



Policies and Procedures Manual

Title: Transportation
Policy Administrator: Director of Public Safety
Effective Date: Jul-01-2015
Approved by: Vice President for Student Affairs and Dean of Students

Purpose:

Students, faculty and staff here at the College of the Holy Cross leave campus for many reasons, including athletic activities, community service, course field trips, scholarly meetings, and club events. To provide our college community with the safest transportation support and services possible, Holy Cross owns and maintains a fleet of vehicles that are used to support Holy Cross-sponsored trips. Because driving is so deeply embedded in our daily lives, we often underestimate its risks. With this in mind, the College of the Holy Cross has instituted the following policies and procedures for all vehicle operators. Operators of Holy Cross-owned or leased vehicles must abide by these procedures.

The Transportation Office at the College of the Holy Cross is committed to supporting education through activities taking place on and off campus, but as we benefit from increased mobility, we must also re-focus on vehicle, personnel and road safety.

Policy:

The College of the Holy Cross owns different types of passenger vans which are managed by the Transportation Office. At present, there are a total of 19 passenger vans (Nine are 12 passenger vans. Ten are 7 passenger minivans).

The College of the Holy Cross does not permit students, faculty or staff to drive any van, whether leased or rented that has a capacity larger than 12 passengers.

The purchase of vehicles, new or used, must be approved by Department of Administrative Services. Safety features such as air bags, back-up cameras, heated mirrors, automatic headlights, back-up alarms, 3 point seatbelts, and passenger-side steps should be considered when planning the purchase.

The Purchasing Department maintains a listing of all HC-owned or leased vehicles. This master list should be updated as necessary and should include the following:

- a. Year/make/model
- b. Color
- c. Registration number and expiration date
- d. Vehicle identification number (VIN)
- e. Date purchased

Vehicle Policies

The following procedures have been established so that all students, faculty and staff may carry out their responsibilities successfully while always keeping safety in the forefront of all undertakings:

Procedures:

1.0 Vehicle Usage and Reservation Policy

All College-owned or leased vehicles, regardless of the department that purchased the vehicle, will be made available to Holy Cross students, faculty and staff upon request, given that the request is to attend a College-sponsored event and the person operating the vehicle meets the College's Public Safety driver certification standards. Students involved in off campus programs or educational trips are not allowed to drive a rented vehicle unless they have been trained and certified through the Holy Cross Public Safety Driver Certification Program. This includes the required road test for 12 passenger van driving privileges. (See section 2.0) The Transportation Office will determine the type of vehicle that is available and its availability in general, i.e., dates, times, etc. Departments with known scheduled events (Athletics, Academic, SGA) are to submit a calendar of events to the Transportation Office with transportation requirements at least one month in advance. Doing so will ensure the number and types of vehicles needed for a trip or trips will be available for those dates/times and will receive priority over any other request. When vehicles are not in use by a department, they are made available with other fleet vehicles on a first come, first serve basis.

1.1 Reserving a Van

Requests for vehicles will be submitted through an online software program to be announced at a future date. Currently, requests are processed through the Registrar's Office, Dean of Student's Office, SGA/SPI Office, Athletic Equipment Manager's Office and by the Transportation Office. In time, all requests will go online through the Transportation Office.

1.2 Vehicle Pick-Up and Drop Off

The keys and dispatch form for the reserved vehicle are to be picked up from the Dispatch Center on Linden Lane on the day and time of the scheduled reservation. The operator signing out the vehicle must have his/her driver license in possession at time of dispatch. Without a license, the vehicle cannot be signed out.

Vehicles are normally dispatched to multiple users throughout any given day and in some cases, the vehicle is used back to back with little or no time in between dispatches. Vehicles cannot be picked up prior to or returned after the times on the Van Request Form as this may have an adverse affect on other users. Unless told differently by the Dispatch Center, all vehicles must be returned to the van parking areas (1st or 3rd floor of the parking garage) upon completion of the trip.

2.0 Driver Qualifications and Training Policy

It is not uncommon for college communities to take driving for granted while discounting the significant risks of road travel. Vehicle accidents typically originate from driver error. Vehicle maintenance is an issue at times as well. It should be noted that driving a Holy Cross-owned or leased vehicle is a privilege and also carries significant responsibilities. For this reason, only Holy Cross-certified students and staff are permitted to operate Holy Cross-owned or leased vehicles.

Driving certification for Holy Cross students and staff consists of a *Driver Certification and Training Course* offered by the Department of Public Safety. This course currently consists of a Defensive Driving Course and an oral presentation of driving techniques, accident procedures and the pre-trip inspection to ensure the safety of driver and passengers. This certification is valid for two years for students from the date of the class. Faculty, staff and administration are valid for three years. After expiration, the certification must be renewed through attendance at a certification refresher class. Personnel who will be operating 12 passenger vans must also undergo a road test with an officer or trainer from the Department of Public Safety. The road test includes evaluation of skills and ease in driving a larger van. Emphasis is placed on size of van, managing blind spots, height and turning radius requirements, weight and braking, and backing up techniques. Students involved in off-campus activities and/or educational trips are not allowed to drive 12 passenger vans that are rented for these programs, unless they are both certified and road tested. (See Section 1.0)

2.1 Eligibility requirements for students, faculty and staff are as follows:

- a. must possess a valid United States driver's license issued by the Department of Motor Vehicles from their state of residence or the District of Columbia. Said license must be either a Non-Commercial Driver License (anyone operating a vehicle designed to carry fewer than 16 passengers and weighing less than 26,000 lbs.) or a Commercial Driver License (CDL), which is required for anyone operating a vehicle designed to carry more than 16 passengers and weighing more than 26,000 lbs. Special training for this license must be obtained through the proper state and local authorities, not through Holy Cross' Department of Public Safety.
- b. must disclose an accurate driving history record for the past 3 years.
- c. successfully complete the College's *Driver Certification and Training Course*.
- d. must agree to operate College motor vehicles in accordance with applicable local, state and federal laws and College regulations.
- e. must not allow drinking of alcoholic beverages and/or use of controlled substances in a College vehicle at any time. The vehicle operator must not be under the influence of controlled substances, medications which impair their ability to safely operate a vehicle and/or alcohol at any time. There is no tobacco allowed in college vehicles.
- f. must acknowledge that all traffic violations and citations are the sole responsibility of the driver.
- g. must report any change in license status immediately (i.e., if your license has been suspended or revoked) to the Department of Public Safety within one working day of any such change. If the license is revoked or suspended, operating privileges will be suspended until such time that the license is reinstated.
- h. must refrain from cell phone use while driving. Texting while driving is absolutely forbidden and will result in immediate revocation of driver certification.

2.2 The following offenses will result in suspension or termination of driving privileges for those operating College-owned or leased vehicles:

- a. Operating a motor vehicle without a valid driver's license.
- b. Failure to report the suspension or revocation of his/her driver's license.
- c. Failure to obey College and local traffic regulations.
- d. Operating a College owned or leased vehicle outside of the scope of the destination and school related activity.
- e. Conviction of reckless driving or speeding while operating a College-owned or leased vehicle.
- f. Failure to report an accident involving a College-owned or leased vehicle to the Department of Public Safety.
- g. Leaving the scene of an accident while driving a College-owned or leased vehicle.
- h. Conviction for alcohol and/or drug related driving offense while operating a College-owned or leased vehicle.
- i. Refusal to submit to a blood alcohol test while operating a College-owned or leased vehicle.
- j. Allowing non-certified personnel to operate the vehicle, unless the operator has a personal medical emergency and is incapable of driving.
- k. Two at fault accidents within a 12 month period while operating a College-owned or leased vehicle.
- l. Three at fault accidents within a two year period while operating a College-owned or leased vehicle

Note: The Department of Public Safety reserves the right to deny or revoke an individual's privileges should the individual exhibit a pattern of unsafe driving behavior or use poor judgment that jeopardizes the safety and well-being of others while operating a College-owned or leased vehicle.

3.0 Trip and Route Safety Policy

3.1 Drivers operating College-owned or leased vehicles are expected to:

- a. enforce passenger capacity - drivers shall not exceed the maximum capacity of any passenger vehicle.
- b. All passengers must have a seat belt. Passengers may not sit in cargo areas or on the floor
- c. avoid cell phone usage while driving - the use of cell phones is prohibited while the vehicle is in motion or waiting in traffic. The driver may use the cell phone only if he/she pulls over and stops at a safe location.
- d. not drive while on medications – drivers are not to use medications that may cause drowsiness or other physical or mental impairment before or during operation of a College- owned or leased vehicle.
- e. observe all speed limits - drivers must always abide by all posted speed limit signs.
- f. drive with headlights on - drivers will activate the headlights at all times while operating a College-owned or leased vehicle. This is true during daylight hours as well as night.

- g. make no modifications – vehicles, inside or out, will not be modified, i.e., seat removal, tow hitches, signs, stickers, etc.) at any time without proper authorization from the Physical Plant motor pool personnel.
- h. not use radar detectors – the use of radar, laser, or other speed monitoring detection devices is prohibited.
- i. not pick up hitchhikers – picking up hitchhikers is not allowed.
- j. not carry unauthorized passengers – only HC students, faculty, and staff are allowed to ride in College-owned or leased vehicles, unless prior authorization is received from the Department of Public Safety.

3.2 Weather Cancellations

The Department of Public Safety reserves the right to ground all College-owned or leased passenger vehicles in the event of inclement weather and/or unsafe road conditions. Scheduled users will be notified of the grounding via electronic or phone communication as soon as the decision is made.

The Transportation Office is responsible for obtaining weather information prior to and during daily operations to determine if roads or incoming weather events present unsafe driving conditions along a given travel route. If vehicles are already on the road and the driving conditions become unsafe, the vehicle operator is empowered to make the decision to stop, delay, or cancel travel for that day to ensure everyone's safety. Close coordination between the vehicle operators and the Department of Public Safety is a must.

3.3 Driving Time Limits

In order to avoid driver fatigue or loss of focus and awareness while operating a College-owned or leased vehicle, the following driver time limits must be observed by all:

- a. Daytime travel – 4 hours at one time without a break
- b. Nighttime travel – 3 hours at one time without a break
- c. No one way leg of a trip shall exceed 250 miles.
- d. No driver may exceed 6 hours of driving time in any 24 hour period
- e. No trip segment shall exceed 10 hours. After 10 hours, driver or drivers must stop for a minimum 8 hour break.

3.4 Pre-Trip Inspection

When the driver approaches the vehicle, he/she is expected to perform a walk-around inspection to check the following:

- a. Mirrors
- b. Tire condition and air pressure
- c. Fluid leaks
- d. Body damage (lights, windows, doors)
- e. Front/rear suspension

Once inside the vehicle, the driver will start the engine and check the following:

- a. Directional lights
- b. Headlights (high and low beams)
- c. Seatbelts
- d. Heat/AC
- e. Unusual noises
- f. Emergency brake

Once the vehicle is in motion, check the following:

- a. Condition of brakes (low pedal, grinding or metal-to-metal noise)
- b. Gauges (engine temperature, battery voltage, fuel)
- c. Dash lights (check engine, brake system, battery)
- d. Awkward operation (pulling to one side, engine skipping, hard start, burning smell)

The driver is responsible for reporting all problems found during inspections to the Dispatch Center, regardless of their severity. A small problem could become significant and a lot more expensive if left unresolved.

3.5 Preventive Maintenance during Longer Trips

It is the responsibility of the driver or drivers to ensure the vehicle always has proper fluid levels (motor oil, anti-freeze, windshield washer fluid, brake fluid, gasoline), especially when being driven extended distances.

3.6 Mechanical Failures

If at any time the vehicle develops mechanical problems while in operation, the driver is to contact the Dispatch Center at (508) 793-2222 immediately. In case of an actual breakdown, during or outside of normal business hours, the driver should contact the Dispatch Center immediately, who in turn will arrange for towing services and alternate transportation for the passengers. It is imperative the driver communicates as much detail about the mechanical failure to the Dispatch Center so they can forward it to the tow company or repair shop.

4.0 Accidents and Reporting Policy

Despite the best precautions, accidents can and do happen. If a driver finds himself/herself involved in an accident involving a College-owned or leased vehicle, it is important to first determine if there is any personal injury to any of the parties involved, including passengers. **If there are injuries, your first priority is to get medical help immediately.** In Worcester, call (508) 799-8606 for Worcester Police or call Massachusetts State Police (911) on your cell phone and calmly and clearly tell the dispatcher that you have been in an accident with possible injury. Street address or landmark will be invaluable in getting help to respond promptly.

Any accident (property damage, hit-and-run or personal injury) while operating a Holy Cross-owned or leased vehicle or while the vehicle is parked must be reported to the Department of Public Safety immediately at (508) 793-2222.

At the scene of the accident, follow these instructions:

- a. As all incidents need to be investigated, please do not admit or deny fault until the matter is reviewed by the College.
- b. Exchange with the other driver:

Name/date of birth (DOB) Address
Driver's license # and state Make/model/year of
other vehicle License plate number

- c. Get names, addresses, and phone #'s of:
All occupants of vehicle
All witnesses
- d. Note details of accident:
Date, time, location, road/weather conditions
Injuries to anyone involved
Damages to vehicles involved (take picture with cell phone camera, if possible)
- e. If the police arrive on the scene, request from the investigating officer:
Name of officer
Badge number and name of department
Telephone number
Report number, if available

A College of the Holy Cross Accident Investigation form must be completed and delivered to the Dispatch Center, located on Linden Lane, for all accidents. Additionally, the Massachusetts Registry of Motor Vehicles Operator Report Form is to be filled out for all accidents on or off campus. The forms are available in the glove compartment of each vehicle or on the Department of Public Safety-Transportation web page. The driver is also required to notify the Department of Administrative Services (Risk Manager) at (508) 793-3423 that day or if after hours, on the next business day.

If the accident involves death or personal injury or \$1,000+ damage to a car or property, a copy shall go to the Massachusetts Registry of Motor Vehicles and a copy to the local police department in the city or town where the accident occurred. This must be completed within five days of the accident – failure to do so may result in a personal fine to the driver and/or suspension of the driver's license. (If the accident occurs out of state, you must abide by that state's rules and regulations.)

All College-owned or leased vehicles must have a copy of the following in their glove compartment:

- a. Vehicle registration
- b. Proof of Insurance card
- c. Holy Cross Accident Investigation Form
- d. Massachusetts Operators Report Form

4.1 Accident Investigations

The Department of Public Safety will document all accidents. The documentation will consist of evaluating police reports (if any), witness reports (if any), physical evidence, photographs (if any) and operator statement (the driver will be given the opportunity to explain what happened). This information will then be used by the Department of Public Safety to make a final decision on next steps. Accidents will be designated as “preventable” or “non-preventable” based upon this investigation.

Any operator involved in a “hit and run” accident will have their driving privileges immediately revoked and may be subject to criminal charges through an outside police department.

5.0 Maintenance and Record-Keeping

The Physical Plant Motor Pool office is currently responsible for maintaining vehicle maintenance records.

Written records of maintenance, inspections, and repairs shall be kept in a separate file for each vehicle. Each record will include the following:

- a. Vehicle Identification
- b. Make, model, VIN, registration number, and color
- c. Date and nature of work performed (copy of work/repair order)
- d. Dates/mileage of oil changes and lubrication
- e. Summary of accidents, if any
- f. Towing receipts, if any

The Transportation Office is responsible for maintaining driver records. A file for each certified Holy Cross vehicle operator will be kept on file. Each file will contain the following:

- a. Driver’s application
- b. A photocopy of his or her valid driver’s license
- c. Current RMV driving history
- d. Accident report(s), if any
- e. Other reports, i.e., external complaints received

6.0 Policy Oversight

The Transportation Office and Public Safety Office are responsible for enforcing policies, including:

- a. Approving or disapproving driver certifications based on his/her driving record.
- b. Creating and maintaining the College’s van certification roster.
- c. Monitoring and managing vehicle use and scheduling.
- d. Dispatching vehicles to Holy Cross van certified operators only.
- e. Conduct driver certification and training courses in conjunction with the Department of Public Safety as needed.

- f. Create and disseminate documentation regarding vehicle operating procedures, policies, safety, compliance, and general safe driving practices.
- g. Conduct road tests for all 12 passenger operators.
- h. In conjunction with the motor pool, coordinate vehicle repairs and general maintenance.

The Transportation Office, in partnership with the Department of Public Safety and with the Physical Plant motor pool, will oversee the Transportation program and will conduct frequent reviews and updates of the program’s policies and procedures.

7.0 Vehicle Usage and Reservation Policy

All College-owned or leased vehicles, regardless of the department that purchased the vehicle, will be made available to Holy Cross students, faculty and staff upon request, given that the request is to attend a College-sponsored event and the person operating the vehicle meets the College’s Public Safety driver certification standards. The Transportation Office will determine the type of vehicle that is available and its availability in general, i.e., dates, times, etc. Departments with known scheduled events (Athletics, Academic, SGA) are to submit a calendar of events to the Transportation Office with transportation requirements at least one month in advance. Doing so will ensure the number and types of vehicles needed for a trip or trips will be available for those dates/times and will receive priority over any other request. When vehicles are not in use by a department, they are made available with other fleet vehicles on a first come, first serve basis.

8.0 Private Vehicles and Charter Vehicles

- a. Privately owned vehicles used by faculty, staff, administration and students are only covered by the vehicle owner’s insurance and not by the College of the Holy Cross.
- b. Charter services and third party carriers must provide insurance coverages that satisfy the requirements of the college and name the College of the Holy Cross on their certificate of insurance which they shall provide.

Forms:

Title
Title

Related Information:

Title
Title

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