Fleet Management Policy

ASC supplies numerous vehicles for business use. These tools can be very dangerous if not operated safely. Failure to properly provide routine maintenance can result in unsafe equipment and damage. Use of vehicle by several individuals can result in a lack of responsibility and unnecessary damage.

# Fleet Management Committee

This will consist of Dining Director, Director of Facility and Equipment Manager and Assistant Executive Director and all Vehicle Administrators. Their role is to review all policies, processes and vehicle replacement status at least twice a year.

# Vehicle Administrators

This is the member of management responsible for the work unit that has vehicles as a tool. Their role is to report, like any other equipment, malfunctions or damage. They will also investigate any incidents or accidents reported or unreported. They are also responsible for assisting in transport of vehicles to service locations, training drivers, security and tracking shared use.

# Vehicle Inspector/Auditor

This is a staff person that routinely inspects, cleans and photographs vehicles to discover damage and malfunctions. This position may also provide simple preventative replacement of fluids, wiper blades and tire pressure.

# Drivers

Anyone whose driver’s license and record has been reviewed and are approved for driving for Auxiliary Services Corporation. They have completed a Training ECC for each vehicle they are authorized to drive. They must report immediately any incidents and accidents to the Vehicle Administrator or member of the Fleet Management Committee.

# Annual Survey

An annual survey by the Director or Facilities and Equipment and Management will be conducted. The form will be the same as the Auditor Form. A determination will be made as to the life expectancy, body work and tire replacement. This report will be shared with the Fleet Management Committee.

# Vehicle Master File

The Executive Administrative Assistant will be the Master file orderly and complete. It will contain all materials related to the vehicle:

Internal inspections monthly including pictures

Annual Survey

Initial purchase documents

Repair and preventive maintenance provided by vendors

Work Orders for each vehicle

Inspection and registration forms

It will NOT include: Insurance documents as this is not vehicle specific

A Damage Listing Form with a running list of all the reported damage on a vehicle will be kept by the Executive Administrative Assistant.

# Accident Form

All accidents and incidents must be reported to the VA immediately or Fleet Management Committee member immediately via phone, email or face-to face. VA will complete an Incident or Accident Form and attached pictures of any damage. This is to be forward to the Administrative Assistant who will forward it to the Controller and Director of Facilities.

The ASC Controller will handle all insurance company claims.

An **accident** is when damage occurs.

Examples: Do damage to another object, vehicle, landscape, structure or person

Do damage to the ASC vehicle while in operation.

Damage to the vehicle that is not reported by a driver or the cause is unknown/ under investigation

# Daily Driving Procedures

Sign out the keys to the vehicle. Do not pass the keys to anyone else without signing them back in. The Campus Catering Department personnel will sign the key and if needed may pass keys one time and that person who must sign them back in. This will be used for investigative purposes to determine who has driven the vehicle recently.

Review vehicle for damage. Report any damage immediately to the VA.

Review visually:

-Tires are all properly inflated and is good state

-Brakes are in working order

-The view of all mirrors and windows are unobstructed

-All items being transported are tethered

-All passengers are in the proper seat and seat belt

-The windshield wipers are in good working order and wiper fluid is full

- Mirrors are positioned correctly for your use

- Review the level of available gasoline

Follow Safe Driving techniques. See below.

Clean the inside of the vehicle to the condition in which it was found

Park it in a safe, legal and appropriate parking space

Lock all doors and sign the keys back in.

Refuel if the tank is reading low or notify the VA it needs fuel

Verbally notify VA of any accidents, unusual instances, noises, or malfunctions of the vehicle.

# Process for Vehicle Maintenance and Repair

When each vehicle is purchased a Preventative Maintenance Calendar will be placed by the Director of FEP for:

Inspection

Registration

Oil Changes

When damage or malfunctions are reported to the VA they will place a work order. The Director of FEP will determine if the nature of the issue can be corrected by internal staff or by outside vendor. Director of FEP will make the appointment with the vendor communicating the issue(s) to be addressed. Director of FEP will review upcoming routine service to determine if that work can also be done.

The Director of FEP will communicate with the VA as to when they vehicle can be taken out of service and the delivery of the vehicle.

The Director of FEP will handle all follow up from the service vendor to determine accuracy of the scope of work and if the repair expense is cost effective given the life of the vehicle.

# Training

NYS Point Reduction Training will be provided to all Drivers. Training on the use of each individual fleet vehicle will be provided to ASC employees by supervisory staff.

An Employee Competency Checklist for Driving must be completed for all drivers for each vehicle before the driver is permitted to drive.

All final applicants for a position with ASC that requires driving an ASC Vehicle must have a DMV background check completed by the Human Resources Office before an offer of employment is made. DMV will track and notify ASC of all approved drivers that have a change to their driving history and license status.(See ASC Employee Handbook; Professional and Ethical Work Performance C-1 - 3)

Any final applicants for driving positions or approved drivers must not exceed the criteria set by ASC vehicle insurance company in order to be eligible to drive an ASC vehicle:

## *Positions to be trained*

Shippers, Receivers, All Full-time Catering Staff and student/temporary catering drivers, Maintenance Workers, Janitors, Stadium/Concession Staff, Managers (of drivers), Supervisors (of drivers).

# Safe Vehicles and driving

No safety feature maybe modified disabled or removed from an ASC vehicle including, but not limited to, seat belts, back-up warning alarms, mirrors and emission controls.

No stickers, decals or other non-management approved displays or advertisements may be adhered to any ASC vehicle.

### *Accident Response*

If there is an accident with an ASC vehicle, the driver must stop and remain at the scene except to walk to a nearby phone to call for assistance. If the accident occurs on Campus or adjoining campus streets, University Police must be called to the scene. If the accident occurs in any other location, and involves a vehicle other than the ASC vehicle or a personal injury, the local law enforcement agency must be contacted. The driver and any passengers must provide all relevant information to University Police, any other investigative law enforcement agencies or ASC management personnel. Any accident must be immediately reported to the Vehicle Administrator. Vehicle Administrators must complete the Incident or Accident Report.

If the accident involves personal injuries, medical personnel should be called immediately. Do not attempt to move any injured person unless their life is in danger from fire, fumes or other traffic. An Employee Accident and Injury Report should be made to the Human Resources Office.

### *Transporting Personnel or Materials*

All materials or personnel transported in ASC vehicles must be transported safely and in a legal manner.

Only ASC personnel may be transported in ASC vehicles, unless otherwise approved, on a case-by-case basis, by supervisory personnel. All drivers and passengers must wear their seat belt. No driver may begin driving until all passengers are secured. Seat belts should be worn with the lap belt snug and low around the hips. The shoulder belt should go across the collarbone and over the shoulder, not under the arm. No person may be transported in the back of a vehicle where there is no appropriate seating with seat belts.

All passengers must be respectful of the driver’s need to operate the vehicle safely and should not distract or disturb the driver from their duty to drive safely.

When entering or exiting a vehicle drivers and passengers should take care to avoid injury. A person should pivot in their seats and place their feet on the ground and stand up to avoid back injury. A person should bow their head when entering or exiting a vehicle. No one should jump from the back of a truck. A person should squat and place one foot on the ground and then the other while holding on to the vehicle for support. An observation of the ground for slippery surfaces and holes should be made before exiting a vehicle. A vehicle should come to a complete stop before anyone exits. All passengers should be seated and buckled before the vehicle begins to move.

All material transported in ASC vehicles must be tethered to prevent shifting, which can damage the material, strike a driver or passenger, or effect the control of the vehicle. All tethers should stay with the vehicle and not be removed. Any transported loads should not obstruct the view out any window. Any items that are longer that the bed of a truck must be tagged with a brightly colored flag. Chemicals should not be stored in any vehicle due to extreme temperatures.

No ASC driver should operate machinery while under the influence of alcohol, illegal drugs, or over-the-counter or prescription medication that interferes with or slows reaction time of motor skills or thought processing. Drivers experiencing excessive fatigue should not drive.

Drivers must report any medical conditions that may impair their ability to drive.

### *Personal Use*

No ASC vehicles may be used for personal use, except as indicated in the ASC Employee Handbook (C- 2) Professional and Ethical Work Performance.

### *Driving Behaviors*

The driving behaviors that often lead to accidents. The following procedures should be followed to avoid driving behavior accidents:

Obey the speed limits. Speed limits are posted because they are considered the safest top speed for the road.

Pay attention to traffic signals and signs. Even when the light is green, look both ways to make sure the opposite traffic has come to a full stop. A yellow light means STOP unless the vehicle is already in the intersection. Red lights mean STOP. At some intersections, it is legal to turn right on red, but the vehicle must come to a complete stop first and drivers should make sure there are no pedestrians or other cars in the way before turning.

Traffic signs also provide important instructions. Stop means a full stop, not a pause. Yield means let the other vehicle go first. Signs that tell of construction or road hazards ahead are a valuable source of information and a warning to take protective steps.

Do not follow too closely. Stay at least three seconds behind the vehicle in front of you. If the weather is bad, keep the distance even greater.

Pass on the left only, signaling first that you are going to do so. Check to see that 1) there is nothing coming from the other direction, 2) no one behind you is trying to pass you at the same time, and 3) no one from a farther left lane is moving to the same lane you want to enter. Then signal, pass, and signal as you are getting back into your lane.

Yield to drivers who have the right of way. In fact, yield to insistent drivers who do not. When merging onto another road, yield to drivers already in the traffic lane. In a situation like a 4 way stop, courteously and cautiously take your turn going into the intersection.

Yield to all pedestrians. On campus, the pedestrian traffic is extremely heavy and unpredictable consequently extra care should be taken. When driving Gem cars, gold carts or gators on sidewalks or pedestrian areas use extreme caution. Pedestrians cannot hear these smaller vehicles as easily large motor vehicles. When approaching pedestrians use your horn or slow your speed to allow the pedestrians become aware of the vehicles presence.

Avoid distracted driving. Drivers may not eat or smoke in an ASC vehicle at any time. Cell Phones and portable radios should only be used when the vehicle is stopped.

ASC drivers should not report to drive or operate any ASC vehicle under the influence of any impairing substance including alcohol, prescription or over the counter medication or illegal substances.

Any driver with a medical condition that impairs their ability to drive safely must report that condition to their supervisor before driving any ASC vehicle.

### *Difficult Driving Conditions*

Every ASC driver should modify driving habits during the dark and foul weather.

**Night driving** has two hazards - poor visibility and exhaustion. People are tired at night and may not be paying close attention to their driving or to other vehicles. Reflexes are slower, so drivers have to be extra alert to make up for possible lapses on their part or that of other drivers.

**Rain, snow, fog**, and other weather conditions can be especially dangerous when driving. A light rain can make the road just as slick as a heavy downpour, so keep driving speed down as soon as it starts. Stay four, not three, seconds behind the driver in front.

ASC Drivers should use windshield wipers, defroster, and headlights in rain situations. Large puddles can make brakes less effective and a splash can make it impossible for other drivers to see. When driving through a puddle, do it slowly, keeping your left foot lightly on the brake pedal to keep your brake pads dry. Test the brakes lightly afterwards.

Avoid hydroplaning by driving slowly and smoothly in the rain, trying to avoid puddles.

**Snow and ice** Snow and ice create numerous driving problems including glare, skids, and getting stuck. These precautions will help in snow and ice conditions:

Reduce glare by wearing sunglasses.

Remove snow from your windshield, windows, headlights, taillights, hood, and roof before getting into the car.

When driving, use the windshield wipers and the defroster.

Reduce speed and increase the distance between you and the car in front.

Drivers need three to twelve times more distance to stop in snow or ice.

If you skid, turn your steering wheel into the skid and take your foot off the gas pedal. Do not brake. Just steer gently into the direction of the skid and straighten out the wheel after each turn.

Be on the lookout for icy patches. Bridges, as signs often warn, tend to freeze before normal road surfaces. Shaded spots will stay icier longer.

**Fog** is usually a warm weather problem and can appear suddenly in patches. When entering a foggy area, slow down gradually to avoid hitting any unseen cars in front of you and to prevent any cars behind from hitting you. Headlights should be on low beam so that visibility is maximized. Avoid passing.

### *Defensive Driving Techniques*

Defensive driving techniques and strategies can improve on the road safety.

Watch out for other driver’s carelessness. Always expect the worst from other drivers, who may not be as skillful, alert, or concerned. Expect them to go too fast, change lanes, pass, jam on the brakes, etc. Most drivers on campus are inexperienced drivers.

Constantly survey the road. Always be on the lookout for pedestrians, bicycles, debris and animals that can dart into the road, as well as for people getting out of parked cars. Keep all your senses on high alert when you see a school bus. Never pass a stopped school bus.

Be aware that different vehicles handle differently and react differently to weather, wind, etc. Lighter vehicles need more driver control against hydroplaning and windy conditions.

Continually check other traffic with rear and side view mirrors. Learn a vehicle’s blind spots, and turn to observe occasionally whatever the mirrors do not show.

When backing up the driver should be looking in the direction that the vehicle is moving. If you are unable to clearly see where you are backing up, use a spotter.

When driving on sidewalks or in areas where there is likely to be pedestrians use care. The electric cars are very quiet; do not assume that pedestrians can hear you behind them. Cell phones and I pods may also impair pedestrians ability to hear back up alarms or a vehicle’s engine noise.

Be aware of the size width and height of the vehicle loaded and unloaded. Know the weight limit the vehicle can carry.

Allow the proper amount of time to get to the destination.

### *Campus Deliveries*

In order to provide safety to pedestrians, building occupants and delivers follow the following directions for deliveries:

**Miller** Building – the loading dock is too high for the Catering mini-van or commercial van to unload onto the dock. The heavy carts and load would have to be carried up stairs and reloaded. The difficulty of loading, unloading, and lifting does not make it possible for us to use the Miller Dock Area. When we do use the south entrance ASC has, and will continue to, park leaving as much room as possible for emergency vehicles.

**Moffet** Center and **Sperry** Center– catering deliveries must be made by driving on the lane in question to reach the ramp into Moffet or an entrance to Sperry. There is no safe way to get heavy carts and loads into these buildings. Catering request to these building are very minimal.

**Brockway** Hall and Jacobus Lounge – the loading dock is too high for the mini-van or commercial catering van to unload to the dock. We are unable to deliver to the ground level entrance of Brockway for Jacobus events, because the staff would have to disturb any event in Jacobus lounge to pass through to the kitchen area. Often, there is an event going on before our catered event, or the catered event is in progress when we must arrive to unload. Also, the elevator from the ground floor is not a standard service elevator and will not accommodate the china carts or flat bed carts. The fine wood finish will surely be damaged by the shifting of carts with the elevator movement. We have agreed to park as close to Brockway as possible to allow egress from the DeGroat Resident Hall.

**Poolside** and **Park** Center – The loading dock is a significant distance from Poolside and Hall of Fame Room. Also, just inside the loading dock are special mats that protect the floor from athlete skates. This surface places even more strain on those pushing these carts. We are driving on sidewalks to unload at the Ice Arena entrance or the north entrance near the Hall of Fame Room. When we deliver to an event at the ice arena we do use the overhead door.

**Memorial Library** - We also have no access to locked library space in the early morning, which we would need to pass through from the dock to The Bookmark Our morning delivery is the heaviest and delivered to the sidewalk entrance. This is done early in the morning when there is limited pedestrian traffic. When we have empty carts or cardboard to pick up in the afternoon, we use the loading dock.

**Cornish Hall Van Hoesen** Hall – Deliveries by the vending company and catering are to be made to the ground entrance near UPD.

**Field House** – Deliveries are made by driving on the sidewalk to the doors. There is no loading dock.

**Dowd Fine** Arts – We use the loading dock.

**Studio West** – Deliveries are made by driving up to the entrance. There is no loading dock.

**Neubig-** Use the long loading dock first unless that is occupied. Do not park in front of the dumpsters.

**Baseball Concession-** drive between PER Building and Pavilion on service road ; turn thru the gate parallel to Lusk Field House to arrive at the baseball field.