



# Risk Management Considerations for Fleet Safety

**F**leet Safety is a management system containing several key elements designed to help you reduce vehicle accidents, employee injuries, protect the public and your entity's image.

Create a policy that outlines your entity's commitment to a safe and healthy workforce. A safety program is most effective when everyone feels they have a role in the process.

A well-defined and clearly communicated written policy should address the following:

## 1. Safety Policy

- Program administration
- Responsibilities of drivers, department heads and others
- Driver selection, authorization, and review
- Driver discipline (positive and negative)
- Driver training
- Alcohol testing policy
- Vehicle safety equipment, inspection and use
- Vehicle inspection and maintenance
- Accident reporting, investigation and analysis
- Policy on use of personal vehicles for municipal business

- Guidelines for volunteers, part time or seasonal drivers
- Use of personal vehicle for municipal business - establish minimum requirements for insurance coverage
- Prohibition of personal use of municipal vehicles by authorized drivers and by family members and others
- Specific policies and training for operations such as police, fire, EMS, school buses, etc.

## 2. Policy and Procedural Guidelines

Driver hiring and screening policy:

- Years of experience
- Traffic violations, etc.
- A list of unauthorized uses, including driving while impaired (drugs, alcohol, prescription medication, health impairments, fatigue, etc.)
- Personal use, driving outside given geographical areas
- Maximum allowable speeds
- Safe following distances
- Directions for proper fuel storage and disposal
- A policy on night driving that addresses the issues of stimulant and headlight use
- Policy around parking and reversing

### 3. Program Administration, Roles and Responsibilities

Designate a person to have overall responsibility for program administration including:

- Overseeing development and implementation of a Fleet Safety Program
- Obtaining MVRs pre-employment and annually thereafter for all vehicle operators (full-time, part-time, seasonal, and volunteers)
- Compliance with local laws regarding vehicles
- Adopting a set of fair and responsible standards for all drivers
- Establishing acceptable driving records as a condition of employment
- Auditing periodically for department compliance

Department heads are responsible for compliance with the program within their department, including:

- Ensuring that all operators have the required license for the type of vehicle being operated
- Conducting or providing driver training for all operators
- Adopting a set of fair and responsible standards for all drivers
- Maintaining operation and maintenance files for each vehicle and piece of equipment
- Ensuring that pre-trip and post-trip inspections are being conducted

Drivers are responsible for:

- Adhering to all policies and procedures governing the operation of their vehicle
- Maintaining a professional appearance

- Ensuring safe operation of all vehicles and equipment
- Conducting and documenting required pre-trip and post-trip inspections, including defect reports
- Submitting any accident reports
- Submitting a copy of current driver's license for obtaining a Motor Vehicle Record (MVR)
- Advise supervisor of any changes in license or driving status
- Prohibiting use of assigned vehicle by anyone not authorized to drive the vehicle

### 4. Training

- Orientation of company policies
- Review rules and procedures stressing driver responsibilities
- Hands on training of equipment used, maintenance and safe work practices
- Continued in-service training based on periodic performance evaluation

### 5. Supervision

- Observation of drivers performance
- Listening to comments and/or complaints of others
- Remaining alert to personality and performance changes
- Periodic review of personnel file
- Encourage a high level of performance
- Watching drivers carefully
- Evaluating vehicle use (or abuse) and maintenance practices

INITIAL (REVIEWS MUNICIPAL POLICY)	REFRESHER (COVERS COMMON DRIVER ERRORS)
Disciplinary Procedures	Speeding
Use of Safety Devices	Intersections
Equipment Familiarization	Improper Lane Use
Routes and Schedules	Backing
Emergency Procedures	Turning
Defensive Driving Techniques (Includes topics listed under Refresher)	Passing and Signaling
Local, Provincial and Federal Regulations	Following Distance
Cargo Handling and Transport	Stopping
Vehicle Inspections	Parking
Vehicle Maintenance	Distracted Driving

6. Vehicle Management Purchasing
  - Vehicle purchases should be selected with safety in mind
  - Take into account intended and potential uses (driver/user friendly)
  - Past experiences and employee feedback are important along with maintenance requirements
7. Maintenance
  - Set up a regular maintenance schedule that meets the suggested guidelines as a minimum
  - Perform pre and post-trip vehicle inspections
  - Make correction of safety related deficiencies a priority
  - Maintain individual records for each vehicle
  - Establish out of service criteria for vehicles
8. Record Keeping / Documentation
  - **Record Keeping**
    - Maintain records of activities and programs. In many cases these records are mandated or governed by federal or local laws
  - **Documentation**
    - Without documenting activities or incidents the process of remembering after the fact is very difficult – keep detailed records
    - Many times court appearances are years later
9. Incident / Accident Reporting System
  - Incidents that potentially could have been an accident should be documented and reviewed by the supervisor. This enables changes to policy or operation guidelines eliminating the possibility of reoccurrence.
10. Accident Reporting
  - All accidents should be reported and investigated according to a standard procedure
  - Vehicles should carry accident/incident report forms and **copies** of vehicle ownership and information slip
- A list of persons to be contacted, which includes day and night telephone numbers
11. Drug and Alcohol Testing
  - Adopt a comprehensive Drug and Alcohol Policy prohibiting the use of such substances while operating a vehicle or piece of equipment
  - Have a requirement for random drug use screening
12. Emergency Equipment
  - Vehicle restraint systems are to be maintained in an operable state and utilized by all drivers and passengers
  - Each vehicle should be equipped (at minimum) with a first aid kit, emergency signaling device and a fire extinguisher. Drivers should be trained in the proper use of all equipment
13. Electronic Tracking
  - With an electronic tracking program, you can prevent future accidents by identifying unskilled drivers and creating a safer driving culture. GPS and diagnostics data work together with built-in sensors so you can monitor a wide range of driving behaviours, including:
    - Hard braking
    - Hard acceleration
    - Hard turning
    - Speeding
    - Seatbelt usage
    - ABS activations
    - Airbag deployment
14. Evaluation and Monitoring Programs
  - Has your safety program reduced your accident rate?
  - Is everyone doing their part by participating in the safety program?
  - Are drivers conforming to the safety program?
  - Are they safe drivers?
  - Are the careless drivers being weeded out?
  - Are drivers practicing defensive driving?

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