



## STANDARD OPERATING PROCEDURE

**Contra Costa County Operations**  
*Service, Vision, Leadership, Technology*

**SOP # 232**

**Approved By:**

**Digital Recording System**  
**Effective: March 16, 2020**

**Michael Johnson**  
**Regional Director**

**A. Purpose**

1. The purpose of DriveCam is to provide information to enhance training, education and counseling in regard to safe driving practices, and to defend the Company and its employees in potential litigation. DriveCam is a tool to foster a culture of safety, one in which AMR team members work together to reinforce safe habits.

**B. Policy**

1. The Operation will use a digital recording system, currently called DriveCam, in its ambulances and support vehicles. The Operation reserves the right to change from DriveCam to a different digital recording system at any time in its sole discretion.
2. DriveCam devices are only activated by events that are triggered by g-force (including but not limited to impacts, sudden swerves, rapid acceleration or sudden deceleration) and/or manual activation (the DriveCam "panic" button). When activated by such events, the recorders capture a digital video clip consisting of the eight seconds before the event, and four seconds after the event. These digital video clips are uploaded daily to DriveCam's server. DriveCam does not allow "real time" monitoring of crews. Employees will see a flashing light when DriveCam is creating a digital video clip; the unit's light will turn red until the digital video clip is uploaded to the server. Only digital video clips and images recorded as a result of a triggering event will be reviewed and used for any of the purposes set forth in this SOP.
3. When applicable, the Employer will meet and confer with the employee(s) involved in DriveCam events to assist in determining the cause of DriveCam activation(s). DriveCam will be used to counsel, train, educate and, when necessary, issue corrective action to employees for the avoidance of future, similar unsafe vehicle operation. The emphasis is on safety, not punishment and retribution.
4. Although the primary purpose of DriveCam is to ensure proper and safe driving practices and to defend potential litigation, it is understood that DriveCam digital video files may be used as documentation of driving violations. Any investigation of a driving violation will be conducted in accordance with the terms and conditions of the Collective Bargaining Agreement.

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5. The Employer recognizes the importance of confidentiality in regard to DriveCam images. Because of this, only Operations Managers and higher-level Employer officials will be allowed to review DriveCam video images and/or digital clips. If DriveCam information is used as evidence to support corrective action as the result of an investigation, the affected employees and appropriate Union representative(s) will be allowed to view the images. Employees have the right to Union representation during investigations in accordance with labor law and the Collective Bargaining Agreement.
6. In the event the Employer wishes to use DriveCam images and video clips for wider training purposes, or for the purpose of sharing examples of exemplary employee vehicle operation, the Employer will first ask for permission from the employees involved. If the employee denies permission, the Employer agrees to not use the images or video clips.
7. The Parties agree that the Company will provide training and orientation about DriveCam for employees.
8. Employees shall receive training/orientation in regard to DriveCam, including information on the appropriate use of manual activation.
9. At the request of either party, the Union and the Employer will discuss the use of the DriveCam system during Labor-Management Committee meetings when and where appropriate.
10. The Employer shall operate DriveCam in a manner consistent with Local, State and Federal law.
11. The following is a general description of how DriveCam events are rated. The assessment criteria include but are not limited to these categories related to vehicle operation:
  - **No risk:** Triggered events where no risky behavior was present. This often is due to an event falsely triggered by high force due to a pot hole or speed bump.
  - **Collision:** DriveCam will notify the client if a collision has occurred. DriveCam does not make assessments of responsibility.
  - **Risky Driving:** This includes non-collision events that possibly demonstrate aggressive and/or poor driving skills, such as speeding, distracted driving and traffic violations that occur in non-emergency mode.
  - **Manual Trigger:** Events through which the blue 'panic' button is pushed by the driver to manually capture an incident.
  - **Positive Recognition Event:** Events identified through event review or by recommendation, such as 'above average' driving skills (avoiding collision).
  - **Driver Safety Event:** Event identified through review (seat belt usage; driver texting etc.)

American Medical Response  
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