

City of Roseville Parks and Recreation Safety Plan

Summary

The overall goal of the driver should be to operate the vehicle in such a way that the highest level of professionalism is demonstrated and the safety of the parks' pedestrians is given the utmost priority.

Driver Responsibilities and Safety Protocols

In accordance with the contractors Fleet Safety Policies and Customer Service Procedures, drivers are responsible for conducting themselves in accordance with their company's mission and values. Drivers shall operate vehicles in a safe and courteous manner at all times. When operating company vehicles, employees are ambassadors of the company and shall go out of their way to extend courtesy to others and provide excellent customer service to our community partners.

Customer Service

- If approached by a park attendee, drivers should give priority to assisting and answering questions with courtesy and professionalism.
- In the case of any conflict with a park attendee, drivers should diffuse the situation as much as possible, direct them to call the company hotline, and notify dispatch of the incident.
- If drivers' personal safety is at risk, they should exit the park immediately and contact the police or dispatch, depending on the level of escalation.

Speed

- The driver of the route is required to drive at no faster than 3 miles per hour (mph) while on park property to include, but not limited to, paths, parking lots, and trails.

Yield to pedestrians

- When encountering a pedestrian on a park path, the driver is required to come to a complete stop and to allow the pedestrian to pass the vehicle before proceeding.
- When appropriate, the driver should fold in the driver's side mirror to allow a wider berth for the pedestrian to pass.