

Section 1 – Introduction

The **Vehicle Incident Prevention Program (VIPP)** is a mandatory program for a state agency, board or commission who has been placed on trial status per OAR 125-155-0200. Otherwise, it is a voluntary program. Feel free to use these guidelines, develop standards for training and driving records, or mix and match. Plans and standards should adhere to [State Vehicle Use and Access Rules, OAR 125–155](#).

VIPP applies to drivers who are authorized to operate vehicles on state business. This usually means state employees, agents, and volunteers. In certain circumstances, authorized drivers may also include temporary service providers, contract drivers (rarely permitted), chauffeurs, or university students.

VIPP is designed to reduce vehicle incidents arising from the operation of state vehicles. Incidents include:

- **citizen reports**
- **traffic citations**
- **collisions**

In order to derive the maximum benefit from **VIPP**, these elements are essential:

Expectations

Agencies should communicate their expectations for safe driving in a policy statement distributed to all authorized drivers. It should be periodically repeated in e-mails, memos, newsletters, or as an agenda item in staff meetings. Here's a sample policy statement:

[Name of agency, board or commission] promotes the safety of authorized drivers who operate vehicles on state business. We do this because driving is the most dangerous routine task performed by our employees. This Vehicle Incident Prevention Program is designed to reduce citizen reports, traffic citations and collisions arising out of the operation of vehicles on state business.

We analyze incidents (defined as a traffic citation, citizen report or a collision) to identify systems failures. This process is primarily designed to focus on "what" is at fault rather than "who" is at fault. We discover pre-existing system failures on the part of management, equipment, or the driver. The emphasis is therefore on preventing the same kind of incident from happening again. We try to do this by taking corrective action to change behaviors that contribute to vehicle incidents.

*Employees are required to inform their supervisor, agency risk coordinator, safety manager, or **VIPP** Coordinator of all the driver's collisions that occur while driving on state business, traffic citations that are issued while driving on state business, or any restriction or limitation that is placed on their driver's license or ability to drive.*

Failure to maintain an acceptable driving record, whether due to on the job or off the job performance, is grounds for review and possible restriction of job driving duties. This failure to maintain an acceptable driving record may result in reassignment, demotion, suspension, or termination.

Establishing and achieving vehicle incident reduction goals

The first step is to review the agency's vehicle use policy. Consider these basic elements:

- Does it clearly state your driving expectations?
- Does it conform to your culture?
- Does it further your mission?
- Does it comply with the [State Vehicle Use and Access Rules, OAR 125-155](#)?

Then, do a comprehensive analysis of vehicle incidents. Seek assistance from the agency's risk coordinator, safety manager or DAS Risk Management. Determine where in the organization the incidents are occurring. What kind of incidents are they? Are there any common factors? Are the same drivers experiencing them? What steps can be taken to prevent these incidents from happening again?

One way of determining common factors related to incidents is to look at them in four categories Management, Equipment, Environment and Employees. This is known as a MEEE analysis. The following lists each of the categories with the types of factors to consider under each.

Management factors include:

- Policy enforcement
- Hazard recognition
- Accountability
- Supervisor training
- Corrective action
- Job safety training
- Hiring practices
- Maintenance
- Safety observations
- No texting while driving policies

Employee factors include:

- Procedures followed
- Shortcuts taken
- Appropriately trained
- Experience with the task
- Physically able to do (Drowsiness, medications, limitations)
- The work
- PPE used (Seatbelts, object restraints, flares, hazard signals)
- Stressful conditions
- Safety attitude

Equipment factors include:

- Vehicle safety inspections
- Clean windows
- Vehicle Maintenance
- Visual warnings/Use of safety features
- Vehicle operation familiarity

Environment factors include:

- Road conditions
- Road surfaces
- Weather conditions
- Terrain
- Time of day
- Traffic conditions

Once the factors to be considered are identified, determine actions and set clear incremental goals. Focus on benchmarks that measure behaviors. For example, you may target an improvement in the completion rate of driver license checks to 100% of all new employees with driving requirements. It's preferable to establish intermediate time periods, for example, between 3 months and one year, to effectively evaluate progress and achieve measurable goals.

Monitor the reduction of incidents. DAS Risk Management assists agencies by publishing dashboards that track agency claims including those for auto liability (damage by a state vehicle to non-state entities), vehicle property claims (damage to state vehicles in an incident) and citizen reports. The dashboards are available on DAS Risk Management's website.

Give drivers feedback on the agency's progress in achieving goals. Continue to set new goals. Talk about goals and prevention in staff meetings. Use a safety champion to release newsletters and e-mails to employees regarding safe driving practices. Keep vehicle incident reduction goals on the front burner all the time.

Modifying behaviors that Contribute to vehicle incidents

To treat the *underlying causes*, it's necessary to address the factors causing incidents that are identified.

- **Environment** –
Do employees have easy access to weather conditions affecting road conditions? – Provide link to Department of Transportation's TripCheck website.
- **Management** –
Do employees know there are driving expectations? – Make it part of the employee's orientation and performance evaluation.
- **Equipment** –
Does the agency require, collect and monitor vehicle walk-around safety checklists? Establish the practice.
- **Employee** -

Promoting awareness of the *VIPP*

Appoint a *VIPP* Coordinator to implement the program. The best results are obtained when the *VIPP* Coordinator has the open support of Administrators and:

- Ensures that all of your authorized drivers are aware of the program;
- Communicates the essential elements of the behavior-based incident analysis philosophy and process;
- Articulates your expectations of driving behaviors; and
- Ensures that everyone's familiar with the [State Vehicle Use and Access Rules](#) and aware that there may be consequences for violating them.

This should all be done both as a part of new employee orientation and on a periodic basis.

Identifying who manages and reports on driving issues

Immediate supervisors usually manage and review vehicle incidents. They should maintain detailed files for each driver involved. This data is essential for administering corrective action.

Decide who in your agency will report on driving issues, and then determine:

- What types of reports will need to be generated, when, for whom, and how often? Don't forget OR-OSHA's requirement for incidents to be reviewed by safety committees.
- What kind of data will need to be placed into a database from each incident? Don't forget citizen reports and near miss reviews are good indicators of problems.

Recognizing performance

Recognition for safe driving reaps benefits. One way you can accomplish this is to recognize individual drivers, or even entire units and departments.

However you decide to go about this, develop specific criteria and furnish recognition on a regular basis. But know your culture – recognition programs may cause employee reluctance to report.