

TO: ALL COUNTY PERSONNEL

**FROM: VERDENIA C. BAKER
COUNTY ADMINISTRATOR**

PREPARED BY: RISK MANAGEMENT

SUBJECT: VEHICLE SAFETY – “HOW’S MY DRIVING” (HMD) PROCEDURES

PPM #: CW-P-067

ISSUE DATE
July 10, 2019

EFFECTIVE DATE
July 10, 2019

PURPOSE:

To promote safe driving habits and to ensure that all complaints received regarding County drivers are handled properly and consistently in a timely manner.

UPDATES:

Future updates to this PPM are the responsibility of the Manager of Employee Safety / Loss Control, under the authority of the Director of Risk Management.

AUTHORITY:

- County Administration Directive
- PPM # CW-O-004-Vehicile Safety Program

POLICY:

- 1) All County vehicles will have a (HMD) bumper sticker placed on the rear of the vehicle.
- 2) Exemptions from the bumper sticker requirement must be approved by the Risk Management Department.
- 3) Anonymous complaints will be accepted and reviewed for validity.

RESPONSIBILITIES:

Fleet Management: Place (HMD) stickers on the rear bumper of all County vehicles when they are first purchased, or when they come in for service if a sticker is not already present.

Emergency Operations Center (EOC): Field phone calls from the initial complainant, and

forward them to Risk Management for follow-up.

Employee Safety / Loss Control (ES/LC): Follow-up with the complainant, verify what department the driver in question works for, contact the employee's supervisor, and arrange for the supervisor to investigate and respond in writing to Risk Management.

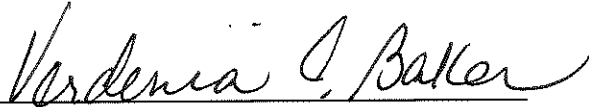
Department Director: Ensure that all County vehicles within their department have (HMD) bumper stickers posted on the rear of each vehicle. Direct all supervisors to investigate all driving complaints and respond in writing to the Risk Management department. Investigation and response is due to Risk Management within three business days from the date of notification of a Driver Complaint to the Department from Risk Management.

Supervisors: Investigate all complaints to determine validity, counsel employees as needed, and respond to Risk Management in writing with the results of the investigation. E-mail responses should be provided to Risk Management as quickly as possible, no later than three business days from notification of the complaint from Risk Management.

PROCEDURES:

- 1) (HMD) bumper stickers will be placed on the rear of all County vehicles with a toll-free phone number that will be monitored 24 hours a day by EOC. Vehicles exempt from bumper stickers must be approved by Risk Management.
- 2) The EOC dispatcher will receive complaints from the public regarding "How's My Driving?"
- 3) The EOC dispatcher will record all available information on the, "How's My Driving" (HMD) report form.
- 4) The EOC dispatcher will contact ES/LC staff using their established procedures for handling on-call emergencies. The EOC dispatcher will simultaneously fax the completed HMD form to Employee Safety / Loss Control.
- 5) During daytime hours, Employee Safety / Loss Control staff will look up the Asset or Tag # in the fleet system to determine the appropriate department and the last person to fuel the vehicle (this most often is the driver currently using the vehicle). After regular hours, the ES/LC on-call person will follow up with this procedure the following workday.
- 6) The ES/LC Liaison will handle these complaints based on their department assignments. **If the complaint describes a reckless, out-of-control driver AND the situation is presently occurring, they may ask the dispatcher to contact the appropriate law enforcement agency and report the incident.**
 - a) Examples of incidents **TO** report to law enforcement:

- Any behavior, which disregards the safety of persons or property, or could be perceived as an imminent danger to the driver and/or the public.
 - Failure to maintain lane and/or possible under the influence behavior.
 - Weaving in and out of traffic at a high rate of speed.
- b) Examples of incidents **NOT** to report to law enforcement:
- If the public was cut off accidentally (blind spot type of incident / one occurrence)
 - Tailgating
 - Speeding
 - Running a red light or stop sign
 - Negative communication with the public while driving
- 7) The Employee Safety Liaison will contact the appropriate department to determine who is using the reported vehicle, and if it is possible, to determine if the employee was traveling near or on the specified roadway at the specified time. Anonymous complaints will be accepted and reviewed for validity.
- 8) Once the identity of the driver is determined, Employee Safety staff will request that the employee's supervisor conduct an interview with the employee addressing the complaint to get the employee's side of the story. This interview will be documented in writing and will be forwarded to ES/LC.
- 9) Depending on the situation, the ES/LC Liaison may schedule the employee for a driver improvement course and/or recommend further counseling/ action.
- 10) The ES/LC Liaison will contact the individual who filed the complaint if they request a follow up call.
- 11) All documentation regarding the incident including the HMD form, supervisor's investigation, and Employee Safety review, will be placed in the employee's driver file in Risk Management. Following Human Resources guidelines, only information based on final action taken will be forwarded to the employee's personnel and department file.


 VERDENIA C. BAKER
 COUNTY ADMINISTRATOR

Supersession History:

PPM# CW-P-067, effective April 29, 1999
 PPM# CW-P-067, effective 4/1/2008
 PPM # CW-P-067, effective 6/12/2013