

# TOP 10 TIPS FOR TRANSPORTATION

## SCREEN FOR SAFE DRIVERS

Define eligibility requirements for staff roles that involve driving.  
Conduct Motor Vehicle Record checks annually for staff in driving roles.  
Develop a written, enforceable code of conduct for drivers that lists specific behaviors that are not allowed while driving.

## TRAIN AND RETRAIN

Provide ongoing training to new staff drivers and long-time drivers, such as: Driver safety orientation, defensive driving techniques, conducting a vehicle inspection, safely loading passengers and cargo, managing passengers while driving, and responding to and reporting an accident.  
Before allowing drivers to transport passengers, administer an on-the-road driving test.

## VET VOLUNTEERS

Volunteer drivers need screening, training, and support just like paid staff.  
Terminate volunteer drivers who get into accidents, or reassign them to other roles.  
If volunteers drive their own vehicles for your nonprofit, inform each volunteer that their personal auto insurance policy will be the first to respond if an accident occurs.\*

## CARE FOR YOUR CLIENTS

Consider the mental and physical capacity of the clients you transport.  
Assign experienced staff drivers to transport clients with special needs.  
Include additional staff passengers to help manage client passengers.  
Limit the number of passengers per car based on vehicle types and client needs.

## SELECT VEHICLES CAREFULLY

Base vehicle selection on suitability for programs, travel distance, client mix, and local weather and road conditions.  
Check each vehicle's Gross Vehicle Weight Rating (GVWR) to ensure you can safely transport the weight of passengers and cargo.  
When using passenger vans, learn about their specific risk factors.  
*Center of gravity, tire inflation, occupancy, and speed can all affect the likelihood of a rollover accident.*

## DECREASE DISTRACTED DRIVING

In 2018, distracted driving killed 2,841 people and injured an estimated 400,000 people in the U.S.<sup>†</sup>

25 states and the District of Columbia prohibit the use of hand-held devices while driving.<sup>‡</sup> Know the distracted driving laws in the states where your nonprofit operates; some states forbid texting, phone calls, and other forms of distracted driving.

Consider banning employees and volunteers from using handheld or hands-free devices while driving; require staff to pull over in order to use devices.

## 10 TIPS FOR EMBARKING & DISEMBARKING

1. Clean all debris, snow, or ice off the vehicle before driving.
2. Secure any loose items in the vehicle so they do not cause injuries.
3. Never overload a vehicle with passengers or cargo (remember the GVWR).
4. Use good judgment to select the safest place to load and unload passengers.
5. When possible, use a spotter to help load, unload, or backup the vehicle.  
Try to pick up and drop off passengers on the best
6. side of the street so they do not need to cross traffic to reach their destination.  
When loading passengers, distribute people evenly
7. from side to side and ask them to sit closer to the front of the vehicle if those seats are open.
8. Require all passengers to wear seat belts and remain seated during the ride.
9. Assist passengers with disembarking to reduce slips and falls.
10. Know your vehicle's evacuation protocol, and consider communicating it to passengers before driving.

\*You need non-owned auto liability insurance if your staff drive personal vehicles on behalf of your nonprofit. Visit [cinfin.com](http://cinfin.com) to learn more.

† source: [National Highway Traffic Safety Administration](https://www.nhtsa.gov/)

‡ source: [Insurance Institute for Highway Safety: Distracted Driving](https://www.iihs.org/)



<https://cic.riskresourcesportal.org>



# RISK AND SAFETY



## MAINTAIN YOUR FLEET

- Proactive fleet maintenance saves money and reduces unscheduled vehicle downtime.
- Develop a maintenance schedule and detailed checklist that considers fleet usage data and the operating environment.
- Conduct inspections regularly and include tire pressure checks.
- Replace tires regularly, especially when transporting heavy loads.
- Document all inspections and maintenance work.
- Involve fleet maintenance staff and drivers in decisions about vehicle care.



## ACCIDENT REPORTING

- Require staff to report accidents as soon as possible.
- Establish a procedure for reviewing accidents and improving driver performance.
- Outline disciplinary procedures for staff who have multiple preventable accidents.
- Reward staff for safe driving behaviors.



## PREVENT SINGLE-VEHICLE CLAIMS

- Most single-vehicle car accidents are preventable!
- Teach drivers to view accidents as preventable, rather than focusing on who is at fault.
- Train drivers to avoid backing up whenever possible. Back-up cameras aren't foolproof!

*Cameras prevent some—but not all—"back over" accidents. If backing up is necessary, a driver should get out and walk around the car to check for obstructions*

“ IN 2013, US TRAFFIC CRASHES cost employers \$47.4 billion in direct crash-related expenses.\* ”