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Driver Safety Program
Chesterfield County, Virginia
Risk Management Department
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The Problem/Need for the Program
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Chesterfield County is self-insured and therefore all vehicle-related incidents involving county employees present a potentially large loss for the county. The program was implemented to help manage the risk and reduce the overall cost and frequency of collisions. The use of proactive and reactive techniques was also put into place to help reduce the number of incidents and therefore reduce the number of incidents that require resolution through litigation.

In 2006, Risk Management identified the need to reconstruct its driver safety program.

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Description of the Program
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The program was developed and implemented by the Risk Management department. The driver safety program is made up of eight elements:

1. Pre-employment DMV record checks.

2. Monthly defensive driving classes.

3. Monthly DMV record checks.

4. DMV volunteer monitoring program.

5. Vehicle Collision Review Board (VCRB).

6. Remedial "hands-on" driver training.

7. Courteous driver program.

8. Driver surveillance.

Pre-employment DMV record checks are performed when an applicant is considered for hire. Pre-employment record checks include any out of state drivers. Human Resources Management has access to the DMV secure website and checks all applicants except for state operated departments such as Social Services and Health. State operated department and out of state applicants are checked by Risk Management. If HRM has any questions about an

applicant, they will notify Risk Management and Risk Management will determine if the applicant is eligible to be hired.

Monthly defensive driving classes are required for employees who are going to drive a county vehicle. Employees must sign up for the class within the first week of employment or five business days as specified in the Driving Requirements Policy # 13-1. The class is four hours and administered by Chesterfield Police Department with officers conducting the classes. The class is county specific and includes a section on the county's driving policies. All employees are required to sign a DMV authorization form which is sent to Risk Management. Received DMV authorizations are then checked and entered into the database.

DMV monthly record checks are performed by the Loss Prevention Secretary. Queries are set up in the database in order to access the months of which the checks are to be performed. The query pulls the anniversary date of the employee from the database and places that name into the month for the record check. For example, John Smith – Anniversary date: 0109 (January 2009). This employee will have his record checked annually in January. All record checks must follow the Driving Requirements Policy # 13-1 disciplinary action procedures. As per the policy:

Point Accumulated	Accumulation Time Period	Recommended Discipline
6	24 Months	Defensive Driving
6	12 Months	6 month driving suspension
9	36 months	Defensive Driving
9	24 Months	6 month driving suspension
12	12 Months	Driving privileges revoked
18	24 Months	Driving privileges revoked

All disciplinary letters are sent via e-mail to the department director as well as the employee's supervisor.

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In March 2009, the Risk Management department incorporated the DMV Volunteer Monitoring Program into its driver safety program. The Volunteer Monitoring Program monitors the driving records of all county drivers. Risk Management sent an initial listing of county drivers to be in the program to DMV. Updates are sent monthly to DMV for additions and/or deletions of driver records from the program. DMV will notify Risk Management by letter or by phone if any employee's driver's license is suspended, revoked or disqualified or if they are convicted of driving while intoxicated or reckless driving. Since driver records are checked annually within Risk Management, this is an extra step to ensure that our drivers are operating a county vehicle in a safe, courteous and lawful manner.

The VCRB is made up of representatives from the following departments with large fleets: Fire & EMS, Police, Fleet Management, School Board Facilities, School Board Environmental, Health & Safety, Utilities, Mental Health, Pupil Transportation, Human Resource Management, and Risk Management. In 2010, the committee is chaired by Pupil Transportation. Risk Management prepares the docket with all case files on employees who have had collisions. The VCRB meets once per month for approximately one hour to two hours to review collisions on the docket that occurred in county and school board vehicles and determine if the collision was preventable. It is not a determination of guilt or innocence by rather a decision on whether the employee took at possible precautions to avoid the collision. Based on the employee's collision history, county driving history including complaints and DMV driver record the board can recommend suspension or revocation of the employee's privilege to drive a county vehicle or remedial driver training. The VCRB also reviews accident statistics and trends involving county and school vehicles to determine if future programs or initiative are needed.

In June 2009, Risk Management along with VCRB identified the need for a remedial "hands-on" defensive driving training class for drivers with an avoidable collision. This training class includes drivers from both county and schools. The class is fours hours and taught by Chesterfield University. The training includes classroom instruction as well as a cone course which covers ten elements of driver safety. Classroom instruction includes pre-trip inspections, statistics, defensive driving, driving in adverse weather conditions and much more. Feedback from employees who take the class is very positive.

In 2007, the Courteous Driver Program was implemented. The purpose of the program is to provide guidelines that encourage safe and courteous driving habits of County and School employees while operating County and School vehicles. All departments are included in the program except for Public Safety: Fire & EMS, Police and Sheriff, Pupil Transportation, and Student Driver's Education vehicles. All county vehicles have a "Courteous Driver" sticker affixed to the vehicle which states: "Driving compliments or concerns, call Chesterfield County 318-8800". When a citizen or other department calls the driver complaint line, they are entered into the courteous driver database. This database is tracked by Risk Management to ensure that employees are not repeat violators. All information received by the complainant are entered into a spreadsheet form and e-mailed to the Loss Prevention Manager and Safety Officer for further review. The complaint is then forwarded to the department's director for review as well. All complaints/compliments are investigated.

The final element to the driver safety program is driver surveillance. In 2009, Risk Management bought three GPS Tracking Keys. Risk Management places the Tracking Key on the county or school vehicle for surveillance purposes. Once the Tracking Key is removed, the information is uploaded into the Tracking Key software provided by Land Air Sea Systems, Inc by inserting the unit directly into the computer via USB port. The information is recorded by the

Tracking Key every second and includes speed, time, date, stops, and the location of the vehicle. All information provided by the Tracking Key is accurate and in real time. Another piece of driver surveillance is radar speed checks performed by Risk Management utilizing a Falcon HR traffic radar system. Surveillance is triggered by the Courteous Driver Program, department request, routine speed audit, Internal Audit or as part of a safety audit. Results of the surveillance can result in suspension or revocation of driving privileges or departmental discipline based on the severity of the findings.

Use of Technology

Technology plays a significant role in the successful implementation of the Driver Safety Program. Here is the list of technologies utilized in the program which includes:

Software:

    a. DMV Record Checks:

        i. Users gain access with Internet Explorer 6.x.

            1. RSA SecurID website.

            2. DrivingRecord.net

    b. Microsoft Office: Microsoft Word 2003, Access 2003, Excel 2003 and PowerPoint 2003.

    c. Adobe Acrobat Reader 8.0

    d. Adobe Acrobat 6.0 Standard

    e. Land Air Sea Systems, Inc. Past-Track Software for TrackingKey & 3100: Version 8.2 Setup Disk.

2. Hardware:

    a. RSA SecurID FOB (security access to DMV's website).

    b. GPS Tracking Key from Land Air Sea Systems, Inc.

    c.   Falcon HR Traffic Radar System: F.C.C ID # 1VQFAL.

3. Operating System:

    a.   Windows XP

The Cost of the Program

One of the core objectives of the Risk Management Department was to implement a cost-effective solution to the Driver Safety Program. Access to the DMV website using the SecurID FOB and the Volunteer Monitoring Program is free of cost. Risk Management purchased three GPS tracking keys for a one time cost of $600. The software from Land Air Sea Systems, Inc. was provided free of cost. The IST department helped to install the software on two computer systems which saved the county programming costs. The Falcon HR Traffic Radar System was purchased by Risk Management for a one time cost of $910. Out of state driving records are checked utilizing drivingrecord.net. TRX Information Services sends invoices for out of state driver record checks monthly (approximately $500 per year). In order to manage the Driver Safety Program it takes approximately 300+ man hours per year provided by Risk Management staff.

The Results/Success of the Program

The success of the Driver Safety Program can be measured in several ways.

- The DMV Volunteer Monitoring Program has notified Risk Management of over 40 driving records over the past eleven months which were suspended, not licensed, revoked, disqualified and/or convicted of driving while intoxicated or reckless driving. This is a 1.5 % increase in driver records checked.

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- Approximately 2,617 drivers are checked annually. Note: this number is scheduled to change monthly due to additions and deletions of employees to the database.

- In 2009, the number of total county owned vehicles was down slightly due to budget constraints. The total number of miles driven for fiscal year 2009 was 14,448,358 miles by 1,552 vehicles. An avoidable collision occurred about every 157,000 miles. Over the past four years, the trend overall has been steady.

- In 2009, 20 defensive driving classes were performed by Police. Over 255 students were trained with a total of 892.50 student hours.

- Very minimal operation expense is incurred by the county to offer this program.

Worthiness of an Award

This program should be awarded a 2010 VACo Achievement Award for the following reasons:

- The program has offered Chesterfield County an innovative solution in order to help manage the risk and reduce the overall cost and frequency of collisions.

- The program promotes cooperation with the Commonwealth of Virginia's Department of Motor Vehicles (DMV) that provides services to the Risk Management department through the Volunteer Monitoring Program as well as by providing RSA SecurID FOBs for access to the DMV website to review driving records.

- The program provides a model that other local governments may learn from and implement in their own localities.

- Comprehensive program to address all aspects of driver training and risk control.

- Minimizes losses through remedial "hands-on" defensive driver training.

- Real-time driver record updates, enhancing the accuracy of information provided to supervisors and employees as well as Risk Management.

- Objective review of collisions and collision data to determine trends and corrective actions.

- The program has proven measurable results.

- It enhances the cost effectiveness of an existing government program.

- All aspects of the Driver Safety Program are consistent with acceptable governmental and financial management practices.

** Please see attached for sample screenshots **