as well as the performance of current employees and those that have been involved in an accident. The intent of this policy is to treat all drivers in a fair and consistent manner. Underwriting criteria may change periodically and will be reflected in this policy.

The Human Resources Director will be responsible for the review of motor vehicle records of potential new hires and current employees. Accident investigations and driver accountability will be the responsibility of the supervisors and managers.

**Driver Qualifications:** To qualify for and continue employment as a driver for the Agency, drivers must meet the following conditions:

- **For employees transporting youth:** must be 21 years of age or older with a valid driver's license and one (1) year driving experience as a licensed driver (i.e., not with a learners permit). **For employees not transporting youth:** must be 21 years of age or older with a valid driver's license and one (1) year driving experience as a licensed driver (i.e., not with a learners permit), or be 18-21 years of age and a licensed driver for a minimum of two (2) years.
- Have required drivers license in their state of residence (Oregon or Washington), or obtain within 30 days of hire.

- Have proper automobile liability insurance coverage and an acceptable driving record (as defined by this policy).
- Have knowledge of and adhere to agency rules and policies, Department of Transportation (DOT) regulations, state and municipal traffic laws and regulations whenever driving agency vehicles or driving personal vehicles on agency business.
- Before an employee will be allowed to drive on agency business, the employee must complete and sign the Driver Information and Acknowledgement form. This form is available from the Human Resource Department.

**Driver Records and Record Review:** As part of the new hire or periodic DMV record review process, both the agency and the agency's insurance carrier obtain certified copies of your driving record (if you are required to drive on agency business). New hires are not granted regular employment or allowed to drive an agency vehicle or transport clients until their driving record is received and approved. Your name, date of birth, driver's license number, and the state of issuance is used when ordering motor vehicle records.

If you have an Oregon driver's license, we also list your name with the DMV's Automated Reporting Service (ARS). The ARS produces and sends the agency a court print driving record whenever a conviction, accident, or suspension is posted to a listed driver's record.

Driver records are kept in the employee's personnel file. Driver records include motor vehicle reports and related records, and work-related accidents and violations. A driver with a record that indicates any accidents, moving violations, non-moving violations, or observed or reported unsafe driving behavior receives a letter from Human Resources identifying these records and/or behaviors. These records may impact an employee's ability to drive for the Agency.

**Determining Acceptability of a Driving Record:** When we receive a copy of your driving record, we review it to determine if your driving record is or is not acceptable. If the Agency finds your record to be unacceptable, you may be restricted from driving any vehicle on Agency business. The insurance underwriters reserve the right to exclude you from driving based upon underwriting criteria and at their own discretion. If driving is essential to your job and you are restricted from driving or excluded from our insurance coverage, your employment with the Agency may be terminated.

The Agency does not have a strict point system for approving or disapproving drivers and we always reserve discretion, based upon the total of a driver's record, to approve or disapprove any driver. Generally, we review driving history over the prior four (4) years; however, in some cases, the agency and/or the insurance company may look at driving history for the past ten (10) years. Driving records are generally evaluated according to the following criteria:

In the past three (3) years, does a driver have (including personal and/or work-related) more than:

1. Two (2) At-Fault Accidents, (any accident will be assumed to be at-fault unless the driver proves proof to the contrary)

OR

2. Three (3) Minor Moving Violations, such as:
  - a. Speeding
  - b. Failure to Stop
  - c. Following Too Closely
  - d. Failure to Yield
  - e. Lane Violations

OR

3. Four (4) of the following Non-Moving Violations such as:
  - a. Failure to Appear
  - b. Unlicensed Driver
  - c. No Proof of Insurance/Registration

OR

4. A combination of the above accidents and/or violations which make the total driving record problematic or indicate a pattern of unsafe driving behavior or a potential for future accidents or violations.

In the past four (4) years, does a driver have any Major Moving Violations such as:

1. Driving While Suspended
2. Exhibition of Speed
3. Reckless Driving
4. Driving Under the Influence (DUI)
5. Vehicular Manslaughter
6. Leaving the Scene of an Accident, (Hit and Run), etc.

If your driving record shows that in the past you have received a violation for Driving Without Insurance, the Agency may require that you list the Agency as a certificate holder on your automobile policy and provide proof of having done so. Failure to do so could mean you may not be allowed to drive on any Agency business. Once again, if the Agency determines that driving is essential to your job, your employment with the Agency may be terminated.

**Evaluating Driver Performance:** A driver's performance may be reviewed on a regular basis by management using DMV reports, driver observation, vehicle inspections, and third party reports. If a supervisor, the HR Director, the Risk Manager (CFO) and/or the insurance company feel it is not safe to allow an employee to drive or continue driving, the Agency may determine an appropriate employment action, which may include driving restrictions, remedial training, discipline, or termination of employment. Should a driver feel the decision is not warranted, the

driver may appeal the decision using the grievance process outlined in the HR Policies and Procedures.

## **Driver Expectations**

**Personal Vehicle Use:** Employees may use personal vehicles for agency business purposes when approved by their supervisors, as long as the employee follows this Safe Driving policy, as well as all other agency policies, procedures, and directives.

The Agency will reimburse employees for business mileage at a rate specified by the Agency. The Agency does not provide insurance coverage for personal vehicles used by employees while on Agency business, and the Agency does not reimburse employees for any vehicle-related expenses beyond the business mileage reimbursement. The only exception to this is in the event that an employee is in a vehicle accident while driving on Agency business. In this case, the Agency will pay up to \$250 toward the employee's deductible for incurred, paid expenses associated with damage to their own personal vehicle. In order to be eligible for reimbursement, the employee must submit a copy of the completed repair receipt along with an automobile insurance claim number. In no case will the Agency reimburse the employee an amount greater than the repair expense. The employee is not eligible for reimbursement if the employee lacks automobile insurance at the time of the accident and/or if the employee receives a traffic citation associated with the accident.

Employees utilizing personal vehicles should observe agency standards for their vehicles in the interest of safety and corporate image. Vehicles should be in good mechanical condition with minimal body damage and kept clean inside and out.

**Automobile Insurance:** All vehicles owned by the Agency are covered by a comprehensive automobile insurance policy that protects the Agency against liability claims resulting from bodily injury to others and/or resulting from damage to other people's property. Employees or volunteers driving Agency-owned vehicles would be included under this coverage.

The Agency requires employees and volunteers to maintain personal automobile insurance if they are driving on Agency business. Each employee and volunteer who drives their personal vehicle on Agency business should make sure that their own insurance permits such use. Most personal auto policies allow for an individual to use their vehicle as needed on the job or as a volunteer.

*Your insurance carrier may require a minimum liability coverage of \$300,000 combined single limit, including bodily injury and property damage. The Agency does not require this level of coverage **at this time**. If you do not understand the meaning of these terms, you should call your auto insurance agent for clarification.*

*All employees and volunteers should discuss their driving duties with their insurance agent (if they have not already done so) to make certain there are no restrictions in their policy which would limit their protection.*

**Violations and Charges:** Employees are expected to follow all traffic and parking rules, laws, postings, etc. Drivers are responsible for paying all violations and citations for their own vehicle, including driving and parking citations. If an Agency vehicle is ticketed for a parking violation, the Agency will pay the fines but the driver will be required to reimburse the Agency for the fine(s) and any related expenses. Repeated violations may be grounds for discipline up to and including termination of employment.

**Reporting Non-Work Related Traffic Violations and Accidents:** In some cases an employee may be required to report personal traffic violations and accidents to their supervisor and the HR Director. Failure to do so when required may result in suspension or termination of employment.

**Reporting Work-Related Driving Accidents:** An employee is to report immediately any driving accidents involving an Agency vehicle, or which happens while driving on Agency business, to their supervisor and the CFO. If the CFO is unavailable during regular office hours, another senior manager should be contacted. If the accident occurs outside of regular office hours, the employee should report to the CFO first thing the next business day. The employee must complete a DMV accident report (located in the vehicle binder) as required by law. Instructions for reporting vehicle accidents are located in the vehicle binders and/or vehicle glove box of the Agency vehicle. Report any job related injury or illness, vehicle damage, and/or property damage to your supervisor immediately. You must report every accident without exception. Failure to report an accident could result in disciplinary action up to, and including, termination.

**Reporting Work-Related Driving Incidents or Near Misses:** Employees are to report any unsafe acts, hazardous conditions, or near misses to their supervisor and the HR Director as soon as possible after the occurrence.

**Drug/Alcohol Screens:** Any or all drivers may be tested for alcohol and/or drug use as per the Agency's Drug-Free Workplace Policy, which can be found in the HR Policies and Procedures.

**Employees using prescription drugs or over-the-counter medications which could impair their driving while on the job** must discuss their situation with their supervisor before beginning work so that appropriate accommodations may be considered, and alternative work plans may be made. Employees may be required to provide properly written medical authorization from a physician to work while using such authorized medications.

**Vehicle Inspection Reports:** To ensure the vehicle is in safe and clean operating condition, a driver will complete a pre and post-inspection of the agency vehicle and report conditions on the vehicle log sheet in the vehicle binder when she/he checks out or uses, and returns, an agency vehicle. The inspection checklists are included in the vehicle binders. These checks protect both the equipment and the driver. Any damage or defects should be noted on the log sheet. Critical items should be reported immediately to your supervisor, the Facilities Manager, or the front desk at the agency headquarters.

**Personal Passenger/Rider:** The Agency does not allow personal passengers or riders in agency-provided vehicles, or while the employee is driving on agency business.

**Seat Belts:** All drivers and occupants must comply with state safety belt and child restraint laws, which include (among other things) wearing properly fastened safety belts and shoulder restraints as provided by the vehicle manufacturer. The driver is responsible for verifying that seat belts are in good working order, as well as ensuring that seatbelts (and child restraints, if applicable) are worn by all passengers.

**Smoking in Vehicles:** Smoking is not allowed in Agency vehicles, or when transporting youth. Refer to the Smoking Policy in the HR Policies and Procedures for more complete information.

**Cellular Phone Use:** Employees must adhere to all federal, state, or local rules and regulations regarding the use of cell phones while driving. Accordingly, employees must not use cell phones if such conduct is prohibited by law, regulation, or other ordinance. If you are not sure whether the use of a cell phone while driving is prohibited in a particular area, please check before beginning your trip.

It is the intent of the Agency to assist employees in limiting the use of cell phones while driving. To that end, as much as possible, work should be organized in such a manner that it does not entail expected and regular use of a cell phone while an employee is driving for the Agency.

**Drivers transporting clients should never use cellular phones while the vehicle is in motion, except under extreme conditions where not using a cell phone could jeopardize the safety of a client(s).** Employees driving on Agency business, and not transporting clients, may use hands-free cell phones using the following guidelines:

- To limit the number of incoming calls, consider turning off your phone while driving.
- If you do receive an incoming call, such calls should be kept short and, should the circumstances warrant (e.g., heavy traffic, bad weather), you should locate a lawfully designated area to park to continue the call.
- Should you need to make a call while driving, you should locate a lawfully designated area to park and make the call.

Text messaging by using a cell phone while driving on Agency business is never permissible.

**Food in Agency Vehicles:** Drivers and passengers are not allowed to eat food in Agency vehicles.

**Navigation Tools:** A driver should have a good idea of the route being driven before beginning to drive. A driver may access driving directions using an internet-based directional web search engine such as Google Maps, Mapquest, etc.; a hardcopy guide such as Thomas Guides; or a GPS device/system. If a driver is unsure of directions en-route, the driver should attempt to stop the vehicle in a safe place in order to re-orient her/himself. A driver should be aware that using a cell phone to call for directions while driving can be distracting for the driver. A driver transporting clients should never use a cell phone while the vehicle is in motion.

**In the Event of an Agency Vehicle Breakdown:** Roadside assistance is available for any Agency vehicle that breaks down. Refer to information in the vehicle binder for instructions on requesting roadside assistance.

**Carrying Confidential Materials in Vehicles:** Staff carrying confidential agency or client information should keep it out of sight and out of clients' reach while it is in the vehicle. Confidential client information should be carried in a locked container when taken off-site. Confidential information should not be stored on laptops. Confidential information should not be left unattended in a vehicle.

## **Driver Training**

**Overview:** The intent of this training program is to benefit drivers by helping them to perform their jobs safely and efficiently. Proper training helps keeps people safe, and reduces operational disruptions and minimizes unnecessary costs from accidents and equipment abuse.

**New Hire Orientation:** All new employees/drivers will receive an initial orientation to the Agency's Safe Driving policy as part of the new hire orientation/training. Employees who will be driving youth using the Agency van must complete this orientation prior to driving on Agency business. This is for new employees so that each employee is properly educated prior to starting work. This will be conducted by the driver's supervisor and/or an experienced driver assigned by the driver's supervisor.

**Coaching the Van Driver Training (4 hrs):** All employees who drive clients or will drive an Agency-provided van, and all direct supervisors of these employees, must complete this training as soon after hire as possible and annually thereafter.

**Defensive Driver Training:** All employees who drive three (3) times or more a month for the Agency AND who are not required to take the van driver training must complete the initial four-hour training as soon after hire as possible and a two-hour refresher annually thereafter.

**Remedial or Behind the Wheel Training:** At times an employee may be required to take a refresher course or behind-the-wheel training based upon current DMV driving record, a record of incidents, or sub-standard performance identified through staff or client complaints, moving violations, road observations, or reports of vehicle misuse or abuse. Employees must complete this training as required by the Agency.

Behind-the-wheel training may include:

- Pre-trip inspection.
- Using driving direction tools to find a specified final destination.
- Placing the vehicle in operation.
- Using vehicle controls and emergency equipment.
- Operating vehicle in traffic and while passing other vehicles.
- Operating the vehicle through narrow city streets with various right-of-way expectations.
- Operating the vehicle on the freeway.



- Turning the vehicle.
- Backing and parking the vehicle, including parallel parking and parking in congested areas and parking structures.
- Aspects of driving relevant to driving 12-passenger vans or transporting youth.

**Driver Training Program Sample Topics:**

- Agency Rules and Regulations
- Equipment Familiarization
- Defensive Driving Techniques
- Regulations
- Driving 12-Passenger Vans
- Transporting Youth
- Emergency Procedures
- Driver Accident Reporting
- Driving with ABS Brakes
- Using Pacific Pride Gas Stations
- Drug Testing Policy

**Suggestions:** The Agency appreciates any suggestions from our drivers that may improve our safety, service, working conditions or that may make our operations more efficient. Please provide suggestions in writing to your supervisor, a member of the Safety Committee, or to the Health and Safety Committee mail folder.