

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
April 29, 2025

EFFECTIVE DATE
April 29, 2025

PURPOSE:

To ensure that County vehicles are operated in a manner that promotes safe driving habits, compliance, and responsible conduct. Driver complaints received regarding county drivers are handled consistently in a timely manner.

UPDATES:

Future updates to this PPM are the responsibility of the Director of Risk Management.

AUTHORITY:

- PPM # CW-O-004 – Vehicle Safety Program, as may be amended

POLICY:

- 1) All county vehicles will have a “How’s My Driving” (HMD) standard decal designed for high visibility and easy reading bumper sticker placed on the rear bumper of each 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: Places HMD decals on the rear bumper of all county vehicles when they are first purchased, or each time the vehicle comes in for service if a sticker is missing or is unreadable.

Warning Point /Emergency Operations Center (EOC): Upon notification of a driver complaint,

the communicator records the specific details of the complaint and immediately e-mails the Driver Complaint Form to the PBC-Driver Complaints e-mail address.

Safety & Casualty (S&C): Upon receipt of the complaint from EOC, the assigned staff member will:

- Follow-up with the complainant,
- Verify what department the driver in question works for,
- Contact the department supervisor to request the identification of the driver and response following the supervisors' investigation of the driving complaint
- Respond to the complainant with actions taken to prevent any future complaints in reference to the county driver. Provide refresher driving training if necessary to the county driver.

Department Director: Ensures that all county vehicles have a bumper sticker applied to the rear of each vehicle. Direct all supervisors to investigate all driving complaints and record the action taken to correct the incident.

Supervisor: Upon receiving the incident report, supervisor shall follow up and 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 (3) business days from notification of the complaint from Risk Management.

PROCEDURES:

- 1) HMD standard decals will be placed on the rear of all County vehicles with a toll-free phone number that will be monitored by EOC. Our trained dispatchers answer calls 24 hours a day, 365 days a year, providing coverage for the County vehicles.
- 2) The EOC communicator will receive complaints from the public regarding “How’s My Driving?”
- 3) The EOC communicator will record all available information on the Driver Complaint Form.
- 4) The EOC communicator will notify S&C by sending the Driver Complaint Form to the PBC-Driver Complaints e-mail box.
- 5) During daytime hours, S&C will look up the asset or tag # in the fleet system to determine the appropriate department and the last person that had fueled the vehicle (this most often is the driver currently using the vehicle). After regular hours, S&C will follow up using the above-listed procedure the following workday.
- 6) S&C team members 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 communicator 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 possibly under the influence of drugs or alcohol.
- Weaving in and out of traffic at a high rate of speed.

b) Examples of incidents **not** to report to law enforcement:

- If a vehicle was cut off accidentally (blind spot type of incident)
- Tailgating
- Improper lane change
- Compliments
- Improper parking
- Unsecured load/equipment problem
- Failure to yield right of way
- Speeding
- Running a red light or stop sign
- Negative communication with the public while driving
- Passing a School Bus with flashing lights and stop indicators activated

- 7) S&C will contact the appropriate department supervisor to request identification of the driver and investigation of the complaint. Anonymous complaints will be accepted and reviewed for validity.
- 8) Once the identity of the driver is determined, S&C will request the supervisor address the complaint with the employee in question to get their side of the story. This interaction will be documented in writing and will be forwarded to S&C.
- 9) Depending on the situation, S&C may schedule the employee for a driver improvement course.
- 10) If necessary and/or requested, S&C will contact the complainant who filed the complaint if they requested a follow-up call.
- 11) All documentation regarding the incident including the Driver Complaint 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 04/29/1999

PPM# CW-P-067, effective 04/01/2008

PPM# CW-P-067, effective 06/12/2013

PPM# CW-P-067, effective 07/10/2019