



## Intact Public Entities | Driver & Vehicle Management Guide

Management Oversight	
Expectations and Key Elements	<p>Motor vehicle accidents <b>can be prevented</b>. Through management commitment and focus with clear and detailed efforts to advance prevention, injuries can be avoided and costs can be reduced.</p> <p>It is the policy of the entity that every effort be made to prevent motor vehicle accidents. It is the responsibility of all personnel—managers, supervisors, and drivers—to comply with this policy. Law enforcement and emergency response operations will have specific policies that may expand or supersede this policy.</p>
Program Development	<p>Written program in place detailing fleet policies and operation. Operational directives mandate policies and procedures, and should designate management and oversight of program.</p> <ul style="list-style-type: none"> <li>• Comprehensive policies and procedures</li> <li>• Driver qualification/selection procedures</li> <li>• Vehicle inspection and maintenance procedures</li> <li>• Accident investigation, analysis, and review</li> <li>• Supervision (specified management oversight with detailed responsibilities)</li> </ul>
Policies and Procedures	
Use of Seatbelts	Seatbelts are required to be worn at all times.
Driver Impairment	<p>Use of drugs or alcohol while operating vehicles should be strictly prohibited. This includes the use of prescription medication, which may alter the mental states and affect the safe operation of vehicle.</p> <p>Driver's should also refrain from operating a vehicle if they are fatigued, distracted or in an alter state of mind.</p>
Distracted Driving and Use of Electronics	<p>Policy must be in place and followed.</p> <p>Drivers are prohibited from reaching for or holding a mobile device to conduct a voice or data communication. With regard to Hands-free communications policy should adhere to state and local laws (Note: Hands-free is a distraction from driving).</p> <p>Drivers should be active drivers and refrain from activities which divert their attention and eyes from the roadway.</p>
Use of Vehicles	Should be restricted to business use or function of job. No Unauthorized use should be allowed. Use of personal vehicles policy should be in place and followed.
Accident Investigation and Reporting	<p>Procedures regarding accident investigations and reporting including notification of Law Enforcement, Supervisor and Insurance Carrier.</p> <p>Accident investigations should be factual in nature and properly documented. Investigations should determine root causation and contain information that can be utilized to prevent further occurrences.</p>
Disciplinary Process and Procedures/Drug Testing	<p>Should contain elements involving verbal counseling, written counseling, re-training, and possible termination for flagrant violations of policies.</p> <p>Disciplinary procedures follow guidelines set forth by employee handbook, should be progressive in nature, and reflect the severity of the violation.</p> <p>Comprehensive drug testing policy identifies guidelines, parameters, testing methods, and facilities. Procedures for failed tests, appeals, false positives and re-testing should be in place. Note: Non-safety-sensitive municipal employees should be excluded from random drug tests. CDL drivers – see guidelines on Drug &amp; Alcohol Clearinghouse (<a href="https://clearinghouse.fmcsa.dot.gov/">https://clearinghouse.fmcsa.dot.gov/</a>)</p>

Driver Qualification, Hiring Practices and Training	
Driver Qualification/Hiring	<p>All employees who drive on entity business or operate an entity vehicle are entrusted not only with the care and responsible operation of the vehicle, but with the entity's reputation as well. Therefore, all prospective employees who will drive on entity business will be evaluated and pre-qualified prior to hire and monitored during their probationary period.</p> <p>All existing drivers will be re-evaluated on a regular basis to ensure (to the best of the entity's ability) that vehicle operators remain in good standing with respect to the entity's driver qualification policy.</p> <p>Drivers will be evaluated by the following criteria:</p> <ul style="list-style-type: none"> <li>• Satisfactory application</li> <li>• Satisfactory interview</li> <li>• Reference check/background check</li> <li>• Valid driver's license, including Commercial Driver's License (CDL) where warranted</li> <li>• Satisfactory motor vehicle record (MVR) check (some states require driver's permission)</li> <li>• Satisfactory driver road test (commercial vehicles only)</li> <li>• Drug/alcohol test when applicable to CDL. (review of Drug &amp; Alcohol Clearinghouse)</li> <li>• DOT physical exam if required</li> </ul> <p>Hiring manager should evaluate the drivers' qualifications using available information and any grading matrix adopted by the entity. Once all information has been reviewed, final determination should be made with input and consultation of human resources department.</p>
Driver Training	<p>Proper training reduces operational disruptions and minimizes unnecessary costs from accidents and equipment abuse. Positive driver attitudes can be promoted by emphasizing that the intent of the training program is to benefit drivers by helping them to perform their jobs safely and efficiently. Drivers must be shown the critical relationship between their actions and the success of the entity.</p> <p>Three types of driver training should be considered when establishing a driver training program:</p> <ul style="list-style-type: none"> <li>• Initial training – review policy and procedures, defensive driving</li> <li>• Refresher training – defensive driving at a minimum of every other year</li> <li>• Remedial training – subject specific re-training related to incident</li> </ul>
Vehicle Maintenance, Inspections and Documentation	
Maintenance and Inspection Policy	A documented program of regular vehicle self-inspections is an important component of the vehicle maintenance process as well as the fleet safety program. Detection and correction of vehicle defects makes the vehicle safer to operate and also improves the efficiency of the operations by reducing the likelihood of breakdown, loss of service, or more expensive repairs.
Vehicle Checklist	The Vehicle Inspection Report should be utilized at least monthly for assigned vehicles, and at each use for pool vehicles. Vehicles that fall under Federal Motor Carrier Safety Regulations require daily pre/post-trip inspection and documentation.
Periodic Maintenance Program	<p>Maintenance Program will outline requirements and timelines:</p> <ul style="list-style-type: none"> <li>• Routine preventative maintenance (A-Level maintenance such as oil changes, fluid checks, and tire pressure/wear)</li> <li>• Required periodic maintenance (B-Level maintenance such as brake inspections, vehicle safety checks (lights, signals etc.), belts and hoses).</li> </ul> <p>All inspections and repairs must be documented.</p>
Maintenance Request/Out-of-Service	Policy and procedure outlining maintenance request/work orders for vehicles and/or equipment deficiencies and vehicles which are deemed out-of-service, unsafe, or non-operable.
Documentation and Retention	Guidelines must be in place outlining required documentation and must contain mandatory elements along with clear and detailed document retention policy. Guidelines should reflect open records requests and redaction of private or protected information.