Vehicle Standard Operating Procedure

The purpose of this Standard Operating Procedure (SOP) is to set forth procedures, which promote the efficient, effective, and safe operation of LHC owned motor vehicles. In addition, employees are reminded; most vehicle accidents are preventable and accidents cost money, which affects LHC’s fiscal operations.

The overall responsibility for the operation and maintenance of LHC’s vehicles rests with the Asset Management Division. The procurement and disposition of vehicles rests with LHC’s executive office. Responsibility for servicing vehicles rests with the Asset Manager. Vehicle maintenance, repair, inspection and other associated records will be maintained by the assigned Asset Manager, COCC or designee. The Finance Division maintains vehicle registration and associated records.

Only LHC authorized vehicle users may drive a LHC owned vehicle or personal vehicle while conducting LHC business. All authorized users are responsible for reading and becoming familiar with these procedures. Upon receiving this SOP, each authorized user must sign a release attesting that s/he has read, understands and agrees to abide by this SOP and LHC’s Vehicle Policy. A copy of each release shall be filed in the employee’s personnel file.

USE OF VEHICLES

LHC vehicles are available for carrying out LHC business. Personal use of LHC vehicles is prohibited. Employees who use personal vehicles to carry out LHC business travel will be reimbursed according to the travel policy.

VEHICLE AVAILABILITY

LHC vehicles are generally available for use between 8:00 a.m. and 5:00 p.m., Monday thru Friday, except holidays with the exception of the vehicles used for the Learning Center activities and on call maintenance. Vehicles used for Learning Center activities and on call maintenance are available for use after 5:00 p.m., on holidays and on weekends. To insure a suitable vehicle is available requests (see next paragraph) should be submitted at least one week prior to need. Likewise, requests should be cancelled and/or modified as soon as the authorized user becomes aware of a needed change.
VEHICLE MAINTENANCE

Each Asset Manager shall designate a vehicle-monitoring person to manage its LHC assigned vehicles. The Central Office Cost Center ("COcc") shall designate an employee to manage fleet vehicles. The assigned staff shall maintain a sign in/out log for each vehicle (as needed). S/he will also maintain a vehicle maintenance log, which will track any repairs and routine oil changes for assigned vehicles. The assigned Asset Manager and COCC staff or designee must maintain strict control over possession of the vehicle keys. The assigned COCC staff and Asset Manager or designee must limit access to the vehicle keys to authorized drivers only. S/he must be aware of the location of all vehicle keys at all times and insure that keys are returned at the close of each business day or as otherwise required. The Asset Manager and COCC staff or designee is also responsible for insuring the vehicle safety inspection checklist/forms are completed on a periodic and/or a weekly basis as designated.

This Asset Manager and COCC staff or designee will also ensure that each vehicle has the following equipment:

- Daily Mileage Sheets
- Driver's Accident Report Form
- Copy of proof of insurance
- Vehicle operator’s manual (if available)
- Spare tire & jack
- First Aid Kit
- Flashlight
- Fire Extinguisher
- Emergency Flares/Lighting Devices/Triangles and

LHC AUTHORIZED VEHICLE USER STANDARDS

Drivers must have an acceptable driving record in order to operate any LHC vehicle and be insurable through the LHC’s insurance company. Acceptable driving records include all of the following:

- Valid licensed driver with at least 3 years’ experience
✓ Ability to speak and read English sufficiently to understand traffic signs and signals, respond to official inquiries and make report entries

✓ A clear driving record - which means the driver has no moving violation, major or minor convictions, excluding parking violations, and no accidents on his/her driving record within the last 3 year period.

✓ A borderline driving record – which means the driver, has no more than three minor convictions within the last three years, no major convictions within that period. Minor convictions are:
  
  • Improper parking
  • Improper display of a license plate
  • Failure to produce a valid driver license, provided a valid driver license exists
  • Failure to produce proof of vehicle speeding (less than 15 miles per hour over the speed limit)
  • One at fault accident

If an employee has a flawed driving record s/he will automatically be disapproved as an authorized user. A flawed driving record means the driver has one or more major convictions, one, or more at fault accidents within the past three years. Major convictions are:

  • Driving under the influence of alcohol or illegal substance*
  • Driving while illegally possessing or transporting drugs*
  • Driving while intoxicated*
  • Using a vehicle while committing a felony*
  • More than one at fault accident in three years*
  • Leaving the scene of an accident*
  • Carless/reckless driving
  • Failure to report an accident
  • Making a false accident report
  • Homicide or manslaughter
  • Attempting to elude a police officer
  • Driving while license is suspended or revoked
  • Drag racing, or excessive speed exhibition (15mph over speed limit)
  • Improper lane change or turn resulting in an accident and
  • Following too close-resulting in an accident
Drugs Testing

LHC requires any employee conducting official business whether in a LHC vehicle or a personal car who is involved in a traffic accident to submit to mandatory controlled substance and alcohol testing at a LHC authorized vendor.

Drivers’ who test positive for any controlled substances will be notified and may discuss the positive test result with a qualified Medical Review Officer (“MRO”). The driver will have the opportunity to explain any special circumstances to the MRO. The MRO is responsible for reporting the results to LHC’s Human Resources Director.

The following test results will be maintained in a secure location with limited access. The results are accessible for inspection by an authorized representative of any Federal Department of Transportation or any State or local official with regulatory authority over LHC or its drivers for 5 years:

- Alcohol test results indicating a Breath Alcohol Concentration (“BAC”) of any level
- Verified positive drug test results
- Verified negative results
- Refusal to submit to a required alcohol and/or drug test
- Records related to collection process and required training
- Required calibration of Evidential Breath Testing devices (“EBT”)

Notification Requirements

LHC authorized vehicle users must notify LHC in writing of a conviction of any state or local traffic violation within 30 days. The notification must include:

- Drivers Name
- Driver’s license number
- Date of conviction
- Details of the offense, including and resulting suspension, revocation or cancellation of driving privileges
- Indication of whether the violation happened in a LHC Vehicle
- Location of offense, and
- Driver’s signature
FUELING LHC VEHICLES

LHC vehicles shall be fueled at Lansing Ice & Fuel utilizing a LHC issued fuel card and a LHC issued vehicle ID card when driving in the Lansing area. These cards cannot be utilized to fuel a vehicle, which is not owned by LHC. When driving an LHC vehicle outside of the Lansing area the authorized vehicle user shall secure gasoline from a self-service gas station (unless a reasonable accommodation is needed) utilizing a LHC advance or his/her funds. The authorized vehicle user shall secure a receipt and submit the receipt for reimbursement as provided in the LHC Travel Policy.

ASSIGNED SITE VEHICLES

Every authorized maintenance staff member will be issued a LHC fuel card to be used by that employee only, to fuel LHC vehicles. Each LHC vehicle is also assigned a vehicle fuel ID card. Both the employee fuel card and the vehicle fuel ID cards are needed to fuel LHC vehicles. Sharing of fuel cards is prohibited. Staff members must use their assigned card only. Maintenance vehicles shall be fueled exclusively at Lansing Ice and Fuel utilizing the cards as described above unless the vehicle is driven outside of the Lansing area. If the vehicle is driven outside of the Lansing area follow the fleet directions provided below.

FLEET VEHICLES

Fleet vehicles shall be fueled by the COCC at Lansing Ice and Fuel utilizing the LHC fuel card assigned to the COCC and the vehicle fuel ID card for the designated vehicle. If additional fuel is needed while the vehicle is in use outside of a 30-mile radius of LHC, the vehicle user shall purchase gas from a self-serve vendor (unless a reasonable accommodation is needed). The vehicle user should obtain a receipt for the fuel purchased. The vehicle user will be reimbursed for fuel after submitting the receipt as provided in the Travel Policy.

MOTOR VEHICLE MAINTENANCE PROGRAM

The LHC COCC and Asset Manager (or designee) shall:

- Insure routine preventive maintenance is performed in accordance with manufacturer’s recommendations
- Pay special attention to equipment and parts that will most effectively improve the visibility of the vehicle, i.e. lights and reflectors.
- Make certain the vehicle is clean, therefore more visible
- Make sure warning devices, such as horns, back-up lights (sound-warnings, if applicable), are in working condition
• Make sure brakes are adjusted and working properly
• Make sure worn or defective tires are identified and replaced.

DRIVER PRE and POST TRIP SAFETY CHECK OF PASSENGER VEHICLES

The authorized vehicle driver shall perform a pre and post trip safety check including:

• Mirrors
• Warning devices, such as
  o horns,
  o back-up lights (sound-warnings, if applicable)
• Turn signals
• Exterior and interior lights
• Brakes

To make sure they are clean and in working condition. The authorized vehicle user shall inform the COCC or Asset Manager of any defects or problems encountered during the safety check so those defects can be addressed.

LHC Driver Maintenance & Safety

Each authorized driver is responsible for maintenance, cleanliness, and obeying traffic laws and ordinances during the time the vehicle is in his/her possession. This includes, but is not limited to:

• traffic fines and citations (including parking tickets) received while using the vehicle,
• checking and replenishing water, oil, and other engine fluids as needed, filling the gas tank when indicated,
• removing garbage and other debris from the interior of the vehicle,
• filing accident reports with the ASSET Manager/COCC in a timely manner, and
• notifying the Asset Manager/COCC or designee when the vehicle is not functioning properly, appears to be in need of servicing (e.g., brakes, tune-up, etc.) or is abandoned because of mechanical problems or otherwise.

All authorized drivers shall:

• Wear seat belts
• Require passengers to wear seat belts
• Refrain from smoking in any LHC vehicle
• Be well rested and alert to all activities on or near the road including those activities/hazards which lie up to 12 seconds ahead of your vehicle
• Expect the unexpected, be prepared to slow, or stop, suddenly
• Be aware of your surroundings particularly when approaching any area which might present a hazard, i.e. children’s parks, intersections, other traffic entering his/her line of travel from either sides of the road, other vehicles backing on the blind, intersection T-bone hazards, squeeze-play possibilities, etc..
• Not assume other vehicles are going to stop at clearly marked areas such as work zones, intersections, etc. Be on your guard.

PERIODIC DRIVER TRAINING AND EDUCATION WORKSHOPS

LHC shall provide periodic driver training and education workshops to authorized vehicle users including:

• Temperature gauges
• Oil levels
• Anti-freeze levels
• Windshield washer levels
• Tire pressure
• Driver fatigue
• Danger zones
• Defensive driving
• 1 hour mandatory alcohol awareness
• 1 hour mandatory controlled substance awareness

EMERGENCY ROAD SERVICE

A vehicle maintenance emergency exists when the vehicle becomes inoperative or unsafe to operate.
If a LHC vehicle becomes inoperative due to mechanical failure, an accident, or flat tire, emergency road services are available by contacting their Asset Manager. If the Asset Manager is not available then contact the Director of Asset Management. No LHC staff person shall attempt to make or authorize repairs to an inoperative vehicle unless the Director of Asset Management or Executive Director authorizes such a repair.

Whenever, it is both feasible and safe the authorized driver of the inoperative vehicle shall remain with the vehicle until the tow truck arrives. The driver shall also determine a safe cost effective means to complete their travel and return to LHC in consultation with their supervisor?

The dispatched towing service will tow the vehicle to the LHC site garage or designated vendor. The Director of Asset Management or designee will arrange for the repairs or total out the vehicle in accordance with LHC’s Procurement Policy and notify the affected Division of the vehicle’s disposition (including anticipated return date of the vehicle, when appropriate).

Vehicle Storage

Unless authorized by the Executive Director, LHC vehicles may not be driven to and from home with the exception of the on-call vehicle see Vehicle Policy) or stored off site. Vehicles must be securely stored at the site where the vehicle is assigned.

If the Executive Director authorizes the employee to take a LHC vehicle home the employee should take precautions to safeguard home-parked vehicles and when practical, provide off-street parking.

Accidents

A master Vehicle Accident Log will be centrally maintained by Asset Management. Accident Logs and copies of all vehicle accidents reports, with any associated files will be maintained for a period of not less than one year after an accident occurs.

In case of an accident, the driver of the LHC vehicle must contact his/her immediate supervisor and the local law enforcement agency, so that an officer may respond and prepare a police report. Drivers’ should not discuss the accident with others, or admit fault. The supervisor or designee and a second driver shall go to the accident scene and escort the employee to the nearest LHC testing facility in order to complete a mandatory drug and alcohol screening. If the employee was injured and taken to a hospital the supervisor or designee shall go to the hospital and insure the employee submits to drug and alcohol screening at the hospital. In addition, s/he shall comfort the employee and gather as much information as possible to complete the accident report.

In all cases, the driver of the LHC vehicle must obtain the other driver’s license, insurance, and other pertinent information, if applicable.
The driver of the LHC vehicle is shall also obtain the names, telephone number, and address of any witnesses to the accident. The driver must complete the Drivers Report of Accident form located in the glove compartment of the LHC vehicle prior to the end of his/her work shift on the day of the accident. The original completed form must be submitted to the Asset Manager for review and forwarding. The Asset Manager will forward the report to the Asset Management Division within one business day of the accident unless the driver is incapacitated. If the driver is incapacitated, the driver’s immediate supervisor will obtain, complete and submit all necessary forms. Any driver who is not incapacitated by the accident and fails to complete the accident report form on the day of the accident may be subject to disciplinary actions.

Submission of Driver’s Report of Accident Form

The driver of the damaged LHC vehicle must complete and submit, prior to the end of his/her work shift (or within 24 hours of release from any medical facility), the Driver’s Report of Accident form to the Asset Manager. NOTE: A Blank report form, with instructions, shall be kept in each vehicle.) The immediate supervisor will review the accident form, with the Driver, to ensure the information provided is as correct and complete as possible, make copies, and distribute as follows:

a. The original is submitted to the Human Resources Division
b. One (1).copy is submitted to the Executive Director
c. One (1) copy remains with the Driver’s Supervisor

The original and the two copies of the Driver’s Report of Accident form must be submitted to the appropriate parties within (1) business day of the time the accident occurred or the employee is physically capable of completing the report with or without assistance. The form must be completed legibly and in as much detail as possible. If the accident occurs on a Friday, holiday, or weekend, the accident report must be submitted no later than the next business day.

Accident reports must also be submitted for all accidents or incidents involving damage to unattended LHC vehicles. The accident report must detail the date and time the damage was discovered, where the vehicle was parked at the time of discovery, and the activity the person reporting the accident was engaged in immediately preceding the discovery.