

# TRANSIT OPERATOR DEVELOPMENT COURSE

## Operator Study Guide

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# Overview

To become a professional bus operator requires extensive training and the use of this guide is an important part of that. Your training will consist of five areas:

1. **Classroom Training**
2. **Pre-Driving Skills**
3. **Behind-the-Wheel on a closed course**
4. **Commentary Driving**
5. **Cadetting**

This study guide is divided in to three sections:

## 1. Overview

This section covers the general guidelines on how to use the guide and keys for success as you go through the training.

## 2. Classroom Training Programs

This section follows each of the 33 DVD subjects. Each subject includes a quiz and a place for you to write your own notes. The idea is that the study guide doesn't teach the content on its own but reminds and reinforces knowledge that you'll be learning as you go along.

## 3. Behind-the-Wheel Performance Standards

The final section presents the 28 Performance Standards that you'll be required to demonstrate when you complete your training. The standards detail what you should be able to do, what you should do if you have trouble with a standard, and mastery tips to help you perform the standard. These standards are to let you and your trainer know if you have achieved the required levels to safely transport passengers.



## Classroom Training Programs

The classroom training will take you through 33 programs. These are grouped in to nine areas of focus. These programs and groups are as follows:

TRANSIT OPERATOR DEVELOPMENT COURSE			
<b>Group 1 - Federal Regulations</b>		<b>Group 5 - About the Driver</b>	
1	Introduction to Professional Driving	17	Preventing Driver Fatigue
2	Federal Regulations	18	Preventing Driver Distractions
		19	Hazards Communication
<b>Group 2 - Safety &amp; Defensive Driving</b>		20	Injury Prevention - Slips, Trips & Falls
3	Safety Best Practices	21	Using Maps & GPS
4	LLLC Defensive Driving	22	Employee Safety Reporting Program
5	Hazard Identification & Mitigation	23	Health & Wellness
<b>Group 3 - About the Bus</b>		<b>Group 6 - About the Passengers</b>	
6	Introduction To The Bus	24	Professionalism and Customer Service
7	Pre & Post Trip Inspections	25	Conflict and Aggression Management
8	Mirror Adjustment & Reference Points		
<b>Group 4 - Driving Situations</b>		<b>Group 7 - Americans with Disabilities</b>	
9	Preventing Rear End Collisions	26	ADA Compliance & Sensitivity
10	Preventing Intersection Accidents	27	Mobility Devices
11	Railroad Crossings	<b>Group 8 - Additional Programs</b>	
12	Pedestrian & Bicycle Awareness	28	Whistleblower
13	Preventing Backing Accidents	29	Preventing Harassment
14	Merging, Lane Changing & Passing	30	Drug & Alcohol Awareness
15	Adverse Driving Conditions	31	Bloodborne Pathogens
16	Operating Electric Powered Buses	<b>Group 9 - Emergency &amp; Accident Procedures</b>	
		32	Emergency Evacuations
		33	What To Do In The Event of An Accident
		33A	ELDT Supplemental Program
		34	<b>Final Exam</b>

As you go through the training, you will see that the principle focus is to teach you how to remove or reduce the hazards involved in operating a bus. To this goal, we follow a Safety Management System where we have identified all the hazards in operating a bus, analyzed these hazards and agreed on the actions to remove or mitigate these hazards.

The majority of your training will be focused on how to operate the bus so that you minimize the risks from the hazards identified.

The hazards identified in operating a bus are detailed on this poster:

**Safety Management System**

**Mission**  
Remove or Reduce Risk

**Vision**  
Do it Right, the First Time, Everytime

**Values**  
No Unsafe Behaviors

Hazard Identification	Hazard Mitigation
<b>Unsafe Behaviors</b>	<b>Remove or Reduce Risk</b>
1 Following too closely	1 Leave room / Always stay back at least four seconds
2 Unprepared for what is coming	2 Look ahead
3 Not being prepared for what is around you	3 Look around
4 Not communicating with other drivers or pedestrians	4 Communicate
5 Speeding	5 Stay within posted speed limits
6 Rushing	6 Be in control, take your time. If late, stay late
7 Backing without a spotter or GOAL	7 Avoid backing the bus or use a spotter or GOAL
8 Not rocking & rolling to see around blind spots	8 Rock & roll for turns
9 Turning without using your reference points	9 Use your reference points
10 Not adjusting your mirrors to minimize blind spots	10 Adjust your mirrors
11 Operating unsafe equipment	11 Do a thorough Pre & Post Trip and only operate a safe vehicle
12 Having confrontations or heated discussions with passengers	12 Smile and be polite at all times. Use Verbal Judo
13 Distractions – texting, dialing, or reading maps	13 Focus on the driving
14 Rolling through stop signs	14 Always stop at stop signs
15 Driving too fast for conditions	15 Slow down and pull back for rain, snow, ice or fog
16 Driver fatigue	16 Get enough sleep, always be alert and awake
17 Slips, trips & falls	17 Always keep your balance, no rushing, use three point contact
18 Drugs & alcohol	18 Never be under the influence of drugs or alcohol

**TAPTCO** TRANSIT AND PARATRANSIT COMPANY **Professionals apply these practices every day** **TAPTCO** TRANSIT AND PARATRANSIT COMPANY

We have identified 18 hazards in operating a bus and these are listed on the left side of this poster. The reciprocal safe behavior is listed on the right side of the poster.

During your training, you will see this poster many times. It summarizes the core of what we are looking to achieve through your training.

We want you to:

***Do it Right the First Time, Every Time***

***By Removing or Reducing Risk***

***With No Unsafe Behaviors***

And, to achieve this, you need to follow the behaviors on the right side of the poster and avoid the behaviors on the left side of the poster.

Driving on our roads involves considerable risk. In fact, over 35,000 people are killed on our roads every year, and 2.4 million injured. These accidents happen because drivers perform unsafe driving behaviors. And, in most instances, these were conscious and deliberate unsafe behaviors. They were driving in a way that involved increasing risk, and they did that deliberately.

For example, 30% of all accidents are rear end collisions. Why? All that was needed was to stay a little further back and that would never have happened. By following too closely, they consciously and deliberately increased the risk which led to an accident.

Another example is not looking ahead so you are prepared for what is coming. If you are not doing this, why? This is an unsafe practice and the operator would be doing this consciously and deliberately.

As you review the 18 behaviors on the poster, you will see that this applies to all these behaviors and you can operate the bus in a way that removes or reduces the hazards. Your training will be showing you how to do this.

## **Why do drivers practice unsafe behaviors?**

There are two reasons:

1. Ignorance, they do not know it is unsafe.
2. They take risks to earn small rewards.

The small rewards are stopping someone from cutting in, getting through a light without waiting for another cycle or making a turn a few seconds sooner.

These small rewards will eventually lead to an accident that is huge, permanent and may even be catastrophic.

After your training, you will understand all the safe practices to be the most professional operator possible.

## **Training in Groups**

As you can see above, your training will be provided in nine groups.

The three programs taught in Group 2 set the foundation for everything else being taught; Safety Best Practices, LLLC Defensive Driving and Hazard Identification & Mitigation.

All the practices and concepts taught in these three programs flow into the additional 30 programs and are often repeated as we show how they apply to each subject being taught.

## Introduction & Federal Regulations # 1

# Group 1 – Program 1 – Introduction To Professional Driving

### Key Learning Points

The training for professional operators is far ahead of the education provided to obtain a standard auto license.

The training will be provided in five ways:

1. Classroom
2. Pre- Driving Skills
3. Behind-the-Wheel on a Closed Course
4. Commentary Driving
5. Cadetting – Driving on the Road

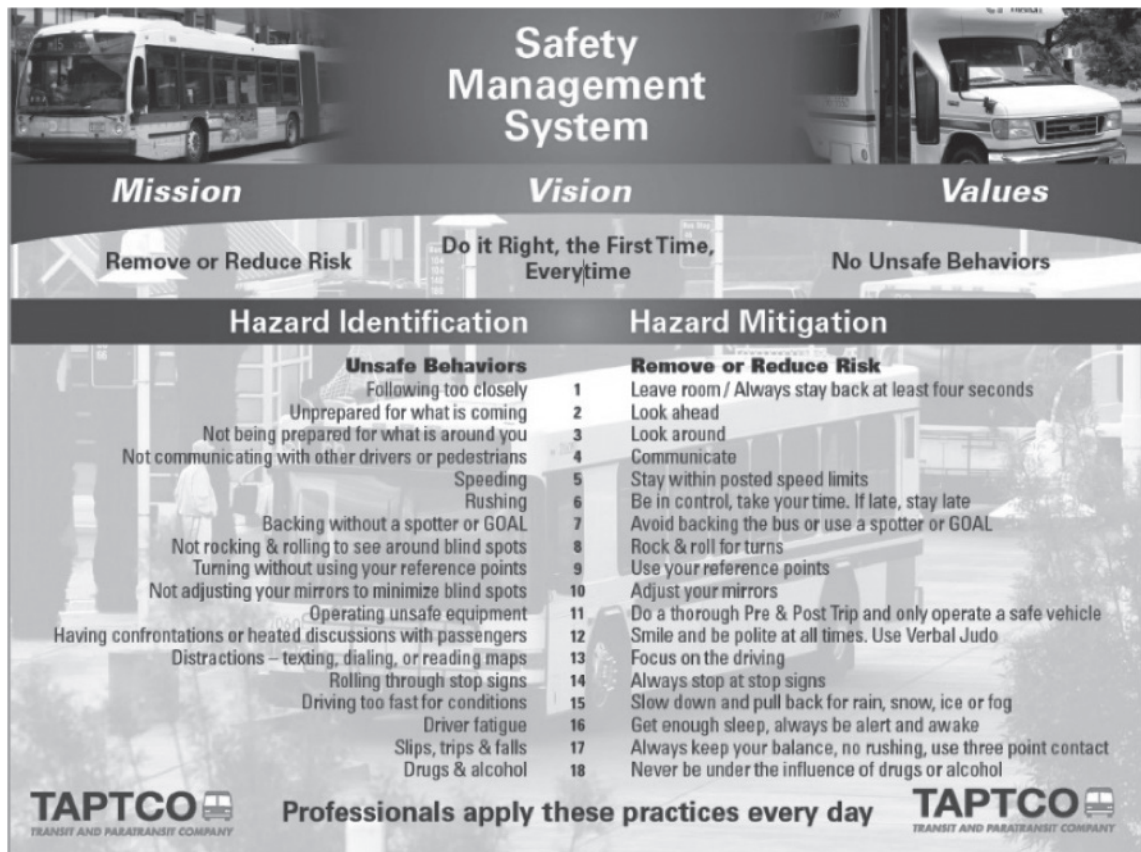
### Summary of the Program

The classroom training is broken into nine groups, as follows:

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		34	<b>Final Exam</b>

The training provided will meet and exceed the requirements set by federal agencies.

During the training, you will see this poster many times:



The goal of the training is to avoid the unsafe behaviors on the left side of this poster and to only follow the safe behaviors on the right side of the poster.

This poster is a summary of the Safety Management System, referred to as SMS. A Safety Management System is a process where we have identified all the hazards in operating a bus, have analyzed these hazards and devised practices to remove or reduce these hazards.

Your trainer will provide a copy of the syllabus which will include all the training to be provided.

If you are unsure about any part of the training, ask your trainer or supervisor.

## **Program 1 – Questions on Introduction to Professional Driving**

**Q1 – In providing this training, what are we trying to achieve?**

- a) Compliance with all federal and state regulations.
- b) To help develop the trainees into professional operators.
- c) To instill the safest practices with the operators.
- d) All the above.

**Q2 – While this training is extensive, and may be daunting at first, what steps are included to help the trainee?**

- a) Training is broken into chunks that make it easier to understand.
- b) Training will be presented in a classroom, then by demonstration, then by practice.
- c) Almost every practice is shown in video format by professional narrators that clearly show what is required.
- d) All the above.

**Q3 – If you do not understand anything being taught or are struggling to master a skill, what should you do?**

- a) Be patient, it will come eventually.
- b) Focus on other practices.
- c) Tell the trainer.

**Q4 – What is the best way to learn new skills?**

- a) Read through your study guide.
- b) Practice the skills.
- c) Memorize and recite the standards.

**Q5 – What is commentary driving?**

- a) Your trainer talks through everything they are doing as they operate the bus and then you in turn do the same.
- b) Your trainer commentates on how you are doing.
- c) You commentate on the quality of your training.

**Q6 – The \_\_\_\_\_ give you an opportunity to have hands-on experience with the bus, without the risk of hitting someone or having an accident.**

- a) behind the wheel hours
- b) closed courses
- c) classroom sessions

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# Group 1 - Program 2 – Federal Regulations

### Key Learning Points

After decades of commercial vehicle operations, federal agencies have created a high level of driving standards to remove or reduce the hazards when operating such vehicles. All your training includes these best practices to ensure that the training is as comprehensive and complete as possible. The principle four areas covered in this program are:

1. Entry Level Driver Training (ELDT)
2. Annual MVR Checks
3. Safety Management System
4. Medical Qualification

### Summary of the Program

All the regulations are covered in the Safety Regulations Guide issued by the Federal Motor Carriers Safety Administration (FMCSA).

### Entry Level Driver Training

The Entry Level Driver Training requirements are set by the Federal Motor Carriers Safety Administration, known as FMCSA. Your training includes all these requirements.

These minimum training standards are to ensure there is a minimum level of training for commercial vehicle operators across the USA.

### Safety Management System (SMS)

Federal regulations also require that bus operations follow a Safety Management System whereby the operations are studied to identify all the hazards in operating a bus. These hazards are then analyzed to identify the safe practices needed to remove or reduce these hazards.

The SMS has been created and was explained in the program Introduction to Professional Driving.

### Annual MVR Checks

The DOT (Department of Transportation) requires locations to obtain the motor vehicle record of every operator, at least once per year.

These records are obtained so management can see if an operator has received any citations or even lost their license.

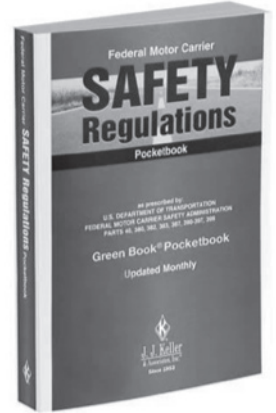
If a citation is received, even in a personal vehicle, this must be reported to your supervisor within 24 hours.

### Medical Qualification

The DOT has established medical qualification requirements that you must meet before you are able to operate a commercial vehicle (CMV). These rules are in place to ensure you don't have a sudden health condition that could cause you to become incapacitated behind the wheel.

All operators must have a physical before operating a CMV.

If there is a change in your medical condition, you must notify your supervisor immediately. You may have to take a new DOT physical exam before you can return to driving.



## **Program 2 – Questions on Federal Regulations**

### **Q1 – What is a Safety Management System?**

- a) A system that identifies hazards, analyzes them and takes actions to mitigate the hazards.
- b) A system that manages safety.
- c) A system that reduces risk.

### **Q2 – How often is your MVR reviewed?**

- a) Only if I have an accident.
- b) Every two years.
- c) Annually.

### **Q3 – If you have an accident on a Sunday in your own vehicle, what should you do?**

- a) Nothing, it has nothing to do with work.
- b) Report this to my supervisor within 24 hours.
- c) Report this to my supervisor whenever I next see them.

### **Q4 – You develop a change in your medical condition, you suffered a mild stroke. What should you do?**

- a) No action needed, I still have my license.
- b) Only notify work if it worsens.
- c) Notify my supervisor before I operate the bus again.

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### Group 2 - Program 3 – Safety Best Practices

#### Key Learning Points

Safety = Freedom from Risk

You can remove or reduce risk by following the 18 safe behaviors on the right side of the poster

#### Summary of the Program

**Safety** = Freedom from Risk

**Risk** = The possibility of bodily injury or damage to property.

Put together, **Safety = Freedom from the possibility of bodily injury or damage to property.**

If you care about safety, you care about removing or reducing risk.

Risk is created by unsafe conditions and unsafe behaviors.

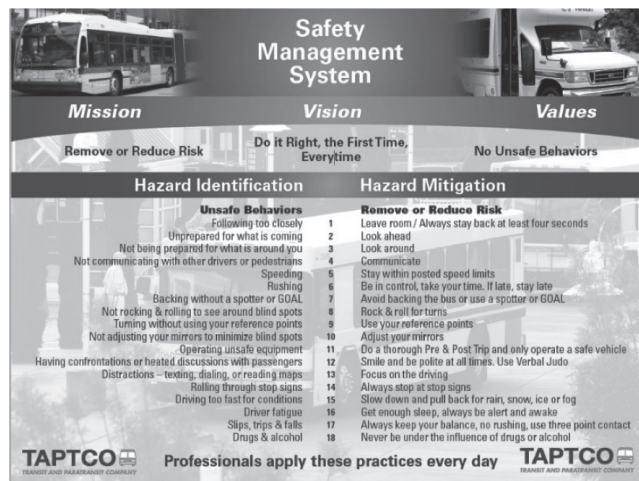
#### Unsafe conditions

Examples are bald tires, worn brakes, faulty steering, poor MVR, not performing drug tests etc. All unsafe conditions can be engineered away with good practices, policies and procedures.

Very few accidents are ever caused by unsafe conditions.

#### Unsafe behaviors

The most risk is created by conscious and deliberate unsafe behaviors. These are the behaviors drivers perform that involve an unnecessary level of risk. There are 18 unsafe behaviors, as detailed on the left side of this poster.



Almost every accident (more than 99%) is caused by these conscious and deliberate unsafe behaviors performed by the operators. These behaviors involve higher levels of risk than is required. Why do operators do this?

- Ignorance - they do not know it is unsafe.
- They have decided this risk is acceptable to them.

It is too late to change your actions after an accident. Professionals look to do it right the first time, every time, in everything they do. This means removing or reducing risk by never performing any unsafe behaviors.

Professional bus operators must understand the behaviors that involve risk and then drive in a way that minimizes these risks.

**An accident is:**

- **An unplanned event,**
- **That disrupts activity,**
- **That involves or affects people,**
- **And is caused.**

The most important factor is that all accidents are caused. They are caused by unsafe acts - by people taking risks. If all accidents are caused, then changing the behavior that causes accidents can prevent them from occurring.

### **300: 29: 1**

For every major or fatal accident, there were 29 minor accidents and for each minor accident there were 300 unsafe acts.

The only way to reduce the frequency of accidents is to reduce the 300 unsafe behaviors. Do this and you will reduce the risk and be safer.

We have all had close calls. Some have had more than others. And that's the point. Some people have more close calls than others because they take more shortcuts and more unnecessary risks. Be conscious of the risks you take. When you take the time to avoid risk, your chances of having an accident will reduce.

Consider your own driving. Do you ever follow less than four seconds, dial a phone while driving, chase yellow lights or rush? Every one of these unsafe behaviors is one of the 300 and it is only a matter of time before it leads to an accident.

Be a professional and eliminate all your unsafe behaviors. Adopt the following Vision, Mission and Values:

**Vision:** To do it right the first time, every time

**Mission:** To remove or reduce risk

**Values:** No unsafe behaviors

To achieve these goals, follow the practices on the right side of the poster and avoid the actions on the left side of the poster:

### **Program 3 – Questions on Safety Best Practices**

**Q1 – The definition of safety is:**

- a) absence of accidents.
- b) freedom from risk.
- c) doing what you are supposed to do.

**Q2 – Without exception, \_\_\_\_\_ are at the root cause of all accidents.**

- a) vehicles
- b) coincidences
- c) people

**Q3 – What does the word risk mean?**

- a) Taking chances.
- b) The possibility of bodily injury or damage to property.
- c) Going too fast and rushing.

**Q4 – The 300:29:1 Heinrich's theory, points out that unsafe behavior patterns will \_\_\_\_\_ lead to accidents.**

- a) always
- b) most likely
- c) sometimes

**Q5 – Keeping your eyes and head constantly moving while driving is a good way to help you:**

- a) stay within your performance capabilities.
- b) pay attention.
- c) avoid a behavior pattern.

**Q6 – All accidents are caused by:**

- a) behaviors we cannot change.
- b) conscious and deliberate unsafe behaviors.
- c) accidental behaviors.

**Q7 – If a professional driver causes or contributes to an accident, this is:**

- a) what happens when you drive for a living.
- b) what happens to everyone eventually.
- c) a failure in their professional skills.

**Q8 – Do you know the unsafe behaviors that lead to accidents?**

- a) No, there are too many to understand.
- b) Yes, there are 18 unsafe behaviors that lead to almost every accident and these are detailed on the Safety Management System poster.
- c) I know some, but not all of them.

**Q9 – Any unsafe behavior, repeated often enough, will:**

- a) always result in an accident.
- b) sometimes lead to an accident.
- c) rarely lead to an accident.

**Q10 – Why would a driver perform unsafe behaviors?**

- a) They do not know the behavior is unsafe.
- b) They are a risk taker.
- c) They are being foolish.
- d) All the above.

**Q11 – If a professional driver understands that a behavior involves risk that can be reduced, why wouldn't they change that behavior?**

- a) They are not a professional driver.
- b) There is no acceptable reason.
- c) They are unaware of the risk.
- d) All the above.

**Q12 – Not performing a pre-trip inspection everyday as it should be performed is an example of which type of accident causing behavior?**

- a) Failure to pay attention.
- b) Exceeding performance capabilities.
- c) Unsafe behavior pattern.

**Q13 – What might the consequences be if I continue to operate unsafely and ignore the safe driving practices detailed on the poster?**

- a) Nothing's happened so far, so why change?
- b) Given enough time I will have an accident.
- c) I'll have an accident the next time I drive.



[illegible]

### Group 2 - Program 4 – LLC Defensive Driving

#### Key Learning Points

By applying the defensive driving practices of **Look Ahead, Look Around, Leave Room & Communicate**, you can remove or reduce risk.

Make yourself follow these practices for at least 30 days so that they become your NORM.

#### Summary of the Program

The LLC driving practices are techniques you can use that will help you avoid accidents and be prepared for any traffic situation. These principles help you maintain a safe amount of room around your vehicle, improve your visibility, and provide you with extra time to make decisions.

1. **Look Ahead** means that you look far ahead of the bus while you're driving. To do this, you should look 15 seconds ahead of where the bus is at any given time. By always using the **Look Ahead** principle, you can identify potential hazards early so you have enough time to react and safely make adjustments.
2. **Look Around** means that you take in the entire scene while you're driving. You must constantly move your head and eyes to see everything around the bus. **Look Around** for other cars, pedestrians and fixed or movable objects on or near the road, especially when you're making a turn. **Look Around** means you change your point of focus at least every two seconds. Constant eye movement keeps you alert and aware, and helps you use both peripheral and central vision. **Look Around** also means that you check your mirrors every five to eight seconds to increase your range of vision.
3. **Leave Room** around your bus. Ideally, you should leave room on all six sides of the bus – in the front, the rear, on each side of the bus and above and below the bus. You can maintain and monitor the space in front of your bus by keeping an adequate following distance. Sometimes to maintain room in the rear, you have to slow down a bit to motivate an impatient tailgater to move to another lane or back off. You can't always Leave Room to your sides, but when you're on the highway, it's your responsibility to adjust your speed when someone is driving right next to you at the same speed. You also have to **Leave Room** above and below the bus. Be on the lookout for low overhead clearances, and remember, they're not always marked with a warning sign. Keep an eye out for road conditions that could cause the bus to bottom out or for debris in the road.

4. **Communicate** to other drivers on the road to make sure they know you're there and what you're going to do next. Use your headlights, brake lights and turn signals to communicate your intentions. Be sure to use your signals before turning or changing lanes and always use at least four flashes before taking any action. A friendly tap on the horn is a good way to get someone's attention, and if possible, you should try to make eye contact.

How do you make following **LLLC Defensive Driving** a habit, a NORM you automatically follow? For the next 30 days as you are on your route, say to yourself every morning as you board the bus; "I will follow LLLC, I will stay back four seconds, I will continually look around, I will look ahead and I will communicate." Then, during the day as you are driving, question yourself as to if you are following these practices and make sure you are. If you do this for 30 days, following LLLC will become your NORM and you will be the best driver you can be.

Strictly following the **LLLC Principles of Defensive Driving** will go a long way in reducing risks. One of the most common excuses heard from drivers for knowingly accepting risk involves following distance. Drivers say, "I try to leave four seconds, but I keep getting cut off. It's just not possible to drive that way in a city." Yes, it is! Imagine if you accept the risk of only leaving two seconds following distance. Does that really stop drivers from cutting you off? Maybe some; but not the more aggressive drivers. And what happens when you only have two seconds of distance in front of you and a driver cuts you off, then hits the brakes.

Remember that it takes longer for a bus to stop than a car. If you make the effort to leave a full four seconds following distance, that driver who cut you off will have more space to avoid an accident, which helps you to avoid an accident.

**Look Ahead**

**Look Around**

**Leave Room**

**Communicate**

## **Program 4 – Questions on LLC Defensive Driving**

**Q1 – In addition to constantly Looking Around™, you should:**

- a) check your mirrors every 5-8 seconds.
- b) avoid moving your head and shoulders.
- c) look right, left and right again at every intersection.

**Q2 – It's important to use the Look Ahead™ principle so you can identify:**

- a) potential hazards.
- b) road signs ahead.
- c) upcoming turns.

**Q3 – When you use The Four Principles to Driving Safety™ you will have extra time to:**

- a) perform your post-trip inspection.
- b) adjust and react to potential danger.
- c) alert other drivers of your intentions.

**Q4 – The easiest place to Leave Room™ around your bus is:**

- a) the rear of the bus.
- b) right in front of your bus.
- c) the sides of the bus.

**Q5 – A way to Communicate™ with other drivers on the road is to:**

- a) use your signals before turning or changing lanes.
- b) give a friendly wave when someone lets you go first.
- c) shout out the window when someone cuts you off.

**Q6 – The Four Principles to Driving Safety™ gives you:**

- a) a better perspective of what other drivers are doing.
- b) more time and more space and the ability to avoid accidents.
- c) a bird's eye view of what's happening in intersections.

**Q7 – The best way to form a new habit is to:**

- a) study it until you know it well.
- b) ask your trainer to work on it with you.
- c) repeat the behaviors over and over for at least 30 days.

**Q8 – Look Ahead™ means that you:**

- a) know what the car in front of you is doing at all times.
- b) look out to a point where your bus will be in about 15 seconds.
- c) plan ahead for the day's schedule.

**Q9 – As a professional bus operator, you are held to a higher standard of driving performance because:**

- a) you're getting paid to drive.
- b) the bus is very expensive, and you are responsible for it.
- c) people place their lives in your hands.

**Q10 – You should check your mirrors:**

- a) at the beginning of each scheduled run.
- b) whenever you are in a tight parking lot.
- c) every five to eight seconds.

[illegible]

# Group 2 - Program 5 – Hazard Identification & Mitigation

### Key Learning Points

Avoiding the 18 unsafe behaviors detailed on the Safety Management System poster will enable operators to remove or reduce risk and avoid accidents.

### Summary of the Program

1. **Leave Room** – Always stay back at least four seconds, further in rain, ice or snow. Try to avoid driving with traffic to your left or right, by adjusting your speed. Slow down if someone is tail gaiting you.
2. **Look Ahead** – Look 15 seconds ahead and be prepared for what is coming. Change lanes early or adjust your driving for what is ahead.
3. **Look Around** – Change your eye focus every few seconds and check your mirrors every 5 to 8 seconds. Turn your head and rock and roll your body to see as much around you as possible.
4. **Communicate** – Use your indicators, flash your lights, tap your horn and make eye contact to communicate your presence or what you are about to do.
5. **Stay within posted speed limits** – Exceeding speed limits can cause accidents and increase the severity – follow the required limits.
6. **Be in control, take your time.** If late, stay late. Rushing has been the cause of many accidents. Never rush, focus on the driving and take your time.
7. **Avoid backing the bus or use a spotter or GOAL.** Backing covers such short distances yet it is often the leading cause of accidents. There are many blind spots around the bus so avoid backing at all costs. If not, use a spotter or GOAL.
8. **Rock & Roll for turns** – The mirrors and roof pillars create cones of blindness that have led to many pedestrian fatalities. To see around these blind spots, rock & roll your body to increase your areas of visibility. This is especially important in left hand turns.
9. **Use your reference points** – A large bus has both tail swing and overhang. To correctly position the bus in the lane and to make safe turns, you must use your reference points. Practice as much as possible to master this skill.
10. **Adjust your mirrors** – You need to be able to see as much as possible around the bus. This is only possible if your mirrors are correctly adjusted. Check that they are correctly adjusted as part of your pre-trip, every day.

11. **Do a thorough Pre & Post Trip Inspection** and only operate a safe vehicle – This is an important practice, take the time to do it correctly. Correctly document the practice every day and note any problems found.
12. **Smile and be polite at all times.** Use Verbal Judo – Your attitude and facial expressions can help diffuse problematic situations. It takes two to have an argument and if you use the four practices taught in Verbal Judo, it will help in most situations. People need to be respected, asked not told, explained why, offered options over threats.
13. **Focus on the driving** – Distractions are one of the leading cause of accidents. Keep your attention on your driving and never try to dial or text when driving.
14. **Always stop at stop signs** – This means a total stop, no rolling stops, ever.
15. **Slow down and pull back for rain, snow, ice or fog** – Weather does not cause accidents. Failing to correctly react to the weather is what causes accidents. Slow down and pull further back for rain, ice, snow or fog.
16. **Get enough sleep**, always be alert and awake.
17. **Always keep your balance**, no rushing, and use three-point contact.
18. **Never** be under the influence of drugs or alcohol.

## **Program 5 – Questions on Hazard Identification & Mitigation**

### **Q1 – What is required in a Safety Management System?**

- a) Avoid unsafe behaviors.
- b) Identify hazards, analyze the hazards and take actions to mitigate the hazards.
- c) Identify and avoid unsafe behaviors and unsafe conditions.

### **Q2 – What % of all accidents are rear end collisions?**

- a) 40%.
- b) 25%.
- c) 30%.

### **Q3 – As a professional operator, if you know a behavior involves risk that can be avoided or reduced, why would you still practice that behavior?**

- a) I am not a professional.
- b) I do not understand it is in my best interest to remove or reduce risk.
- c) I am a risk taker.
- d) All the above.

### **Q4 – What can you do to make LLLC Defensive Driving your NORM, all the time?**

- a) Practice it whenever I can.
- b) Say Look Ahead, Look Around, Leave Room and Communicate over & over.
- c) Think about this every time I board the bus and during my route. Remind myself by putting a note on the back of my hand. Do this for at least 30 days.
- d) All of the above.

### **Q5 – If you are behind on your schedule, should you try to rush, to make up time?**

- a) Never, if late, stay late.
- b) Only if safe to do so.
- c) Check with dispatch & only rush if they agree you should do so.

### **Q6 – What is the only way to avoid driver fatigue?**

- a) Drink coffee before every route.
- b) Nap during the day.
- c) Always get enough sleep.

### **Q7 – What is the main practice in providing good customer service?**

- a) Say please & thank you.
- b) Always smile and be polite.
- c) Look passengers in the eye.

### **Q8 – When going up and down the steps of the bus, what is the main action to avoid slips, trips & falls?**

- a) Maintain three-point contact.
- b) Look where you are going.
- c) Wear none slip boots.



**Q9 – What is the reason some operators continue to practice unsafe behaviors?**

- a) They receive small and immediate rewards, like stopping another vehicle from cutting in.
- b) They are aggressive operators
- c) They have always driven that way.

**Q10 – Does bad weather ever cause accidents?**

- a) Yes, I may lose most of my traction.
- b) Sometimes, depending on how and it is.
- c) No, it is how operators react to the bad weather.

**Q11 – When making left hand turns, what should you do to make sure you do not hit a pedestrian?**

- a) Make the turn slowly.
- b) Rock and roll before and during the turn to see around the pillar and mirrors.
- c) Toot your horn to alert anyone that you are making the turn.

**Q12 – What is the best way to avoid a backing accident?**

- a) Use a spotter.
- b) Get out and look.
- c) Avoid needing to back up.

[illegible]

### Group 3 - Program 6 – Introduction to the Bus

#### Key Learning Points

There are many differences between driving a bus and driving a car. A bus is heavier, longer and wider than a car. To safely operate a bus, you will learn new techniques to maneuver this larger vehicle. The bus needs 2 1/2 the distance to stop as a car does.

#### Summary of the Program

Understanding the mechanical systems of the bus allows you to detect problems.

There are seven systems:

1. Steering - Controls the direction of the bus.
2. Brakes - The air system is responsible for operating the brakes of most buses.
3. Electrical - Includes the batteries, alternator, voltage regulator and all the lights and wiring.
4. Power train - Includes the engine, transmission and the differential of the bus.
5. Warning - All of the warning lights and buzzers that notify you if something isn't operating properly.
6. Emergency - On-board equipment such as the fire extinguisher, reflectors, flashers and emergency exits.
7. Heating and Cooling - Consists of the central ducting, compressor, condenser, evaporator, heating core, blowers and motors.

#### Maneuvering

The bus size and weight make it much more challenging to drive and maneuver than a car. Things to consider are:

- **Clearance:** The height of the bus is 9'6" to 10'7". This is important to understand because of low overhangs. Be on the lookout for overhead clearance signs. Also avoid narrow alleyways since buses are 8 feet 6 inches wide, not including the mirrors.
- **Off-tracking:** When you make a turn with your bus, only the front wheels turn right or left, the rear wheels are simply pulled around the corner. This is why you must make wider right turns and use reference points to position the bus to allow for off-tracking.
- **Tail-swing:** Tail-swing is the arc that the rear bumper makes when the bus turns. To avoid a tail swing collision, make sure there is enough room on either side of your bus.
- Maneuvers are harder on the right side of the bus because your right mirror is farther away from you and your field of vision is much smaller. Use extreme caution when performing any maneuver to the right.

By understanding which bus systems are responsible for each function, you can identify problems and avoid breakdowns. Remember, you are driving a longer, wider, taller and heavier-than-average vehicle. Use your mirrors to help you see and maneuver the bus.

## **Program 6 – Questions on Introduction to the Bus**

**Q1 – What are the main differences between operating a bus compared to a car?**

- a) Size, stopping distance, tail swing and off tracking.
- b) Weight.
- c) Difficulty in seeing all around the bus.

**Q2 – A transmission that slips is most likely an indication of a problem with the:**

- a) engine cooling system.
- b) power train system.
- c) electrical system.

**Q3 – The stopping distance that a bus needs to come to a complete stop is:**

- a) two to three times greater than that of a car.
- b) equal to that of a car.
- c) always 200 feet.

**Q4 – Why do we need to stay further back in a bus than we do in a car?**

- a) Because the bus is bigger.
- b) Because the bus is heavier.
- c) Because the bus takes 2.5 times further to stop than a car.

**Q5 – You should take caution when using the convex mirrors because:**

- a) objects in those mirrors are much closer than they appear.
- b) objects in those mirrors are farther than they appear.
- c) objects in those mirrors are reflections.

**Q6 – How does the width of a bus compare to the average width of a car?**

- a) A bus is 10 feet, a car is 7 feet
- b) A bus is 8 feet, 6 inches, a car is 6.25 feet.
- c) A bus is 9 feet, a car is 7 feet.

[illegible]

# Group 3 - Program 7 – Pre & Post Trip Inspections

### Key Learning Points

You must perform a Pre-trip and Post-trip inspection before and after every trip. You should always follow the same inspection routine.

### Summary of the Program

One of the most important things you will do every day is to inspect your bus. Pre-Trip inspections allow you to identify safety problems and correct them BEFORE you drive your bus. The last thing you want is to break down on your route with a bus load of passengers. Post-trip inspections catch any problems that arose during the route and give maintenance a full shift to correct the problem before you drive again.

There are many systems and parts that must work together on a bus. Your goal is to inspect as many of those parts as possible. Following the Driver Vehicle Inspection Report (DVIR), or your locations pre-trip inspection form, you'll establish a consistent routine that you'll follow every time you pre and post trip your bus.

Mark your findings on the **Driver Vehicle Inspection Report**. If you find a defect, mark it unsatisfactory on the checklist. If it's something simple, like a loose seat bottom, go ahead and fix it yourself, then mark that you've corrected it on the DVIR. If it's something you cannot fix, report it to maintenance.

Your trainer will show you the details of these inspections. We've broken it down into seven parts, to help you remember the process.

1. Overall appearance - take note of its general condition.
  - Is it leaning to one side?
  - Do you see signs of a leak under the bus?
  - Check the previous day's Driver Vehicle Inspection Report (DVIR).
  - Have all the issues been resolved?
  - If not, mark them and report them again.
  - Keep reporting it until the issue gets addressed.
2. Engine compartment -
  - Follow the engine compartment section on the Driver Vehicle Inspection Report (DVIR).
  - Make sure you check your fluids first.
  - Starting an engine that is low on oil can damage the engine.
  - Check the belts and visible wiring for obvious problems.
  - Check the battery to make sure the connections are secure and corrosion free.
3. Start the engine. Inspect dash gauges and lights.
  - Test your basic controls, pedals and steering wheel.
  - More than 10 degrees extra movement in either direction can be dangerous.
  - With your parking brake set, shift between neutral and park.
  - Press on the accelerator to check that it is not loose, sticky or damaged in some way.
  - Check horn, gauges, and controls as listed on the DVIR.
  - Check and record the mileage on the odometer.

4. Walk around inspection - Leave the engine running and walk around the bus body, inspecting each item listed on the DVIR starting at right front, checking lights, working your way around the rear of the bus, and back up to left front side, always checking the lights.
  - Make sure tire treads are adequate and worn evenly.
  - Check tire sidewalls, valve caps, and stems for damage.
  - Make sure lug nuts are tightened.
5. Check the lift or ramp – make sure it is working fine.
6. Check the vehicle interior - check for cleanliness and damage. Be sure to note any seat tears or damage.
7. Check the operator's compartment and check the brakes systems.

#### **Brake Test 1 - Static Test**

Once the air pressure has reached its maximum and the governor cuts out , turn off the engine, but leave ignition on. The air pressure should not drop more than 2 PSI in one minute

#### **Brake Test 2 - Applied Test**

With the engine still off and parking brake off, apply the service brakes. Pressure should not drop more than 3 PSI in one minute.

#### **Brake Test 3 - Governor Cut In Test**

Start the engine and repeatedly apply the service brakes. Governor should cut in at not less than 85 PSI.

#### **Brake Test 4 - Low Pressure Warning System**

With the engine off, repeatedly apply the service brakes . Both an audio warning and the low pressure warning lights should activate at not less than 60 PSI.

#### **Brake Test 5 - Emergency Brake Application**

Continue to apply the service brake repeatedly and at not less than 40 PSI, the parking brake knob should pop out.

#### **Brake Test 6 - Parking Brake Test**

Re-start the engine and apply the parking brake. Press on accelerator, bus should not move.

#### **Brake Test 7 - Service Brake Test**

With the air pressure at the maximum, release the parking brake. Move forward slowly at around 5 MPH and apply the service brake. Bus should not pull to left or right.

The Driver Vehicle Inspection Report is set up to walk you through the inspection process in order, without missing any steps. Follow your checklist closely and you will not miss anything. Following the checklist will also help you establish a routine that will allow you to complete a thorough pre-trip as quickly as possible. Make sure to check each point thoroughly before you mark it as satisfactory. Push, pull, and tug on things. Make sure everything inside is kid-proof, and everything outside is road-worthy.

If your inspection turns up a major defect or safety concern, report it immediately. Never leave the yard with a bus that may be unsafe. **Better safe than sorry is especially true when you think about who you are transporting every day.**

At the end of the route, don't forget to perform the Post Trip Inspection. Remember, if it isn't documented, it didn't happen. Document the inspections every day and clearly note any problems.

## **Program 7 – Questions on Pre & Post Trip Inspections**

**Q1 – Pre-trip inspections should be performed:**

- a) daily.
- b) weekly.
- c) monthly.

**Q2 – The driver vehicle inspection report, or DVIR is:**

- a) a place to record the condition of the vehicle for each inspection.
- b) a way to make sure that essential maintenance has been performed and that the vehicle is safe to operate.
- c) both a and b

**Q3 – The first step of an inspection is to:**

- a) inspect the vehicle as you approach, looking for leaks and other visible damage.
- b) start the vehicle to see how it sounds.
- c) ask other drivers if the vehicle is working okay.

**Q4 – Which is more important, pre-trip inspection or post-trip inspection?**

- a) Pre-trip, because it helps start the day out right.
- b) Post-trip, to identify problems that occurred during the route.
- c) Both are equally important to keeping the vehicle operating safely and efficiently.

**Q5 – The minimum tread depth for a front vehicle tire is:**

- a) 1/16 inch.
- b) 3/4 inch.
- c) 4/32 inch.

**Q6 – If you are unsure if your vehicle should be used, after you have identified a problem, what should you do?**

- a) Check with your supervisor, before it is used.
- b) Ask dispatch.
- c) Check with maintenance.

**Q7 – You should check the rims for:**

- a) missing or loose lug nuts.
- b) cracks.
- c) Both a and b.

**Q8 – Why do you put your parking brake on when you are doing the inspection inside the driver's area?**

- a) So that the vehicle doesn't roll.
- b) It is a double check that the parking brake indicator comes on.
- c) To test the brake light in the rear of the vehicle.

**Q9 – If you're out on a route and hear a strange noise coming from your vehicle, you should:**

- a) finish the route and report the problem to maintenance when you return to the yard.
- b) immediately stop and check the problem out.
- c) just ignore it...if the vehicle can move, it will be okay.

**Q10 – After you have written up a problem on the DVIR, should you ensure this has been attended to, before operating the bus?**

- a) No, maintenance is on top of their job and you can accept it has been fixed.
- b) Yes, every time.
- c) Only if it is a major problem.



[illegible]

### Group 3 - Program 8 – Mirror Adjustment & Reference Points

#### Key Learning Points

Properly adjusted mirrors reduce blind spots and help you see passengers, pedestrians, vehicles and objects around the bus.

You should adjust your seat before you adjust your mirrors.

Reference Points help you determine the position of your bus as well as when and where to turn it. Reference points are different for each driver and for each model of bus.

**Using the reference points is essential in the safe operation of the bus.**

#### Summary of the Program

To help establish your reference points, you must first adjust your mirrors:

- The flat passenger mirror should be adjusted so you can see as many passengers as possible.
- Outside flat mirrors allow you to see down the length of the bus on either side and behind the bus, except for the space immediately behind you.
- Convex mirrors on the right and left allow you to see each side of the bus. These mirrors give you maximum visibility on the sides of the bus.

**There are five Reference Points on the bus:**

1. **Center Reference Point** - This is used to center the bus in the lane.
2. **Six-Inch Reference Point** - This is used to help you position the bus six inches from the curb for loading and unloading passengers.
3. **Four-Foot Reference Point** - This helps you make right turns.
4. **Backing Reference Point** - Never back the bus unless necessary. If you must, use a spotter, or get out and look and know your backing reference point.
5. **Right Turn Reference Point** - This helps you maneuver through intersections and avoid making wide turns that could cause you to collide with parked vehicles.

To help you gauge your reference points, your mirrors must be adjusted properly so you can see passengers and pedestrians, vehicles, and objects around the bus. Blind spots are minimized when the mirrors are properly adjusted. If blind spots are minimized, so are your chances for a collision. Being able to see all the way around your bus is vital to its safe operation.

**A reference point is defined as “an indicator that guides you”.** The reference points on the bus guide you to making safe turns and stops. In order to maneuver a bus, you must understand the concept of reference points. Reference points give you perspective on where your bus is on the road. In order to properly use reference points, you must first make sure your mirrors are properly adjusted. Do this every day during your pre-trip inspection even if you drive the same bus. Someone else may have driven your bus, your mirrors may have been knocked or someone may have changed your adjustments.

Understanding mirror adjustment and using reference points is far easier to understand when you see this in action, and you practice doing this yourself.

## **Program 8 – Questions on Mirror Adjustment & Reference Points**

**Q1 – The four-foot reference point is extremely useful for:**

- a) left turns.
- b) right turns.
- c) backing.

**Q2 – Adjust your passenger mirror so that you can see:**

- a) the heads of as many passengers as possible.
- b) the heads of problem passengers.
- c) the drivers behind the bus.

**Q3 – The spot where the \_\_\_\_\_ touch the pavement should be visible at the bottom of your outside flat mirrors.**

- a) front wheels
- b) rear wheels
- c) front and rear wheels

**Q4 – What is the most useful tool for managing your space?**

- a) Brakes.
- b) Mirrors.
- c) Steering Wheel.

**Q5 – The six-inch reference point is used for loading and unloading passengers. To mark it:**

- a) park six inches from the curb and look to see where the curb line disappears on the windshield.
- b) park alongside the curb and place a piece of tape six inches from the curb line onto your windshield.
- c) park six inches from the curb and look to see where the ruler disappears on the windshield.

**Q6 – What do you adjust first when you are about to operate a bus for the first time?**

- a) The passenger mirror.
- b) The seat.
- c) The rear mirrors.

**Q7 – How can you make sure you never mount the sidewalk when making a right-hand turn?**

- a) Use your reference points.
- b) Swing wide on the right, before the turn.
- c) Go well past the junction, before starting the turn.

[illegible]

### Group 4 - Program 9 – Preventing Rear End Collisions

#### Key Learning Points

Over 30% of all accidents are rear end collisions. These are the easiest accidents to avoid. You control the gas pedal, you control the brake, and you control the space in front of you. You should always stay back a minimum of four seconds and further back in rain, snow, ice or fog.

You should NEVER cause a rear end collision.

#### Summary of the Program

An automobile weighs around 4,200 lbs. Your bus weighs between 28,000 and 38,000 lbs., depending upon the number of passengers. An automobile can stop in a far shorter space than a transit bus can.

At 40 MPH, you travel 58 feet in one second.

Improper following distance is the root cause of many accidents. You cannot anticipate what the other driver is going to do. If you are only two seconds back and the car in front does an unexpected hard stop, you will likely hit them, and this will be your fault.

**Always stay back at least four seconds in good dry weather.**

If raining, increase this to five seconds, if snowing, increase to six seconds and if icy, increase to seven seconds.

**THE WEATHER DOES NOT CAUSE ACCIDENTS, IT IS HOW YOU REACT TO THE WEATHER THAT CAUSES ACCIDENTS.**

The passengers expect a smooth ride. If you are following too closely, it is more likely you will brake hard and the passengers may be jerked, thrown around or even injured.

Also, many sideswipe accidents to the left or right are caused by following too closely. To prevent hitting the vehicle ahead, some drivers gut reaction is to swerve left or right, leading to a serious accident in the adjacent lane.

Staying back at least four seconds is an absolute requirement. It is carved in stone and a condition of your employment. It is not discretionary.

You can also drive in a way that leaves room to each side of the bus, by slowing down or speeding up. And, if you have a tailgater, slow down and they will usually pull back or pass you.

Continually practicing Look Ahead, Look Around, Leave Room and Communicate will make sure you never have a rear end collision.

## **Program 9 – Questions on Preventing Rear End Collisions**

**Q1 – A safe following distance in good weather is a minimum of \_\_\_\_\_ seconds.**

- a) three to four
- b) four
- c) five to six

**Q2 – What % of all accidents are caused by following too closely?**

- a) 50%.
- b) 40%.
- c) 30%.

**Q3 – Following distance is important because it allows you to:**

- a) make up for your mistakes.
- b) avoid rear-end collisions.
- c) arrive on time.

**Q4 – What are the behaviors to prevent a rear end collision?**

- a) Stay within posted speed limits.
- b) Do not rush.
- c) Keep a minimum four second following distance.
- d) Always look ahead.
- e) Focus on the driving.
- f) All of the above

**Q5 – An important part of maintaining your following distance is your:**

- a) courtesy on the road.
- b) ability to stop the bus.
- c) professional attitude.

**Q6 – If a vehicle suddenly cuts you off without signaling:**

- a) re-establish the appropriate following distance.
- b) flash your high beams at them to let them know they cut you off.
- c) close your following distance so other vehicles can't do the same.

**Q7- If you can't see more than 2 seconds in front, you need to:**

- a) establish a six second following distance.
- b) pull off in a safe place and wait until conditions improve.
- c) slow down and let other drivers pass you.

[illegible]



### Group 4 - Program 10 – Preventing Intersection Accidents

#### Key Learning Points

Most accidents happen at intersections. Following the practices of LLLC Defensive Driving will help you avoid intersection accidents. Go slow, cover your brake and rock & roll for turns, especially left-hand turns.

#### Summary of the Program

There are 2 types of intersections:

1. Controlled Intersection - the right of way is determined by traffic signals or signs. Be prepared for other drivers who break the rules.
2. Uncontrolled Intersection - rare, but dangerous, with no signals or signs to indicate who has the right of way. Unregulated intersections are often in congested areas such as parking lots or near schoolyards.

#### **To prevent accidents at intersections:**

- Be aware of what is happening around your bus. Keep moving your eyes and keep your senses alert.
- Pay attention to the traffic in your lane, the lanes next to you, oncoming traffic and the traffic on the cross streets.
- Be aware of activity a full 15 seconds ahead of you.

#### **Things to watch for as you approach an intersection:**

- Sudden starts and stops from other vehicles.
- Sudden lane changing from other vehicles.
- Sudden passing from other vehicles.
- Tailgating by other vehicles.
- Vehicles that are turning, either from the road you're traveling on, or from the intersecting streets.
- Fixed objects and pedestrians.

As you approach the intersection, take note of the situation. Is it a very active intersection? Be aware of impatient drivers who have been waiting for a while at a stop sign. They may take advantage of your perceived slowness and cut in front of you. Is the green light fresh or stale? Be prepared for a light that may soon be turning red.

When entering roundabouts, remember, the traffic on the roundabout has the right of way. Join slowly and smoothly and stay in the right hand lanes if you can.

### **How to safely get through an intersection:**

- Be aware of activity 15 seconds ahead of your bus.
- Check any traffic lights or signs.
- Be aware of approaching traffic from intersecting streets, even if you have the right-of-way.
- Continually look to the left and right.
- Identify obstructions in your view and slow down if you can't see everything.
- Reduce your speed, cover your brake and be prepared to stop.
- Keep yourself visible to all drivers on the road.
- Stay in your lane.

Remember that you are the professional driver, and you're on the same road with amateurs who engage in reckless behavior. You have to be prepared for anything on the road, and intersections are the prime area for the most devastating accidents. You are expected to be looking out for other drivers to make mistakes. If you follow the basic defensive driving techniques, your driving style will limit the opportunity for other drivers to perform dangerous acts around you.

Intersections are busy places with a lot of activity, four directions of traffic and the potential for pedestrians to be anywhere. Be in the proper lane well before you get to the intersection. Don't rush. Look around and cover your brake. If in doubt - don't. Make sure the other drivers see you before you proceed. Reduce the 300 unsafe acts to avoid accidents.

40% of all vehicle accidents happen at intersections, it is the area with the highest risk. Therefore, intersections deserve the most care. To reduce the risk, apply the practices of LLLC and rock and roll for left turns.

**IF IN DOUBT - DON'T.**

### **Turns Tailswing & Offtracking**

To avoid accidents from tailswings and offtracking, position the bus in the center of the lane and use your reference points.

## **Program 10 – Questions on Preventing Intersection Accidents**

**Q1 – When approaching an intersection, you should:**

- a) focus straight ahead.
- b) slow down and cover your brake.
- c) speed up if the light is yellow.

**Q2 – Intersections may be busy places with many pedestrians and bikes. What can you do to minimize the risk for the others on the road?**

- a) Go slow and continually look around to make sure no one moves in your direction.
- b) Rock & roll, so you can see around any blind spots.
- c) If anyone is not paying attention, toot your horn to alert them.
- d) All the above.

**Q3 – You arrive at a four-way stop slightly before other cars at each of the cross streets. You should:**

- a) proceed through the intersection, you have the right of way.
- b) let the car to your right go first, then go.
- c) always yield the right of way to the other cars.

**Q4 – As you approach the intersection, look:**

- a) to the left, right, straight & left again.
- b) straight ahead.
- c) to the left.

**Q5 – When making left hand turns, what is a very important practice?**

- a) Check your mirrors.
- b) Go slowly.
- c) Rock & roll to see around the blind spots.

**Q6 – Always \_\_\_\_\_ when approaching intersections.**

- a) flash your lights
- b) be prepared to stop
- c) honk your horn

**Q7 – What does the term “controlled” intersection mean?**

- a) An intersection where a police officer directs traffic.
- b) An intersection where there is only one direction of traffic.
- c) An intersection with a traffic signal or sign.

**Q8 – What % of intersection accidents happen on a clear dry day?**

- a) 50%
- b) 92%
- c) 75%

**Q9 – What % of intersection accidents are from left hand turns?**

- a) 45%
- b) 55%
- c) 61%

**Q10 – What % of accidents are from not looking or looking and not seeing?**

- a) 25%
- b) 55%
- c) 44%

[illegible]

### Group 4 - Program 11 – Railroad Crossings

#### Key Learning Points

A freight train going 50 MPH can take over 1.5 miles to stop. If a train ever hits a bus, the results will likely be catastrophic. Most states and agencies require that buses stop at all railroad crossings to make sure the tracks are clear, before they cross. Your trainer will advise if you are required to stop. If you are required to stop, this should be between 15 feet and 50 feet from the crossing.

#### Summary of the Program

Signs and signals alert drivers to the presence of railroad tracks and the possibility of an approaching train.

**Common signs and signals that you might see are:**

- Yellow, circular advance warning signs
- Pavement markings
- Crossbuck signs
- Stop line
- Stop or yield signs
- Flashing red lights, with or without bells and gates

**The Ten Safety Steps that will assist you with crossing the tracks safely are:**

1. Check traffic and reduce speed when you approach a crossing. Get in the right most lane.
2. Come to a complete stop, 15' to 50' from tracks.
3. Open the door, look & listen.
4. Be sure there are no trains approaching.
5. Stop, look & listen.
6. Always heed warning devices.
7. Stay behind the gates.
8. Make sure the tracks are clear and you have at least 15' of space behind your vehicle.
9. Don't shift gears while crossing.
10. Report any malfunctioning equipment or delays.

If you get distracted at any point during the Ten Safety Steps, start over and look again in both directions before crossing.

Make sure you can completely clear the tracks. Know the length of your bus and the size of the area on the other side of the crossing. When approaching a crossing with a traffic light or stop sign on the other side of the tracks, be sure there is enough room to proceed. Remember, the train will be three feet wider than the rails on both sides. If in doubt about the area on the other side, don't start across the tracks.

**Plan ahead for emergency evacuations by following these steps:**

- Look for the crossings on your route. Know the safest location to take your bus in the event of a crisis at any of the crossings along your route.
- Plan how you would evacuate your bus.
- Stay calm and get the passengers out of the bus quickly.
- Call dispatch as soon as passengers are evacuated safely. Ask dispatch to call the railroad using the emergency notification number posted at the crossing.

If you feel a railroad crossing is unsafe on your route, ask your supervisor for an alternate way to get around it.

Remember to always expect a train, and NEVER attempt to cross after the lights at a crossing begin to flash.

A train hitting a bus is the one of the worst accidents imaginable. Follow the safe practices and reduce this risk to almost zero. Stop at every crossing, every time, and only cross when you know it is clear to do so.

## **Program 11 – Questions on Railroad Crossings**

**Q1 – At 50 miles an hour, it takes a train \_\_\_\_\_ to stop.**

- A. a mile and a half
- B. 230 feet
- C. 200 feet

**Q2 – The only person who can prevent an accident between your bus and a train is:**

- A. the train engineers.
- B. you.
- C. drivers of the cars in front of you.

**Q3 – Never stop on a railroad track.**

- A. True
- B. False

**Q4 – Stop, look and \_\_\_\_\_ for any indication of an approaching train.**

- A. watch
- B. ask the passengers
- C. listen

**Q5 – If gates are down at a crossing, but there is no indication of a train, you can carefully go through the middle of the tracks to cross over them and keep your route schedule.**

- A. True
- B. False

**Q6 – If the bus stalls on the tracks and a train is coming, you should evacuate passengers:**

- A. directly behind and away from the tracks.
- B. toward the train at a 45-degree angle.
- C. in the direction of the train.

**Q7 – Once you proceed over railroad tracks, you should never:**

- A. accelerate above 5 MPH.
- B. turn off your four-way flashers.
- C. stop or switch gears.

**Q8 – At railroad crossings, bring the bus to a complete stop:**

- A. at least 5 feet and no more than 30 feet from the crossing.
- B. at least 15 feet and no more than 50 feet from the crossing.
- C. at least 25 feet and no more than 15 feet from the crossing.

**Q9 – Before you cross over railroad tracks, make sure you'll have at least:**

- A. 15 feet of space behind your vehicle.
- B. 5 feet of space behind the car in front of you.
- C. adequate following distance.

**Q10 – If there are warning signals, but they are not activated and you see a train, you should:**

- A. proceed slowly.
- B. stop and notify dispatch but do not cross until the train has passed.
- C. wait as long as necessary until the train passes.

[illegible]



### Group 4 - Program 12 – Pedestrian & Bicycle Awareness

#### Key Learning Points

A bus is a large heavy vehicle and if it comes into contact with pedestrians or cyclists, the results can be tragic. Being a large vehicle, there are many places pedestrians or cyclists can be, some of them difficult to see from the driver's seat. This program is to provide the practices to minimize these risks.

#### Summary of the Program

As a professional bus operator, there are a lot of things you have to consider while out on the road, especially at intersections and when making turns. You can eliminate blind spots by rocking your head and body back and forth in your seat. This rock and roll procedure can help you prevent tragic accidents involving some of the greatest dangers on the road - pedestrians and bicyclists.

Why do you think pedestrians and bicyclists are so dangerous for a bus driver?

**You can't always see pedestrians/bicyclists due to blind spots.**

- Pedestrians/bicyclists don't always pay attention; they just go without looking.
- They have no protection and consequences may be tragic.
- Pedestrians using ear buds while listening to music or on cell phones don't see or hear traffic.

**What are some specific driving techniques you can use to avoid collisions with pedestrians and bicyclists?**

- Leave them plenty of room.
- Continually look around and check your mirrors.
- Rock and roll before and during turns, especially left-hand turns.
- Make eye contact and communicate, so you both know who is moving first.
- Toot your horn to attract attention.

**What are some specific types of pedestrians or areas you should be especially cautious around?**

- Children
- Colleges and schools
- Retirement homes
- Entertainment areas - restaurants and bars, pools and parks
- Joggers
- Construction zones
- Bicyclists

Each year, many pedestrians are killed or injured by large vehicles turning left when the pedestrian has the right of way, but the driver did not see them. When they have the “walk now” signal, almost every pedestrian just goes. They have the right of way and they assume any vehicle has seen them and will stop. However, the pedestrian may be hidden in the cone of blindness created by the roof pillar or mirrors. In such cases, a tragedy occurs. In almost every one of these accidents, the driver says, “I never saw them, I just felt a bump.” Before and during every left-hand turn, rock and roll to see around the obstructions. Remove the risk of hitting a pedestrian.

## **Program 12 – Questions on Pedestrian & Bicycle Awareness**

**Q1 – To prevent collisions with pedestrians when making left turns, you should:**

- a) establish eye contact.
- b) rock and roll in your seat.
- c) focus straight ahead.

**Q2– Which of the following is NOT a high-risk pedestrian group?**

- a) Children
- b) Joggers
- c) Crossing guards

**Q3 – Using the Look Around™ principle allows you to change your point of focus and to:**

- a) re-check your mirrors.
- b) scan the environment.
- c) rock and roll.

**Q4 – When should you re-check your mirrors for pedestrians during a turn?**

- a) At mid-block.
- b) A quarter way through.
- c) Half-way through.

**Q5 – In entertainment areas and near colleges you should:**

- a) use your high beams.
- b) slow down and cover your brake.
- c) kneel the bus.

**Q6 – The best approach to pedestrians and bicyclists is:**

- a) expect them to enter the street.
- b) give them plenty of room.
- c) both a and b.

**Q7 – Professional operators must yield to pedestrians:**

- a) in crosswalks with a traffic signal.
- b) at intersections.
- c) at all times.

**Q8 – To make sure pedestrians know you're there, you should:**

- a) tap your horn and establish eye contact.
- b) honk your horn loudly and turn on your high beams.
- c) stop the bus until the pedestrian is out of view.

**Q9 – You are approaching a cyclist as you drive on a narrow road. What should you do?**

- a) Come right up behind them, until they move over.
- b) Toot your horn to alert them you are coming.
- c) Be patient and wait until there is no traffic coming the other way and pass safely.

**Q10 – One of the most common causes of child and teenage bicycle accidents is:**

- a) intersection dash.
- b) stop sign ride-out.
- c) windshield debris.

[illegible]

### Group 4 - Program 13 – Preventing Backing Accidents

#### Key Learning Points

Backing is one of the most dangerous maneuvers you can make with a large vehicle. A bus is so large and has many more blind spots than a car. Even though the bus travels very short distances while backing and only a few times, it is still a leading cause of accidents. Try never to back the bus and if you need to, use a spotter or GOAL (Get Out and Look).

#### Summary of the Program

**Backing a bus is extremely dangerous.** A number of things can go wrong when backing a bus:

1. You could hit a fixed object.
2. You could hit a moving vehicle.
3. You could hit a pedestrian, possibly a child.

There's no risk of a backing accident if you don't back the bus. Avoid backing the bus unless it is necessary. If you must back the bus, do so with extreme caution, and follow these backing guidelines:

- Make sure your mirrors are properly adjusted.
- Get Out and Look (G.O.A.L.).
- Look out for passengers and other pedestrians.
- Whenever possible, use an adult spotter (never a child).
- Agree on hand signals between you and the spotter.
- Make sure you can always see the spotter in the mirror.
- Double check that the area behind the bus is clear.
- Activate your warning lights and use your mirrors.
- Never back into traffic.

**Backing accidents are the result of unsafe behaviors.** Eliminate the unsafe behaviors and you'll never be at risk of a backing accident.

**To summarize, if at all possible, don't back the bus.** Do all you can to never put your bus into a situation where you may need to back up. If you have to back up, remember, the blind spot behind a bus is so large that you can only be certain it is clear with a spotter. If a spotter is not available - Get Out and Look. But remember, never backing is the best choice. The definition of Safety is "Freedom from Risk." If there is no backing, there is no risk. This is a risk you can completely avoid.

25% of all vehicle accidents result from backing. When you think that the vast majority of vehicle movement is driving forward, this demonstrates how dangerous backing up is. On an accident per mile basis, it is probably at least 1 million times more dangerous than driving forwards. This is way too much risk - do not back up.

## **Program 13 – Questions on Preventing Backing Accidents**

**Q1 – If you are running late and miss a turn, you should turn around as soon as possible, even if it means backing into traffic.**

- a) True
- b) False

**Q2 – You should adjust your mirrors:**

- a) before you back up.
- b) during the pre-trip, before you leave the yard.
- c) at a rest stop.

**Q3 – Each day on your route, there is a place you have to back up. What should you do?**

- a) Try to think of an alternate route that would avoid backing.
- b) Be very careful as you back.
- c) Use a spotter.

**Q4 – To check for objects behind the vehicle, you should:**

- a) G.O.A.L.
- b) B.A.C.K.
- c) C.H.E.C.K.

**Q5 – An operator should be \_\_\_\_\_ sure that the area behind is clear before backing.**

- a) 90%
- b) 99%
- c) 100%

**Q6 – In order to minimize the areas of limited vision, you must:**

- a) check your mirrors.
- b) cover the brake.
- c) use your flashers.

**Q7 – When you back up you should always:**

- a) back quickly.
- b) cover your brake.
- c) notify your passengers.

**Q8 – In order to warn other people that you are backing the vehicle, you should:**

- a) hold your horn down the entire time you're backing.
- b) walk outside and tell them.
- c) turn on your flashers and gently toot the horn.

**Q9 – If you need a spotter to help you back up, you should:**

- a) ask anyone nearby.
- b) ask another operator if possible.
- c) try and back up without the spotter first.

**Q10 – If backing is unavoidable, as you back up you should:**

- a) ask a spotter to look out the rear window.
- b) give short, continuous horn beeps.
- c) adjust your mirrors.

## Preventing Backing Accidents Notes:

[illegible]

### Group 4 - Program 14 – Merging, Lane Changing & Passing

#### Key Learning Points

Every time you change lanes, you are entering a space that may be occupied by another vehicle and this may lead to an accident. For this reason, every time you merge, change lanes or look to pass another vehicle, you need to clearly signal your intentions early and make sure the space you are moving into is clear.

#### Summary of the Program

Changing lanes while driving a bus is trickier than when you drive your car. This is because the size of the bus requires a longer space and your acceleration power is less than in a car. Merging, lane changing and passing create the risk of two vehicles trying to occupy the same space at the same time and since this is impossible, an accident can be the result.

There are five maneuvers to consider:

1. Merging onto a highway
2. Exiting a highway
3. Merging with the flow of traffic
4. Lane changing
5. Passing

1. **When merging onto a highway**, you should signal your intent to merge early into the merging lane.

Accelerate your bus to match the speed of the vehicles on the highway and safely merge into the inside lane. Traffic on the highway has the right of way, so you need to make sure there is a sufficient gap to merge into. When traffic on the highway sees your intent to merge, they will often slow down and allow a gap to open so that you can merge in. When you are looking to make sure there is a space, use the rock & roll technique to obtain a wider view.

Once you are on the highway, establish your four second following distance.

2. **When exiting a highway**, you should start your exiting maneuver at least one mile before the exit. Get in the right most lane early and signal your intention to exit, at least a ¼ mile before the exit ramp. Many exit ramps have tight turns, so slow down as soon as you enter the ramp to avoid the risk of a rollover, or the turn being uncomfortable for the passengers.

When driving on a highway, try to stay in the right most lane. Only pass if you must. If you are traveling at the speed limit, this will reduce the need to pass other vehicles.

If there is a disabled vehicle or a police car stopped on the shoulder, try to move over a lane to allow for a safety margin, but only do so if safe to change lanes.



3. **When merging with the flow of traffic**, you should be looking well ahead so you can perform such maneuvers early and not be in a rush

Again, indicate your intentions early with at least three flashes before changing lanes. If there is not a gap to allow you to merge, then stop with your flashers activated and someone will allow you to merge. Do not perform a last minute or rushed maneuver. That is what causes accidents.

4. **Only change lanes if you must.** Signal your intent well before the lane change, at least three flashes. Use your mirrors and the rock & roll technique to check your blind spots. Do not pass another vehicle just to go a few miles per hour faster. Every time you change lanes, this is an accident opportunity. If you do have to pass another vehicle, make sure the space is clear and indicate early.
5. **Passing.** On a two lane road, only pass if you absolutely have to. Stay behind and be patient.

Continually using the practices of LLLC Defensive Driving will enable you to reduce the risks when you are merging, lane changing or passing.

## **Program 14 – Questions on Merging, Lane Changing & Passing**

**Q1 – The three parts to a highway entrance are the entrance ramp, the acceleration lane and the \_\_\_\_\_ lane:**

- a) passing.
- b) merging
- c) caution

**Q2 – The first step in negotiating a highway entrance merge is to:**

- a) note the position and speed of the other vehicles.
- b) signal your intention.
- c) match the speed of traffic.

**Q3 – Always signal at least \_\_\_\_\_ directional signal flashes before making any lane change.**

- a) 2
- b) 3
- c) 4

**Q4 – When using a highway exit, you need to reduce your speed as soon as you enter the:**

- a) deceleration lane.
- b) exit ramp.
- c) merging area.

**Q5 – Changing lanes means you may be moving into another vehicles space. To reduce this risk, you should:**

- a) minimize the times you change lanes.
- b) look twice, before making the move.
- c) check your mirrors.

**Q6 – The safest lane to travel in on the highway is the:**

- a) middle lane.
- b) right-most lane.
- c) curb lane.

**Q7 – It's important to remember that most of the drivers on the highway are:**

- a) hasty.
- b) inexperienced.
- c) amateurs.

**Q8 – When you exit the highway, you should start your merging maneuver at least \_\_\_\_\_ before your exit.**

- a) 100 feet.
- b) 1 mile.
- c) 1/2 mile.

**Q9 – You should anticipate erratic driver behavior by:**

- a) covering your brake.
- b) watching the car in front of you.
- c) checking your mirrors often.

**Q10 – Which of the LLLC practices are most important when changing lanes?**

- a) Look Ahead & Communicate.
- b) Leave Room & Look Ahead
- c) Look Around & Communicate.

### Merging, Lane Changing & Passing Notes:

[illegible]

### Group 4 - Program 15 – Adverse Driving Conditions

#### Key Learning Points

Adverse driving conditions do not cause accidents. It is how the operators react to these conditions that causes accidents. For rain, snow, ice or fog, slow down and pull back. Recognize the increased risk and react to it.

#### Summary of the Program

Driving a bus is challenging in normal weather. You must be prepared for rain, snow, fog, heat, night driving, wind and other hazardous situations when safely transporting passengers.

Rain reduces your traction up to 55 percent. Reduced traction means it's a lot easier to skid, fishtail, or hydroplane, which can all lead to an accident. Your brakes can get wet when you drive in heavy rain or through deep standing water. Wet brakes might pull to one side or they might not work at all. Increase your following distance to at least five seconds to prevent losing control in wet conditions. When you're approaching a bus stop in the rain, always slow down early so you don't get pedestrians and passengers wet.

Snow reduces your traction up to 75 percent, which will greatly increase the likelihood of sliding or getting into an accident. Increase your following distance to at least six seconds. You'll need the extra distance because it will take you longer to stop. You will also have to reduce your speed by 50 percent.

#### **Potential Hazards from driving in snow:**

1. Your visibility may be reduced by wheel spray.
2. The wheels may be pulled to one side by slush or snow.
3. Stay clear of snow removal equipment.
4. Avoid crossing over piled up snow in center of your lane.
5. Slow down for white-outs.
6. Use low beams at night in falling snow.

Ice and sleet are the most dangerous road conditions of all. Your traction is reduced by 85 to 95 percent. And sometimes you don't even get that much traction. Increase your following distance to at least seven seconds to accommodate the extra distance that's required to stop. You need the most visibility you can get. So, use the defroster AND your wipers.

If you skid, react calmly. Gently turn the wheel in the direction of the skid and ease off the brake and accelerator. Do not break until you are straightened out.

**Remember, bad weather doesn't cause accidents - people do.** Adjust to the special weather conditions by slowing down and leaving more space.

A common mistake amateur driver's make is to turn on their high beams in foggy conditions. That makes everything worse because the lights reflect off the fog, dust or smoke and create glare. It's all too easy to overdrive your sight lines in heavy fog, dust or smoke. IF YOUR SIGHT DISTANCE IS ONLY TWO SECONDS OR LESS, SAFELY PULL OFF THE ROAD AND WAIT UNTIL CONDITIONS IMPROVE. No exceptions. When you do have to pull off, make sure you find a safe area.

Also, when driving in snow, you often get better visibility with low beams. With high beams, the light can reflect back off the snow and limit your visibility.

If it is very hot outside, use the fast idle to cool your engine when you're sitting at long stops or long red lights, or anywhere for less than ten minutes. You should also use low gears when traveling at speeds of less than forty miles per hour during the hottest time of the day. And, of course, you should use your air conditioner. The air conditioner will cool the ambient temperature by approximately twenty degrees. Be sure to keep all windows and vents closed, always turn on your air conditioner before the fast idle, and never turn off the air conditioner thinking you will get more power.

Other adverse driving conditions are changing light situations. There can be too much light, such as when you drive into the sun, or toward oncoming headlights at night. You can also get too much light in your eyes from reflected glare. Contrary, there may be too little light, like when driving at night, through a tunnel, or through fog or smoke. Don't look directly into light sources, especially oncoming headlights or the sun. Wear dark, polarized sunglasses when it's bright out and remove them when you go into tunnels or poorly lit areas.

The basic defensive driving countermeasure for all adverse weather driving is simple: SLOW DOWN AND INCREASE YOUR FOLLOWING DISTANCE.

This applies not only on slick roads but also in high winds, as it reduces the "sail" effect of our large vehicles - common when driving at highway speeds. This is particularly critical when driving tall vehicles like buses.

Slowing down gives you more control and increasing following distance gives you a much larger safety cushion to your front, as well as giving you more time to react to the mistakes of other motorists.

## **Program 15 – Questions on Adverse Driving Conditions**

**Q1 – Does snow or ice cause accidents?**

- a) Yes, they cause the bus to slip or slide.
- b) No, it is how we react to the snow or ice that causes accidents.
- c) Sometimes, depending on how bad it is.

**Q2 – Why should you be more careful when it first starts to rain?**

- a) The road is very slippery when it first starts to rain, especially if it hasn't rained in a while.
- b) The windshield will be greasy.
- c) Steering will not be solid.

**Q3 – The best thing to do when you're in heavy fog is to:**

- a) use your high beams.
- b) use your low beams.
- c) avoid staring at the lane markings.

**Q4 – Use low gears when traveling at less than \_\_\_\_MPH during the hottest part of the day.**

- a) 30
- b) 40
- c) 60

**Q5 – In the snow, you should increase your following distance to at least:**

- a) 4 seconds
- b) 6 seconds
- c) 7 seconds

**Q6 – If you start to skid, in which direction should you turn the wheel?**

- a) Turn the wheel in the direction of the skid.
- b) Turn the wheel in the opposite direction of the skid.
- c) Turn the wheel right, then left.

**Q7 – In icy conditions, you should reduce your speed to \_\_\_\_\_ the posted limit?**

- a) 1/2
- b) 1/3
- c) 1/5

**Q8 – What's the danger associated with wet brakes?**

- a) Wet brakes might pull to one side.
- b) Wet brakes might not work at all.
- c) Both a and b.

**Q9 – When driving in the snow, you should:**

- a) accelerate slowly.
- b) brake quickly when you encounter snow.
- c) use cruise control to maintain speed.

**Q10 – Which of the following statements is FALSE?**

- a) You should never cut across aisles in a parking lot.
- b) When entering a traffic circle, only enter when there is a gap in traffic.
- c) You should use higher gears when driving on steep grades.

**Adverse Driving Conditions Notes:**

[illegible]

# Group 4 - Program 16 – Operating Electric Powered Buses

### Key Learning Points

Operating electric buses is to the benefit of the operators and their communities. They reduce pollutant emissions making the air cleaner. Your actions are important in making the use of electric buses a success. Maximize the use of regenerative braking to re-charge the batteries.

Electric buses are very quiet and may not be heard by pedestrians or cyclists.

### Summary of the Program

There are four types of electric buses:

1. All Electric
2. Hybrid – Gas engine creates the electricity to charge battery.
3. Hybrid which includes the ability to plug in to charge as well.
4. Fuel cell used to charge the battery.

The benefits of an electric bus are:

- Zero emissions contributing to cleaner air.
- Reduced Fuel Costs.
- Less parts meaning less maintenance costs.
- Immediate full power available.
- Quieter.
- Better driving experience.

The way that operators drive has a large effect on the range of the bus. Operators need to use regenerative braking whenever possible so that the motor slows down the bus and recharges the batteries.

**Regenerative braking is very powerful and really slows the bus down when the gas pedal is released.** The objective is to use the actual brakes, as little as possible.

Range anxiety is where operators are concerned they may run out of power and be stranded. The gauges clearly show the remaining power and if this is running too low to complete the route, the batteries can be charged remotely on charging pads, or the vehicle will be switched out.

Once operators are used to driving an electric bus, most of them prefer driving them. They say it is like driving the Cadillac of buses.



**Range can be affected by:**

1. Was the bus fully charged before leaving the depot?
2. Was the bus preconditioned while still plugged in? This means heated or cooled to an ambient temperature?
3. Do you need to use power to heat or cool the bus while en-route?
4. The use of regenerative braking.
5. Smooth driving. Accelerate slowly and slow down early, using regenerative braking.

Electric buses can lead to an increased risk to pedestrians or cyclists, because they operate so quietly and may not be heard. Pedestrians may step out in front of the vehicle, or cyclists may swerve out, thinking no traffic is behind them since it is so quiet.

Watch carefully for this and if in doubt, tap your horn to get their attention.

Pass cyclists with a wider berth, to reduce the risk.

## **Program 16 – Questions on Operating Electric Powered Buses**

**Q1 – What is the main benefit of electric buses?**

- a) There are less costs.
- b) There are reduced emissions.
- c) They are easier to drive.

**Q2 – What is the main risk in operating electric buses?**

- a) Receiving an electric shock.
- b) Running out of power.
- c) Slower acceleration.

**Q3 – The risk to the passengers is increased due to:**

- a) not hearing the bus coming.
- b) a tighter turning circle.
- c) a higher torque means it accelerates faster.

**Q4 – What can you do to increase the range of an electric bus?**

- a) Smooth & steady acceleration.
- b) Use regenerative braking when safe to do so.
- c) Reduce accelerating & then decelerating.
- d) Maintain a constant speed.
- e) All the above.

**Q5 – Does the battery recharge when you are braking?**

- a) Yes, especially if braking lightly
- b) No
- c) Sometimes

**Q6 – Can you allow the bus to continue to operate if 80% or more of the battery power has been used?**

- a) Yes, you can operate if it used up to 95% power.
- b) No, the risk of being stranded is too high.
- c) Yes, but only if near the end of your route and with approval of dispatch

**Q7 – Why does an electric bus not have gears?**

- a) It is too expensive.
- b) It is not needed as maximum torque is available all the time.
- c) Electric buses travel slower.

**Q8 – Should you ever floor the accelerator pedal on an electric bus?**

- a) Yes, when you need to accelerate quickly.
- b) No, uses up too much power.
- c) Only when you absolutely have to such as going uphill with a full load.

**Q9 – What takes priority, the efficiency of using the power, or safe driving?**

- a) Safety is the highest priority.
- b) It needs to be a balance between safety & efficiency.
- c) Efficiency, maximizing range is critical.

**Q10 – Which driving practice has the greatest effect on increasing the range of the bus?**

- a) Using regenerative braking as much as possible.
- b) Slower acceleration.
- c) Maintaining a constant speed.

[illegible]

# Group 5 - Program 17 – Preventing Driver Fatigue

### Key Learning Points

To have the optimum ability to focus on safe driving, operators must be well rested and alert. The only way to avoid fatigue is to get enough sleep.

### Summary of the Program

Many factors can cause fatigue, however, unlike alcohol, there is no chemical test for fatigue. Fatigue affects mental and physical performance like decision-making and response time.

#### **Effects of fatigue include:**

- Lack of attention
- Lack of focus
- Possibility of falling asleep
- Short temper
- Lack of concentration

#### **There are many factors that lead to fatigue:**

- Poor nutrition (skipping meals, not eating proper foods)
- Illness (colds, flu, chronic illness)
- Some medications
- Constant stress
- Sleep deprivation (split work shifts, not getting enough rest prior to your shift)
- Boredom (same route, familiar situations, not paying attention)
- Emotional stress (domestic problems, other life stressors)
- Ergonomics (seats, control panels, instrumentations)
- Noise (engine, vehicle vibration)
- Environmental (weather, terrain, glare, road construction, traffic congestion)
- General health (physical condition, night vision)
- Experience (lack of)
- Personality (type, attitude)

Some drivers may have split-shifts or possibly a second job, and unless they sleep between shifts or jobs, these individuals are especially at risk for on-the-job fatigue. As a professional driver, you must pay close attention to your rest and alertness levels. People who are fatigued experience difficulty concentrating, anxiety, a gradual decrease in stamina, difficulty sleeping, and increased sensitivity to light.

**There are five preventive measures that you can do to help you stay alert and safe.**

**GET ENOUGH SLEEP** - Sleep loss accumulates into a sleep debt. Recuperation involves obtaining a deeper sleep over several nights to compensate physiologically. Starting your shift when you are already tired is dangerous. Make sure that you get enough sleep before you start. Most people require 7-8 hours of sleep every 24 hours.

**CAFFEINE** - The caffeine equivalent of two cups of coffee takes from 20-30 minutes to take effect and then provides a temporary boost lasting about an hour. Although the beneficial effects of caffeine have been scientifically documented, it must be remembered that this can only be used as a temporary measure.

**AVOID MEDICATION** - Many medicines can make you drowsy. Those that do have a label warning against operating machinery or vehicles. The most common medicine of this type is ordinary cold medication. If you must drive with a cold, you may be better off suffering from the cold symptoms rather than from the effects of an over-the-counter medicine. Advise your doctor that you are a bus driver. Medications can be prescribed that do not make you drowsy.

**STOP DRIVING WHEN YOU ARE SLEEPY** - If you are too sleepy to safely continue, call dispatch and ask to be relieved from duty. The only real solution to fatigue is to get some sleep.

**SLEEP APNEA** - Susceptibility to fatigue is greatly increased if you suffer from sleep apnea. If you don't sleep well or are continually tired or fatigued, you should ask your doctor to test you for sleep apnea. There are ways to overcome this problem so you can enjoy life and be a safer, alert driver.

**The benefits of proper sleep include:**

1. Helps immune system.
2. Boost brain power & mood.
3. Helps you think clearly and make better decisions.
4. Helps you avoid accidents and injuries.
5. Lower risk of high blood pressure, diabetes and heart disease.

## **Program 17 – Questions on Preventing Driver Fatigue**

**Q1 – Which of the following is the best definition of fatigue?**

- a) Feeling of sleepiness at your normal bedtime.
- b) A tired feeling after a short period of physical activity.
- c) A state of mind & body from continued physical or mental activity or sleep loss.

**Q2 – True or false...Fatty foods can impact your level of fatigue.**

- a) True
- b) False

**Q3 – What is the best way to ensure you remove the possibility of driver fatigue?**

- a) Follow a regular routine, going to bed at the same time and getting enough sleep.
- b) Sleep for 12 hours.
- c) Go to bed really early.

**Q4 – Which of following is true about caffeine?**

- a) It's only a short-term solution.
- b) It takes effect immediately after drinking it.
- c) Its effect will last all day.

**Q5 – Which of the following can increase your alertness if you feel tired while on the road?**

- a) Open the window.
- b) Turn on the air conditioning.
- c) Take a break to stretch.

**Q6 – A warning sign of drowsiness or fatigue is you:**

- a) have wandering or disconnected thoughts.
- b) find yourself jerking your vehicle back into the lane.
- c) both A and B.

**Q7 – The ideal amount of sleep to get before coming to work is:**

- a) 3-5 hours.
- b) 8-10 hours.
- c) 7-8 hours.

**Q8 – \_\_\_\_\_ is a sleep disorder characterized by abnormal pauses in breathing.**

- a) Obstructed airway
- b) Sleep apnea
- c) Caffeine withdrawal

**Q9 – A warning sign of drowsiness or fatigue is you:**

- a) can't remember the last few miles driven.
- b) have trouble focusing / keeping eyes open.
- c) both a and b.

**Q10 – The only way to replace a “sleep debt” is to:**

- a) take time off from work.
- b) drink caffeine.
- c) get some sleep.

### Preventing Driver Fatigue Notes:

[illegible]

# Group 5 - Program 18 – Preventing Driver Distractions

### Key Learning Points

There are many possible distractions that can take an operator's mind off the primary function of safely operating the bus. When driving, your only focus should be the safe operation of the bus.

No talking to passengers, no texting, no phone calls. Stop if you have to do any of these functions.

### Summary of the Program

As a bus driver, you have a tremendous responsibility to safely get your passengers to their destinations, and to keep everyone else on the road safe at the same time. Preventing accidents due to driver distractions is within your control.

Even ONE second can reduce your reaction time. One second is all it takes for a fatality to happen. Focusing on any non-driving activity has the potential to distract the driver from the primary task of driving and increases the risk of an accident.

**There are three main types of distraction:**

1. **Visual** — taking your eyes off the road.
2. **Manual** — taking your hands off the wheel
3. **Mental** — taking your mind off what you're doing.

The most dangerous type of distractions involves all three impairments; taking your eyes off the road, your hands off the wheel, and your mind off driving, all at the same time. If that sounds unreasonable, just think about texting while driving which distracts you in all three ways.

Your total stopping distance is equal to perception distance, plus reaction distance, plus braking distance.

**Perception distance** is you realizing you have to stop; plus, the amount of time it takes for the bus to actually stop after you've applied the brake. **Reaction distance** is how far the bus travels while you take your foot off the accelerator and put it on the brake. The average reaction time is about three quarters of a second with your brake covered and one and a half seconds without your brake covered. If you look away for just one second, you won't have time to stop.

**To avoid distractions:**

- Don't operate your cell phone while driving the bus.
- Resist the urge to reach for objects while driving.
- If you're thirsty, wait until your next stop before you take a drink.
- Don't groom yourself while driving the bus.
- Don't use maps or program the GPS while you're driving. If you get lost and need to review your directions, then pull over.



If you find your mind drifting while driving the bus, take a deep breath and re-focus. It might take a few tries, but eventually your mind will re-focus. The key is to catch yourself when your mind drifts, and this takes practice. Avoid angry driving. If another driver cuts you off or performs some other unsafe maneuver, just let it go.

Talking to passengers and looking in your rear-view mirror at passengers is another distraction that's both mental and visual. If a passenger is chatty and expects you to have a conversation, you should politely say to them, "I need to focus on my driving right now and I can't give you the attention you deserve." Of course, if a passenger has a problem that needs resolved, you need to tell them that your job is to keep them safe, and that you'll be glad to help resolve their issue when the vehicle is parked. If the issue needs resolved right away, then pull over to a safe location and deal with the issue.

**Other common visual distractions are:**

- Looking at objects or people on the roadside.
- Staring at vehicle gauges.
- Adjusting your seat or mirrors while driving.

Your eyes should remain focused on the road ahead, and you must refrain from staring at objects, scenery or other people along the roadside, especially if it's just out of curiosity. If you use the tools from LLLC - Look Ahead and Look Around, you'll focus on the driving challenges, and this will prevent you from being distracted.

At 30 MPH, if you are distracted for just one second, your bus travels 44 feet in that one second. Yes, 44', the length of three cars. In many minor rear end collisions, had the bus stopped just one or two feet less, the accident would have been avoided. In such accidents, if you are distracted for just one second, you may plow into the vehicle in front of you since your bus is going to travel 44', not just two feet. This then becomes a major accident, not a minor one.

**Around 20% of accidents involve distracted driving.** Remove this risk and never allow yourself to be distracted - focus on your driving and use the tools of LLLC to make sure you are paying attention where you need to focus - only the driving.

In this modern world, often we are multi-tasking and focusing on a number of issues at the same time. In bus transportation this should never be the case. A bus driver should only focus on the job at hand - safely driving the bus. No matter how tempted:

- Never text or dial while driving.
- Never look at maps or GPS.
- Never reach for objects.
- Never talk to passengers or do more than glance in the rear view mirror.
- Never eat or drink.
- Never look at people, items or accidents on the roadside.
- Never stare at vehicle gauges.
- Never adjust your seat or mirrors while driving.

**Continually Look Ahead, Look Around and Leave Room and you will not be distracted.**

## **Program 18 – Questions on Preventing Driver Distractions**

**Q1 – What should be your only focus when driving?**

- a) The passengers.
- b) Applying the practices of LLLC.
- c) Where the next stop is.

**Q2 – Distracted driving is any non-driving activity that has the potential to distract you from:**

- a) the primary task of driving.
- b) the risk of an accident.
- c) the scenery.

**Q3 – Distracted driving has increased over the years because:**

- a) multi-tasking has become a part of our busy lifestyles.
- b) we rely on electronic devices.
- c) both a and b.

**Q4 – Which type of distraction involves taking your eyes off the road?**

- a) Visual
- b) Manual
- c) Mental

**Q5 – Which type of distraction involves taking your hands off the wheel?**

- a) Visual
- b) Manual
- c) Mental

**Q6 – Which type of distraction involves taking your mind off what you're doing?**

- a) Daydreaming.
- b) Thinking about your to-do list.
- c) Both a and b.

**Q7 – One thing you can do help prevent mental distractions is to:**

- a) conduct a pre-trip inspection.
- b) take a deep breath and re-focus.
- c) review your GPS before your route.

**Q8 – How can you prepare ahead of time to avoid distractions?**

- a) Eat before your route.
- b) Review your GPS.
- c) Both a and b.

**Q9 – Using a cell phone while driving delays a driver's reactions and is the same as:**

- a) driving with your eyes closed.
- b) having a blood alcohol concentration at the legal limit of .08 percent.
- c) arguing with someone while driving.

**Q10 – If a customer is chatty and tries to have a conversation with you while driving, you should:**

- a) politely explain that you can't talk right now.
- b) pull over to finish the conversation.
- c) contact dispatch.

**Q11 – If a customer has a problem that needs to be resolved right away, you should:**

- a) ignore them.
- b) pull over to a safe location.
- c) call 911.

## Preventing Driver Distractions Notes:

[illegible]

# Group 5 - Program 19 – Hazards Communication

### Key Learning Points

There are a few hazardous materials in the transportation industry. This program is to make sure you know about these hazardous materials and how to protect yourself. You can understand the hazards by reviewing the labels and where needed, use **Personal Protective Equipment (PPE)**.

### Summary of the Program

You may encounter hazardous chemicals. Examples are when you:

- fill the vehicle with gasoline or diesel.
- clean the bathroom.
- apply pesticides or insecticides.
- use solvents or acids at work.

Each hazardous chemical will have a label explaining the hazards, how to protect yourself and what to do if you are exposed to this hazardous material. This is usually limited information, but enough to advise you of the most important factors.

Handle hazardous materials carefully. Do not put them where they may spill or be knocked over. Wear PPE where required, such as gloves or eye protection.

A far more detailed summary is on the **Safety Data Sheet (SDS)**. These SDS sheets will be located at a central point at your location and you should ask where this is. Before working with any hazardous materials, review the SDS for that chemical.

**A combustible is the most common hazardous material on the job and is mainly diesel or gasoline.**

Corrosives, like battery acid, can eat away at things like metal, clothing and, if given the chance, your skin.

Irritants can cause rashes, hives and redness, or an itching or burning sensation.

Where PPE (Personal Protective Equipment) where required.

If you have any concerns about the hazards of using a chemical, review the SDS and discuss with your supervisor.

If there is ever a spillage of a hazardous chemical, move away quickly and notify your supervisor or response team.










If you ever develop an itch or a rash after handling hazardous chemicals, notify your supervisor and seek medical assistance.



## Hazard Communication Standard Pictogram

The Hazard Communication Standard (HCS) requires pictograms on labels to alert users of the chemical hazards to which they may be exposed. Each pictogram consists of a symbol on a white background framed within a red border and represents a distinct hazard(s). The pictogram on the label is determined by the chemical hazard classification.

### HCS Pictograms and Hazards

<b>Health Hazard</b>  <ul style="list-style-type: none"> <li>• Carcinogen</li> <li>• Mutagenicity</li> <li>• Reproductive Toxicity</li> <li>• Respiratory Sensitizer</li> <li>• Target Organ Toxicity</li> <li>• Aspiration Toxicity</li> </ul>	<b>Flame</b>  <ul style="list-style-type: none"> <li>• Flammables</li> <li>• Pyrophorics</li> <li>• Self-Heating</li> <li>• Emits Flammable Gas</li> <li>• Self-Reactives</li> <li>• Organic Peroxides</li> </ul>	<b>Exclamation Mark</b>  <ul style="list-style-type: none"> <li>• Irritant (skin and eye)</li> <li>• Skin Sensitizer</li> <li>• Acute Toxicity (harmful)</li> <li>• Narcotic Effects</li> <li>• Respiratory Tract Irritant</li> <li>• Hazardous to Ozone Layer (Non-Mandatory)</li> </ul>
<b>Gas Cylinder</b>  <ul style="list-style-type: none"> <li>• Gases Under Pressure</li> </ul>	<b>Corrosion</b>  <ul style="list-style-type: none"> <li>• Skin Corrosion/ Burns</li> <li>• Eye Damage</li> <li>• Corrosive to Metals</li> </ul>	<b>Exploding Bomb</b>  <ul style="list-style-type: none"> <li>• Explosives</li> <li>• Self-Reactives</li> <li>• Organic Peroxides</li> </ul>
<b>Flame Over Circle</b>  <ul style="list-style-type: none"> <li>• Oxidizers</li> </ul>	<b>Environment (Non-Mandatory)</b>  <ul style="list-style-type: none"> <li>• Aquatic Toxicity</li> </ul>	<b>Skull and Crossbones</b>  <ul style="list-style-type: none"> <li>• Acute Toxicity (fatal or toxic)</li> </ul>

For more information:



U.S. Department of Labor



[www.osha.gov](http://www.osha.gov) (800) 321-OSHA (6742)

OSHA 3491-01R 2016

## **Program 19 – Questions on Hazards Communication**

**Q1 – A material that can explode, catch fire or cause property damage is known as a \_\_\_\_\_ hazard?**

- a) health
- b) physical
- c) carcinogenic

**Q2 – Chronic health effects might NOT be detected for many years after exposure to a hazardous substance.**

- a) True
- b) False

**Q3 – Acute effects of hazardous materials exposure result in:**

- a) damage over time.
- b) an immediate reaction.
- c) blindness.

**Q4 – Diesel fuel, gasoline, motor oil and antifreeze are examples of hazardous materials you might encounter in the workplace.**

- a) True
- b) False

**Q5 – A pictogram and signal word for the hazardous chemicals in your workplace can always be found on their:**

- a) labels.
- b) Safety Data Sheets.
- c) packing slips.

**Q6 – When handling hazardous chemicals, you will find all the information you need for your safety on the:**

- a) manufacturer's label.
- b) inside front cover of the employee handbook.
- c) Safety Data Sheet.

**Q7 – The manufacturer's label includes the chemical's identity, the manufacturer's name, address and a hazard warning.**

- a) True
- b) False

**Q8 – First Aid procedures vary from one hazardous material to another. For this reason, the SDS should be consulted in the event of an accidental exposure.**

- a) True
- b) False

**Q9 – You can protect yourself by using extra caution around hazardous chemicals and by:**

- a) staying away from chemicals entirely.
- b) wearing PPE.
- c) becoming certified in CPR.

**Q10 – An important safety practice you should follow is:**

- a) never smoke around any chemicals, in the shop or while fueling.
- b) notify a supervisor or the emergency response team if you see a spill.
- c) both a and b.

[illegible]

### Group 5 - Program 20 – Injury Prevention – Slips, Trips & Falls

#### Key Learning Points

Some employees are injured from slips, trips or falls. These injuries can be avoided by paying more attention, never rushing and using three-point contact when entering or exiting the bus.

#### Summary of the Program

Slips, trips, and falls can be avoided, if you:

1. Always keep your balance.
2. Never rush.
3. Watch where you are going.
4. Always use three-points of contact when entering & exiting the vehicle.

Pay attention to where you are going. Make sure you can see the surface where you are walking and carry only loads that you can see over the top of.

1. In the early morning hours, turned off lights and burned out bulbs will inhibit your vision. Use a flashlight to see where you're going in unlit areas.
2. Keep the stairwell as clean and dry as possible.
3. Use the handrails whenever possible. If you're carrying something and can't grip the rail, use extra caution.
4. Maintain three points of contact whenever you enter or exit the bus.

Pay attention to your surroundings. Don't get complacent or careless and remember to think about your safety with every step you take.

**Using three-point contact when entering or exiting the bus is important**, especially when coming down the stairs where gravity may cause the slip to be more forceful and lead to a bad injury.

Watch where you are going. On slippery surfaces, take smaller steps and keep your balance.



## **Program 20 – Questions on Injury Prevention – Slips, Trips & Falls**

### **Q1 What does three-point contact mean?**

- a) Using two legs and an arm when entering or exiting the bus.
- b) Using two arms and one leg when entering or exiting the bus.
- c) Having three of your four limbs in solid contact when entering or exiting the bus.

### **Q2 – Why does taking shorter steps reduce the chance of slipping?**

- a) It helps you keep your weight over your feet, so you are balanced.
- b) you go slower so you have more time to get your balance.
- c) more time to see if the floor is slippery.

### **Q3 – Looking where you are going is important because:**

- a) you can avoid obstacles.
- b) you will see any obstacles or slippery floors and avoid slipping or falling.
- c) you will not bump into people.

### **Q4 – What is a leading cause of slips, trips or falls?**

- a) Poor construction.
- b) Rushing.
- c) Slippery floors.

### **Q5 – If you see an object where it is not supposed to be, and someone may fall over it, what should you do?**

- a) Avoid it.
- b) Move it to a safe place.
- c) Allow the person responsible to move it.

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# Group 5 - Program 21 – Using Maps & GPS

### Key Learning Points

It's important to be able to use a map or GPS to understand where you are and where you're going. In this program, we'll talk about reading maps and using GPS, so you can get to your destinations on time, using the most efficient route possible.

### Summary of the Program

#### MAPS

Only read a map or make entries into a GPS when the vehicle is stopped.

Getting lost with a bus full of passengers is embarrassing for you and upsetting to the passengers. Make sure you know your route well and if in doubt, check with a map and or, use GPS.

**North/South highways use odd numbers. I-71 or I-93 would be North/South highways.**

**East/West highways use even numbers. I-80 or I-94 would be East/West highways.**

To find a street on a city map, look up the street in the index and this will show you the page number and the coordinates. Go to that page and track the coordinates on the left side of the page and at the top of the page. Look where these coordinates cross and you will find the street you are looking for.

Maps come in many shapes and sizes. You should choose a map book you are comfortable with and become experienced in using this book.

#### GPS

Know how to use your Global Positioning System (GPS) and only make entries when you are stopped and before you leave the yard.

GPS systems are not infallible, sometimes they send you the wrong way. For this reason, you should not solely rely on the GPS, but have a good feel for where you are going and how to get there before driving your route.

As well as a GPS, your I-phone can provide directions, but again, make sure this does not distract you from driving safely.

If you do get lost, you can always contact dispatch for help.

## **Program 21 – Questions on Using Maps and GPS**

**Q1 – A \_\_\_\_\_ would be most useful, if you're trying to get to a stop within a city.**

- a) state map
- b) country map
- c) detailed city map

**Q2 – To locate a specific city street on a map you should:**

- a) look in the street index
- b) flip through the map until you find it
- c) memorize the maps in your map book

**Q3 – If a highway is named I-91, it probably runs:**

- a) north and south.
- b) east and west.
- c) north and east.

**Q4 – If a highway is named I-76, it probably runs:**

- a) north and south.
- b) east and west.
- c) north and east.

**Q5 – You can use map coordinates to find:**

- a) a specific location.
- b) the distance between two locations.
- c) what direction you're headed.

**Q6 – You should program your GPS destination address:**

- a) while you're driving.
- b) before you leave the yard.
- c) at the end of the route.

**Q7 – If you get lost during your route, the first thing you should do is:**

- a) keep driving around until you recognize a landmark.
- b) pull over and consult your map or route guide or contact your supervisor.
- c) drive around until you find a gas station where you can stop and ask for directions.

[illegible]

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# Group 5 - Program 22 – Employee Safety Reporting Program

### Key Learning Points

To operate the safest transportation requires diligent involvement from everyone at the location. To achieve this, we operate an **Employee Safety Reporting Program (ESRP)**. This program enables everyone to work together to create the safest transportation possible.

Operating an ESRP is a requirement of the Federal Transit Authority.

### Summary of the Program

In order to develop a true safety culture, everyone needs to do their part when it comes to safety. Sometimes this means bringing unsafe conditions or unsafe behaviors to the attention of your safety leaders.

If you see anything unsafe, either at the location, or on the road, report this through your ESRP.

Your trainer will advise the process of your ESRP that allows you to report any unsafe behavior or unsafe condition. The process will allow you to report safety concerns anonymously or with full identity.

Management will review your comments and decide upon actions to remove or reduce any unsafe conditions or unsafe behaviors. They will advise you of any actions taken.

#### **Possible safety concerns could be:**

1. Holes in the yard.
2. Oil patches where someone could slip.
3. Vehicles backing when there is an alternative that does not need the vehicle to back up.
4. An operator never performing a pre-trip.
5. Items on the pre or post trip, not being corrected.
6. Being told to operate an unsafe bus.
7. Seeing another operator speeding or following too closely.

There will be no retaliation or actions taken against a person reporting an unsafe condition or unsafe behavior. The intent is that we all work together to operate as safely as possible.

Take the time to think about what you are doing, the conditions in the facility, the yard, and on the road. Can these be made safer? If yes, report this through your ESRP.



## **Program 22 – Questions on Employee Safety Reporting Program**

**Q1 – You see another driver exiting the yard too fast, what should you do?**

- a) Talk to that driver when you next see them.
- b) Advise your supervisor.
- c) Shout they should slow down.

**Q2 – You do not know the process to report an unsafe condition at your location, what should you do?**

- a) ask a colleague.
- b) ask the HR department.
- c) ask your supervisor.

**Q3 – On the road, you see a colleague looking at their I phone. You should:**

- a) advise your supervisor.
- b) tap your horn and waive to them.
- c) talk to them next day.

**Q4 – After you have reported an unsafe condition, nothing changes, what should you do?**

- a) contact another member of management.
- b) put your concern in writing and copy the HR department.
- c) both a) and b).

## This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

## Group 5 - Program 23 – Health & Wellness

### Key Learning Points

A healthy lifestyle is important for many reasons. This program will help you understand the factors that contribute to wellness including diet, exercise, rest and stress relief.

### Summary of the Program

Wellness is an important factor in you being able to safely operate a bus. If you have health, fitness or stress issues, they will affect your ability to safely operate the bus.

Both in your job and in your life, you will enjoy them more if you are fit and well.

**Weight** – Eat healthy and exercise. When you have a healthy weight, you breathe better, sleep better and have far more energy to complete tasks. Eating a healthy breakfast starts your metabolism and provides energy.

**Rest** – We all need at least eight hours sleep every night. Follow a routine and go to bed around the same time every night.

**Smoking** – very unhealthy and if you do smoke, do all you can to stop.

**Stress** – Unfortunately, we all have stress to some degree. Exercise can help reduce stress and you need to try to clear your mind while operating a bus.

You have control over your lifestyle. If you want to, you can reduce your weight. If you want to, you can stop smoking. If you want to, you can eat healthier. If you want to, you can exercise more, and if you want to, you can reduce your stress.

Even small steps towards these goals help. Why not start today.

## **Program 23 – Questions on Health & Wellness**

**Q1 – When quitting smoking, remember the first \_\_\_\_\_ are always the hardest.**

- a) few weeks
- b) few years
- c) few days

**Q2 – What is the foundation of stress management?**

- a) Realizing your stressors.
- b) Realizing you are in control.
- c) Realizing you can't change anything.

**Q3 – A balanced life includes time for:**

- a) work, family, relaxation and fun.
- b) work, family, relaxation and more work.
- c) work and exercise.

**Q4 – How many hours of sleep should you get a night?**

- a) 3-4
- b) 7-8
- c) 9-10

**Q5 – Walking can help you lower \_\_\_\_\_ and raise \_\_\_\_\_.**

- a) your heart rate; your blood pressure
- b) your bad cholesterol; your good cholesterol
- c) your good cholesterol; your bad cholesterol

**Q6 – What are the four keys of wellness we've discussed today?**

- a) Diet, exercise, sleep, stress management.
- b) Diet, exercise, fun, stress management.
- c) Vegetarianism, fun, stress management, and exercise.

**Q7 – How does exercise affect your sleep habits?**

- a) Exercise can help you sleep, unless you exercise too close to bed time.
- b) Regular exercise will increase the number of hours you sleep at night.
- c) Exercise will help you stay asleep longer.

**Q8 – Which of the following statements about exercise is NOT true:**

- a) If you're moving it counts as exercise.
- b) If you are playing a game that requires just thought, like chess, it is still exercise.
- c) Exercising can help you sleep better.

**Q9 – Getting enough sleep can:**

- a) boost your brain power and mood.
- b) help you avoid injuries and accidents.
- c) both of the above.

**Q10 – \_\_\_\_\_ is/are full of empty calories.**

- a) Lean meats
- b) Low-fat dairy
- c) Sodas

Health & Wellness Notes:

# Group 6 - Program 24 – Professionalism & Customer Service

### Key Learning Points

As professional bus operators, the goal is to provide excellent customer service and exhibit professionalism in everything we do. We offer a service and our passengers may have other options. We need to make their use of our transportation, as enjoyable and least stressful as possible.

### Summary of the Program

When passengers feel welcome, are treated with respect, and enjoy a safe, reliable ride, they're not only more likely to ride with us again, they're more likely to share the experience with their friends and family. Providing excellent service to our passengers not only makes our customers happy but it makes our lives easier as well. The goal of this program is to show you how to professionally provide quality customer service.

**There are four practices that set the tone for positive customer service.**

1. **Attitude**
2. **Smile**
3. **You only get one chance to make a first impression**
4. **Courtesy is contagious**

It is often not what you say, but how you say it. Your attitude, your facial expressions, and your body language can confer the message more than your words. Smile, listen, nod, pay attention and you can turn a problem situation into a positive situation.

Look for solutions to problems and be as helpful as you can. Above all, treat everyone with respect.

**There are six expectations customers have:**

1. **Timeliness**
2. **Attention and respect**
3. **Quality of service**
4. **Consistency and truthfulness**
5. **Empathy when something is not right**
6. **Willingness and ability to correct anything that goes wrong**

**5 Tools to Deliver Customer Expectations:**

1. **Connect with customer**
2. **Use positive communication**
3. **Focus on solutions**
4. **Do what you say you will**
5. **Smile, smile, smile**

Each agency may have a different policy on how to react to the following situations. Your trainer will advise you on your agencies policies and practices for these situations:

1. Customer can't pay the fare.
2. Customer has large bill, you cannot make change.
3. Customer playing music too loud.
4. Customer won't take a seat and is bothering other passengers.
5. Customer has unreasonable amount of luggage.
6. Strollers in the aisles.
7. Bringing service animals on the bus.
8. Bringing non-service animals on the bus.
9. Bringing a bike on the bus.
10. Bringing excessive groceries on the bus.

TRY TO PROVIDE THE LEVEL OF SERVICE YOU WOULD EXPECT TO RECEIVE, OR, WOULD EXPECT TO BE PROVIDED TO YOUR PARENTS. YOU ARE THE FACE OF OUR SERVICE AND AS SUCH, EVERYTHING YOU DO REFLECTS ON OUR REPUTATION.

## **Program 24 – Questions on Professionalism & Customer Service**

**Q1 – Customer service is based on customer:**

- a) expectations.
- b) attitudes.
- c) listening skills.

**Q2 – What action is the most likely to help with customer communication?**

- a) Shaking hands.
- b) Nodding.
- c) Smiling.

**Q3 – What do customers really expect from us?**

- a) Timeliness, attention & respect.
- b) Lowest fares.
- c) A good seat.

**Q4 – Passengers perceive service as excellent when his/her:**

- a) expectations are not met.
- b) expectations are met.
- c) expectations are exceeded.

**Q5 – In all interactions, what feature sets the tone for the interactions?**

- a) How loud you talk.
- b) The way you explain the issue.
- c) Your attitude.

**Q6 – Positive communication:**

- a) means avoiding negative language.
- b) practicing active listening.
- c) both a & b.

**Q7 – Active listening:**

- a) is a form of positive communication.
- b) is a skill.
- c) both a & b.

**Q8 – You can improve your customer service skills by:**

- a) using empathy to connect with passengers.
- b) pointing out the problem.
- c) avoiding eye contact.



### Professionalism & Customer Service Notes:

[illegible]

# Group 6 - Program 25 – Conflict & Aggression Management

### Key Learning Points

There will be occasions when you have to deal with conflicts and aggressive behavior from passengers. This program teaches the practices of Verbal Judo to show you how to diffuse most situations.

Your own attitude, facial expressions and reactions, determine how well you handle such situations. If you maintain your composure and handle the situation professionally, you will prevent such situations from becoming a problem. Never get physically involved. Call the police.

### Summary of the Program

#### **Verbal Judo – How the police deal with conflicts and aggressive situations**

The police deal with conflicts and aggressive situations many times each and every day. It is a continuous part of their job in what they do. The police are taught in their academies to use the practices called **Verbal Judo** to diffuse these situations. Most of the time, it does work. The four recommended practices are:

1. People have a need to be respected.
2. People would rather be asked, not told.
3. People have a desire to know why.
4. People prefer to have options over threats.

**Use the proven practices  
the police use**

You should apply these practices in all interactions with passengers. If everyone practiced these all the time, many disputes, fights, divorces, kids running away etc. would be avoided. You should consciously follow these practices, all the time.

#### **1. People have a need to be respected**

Smile, greet people and show concern. Look them in the eye and pay attention to them. Listen and nod showing empathy. Use please and thank you. Address passengers as Sir or Ma'am and even if they have aggressive facial expressions, keep your face neutral.

Ask how you can help with the problem. Show empathy and apologize, even if you're not at fault. Courtesy is contagious. The nicer you are the more likely others will be nicer in return. Explain when issues such as traffic, accidents, weather etc. cause a problem and empathize with the passenger.

#### **2. People would rather be asked, not told**

No one wants to be told what to do, they would rather be asked. It is easy to turn a direction into a polite request when worded correctly, and will be far more successful.

Issuing an order to a passenger belittles them and presents a challenge.

### 3. People have a desire to know why

It is human nature when asked to do something to consciously or sub-consciously ask why? If we include the why when we ask a passenger to act a specific way, we are far more likely to get them to act properly. Always keep yourself out of the why. Do not say, "Please, will you sit down because I require you to."

Instead, better if you say "Will you please sit down because the transit agency requires all passengers to be safely seated." It is even better if you ask for help, human nature does guide us to try to help if asked to do so. For example, "Will you please sit down because the transit agency requires all passengers to be safely seated and I need your help in following the policy?"

### 4. People prefer options over threats

No one likes to receive threats; it is far better if you change the wording to allow the passenger to make the decision. Consider two methods of saying effectively the same thing:

The threat: Sit down or I will call the police.

The option: Sir, you have a decision to make. You can sit down, and we will continue the ride, or I will have to call the police. What would you like to do sir?

The second wording is far likelier to achieve the goal with an agitated angry person. It allows them to feel they have not lost control and they make the decision.

### Your Agencies Practices

Different agencies have different policies for each situation. These include:

- When you can refuse transportation
- Rights to removing a passenger
- Not talking while driving
- Incident reports
- What to do if a passenger does not have the fair
- What to do if passenger only has a large bill and no change available
- What to do if a passenger appears intoxicated or is sick at a bus stop

### ***Your trainer will explain your agencies policies for each of these situations***

We emphasize again the need to stay calm, in control, and to not get emotionally involved, no matter what the passenger says or does. Stay a professional and follow the teachings in this program.

Courtesy is contagious! Most of the time, the nicer you are, the nicer the passengers will be.

Never physically touch or hit a passenger, only become physically involved if it is to protect yourself. Even if a passenger is being badly beaten, do not get involved yourself, call the police.

Get help when you need it, and always write up and incident report.

## **Program 25 – Questions on Conflict & Aggression Management**

**Q1 – You start to have a problem with a passenger each day. It's slowly escalating and you're not sure how to deal with it. As a professional driver, you should:**

- a) follow the steps as taught in this program.
- b) discuss with your supervisor or other drivers to work out the correct action you should take.
- c) clamp down strongly next time they create a problem.

**Q2 – A passenger is upset because the bus is behind schedule. It's not your fault because an accident ahead of you blocked traffic. Should you apologize?**

- a) No, it's not your fault.
- b) Yes, even though it is not your fault, take the high road and apologize.
- c) No, you have a good excuse.

**Q3 – Some guys start to fight on the bus and they're really going at it. Should you ever get physically involved?**

- a) Yes, if one person is being pummled and may even be killed.
- b) Yes, but only if the fight is unfair to one person.
- c) Never, under any circumstance, call the police immediately.

**Q4 – You've had a bad morning, with personal issues to deal with. Should this affect your mood and passenger interactions?**

- a) Of course, you are only human.
- b) Sometimes, it depends on what's going on.
- c) No, do all you can to clear your head, put on a smile and focus on the job you have to do.

**Q5 – Is it true that when you're on your route, you're completely on your own and have to deal with every situations by yourself?**

- a) No, I can call for help and advice from dispatch, my supervisor, other drivers and the police.
- b) Yes, if I seek help, it shows I cannot handle the job myself.
- c) Yes and I can handle any situation by myself.

**Q6 – What are the four practices to reduce conflict situations?**

- a) Treat people with respect. Ask don't tell, explain why, say you have to call the police.
- b) Treat people with respect. Tell them what they should do, explain why and offer a choice.
- c) Treat people with respect. Ask don't tell, explain why and offer a choice.

### Conflict & Aggression Management Notes:

[illegible]

# Group 7 - Program 26 – ADA Compliance & Sensitivity

### Key Learning Points

We must comply with the **Americans with Disabilities Act (ADA)**. ADA outlines the rights of passengers with disabilities. Passengers with disabilities must be respected and assisted when riding the bus.

### Summary of the Program

We need to do what we can to help everyone receive safe, comfortable transportation with minimal issues and problems. To do this, we need to understand some of the challenges and how to respectfully communicate with passengers who have special needs, or are elderly, while being sensitive and offering help.

As people age, they are no longer as stable or as quick as younger people. Be patient and offer to help if needed.

Always ask, “How may I assist you,” before providing any help.

Talk directly to the person who may need assistance, not to any accompanying person.

When helping with wheelchairs or other devices, first ask them if it is ok to touch their mobility device and then tell them what you are about to do as you go through each stage of helping with the device.

Treat every passenger with respect and this is most important when communicating with passengers with a disability. Never refer to them by their disability, put the person first. When speaking to passengers with disabilities, always put yourself in their line of sight and make eye contact.

For example, never say “the wheelchair guy,” instead, refer to them as “the person in the wheelchair.”

**Passengers who are visually impaired** - Offer to help. Provide clear directions like to your left, to your right, not over there. Allow service animals. However, service animals should not be in the aisle. Never pet service animals.

**Passengers who are hearing impaired** - Look straight at them so they can read your lips. If necessary, write down what you need to say.

**Passengers who are mobility disabled** - Offer to help, before you do so.

**Passengers who are developmentally disabled** - Be patient. Give as clear directions as you can. Repeat when necessary.

## **Program 26 – Questions on ADA Compliance & Sensitivity**

**Q1 – Serving a passenger who is cognitively disabled requires a little more \_\_\_\_.**

- a) patience.
- b) strength.
- c) guidance.

**Q2 – If a passenger is accompanied by an interpreter, you should speak to:**

- a) the interpreter.
- b) the passenger.
- c) either the interpreter or the passenger.

**Q3 – When speaking to passengers who are mobility disabled you should:**

- a) stand over them.
- b) speak in a louder voice.
- c) place yourself in their line of sight.

**Q4 – When speaking to a passenger who is disabled, always:**

- a) speak loudly, drawing attention to the individual.
- b) speak softly.
- c) speak clearly.

**Q5 – When serving a passenger with a cognitive disability, you should:**

- a) encourage the passenger to sit near you.
- b) speak at the same volume.
- c) both a and b.

**Q6 – When a passenger is accompanied by a service animal, you should:**

- a) ask the passenger what disability it is for.
- b) allow the animal to occupy the aisle if it is under control.
- c) board the passenger and the animal.

**Q7 – Which of the following is NOT a clue that a person has a hearing disability?**

- a) They stumble.
- b) They ask you to repeat yourself several times.
- c) They speak in an uneven tone.

**Q8 – Which of the following is a clue that a person is visually disabled?**

- a) They may be hesitant to move or move very slowly and carefully.
- b) They ask you to repeat yourself several times.
- c) They talk in a loud tone.

**Q9 – If you encounter a service animal on the curb close to the street, you should:**

- a) honk your horn to get the animal's attention.
- b) wave to the animal's user when the light turns green.
- c) do nothing; the handler listens to traffic and tells the animal when it is safe to cross.

**Q10 – If you are not sure how to help a passenger who is disabled, you should:**

- a) leave them to themselves.
- b) ask them what type of disability they have.
- c) ask how you can help them.

**ADA Compliance & Sensitivity Notes:**

[illegible]



## **Group 7 - Program 27 – Mobility Devices**

### **Key Learning Points**

There are many types of mobility devices and far more people are using them. A mobility device is any assistive device that facilitates individual human transportation. Examples include wheelchairs, powered wheelchairs, scooters, canes and walkers. We need to be as helpful as possible in assisting passengers with these devices.

### **Summary of the Program**

A mobility device provides mobility and accessibility to people who otherwise would be confined to a chair. Our goal is to help them make the most of their mobility.

It will take time to safely load a passenger with a mobility device. Don't allow schedules or the impatience of others to deter you from conscientiously following these procedures. Take your time and do it right.

Assistive devices may include wheelchairs, scooters, knee scooters, walkers, rollators, canes and crutches. Offer your assistance, before providing the help.

Communicate with the passenger, asking for permission to help and explain each step before you perform the action. This will allow them to know what to expect, before you do it.

Prepare the area of priority seating, before you board the passenger. If available, kneel the bus.

There are many types of lifts and ramps and your trainer will show you the equipment used on your buses and the securement method to follow.

#### **Lifts**

If your vehicle has a lift, make sure you are familiar with its operation.

If possible, back the device onto the lift and apply the brakes, once it is on the lift.

#### **Ramps**

Before deploying the ramp, make sure the sidewalk is clear and level and no one is in the way.

Kneel the bus to reduce the angle of the ramp.

Once the device is on the bus, it must be secured to the bus as well as the passenger being secured to the bus and/or the device.

#### **Securement devices do have many things in common:**

1. All use straps with hooks.
2. All straps are to be between a 40 degree and 60-degree angle.
3. Never attach straps to wheels or plastic parts.
4. All straps are to be ratcheted or pulled tight.
5. Passengers are to be belted to the bus or device.

Once the passenger is secured, gently shake the device to make sure it is safely secured. If this shows that the device is not completely secured, tighten the straps and shake again.

## **Program 27 – Questions on Mobility Devices**

**Q1 – What should you do before you touch a mobility device?:**

- a) take the brakes off.
- b) make sure area is clear.
- c) explain what you want to do and ask the passenger for permission.

**Q2 – To avoid a wheelchair tip over, you should:**

- a) make slow steady turns.
- b) make fast steady turns.
- c) avoid turns.

**Q3 – To help the passenger board up the ramp, you should:**

- a) kneel the bus.
- b) park close to the sidewalk.
- c) make sure the door is fully open.

**Q4 – If you are using a lift, as soon as you put the device on the lift, you should:**

- a) ask the passenger how they're doing.
- b) lock the brakes to the wheelchair.
- c) unlock the brakes to the wheelchair.

**Q5 – When a passenger must travel with breathing equipment, you should:**

- a) speak clearly and slowly.
- b) board the passenger and help them stow the equipment.
- c) board and seat the passenger out of the way of other passengers.

**Q6 – What are the first steps, before you help board a mobility device:**

- a) lower the ramp.
- b) open the door.
- c) prepare the area of priority seating.

**Q7 – Even though the passenger can decide how they want to be placed on a lift, it's safer to:**

- a) place the mobility device on the lift facing forward toward the vehicle.
- b) back the mobility device on the lift and stay on the lift with them.
- c) back the mobility device on the lift.

**Q9 – A \_\_\_\_\_-point tie down system must be used for all passengers using a mobility device.**

- a) five
- b) six
- c) seven

**Q10 – Which of the following must be tied down using the proper seven step tie-down procedure?**

- a) Unoccupied wheelchairs.
- b) Passengers in wheelchairs.
- c) Both a and b.

## Mobility Devices Notes:

[illegible]

### Group 8 - Program 28 – Whistleblower

#### Key Learning Points

If a situation arises with your job, another employee or a passenger puts you or others in jeopardy, you should immediately bring it to management's attention. At your location, you should strive to have open and honest communication on any safety issue.

A whistleblower is a person who publicly alleges concealed misconduct on the part of an organization or body of people, usually from within that organization. This may:

1. Be a violation of a rule, regulation.
2. Be a direct threat to public interest, such as fraud, health, corruption, or safety violations.

As a whistleblower, you may make your allegations internally, to other people within the organization, or externally, to law enforcement agencies, to the media, or to groups concerned with the issues.

#### Summary of the Program

BY DEFINITION, A WHISTLEBLOWER IS A PERSON WHO PUBLICLY ALLEGES CONCEALED MISCONDUCT ON THE PART OF AN ORGANIZATION OR BODY OF PEOPLE, USUALLY FROM WITHIN THAT SAME ORGANIZATION.

The goal is to operate as safely as possible. If you have any ideas or suggestions to operate safer, bring these to the management's attention through your Employee Safety Reporting Program (ESRP).

You can report such issues anonymously, or with full disclosure of who you are.

If no action is taken, and you deem the issue to be serious enough, then report it to the government. This could be OSHA, the SEC or other government body. You are protected from repercussions when you provide such reporting.

As a transit operator, you are in a safety sensitive position. This means that you are required to identify unsafe or unjust working conditions. You can do this without fear of being transferred, being denied a raise, having your hours reduced, being fired, or being punished in any way.

## **Program 28 – Questions on Whistleblower**

**Q1 – Which statement is correct. You can be fired for:**

- a) reporting an unsafe condition to OSHA.
- b) reporting an unsafe condition to anyone other than OSHA.
- c) you can't be fired for reporting an unsafe condition.

**Q2 – If you discover an unsafe working condition, you should:**

- a) report it to OSHA immediately.
- b) discuss it with your supervisor first.
- c) report it only if it has already led to an accident.

**Q3 – If you feel like you have been subjected to retaliation for reporting an unsafe condition, you should:**

- a) report the incident to HR.
- b) report the incident to the local authorities.
- c) quit immediately.

**Q4 – If you report an incident to your supervisor, but the issue is not resolved, you can:**

- a) contact another member of management.
- b) call the employee relations hotline.
- c) either a or b.

**Q5 – Which of the following is NOT an example of organizational misconduct?**

- a) Fraud.
- b) Violation of OSHA regulation.
- c) Disciplining an employee for poor attendance.

**Q6 – If you have reported a safety concern to your supervisor and nothing is done, you then report it to HR and something is still not done, what should you do?**

- a) Report the matter to OSHA.
- b) Write a letter to management.
- c) Post the issue on the notice board.

## This image shows a full page of blank white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page, providing a template for writing or drawing. There are no margins, text, or other markings present.

### Group 8 - Program 29 – Preventing Harassment

#### Key Learning Points

As professionals, we are committed to conducting ourselves with the highest ethical and professional standards. This ensures effective operations, compliance with the law, and a safe and respectful working environment for everyone. Operators should prevent harassment and never harass passengers or allow harassment by passengers

#### Summary of the Program

When you hear the term harassment, sexual harassment probably comes to mind, and while harassment can be sexual in nature, that's just one type of illegal harassment. Harassment can take on many different forms and all are unwelcome - this means the person doesn't like or agree with what's being done or said. You may think it's safe to kid around or joke with members of your own sex, but you need to be careful.

HARASSMENT CAN BE VERBAL, WRITTEN OR PHYSICAL; meaning things you say to or about someone can be considered harassment, as well as things you type, or write, or any physical action you take towards another person.

Harassment is conduct that belittles someone, shows anger or aggression, or shows hate or dislike towards a person, based on the protected classes of race, sex, color, national origin, religion, sexual orientation, age, veteran status, political affiliation, or disability.

The effects of harassment create a hostile environment for the individual or interfere with their performance. As a bus driver, you have interactions with fellow employees and passengers. You may experience or witness workplace harassment between employees, supervisors, and managers or harassment to or from passengers.

#### **Here are some examples of unacceptable behaviors:**

- Treating any co-worker differently because of their race, religion or gender.
- Using terms to address or identify someone by focusing on their race, religion, gender, or sexual orientation.
- Showing favoritism or being negative with a co-worker, based on these criteria.
- Making an employee uncomfortable by asking them to dinner, or a meeting outside of work on more than one occasion and indicating that a job or remuneration favors would result.
- Touching a co-worker on the arm, shoulder, back or anywhere else.

Sexual Harassment is defined as “Any unwelcome sexual advances, requests for sexual favors, or any other verbal or physical sexual conduct when it is based on a term or condition of a person’s employment, affects employment decisions about that person, or interferes with an individual’s work performance.”

Controlling sexual harassment is an extreme abuse of power. This kind of harassment takes place when a supervisor, manager or anyone in a leadership position offers perks such as a raise, better work assignments or a promotion in exchange for sexual favors or denies them for the same reason. With this type of sexual harassment, a single incident is enough to be considered harassment.

Hostile environment sexual harassment is any pattern of conduct, such as:

- Sexually suggestive pictures.
- E-mails or text messages.
- Sexual jokes or innuendo.
- Obscene gestures.
- Commentary about someone’s body or sexual history.
- Any type of physical contact that creates an offensive or intimidating environment.

Also,

- Never touch a passenger under any circumstances.
- Never pat one’s shoulder or tap their head or any other physical contact. This includes if passengers are fighting. Do not try to pull them apart or touch them.
- Never use any derogatory or descriptive words that will harass or discriminate against any individual.
- Never tell or listen to jokes, stories or comments that have any type of sexual issues or about subjects that involve the list of race, religion, and other subjects we have already discussed.

If you’ve been a victim of harassment, the best way to stop unwanted conduct is to let your feelings be known right away. If this doesn’t work, talk with your supervisor about what happened. If the problem is with your supervisor, contact your human resources representative.

Remember, use common sense. Refrain from any language, remarks, or behaviors that could be construed as harassment. If you treat everyone with respect and dignity, then you’re doing your part to maintain good service reputation.



## **Program 29 – Questions on Preventing Harassment**

**Q1 – To avoid harassing another person, you should seek to:**

- a) make them your friends.
- b) always smile.
- c) never make them feel uncomfortable.

**Q2 – It's NOT sexual harassment if you:**

- a) make unwanted advances on a co-worker.
- b) compliment someone on their general appearance.
- c) offer advancement to an employee in exchange for sexual favors.

**Q3 – One way to make sure you never harass any one is to:**

- a) be polite.
- b) always treat everyone with respect & dignity.
- c) only speak when others are around.

**Q4 – It's never okay to joke with a coworker about his or her body because:**

- a) it can be taken as harassment.
- b) you can be reported.
- c) you may flatter the person.

**Q5 – For workplace jokes and teasing to be considered TRUE hostile environment harassment:**

- a) may occur during normal working hours.
- b) must be a pattern that substantially affects someone's work performance.
- c) must cause a reasonable person to want to quit his or her job.

**Q6 – It's considered sexual harassment if he incident occurs:**

- a) more than one time.
- b) even one time.
- c) over a period of 30 days.

**Q7 – A hostile environment or sexual harassment might involve:**

- a) passing around a comic strip that's gender-neutral.
- b) sending e-mails that are offensive to one gender.
- c) displaying a poster of a scenic landscape.

**Q8 – If you ask a coworker out on a date, it might become hostile environment or sexual harassment if:**

- a) the coworker says "yes."
- b) the coworker says, "no thank you."
- c) the coworker declines on more than one occasion.

**Q9 – To avoid being accused of sexual harassment, a supervisor must be careful to only call his female employees:**

- a) honey.
- b) by their names.
- c) beautiful.

**Q10 – Which of the following could be considered harassment?**

- a) Touching a co-worker or customer inappropriately.
- b) Teasing a co-worker or customer about her pregnancy.
- c) Making fun of a co-worker or customer's ethnic heritage.
- d) All of the above.

[illegible]

# Group 8 - Program 30 – Drug & Alcohol Awareness

### Key Learning Points

There is absolutely no place for drugs or alcohol in passenger transportation. Not only does such substances greatly increase the risk to the passengers since it affects driver behavior, but it is also against the law. As a bus operator, you should never have drugs or alcohol in your system.

### Summary of the Program

Drugs should NEVER be taken when you are a bus driver. You should never drive while intoxicated or under any effect from alcohol.

You are responsible for transporting passengers who are depending on you for a safe ride.

### **The Truth about Alcohol**

Drinking alcoholic beverages and then driving is a very serious problem. People who drink alcohol are involved in accidents resulting in over 20,000 deaths every year in the United States.

#### **You should know:**

- **How alcohol works in the human body.**
- **How it affects driving.**
- **Laws regarding driving and driving.**
- **Legal, financial, and safety risks of drinking and driving.**

People incorrectly believe that the type of alcohol matters. It doesn't make any difference whether alcohol comes from a couple of beers, two glasses of wine, or two shots of hard liquor. It is the amount of alcohol, not the type that matters. All the following drinks contain the same amount of alcohol:

- A 12-ounce glass of 5% beer
- A 5-ounce glass of 12% wine
- A 1 ¼ ounce shot of 80 proof liquor

A person drinking an alcoholic beverage can control the amount of alcohol they drink by the amount they consume; however, the drinker cannot control how fast the body processes the alcohol. If you consume alcohol faster than your body can get rid of it, you will have higher levels of alcohol in your body and your driving will be greatly affected.

The amount of alcohol in your body is commonly measured by **Blood Alcohol Concentration (BAC)**. BAC is determined by the amount of alcohol you drink (more alcohol means higher BAC), how fast you drink (faster drinking means higher BAC), and your weight (a small person does not have to drink as much to reach the same BAC).

Alcohol affects more of the brain as BAC builds up. Initially the part of the brain that controls judgment and self-control is affected. Sadly, this can keep drinkers from knowing they are getting intoxicated. Of course, good judgment and self-control are necessary for safe driving. As blood alcohol concentration continues to build; muscle control, vision, and coordination are increasingly affected. Eventually, a person will pass out.

Of course, good judgment and self-control are necessary for safe driving. You are driving under the influence if your BAC is .04% while operating a bus. Alcohol affects judgment, vision, coordination, and reaction time. It causes serious driving errors, such as:

- Increased reaction time to hazards
- Driving too fast or too slow
- Driving in the wrong lane
- Running over the curb
- Weaving
- Straddling lanes
- Quick, jerky starts
- Failing to signal or use lights
- Running stop signs and red lights
- Improper passing

These effects mean increased chances of a crash and chances of losing your driver's license and your job. The chance of having an accident is much greater for operators who have been drinking than for operators who have not.

## **Other Drugs**

Besides alcohol, other legal and illegal drugs are being used more often. Laws prohibit possession or use of many drugs while on duty. The law prohibits being under the influence of any controlled substance.

Other drugs can include a variety of prescription and over-the-counter medicines and illegal drugs, including marijuana, which may make the operator drowsy or otherwise affect safe driving ability. However, possession and use of a drug prescribed by a doctor is permitted if the doctor informs the operator that it will not affect safe driving ability. Know the potential effects of any drug before you take it.

Inform your doctor of your job duties so you are prescribed a drug that will not affect your safe driving ability. You should report any prescription drugs you are taking while on the job to your employer. A long-term prescription medication must be documented in the confidential file maintained by the substance abuse program administrator.

Pay attention to the warning labels of legal drugs and medicines as well as to a doctor's orders regarding possible side effects. Stay away from illegal drugs.

Do not use old prescriptions or another person's prescriptions. Do not use any drug as a countermeasure for fatigue. The only cure for fatigue is rest. Alcohol can make the effects of other drugs much worse. The safest rule is **DO NOT TAKE DRUGS AND DRIVE!**

Use of illegal drugs can lead to accidents that result in property damage, injury, or even death. It can lead to arrest, fines, and jail sentences. It can also mean the end of a person's driving career.

## **PROHIBITED SUBSTANCES**

Illegal drugs include marijuana, amphetamines, opiates, phencyclidine (PCP), and cocaine, as well as any drug not approved for medical use by the United States Drug Enforcement Agency or United States Food and Drug Administration. Illegal uses include use of any illegal drug, misuse of legally prescribed drugs, and use of illegally obtained prescription drugs.

### **Legal drugs**

A legally prescribed drug means that an individual has a prescription or other written approval from a physician for the use of the drug in the course of medical treatment. It must include the patient's name, the name of the substance, quantity/amount to be taken, and the period of authorization. The misuse or abuse of legal drugs while performing transit business is prohibited.

### **Alcohol**

The use of beverages containing alcohol or substances, including any medication containing alcohol while operating a bus is prohibited.

## **TESTING FOR PROHIBITED SUBSTANCES**

All safety-sensitive and non-safety-sensitive employees shall be subject to the following testing:

- Pre-employment
- Reasonable suspicion
- Following an accident
- Return to duty and follow up testing
- Return from a leave of absence exceeding 30 days

Those employees who perform safety-sensitive functions shall also be subject to random testing. An employee will be required to submit to a drug and alcohol test for reasonable suspicion when a company supervisor determines that the employee might reasonably be under the influence of drugs or alcohol based upon specific, current, describable observations concerning the appearance, behavior, speech, or body odors of the employee.

A few years ago, a bus driver hit a passenger in front of the bus. The passenger was badly injured. The driver failed their drug test as they had used marijuana a week earlier and it could still be detected in their system. For this reason, the driver was criminally charged and received jail time.

**Do not take this risk or put the passengers at risk. There is absolutely no room for drug use at any time by bus drivers. Likewise, never report to work with any affects from alcohol use.**

## **Program 30 – Questions on Drug & Alcohol Awareness**

**Q1- Random alcohol testing must be conducted for safety-sensitive positions. The number of random tests must equal at least \_\_\_\_\_ percent of the average number of driver positions.**

- a) 10
- b) 50
- c) 90

**Q2 – Random testing means that:**

- a) you'll receive an appointment card.
- b) your testing date is optional.
- c) testing dates and times are unannounced and are reasonably spread throughout the year and a random selection of employees.\*

**Q3 – Random, unannounced drug tests must be conducted each year and must equal at least \_\_\_\_\_ percent of safety-sensitive drivers.**

- a) 10
- b) 50
- c) 90

**Q4 – Once notified of selection for testing, drivers must proceed to a collection site:**

- a) within 24 hours.
- b) immediately.
- c) within three days.

**Q5 – The most severe type of drug and alcohol usage is:**

- a) use.
- b) abuse.
- c) addiction.

**Q6 – \_\_\_\_\_ is characterized by the repeated, compulsive seeking or use of a substance despite adverse social, psychological or physical consequences.**

- a) Use
- b) Abuse
- c) Addiction

**Q7 – The consequence for drivers who engage in prohibited alcohol conduct is:**

- a) mandatory AA meetings.
- b) probation.
- c) immediate removal from safety-sensitive functions.

**Q8 – The consequence for a positive drug test result is:**

- a) immediate removal from safety-sensitive functions.
- b) evaluation by a substance abuse professional, compliance with rehabilitation, and a negative result on a return-to-duty drug test.
- c) both a and b.

**Q9 – The purpose of a drug-free workplace is to:**

- a) keep you safe.
- b) keep our moral responsibility to provide customers with the safest transportation possible.
- c) both a and b.

**Q10 – \_\_\_\_\_ means your location will automatically suspend you for infractions of the stated rules on substance abuse.**

- a) Zero Tolerance
- b) Random Testing
- c) Alcohol Addiction

### Drug & Alcohol Awareness Notes:

[illegible]

### Group 8 - Program 31 – Bloodborne Pathogens and Other Infectious Diseases

#### Key Learning Points

You may occasionally encounter a situation where you could be exposed to bloodborne pathogens or other infectious diseases.

This program will explain the risks and how you can protect yourself against the diseases and infections that can be spread from body fluids or by other means.

#### Section 1 – Bloodborne Pathogens

#### Summary of the Program

Bloodborne pathogens are infectious microorganisms present in the bloodstream that can cause disease in humans. These pathogens include, but are not limited to, the hepatitis B virus, the hepatitis C virus (HCV), and the human immunodeficiency virus or HIV, which is the virus that causes AIDS. Any worker who's exposed to bloodborne pathogens is at risk for serious or even life-threatening illnesses.

**Hepatitis A or B** can be transmitted through blood, or other bodily fluids, including saliva.

**Hepatitis C** can be transmitted through blood, or other bodily fluids.

UNIVERSAL PRECAUTIONS MEAN THAT YOU SHOULD ASSUME EVERY DROP OF BLOOD OR OTHER POTENTIALLY INFECTIOUS MATERIAL IS INFECTED.

If you do have an emergency or exposure incident, you should **avoid personal involvement and first-hand exposure** whenever possible. Call 911 or other appropriate health or law enforcement personnel instead.

You can only be infected with the HIV virus by coming into direct contact with the blood or bodily fluids of an infected person.

You can only be infected if your bodily fluids mix with the infected person's bodily fluids. This means that their fluids have to come in contact with your eyes, nose, mouth, other mucous membranes or open wounds, or you have intimate sexual contact with an infected person.

**If you come into direct contact with blood or other bodily fluids, you should:**

1. Wear gloves if possible, before the contact.
2. Wash your hands/skin vigorously.
3. Do not touch your eyes, nose or mouth.
4. Tell your supervisor.
5. If any information or suspicion that the passenger was infected, seek medical testing.



### **Summary of the Program**

Covid 19 caused unprecedented steps to be taken to prevent the spread of this disease and reduce fatalities. Experts tell us that over time we will experience other infectious diseases and this program is to ensure we are all aware what we can do to reduce the effect of infectious diseases.

The program is presented under six sub-topics:

#### **1. Personal Protective Equipment**

Wear appropriate, wear masks, gloves and eye protection.

#### **2. Actions You Can Take**

- Social Distancing – 6 feet away from colleagues
- Wear a mask
- If sick do not go to work
- Self Isolate
- No handshaking or hugging
- Get tested
- Wash hands frequently for 20 seconds
- Keep your mask clean
- Use disinfectant hand wipes
- Do not share pens, paper or other materials
- If sneeze, do so downwards into your elbow

#### **3. Cleaning and Disinfecting the Bus**

Wipe down the doors, handles, seat backs and any other areas that passengers frequently touch.

#### **4. Practices to Minimize Social Contact**

- Stay at least 6 feet from other persons.
- Do not share pens, paper or other materials.
- Do not shake hands or hug anyone.

#### **5. The Passengers**

- Passengers may or may not wear masks.
- Direct them to stay away from each other if they can, at least 6 feet.
- Absolutely no touching, including fist bumps or high fives.

#### **6. Testing and Symptom Screening**

If you have any signs or symptoms get tested as soon as possible, and stay home.

Symptoms may include fever, coughing, tiredness, shortness of breath, aches, chills, a sore throat or runny nose.

## **Program 31 – Questions on Bloodborne Pathogens and Other Infectious Diseases**

**Q1 – If you do become exposed to a bloodborne pathogen, report it to \_\_\_\_\_ immediately.**

- a) another driver
- b) your supervisor
- c) the passenger from whom you were exposed

**Q2 – If you may have come into contact with bloodborne pathogens, what is the first thing you should do?**

- a) Wash your hands, vigorously.
- b) Go to the hospital.
- c) Tell your supervisor.

**Q3 – Hepatitis B virus (HBV) and the Human Immunodeficiency Virus (HIV), the virus that causes AIDS, are two examples of:**

- a) bloodborne pathogens.
- b) foodborne illnesses.
- c) airborne illnesses.

**Q4 – In the event of an injury or illness on your bus involving a passenger, you must contact \_\_\_\_\_ and have them call an emergency medical response provider.**

- a) your supervisor
- b) a doctor
- c) dispatch

**Q5 – If you chose to help a bleeding passenger, first:**

- a) contact your supervisor.
- b) call dispatch.
- c) put on gloves.

**Q6 – You are not required to make any physical contact with any person when there's evidence of spilled blood or other body fluids.**

- a) True
- b) False

**Q7 – You don't know whether an injured person is infected with HIV or HBV, but you assume they are infected. This is an example of:**

- a) personal protective equipment.
- b) taking universal precautions.
- c) exposure control.

**Q8 – Bloodborne pathogens are micro-organisms that can be present in human blood and can cause a number of diseases.**

- a) True
- b) False

**Q9 – If you come into direct contact with blood or other bodily fluids:**

- a) stop your route and immediately drive to the doctor.
- b) get the complete medical history of the passenger involved in the incident.
- c) don't panic and wash your hands or the area of the body in contact immediately.

**Q10 – If you think you have been exposed to an infectious disease, what should you do?**

- a) Arrange to be tested.
- b) Immediately go home.
- c) Tell your supervisor.

**Q11 – What are examples of personal protective equipment?**

- a) Masks, pre trip forms and warning cones.
- b) Clothing, hats and gloves.
- c) Masks, gloves and eye protection.

**Q12 – What is a good practice if you think you may have been near an infectious disease?**

- a) Only breath through your nose.
- b) Wash your hands for 20 seconds.
- c) Throw away your mask.

**Q13 – What should you avoid to prevent the spread of infectious diseases?**

- a) Sharing pens, paper or other materials.
- b) Being close to other people.
- c) Handshaking and hugging.
- d) All of the above.

**Q14 – If you are disinfecting the bus, which are the most important areas to clean?**

- a) Handrails, around the door and seat tops.
- b) Steering wheel and fair box.
- c) The seats.

[illegible]

### Group 9 - Program 32 – Emergency Evacuations

#### Key Learning Points

There is always the possibility that an accident or event may require an emergency evacuation of the bus. Only evacuate the bus if you have to. The passengers are far safer if they stay on the bus. Only evacuate if a threat of fire, smoke, the bus falling into water, or if the bus is in a dangerous position and cannot be moved.

#### Summary of the Program

During an emergency, seconds are precious. You don't have time to consider options. Being prepared is essential because you have to know what to do before an emergency occurs.

**Your primary concern must always be the safety of the passengers.**

First, it's important to know when you should evacuate the bus. If your bus breaks down, or you have a minor collision, the passengers should probably remain on the bus. In fact, in most situations, they're far safer inside rather than outside of the bus.

If there's a fire, danger of fire or if the bus is in an unsafe place, the passengers should be evacuated immediately. Passengers should be taken at least 100 feet away from the bus and stay there until you instruct them otherwise.

**The order of the actions in such an emergency are as follows:**

1. Safely secure the bus.
2. Decide if the vehicle needs to be evacuated. If not, keep the passengers on the bus.
3. If yes, then direct the passengers to evacuate and move 100 feet from the bus.
4. Call dispatch and advise them of your situation and location.
5. Call the emergency 911 services, as required.
6. Try to keep everyone calm and do not share any details of what happened, except to your supervisor and law enforcement.

You need to call dispatch, as soon as you can, and the opportunity to do this will differ depending upon the circumstances of the emergency. In a minor accident, call dispatch first.

**There are several ways to evacuate the bus during an emergency:**

1. Everyone exits through the front door. Start at the rear of the bus and evacuate the passengers in an orderly, safe manner.
2. Everyone exits through the rear or side door. Indicate to the passengers the door they should exit through.
3. When the last seat is empty, walk to the rear of the bus, checking to be sure everyone is off the bus.

If you have passengers in wheelchairs, or other mobility devices, you may need to push, drag or carry passengers out and away from the bus. To avoid injuring yourself, be sure to follow the rules for proper lifting.

If there is no threat to the passengers, they should stay on the bus. Always stay calm and direct them clearly and calmly.

**SET THE EXAMPLE**

## **Program 32 – Questions on Emergency Evacuations**

**Q1 – During your route, you experience a problem that requires you to pull over. One of the FIRST things you must do is:**

- a) activate the four-way flashers.
- b) place the bus in the neutral gear.
- c) call dispatch.

**Q2 – If you don't have to evacuate the bus, one of the first things you should do is:**

- a) call maintenance.
- b) call dispatch.
- c) put out the triangles.

**Q3 – When checking for injuries, you should ask:**

- a) does anyone have any injuries?
- b) is everyone okay?
- c) is anyone hurt?

**Q4 – An example of when you should evacuate your passengers from the bus is when:**

- a) you're involved in a minor accident.
- b) they request to be let off the bus.
- c) there's the possibility of a bus fire.

**Q5 – During an emergency, if there's smoke or you even suspect a fire, DO NOT:**

- a) open the hood to disconnect the battery.
- b) cut off the engine.
- c) evacuate.

**Q6 – When evacuating the bus, the experts recommend staying at least \_\_\_\_feet away.**

- a) 50
- b) 75
- c) 100

**Q7 – Which of the following is NOT true?**

- a) Passengers should not be allowed to re-enter the bus.
- b) In an emergency, there's no time for passengers to take their belongings with them.
- c) You should always evacuate the bus.

**Q8 – If at all possible, in the event of an emergency, what should you do?**

- a) Use the fire extinguisher.
- b) Put out the warning signs.
- c) Keep the passengers on the bus.

[illegible]



### Group 9 - Program 33 – What to Do in The Event of An Accident

#### Key Learning Points

Being involved in any accident can be very stressful. This can make it difficult to think clearly and respond appropriately. This program is to train the correct procedures after an accident.

#### Summary of the Program

The correct actions to take after an accident has happened, are very important. What you must do is:

1. **Secure the vehicle** so that passengers don't wander off the bus and so that people passing by don't get on the bus.
2. **Determine if there are any injuries.** Ask the passengers, "Is everyone alright?" Never ask, "Is anyone hurt?" Phrase your questions in such a way that a 'yes' answer is positive.
3. **Call dispatch and/or emergency services** as soon as practically possible to do so.
4. **If it is safe to do so, do not move the bus.**
5. **If possible, keep the passengers on the bus.** If they are evacuated, direct them to at least 100 feet away from the bus.
6. **Set out warning devices.** Warning devices, such as triangles, cones, or flares allow other motorists to more easily see the vehicle. We recommend three such warnings behind the bus at 10', 100' and 200' behind the bus.
7. **Take a head count of all the passengers.**
8. **Provide this information to your dispatcher:**
  - Bus number
  - Route Number
  - Driver's name
  - Location of the accident and intersection street.
  - Number of passengers on board.
  - Are there any injuries?
  - Is an ambulance required?
  - Have the police been called?
  - Can the bus be driven?
  - Is a back-up bus needed to transport the passengers?

- 9. At the scene, do not discuss the accident** with any other parties or onlookers. Never speculate about what happened. Never accept, or place blame.
- 10. Answer police questions and answer questions from the agency management.** Don't answer questions from bystanders or media.
- 11. Exchange information with the other parties involved.** This information includes:
- Other driver's name and address
  - License plate number
  - Phone number
  - Type of vehicle
  - Number of occupants
  - Insurance details, i.e. insurer, policy number

### **Program 33 – Questions on What to Do in The Event of An Accident**

**Q1 – If you know the accident was your fault, you should tell the other driver that you accept fault.**

- a) True
- b) False

**Q2 – The first step in an accident situation is to secure your:**

- a) bus.
- b) personal belongings.
- c) accident report form.

**Q3 – When obtaining insurance information from the other drivers involved; this includes gathering which two pieces of information?**

- a) Insurer and policy number.
- b) Policy date and policy number.
- c) Policy date and Insurer.

**Q4 – Once the bus is secure, what are your next actions?**

- a) Fill in the insurance form.
- b) Decide if the bus needs to be evacuated & then whether emergency services are required. If yes, call them.
- c) Call the police.

**Q5 – Warning devices are primarily used to:**

- a) advise police and other responders of where to park.
- b) notify other drivers to prevent additional accidents.
- c) set a perimeter around the passengers to establish a safe area.

**Q6 – When checking for injuries, you should ask:**

- a) is everyone ok?
- b) is anyone hurt?
- c) has anyone broken anything?

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# Overview

All new trainees after February 7, 2022 must be trained in the Entry Level Driver Training (ELDT) practices as detailed by FMCSA (Federal Motor Carriers Safety Administration).

The TAPTCO Operator Development Course was created before the FMCSA regulations were issued and as such, did not include all the new requirements.

Consequently, we identified the subjects required in the Entry Level Driver Training requirements that were not already trained in the TAPTCO course and this supplement trains these additional subjects.

This additional training is being presented under ten headings, plus a Final Exam:

1. Introduction
2. Regulations
3. Cargo & Baggage Handling
4. Hazardous Material Rules
5. Fueling & Idling
6. How & When to Shift Gears
7. Skid & Jackknife Correction
8. Security & Theft Prevention
9. Miscellaneous Subjects
10. Closing
11. Final Exam

Many of these subjects do not relate to driving a transit bus. However, once you obtain the class B CDL license, you may join another company and drive an alternate vehicle such as a tanker truck, a large straight truck or any other commercial vehicles that require a class B CDL License. Consequently, we are required to provide this additional training.

# 1. Introduction

The new FMCSA required Entry Level Driver Training requirements are the minimum standard of training required for all new trainees after 2/7/2022.

The topics taught in this supplement in addition to the training provided by the TAPTCO Operator Development Course, will meet the new ELDT requirements.

## 2. Rules & Regulations

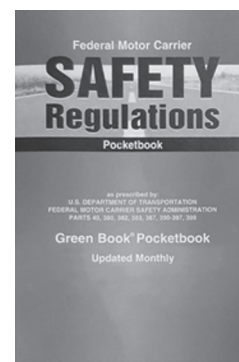
The rules and regulations are detailed in the FMCSA Handbook.

The Federal Motor Carrier Safety Association issues all the regulations that govern the use of Commercial Motor Vehicles. A transit bus is a commercial motor vehicle.

Most of the practices taught in safely operating a transit bus are complying with the requirements detailed in these regulations.

The regulations can be viewed at [www.fmcsa.dot.gov](http://www.fmcsa.dot.gov). Some specific regulations are:

- All drivers must read and speak the English language.
- Penalties for violating federal and state regulations may be fines, loss of license and in extreme cases – imprisonment.
- In many states, buses are not required to enter weigh stations. However, in some states they are required to do so. Check the requirement for your state.
- DOT requirements can vary by state, distance driven and the type of commercial vehicle you operate. Make sure you know your state requirements.



### MVR

- Your location will obtain and review a copy of your Motor Vehicle Record (MVR) every year.
- If you receive a citation in your personal vehicle, you must report this to your supervisor within 24 hours.

### Medical Qualification

The regulations state you must be physically qualified to drive a commercial motor vehicle.

These rules are in place to make sure you don't have a sudden health condition that could cause you to become incapacitated while behind the wheel.

If you have any doubt that your medical condition may affect your ability to drive, check with your doctor and tell your supervisor.

## **Hours of Service Regulation**

Fatigue can be a major factor in causing accidents. Because it's a leading cause of accidents, the DOT decided that limiting the number of hours a professional operator or driver may work and drive was a way to improve safety.

The regulations also require every professional operator to maintain a log for hours of service if they drive beyond a 100-air mile radius from their base of operations.

As a transit bus driver, your route may never go beyond that 100-mile radius, so the hours of service and logging rules won't apply to you. However, you need to understand these rules as part of your ELDT training.

There are three basic hours of service rules:

1. The 10-hour rule - The 10-hour rule states that under normal conditions, you may drive a maximum of 10 hours after 8 consecutive hours of rest.
2. The 15-hour rule - The 15-hour rule states that you cannot drive after accumulating 15 hours on-duty time. The 15 hours includes both driving and non-driving work hours.
3. The 70-hour rule - The 70-hour rule states that you may not operate the bus after having been on duty 70 hours in any period of 8 consecutive days.

Anytime you drive your bus outside a 100-air mile radius from your base location, such as on a trip to a casino or sporting event, you must track your Record of Duty Status. This can be on a Driver's Daily Log form, or, through an Electronic Logging Device such as Zonar or On Command. You can even use a time sheet as long as it specifies four elements:

1. Your name and your bus #,
2. Your location; the address where you're coming from,
3. The current date, and,
4. The local time.

## **Penalties & Fines**

### **ALCOHOL, LEAVING THE SCENE AND FELONIES**

It is illegal to operate a Commercial Motor Vehicle if your blood alcohol concentration, or BAC, is .04% or more.

Besides any legal fines or actions, you will lose your CDL for at least one year for a first offense for:

- Driving a CMV if your blood alcohol concentration is .04% or higher.
- Driving a CMV under the influence of alcohol.
- Refusing to undergo blood alcohol testing.
- Driving a CMV while under the influence of a controlled substance.
- Leaving the scene of an accident involving a CMV.
- Committing a felony involving the use of a CMV.



## **SERIOUS TRAFFIC VIOLATIONS**

Examples of serious traffic violations that can result in losing your CDL include:

- Excessive speeding of 15 mph or more above the posted limit,
- Reckless driving,
- Improper or erratic lane changes,
- Following a vehicle too closely, and,
- Traffic offenses committed in a CMV in connection with fatal traffic accidents.

Besides any citations or fines, you will lose your CDL for at least 60 days if you've committed two serious traffic violations within a three-year period involving a CMV, and for at least 120 days for three serious traffic violations within a three-year period involving a CMV.

## **OUT OF SERVICE ORDER VIOLATIONS**

If you or your vehicle have been placed out-of-service for a violation, but you operate a CMV anyway, you can be fined up to \$1848 and lose your CDL:

- For at least 90 days for your first out-of-service violation order.
- For at least one year if you've committed two out-of-service violation orders in a ten-year period.
- For at least three years if you've committed three or more out-of-service violation orders in a ten-year period.

## **RAILROAD-HIGHWAY GRADE**

Railroad crossing violations can include federal, state, or local laws concerning one of the following actions:

- Drivers who are not required to always stop but fail to stop before reaching the crossing if the tracks are not clear.
- Drivers who are not required to always stop, but don't slow down and check that the tracks are clear.
- Drivers who are always required to stop, but don't stop before driving onto the crossing.
- Not having enough room to drive completely through the crossing without stopping.
- Failing to obey a traffic control device or the directions of a law enforcement official at the crossing.
- Failing to make a crossing because of insufficient undercarriage clearance.

The penalties are:

- You will lose your CDL for at least 60 days for your first violation.
- For at least 120 days for your second violation within any three-year period, and for at least one year for your third violation within any three-year period.

## EN-ROUTE VEHICLE INSPECTIONS

Enforcement officials may perform a roadside inspection at any time. You should be cordial and helpful to the officials and understand their job is to make our roads safer for everyone. Answer their questions and provide any documentation requested.

Most roadside inspections focus on tractor trailers but can also be performed on transit buses.

There are eight levels of inspection. These differ by the breadth and depth of the inspection or by inspections aimed at specific vehicles, such as a school bus or a vehicle transporting hazardous materials. The inspection may include a review of:

- Commercial Driver's License
- Alcohol & Drug Use
- Medical Examiner's and Skill Performance Evaluation Certificates
- Hours of Service Compliance
- Record of Duty Status
- Seat Belt Usage
- Vehicle Inspection Report

## 3. Cargo & Baggage Handling

All drivers need to understand some basic cargo safety rules. If cargo is loaded incorrectly, it can be a danger to the driver and to others.

Whether or not a driver actually loads and secures the cargo, that driver is responsible for inspecting it and for recognizing overloads and poorly balanced cargo. Drivers should check that their cargo is properly secured and does not obscure the view ahead or to the sides, and they must ensure that their cargo does not restrict their access to emergency equipment.

After the vehicle is loaded, check for overloads, poorly balanced weight and cargo that's not properly secured. The cargo and its securing devices should be checked again:

- Within 25 to 50 miles after beginning a trip.
- After every 3 hours or 150 miles.
- After every break you take while you're on the road.

**Gross Vehicle Weight (GVW)** is the total weight of a single vehicle plus its load.

**Gross Combination Weight (GCW)** is the total weight of a truck and trailer combination, which is the powered unit plus the trailer or trailers, plus the cargo.

**Gross Vehicle Weight Rating (GVWR)** is the maximum weight rating specified by the manufacturer for a single vehicle plus its load.

**Gross Combination Weight Rating (GCWR)** is the maximum weight rating specified by the manufacturer for a specific combination of vehicles plus its load.

Here's a do and don't chart for carrying cargo. For safe driving, always load your cargo so that the weight is centered and balanced.

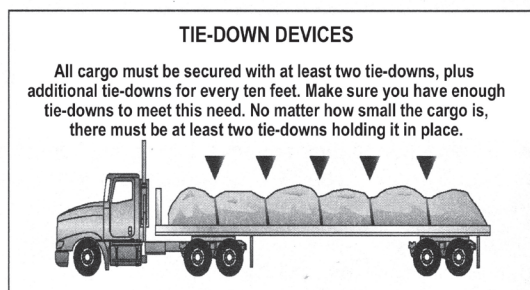
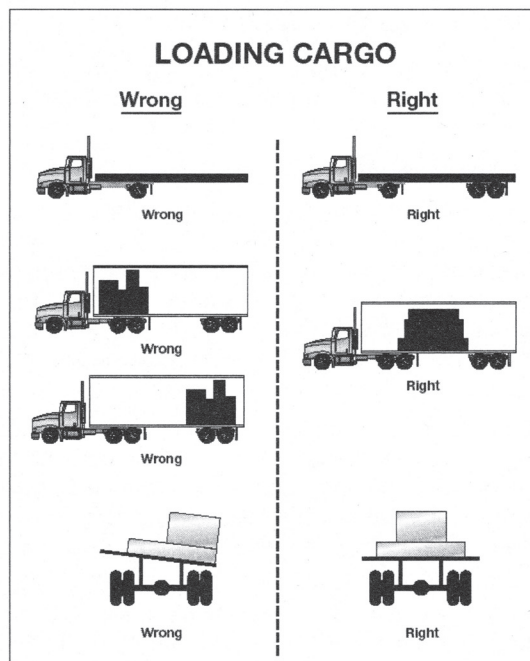
Poor weight balance can make vehicle handling difficult and unsafe. Also, too much weight on the steering axle can cause hard steering and can damage the steering axle and the tires. However, too little weight on the driving axles can cause poor traction and be too light to steer safely.

On flatbed trailers or trailers without sides, cargo must be secured, or tied down to keep it from shifting and falling off the bed.

In closed vans or trailers, tiedowns can also be used to prevent cargo shifting.

The combined strength of all cargo tiedowns must be strong enough to lift one- and one-half times the weight of the piece of cargo that's tied down.

Cargo should have at least two tiedowns holding it in place with an additional tiedown for every 10 feet of cargo.



## 4. Hazardous Material Rules

The hazardous materials endorsement requires you to submit your fingerprints and be subject to a background check.

Hazardous materials are products that pose a risk to health, safety, and property during transportation.

Some of these materials include:

- Explosives
- Gases
- Poisons
- Flammable liquids and solids
- Corrosives

You must follow many rules to transport hazardous materials so you can:

- Contain the product.
- Communicate the risk.
- Ensure that drivers and equipment are safe.

The containment rules protect drivers and others from contact. They tell shippers how to package the material safely. Similar rules tell drivers how to load, transport, and unload bulk tanks.

Shipping papers are required related to hazardous materials. These must be tabbed or kept on top of other shipping papers in a commercial vehicle.

You must also keep shipping papers either:

- In a pouch on the driver's door,
- In clear view within reach while driving,
- On the driver's seat when you're out of the vehicle.

There are placards which identify the type of hazard you're carrying. They're used to warn others of hazardous materials, so if you're required to have placards on your vehicle, you'll need to have at least four of each kind: one for the front, one for the back and one on either side. That way they're visible from all directions.

## 5. Fueling & Idling

NEVER smoke near the fuel island; never use a cell phone or any device that may create a static spark when you're pumping gas.

Do not fuel the bus with passengers on board. If you're on a long trip and have to refuel, select a suitable place for passengers to disembark before you drive to the fuel islands.

Don't fuel from a tank inside a closed space, like a garage or any enclosure where fumes can build up and cause an explosion or health risks related to inhaling fumes.

Never leave the keys in the bus while fueling.

To operate the bus efficiently:

- Avoid rapid acceleration. Accelerate smoothly and gradually. This not only saves fuel but makes the ride smoother for the passengers.
- When you know you have to slow down, or stop, come off the gas early and allow the vehicle to slow down on its own, until you need to brake.
- For buses with manual transmission, be in the highest gear as soon as you can, without this causing the bus to labor. The higher the gear, the lower the RPM and the less fuel used.
- Avoid idling. Other than when you are waiting at traffic lights, or in normal traffic, do not idle. Turn the engine off. Do not sit idling when warming up in the morning, or waiting at turn-arounds, or when loading and unloading passengers at terminal stops. Other than in routine traffic stops, the bus should never idle for longer than 3 minutes.

## 6. How & When to Shift Gears

Safely operating a commercial motor vehicle basically means controlling its speed and direction. You need to know about, and become skilled at, accelerating, steering, shifting gears, stopping, and backing safely.

If you're on an incline, make sure you don't let your vehicle roll back when you start to accelerate. You might hit someone behind you. This is especially important if the road is slippery. Your wheels could slip, allowing the bus to slide backwards. So, on snowy or icy roads, accelerate very slowly.

For a manual transmission, it's a little more difficult, so use this procedure:

First, while you're stopped, with your foot on the brake, partially disengage the clutch till you feel the engine start to drag. Next, take your right foot off the brake and step gently on the accelerator. Finally, engage the clutch the rest of the way, while pressing further on the accelerator so you start to move forward.

As you become familiar with driving your vehicle, you'll quickly learn what speeds are good for each gear. You will get a feel for the right gear.

Most of the time, downshifting is used to save your brakes when going down a long grade. When you're going up a hill and your speed starts to drop, downshifting will give you access to the power of the lower gears. Then, when you're back up to cruising speed, you can return to the higher gear.

Before entering a curve, downshifting can give you a little more traction and control during the curve and more power to get you back up to speed after the curve.

## 7. Skid & Jackknife Correction

Sometimes rainwater or slush from melting snow collects on the road, and when this happens, your vehicle can hydroplane. Hydroplaning is when your tires lose contact with the road and have little or no traction. You may not be able to steer or brake. Hydroplaning is a dangerous situation and more likely to occur if your tire pressure is low or the tread is worn, so check your tires carefully during your pre-trip.

If the vehicle is hydroplaning, do not try to use the brakes to slow down. You regain control by releasing the accelerator and pushing in the clutch. This will slow your vehicle and allow the wheels to turn freely, so they can regain some traction.

Hydroplaning can easily lead to skidding and total loss of control.

Rear-wheel or drive-wheel skids are the most common types of skids and they're caused by over-acceleration or over-braking. Over-acceleration skids usually happen on ice or snow when the drive wheels slip. To stop this type of skid, take your foot off the accelerator. If the road is slippery, push in the clutch or put the transmission in neutral. This allows the wheels to roll freely and regain traction.

Over-braking skids happen when the rear drive wheels lock. Locked wheels have less traction than rolling wheels and usually slide sideways. In a rear wheel braking skid, a bus or straight truck will slide sideways, while a vehicle towing a trailer will jackknife.

To stop an over-braking rear wheel skid, first, stop braking. This will let the rear wheels roll and keep them from sliding further. If you're on a slippery surface, push in the clutch or put the bus in neutral to let the wheels turn freely.

If your vehicle begins to slide sideways, quickly steer in the direction you want the vehicle to go. Counter steer. As soon as your vehicle begins to move in the correct direction, turn the steering wheel quickly in the opposite direction. This will prevent a skid in the opposite direction. But be careful not to over-correct.

Front wheel skids are usually caused by driving too fast for the conditions. In a front wheel skid, the front of the vehicle continues in a straight line no matter how much you turn the steering wheel.

Lack of tread on the front tires and cargo loaded incorrectly may also cause front-wheel skids. The only way to stop a front-wheel skid is to ease up on the brake so your vehicle can slow down. Stop turning and braking so hard. And slow down as quickly as possible without skidding.

## 8. Security & Theft Prevention

Before you get in and start driving your bus, you should always be aware of your surroundings and safeguard your personal security. As you approach the bus during your pre-trip, watch out for any suspicious parcels or boxes, near or under the bus. After you've boarded, check the aisles and seats as well and if you have any concerns, exit the vehicle immediately and notify your supervisor.

Always be aware of your surroundings and watch for any potential problems that may endanger you or your passengers. This is especially important on extended trips, where you'll be stopping at hotels, road-side rests, and truck stops.

Play it safe and park in well-lit areas. And whenever you leave the bus, make sure it's secured and take the key with you.

If you notice any suspicious people or suspicious activity, don't be afraid to contact dispatch and report what you've seen. If anything goes missing, contact dispatch so they can get the authorities involved.

There are incidents of violence, disorder, and theft in and around buses. The goal is to implement the highest practical level of safety and security when operating a bus.

Many incidents can be diffused or avoided using the techniques taught in the Conflict & Aggression Management program. Use these techniques whenever you can.

You are never to get involved in a fight or be physically involved in a confrontation. Do not try to part fighters or get involved. The only time you get physically involved, is to protect yourself when there is no other option.

Whenever you observe incidents of violence, or disorder, call your dispatch or the police and seek help. Park the bus in a safe place and await help. If you can, direct the other passengers to a safe place. If you are pulling up to a stop, and observe disorder taking place, do not stop, drive past the incident, and call for help.

If you are approaching a stop and see a number of youths acting in a disorderly way, again, do not stop. Drive past and advise dispatch and seek guidance. At any stop, especially at night, if you have any concern about a person or persons at a stop who may be a threat to you, do not stop. Call, and advise dispatch of your actions and why.

Persons holding a weapon such as a bat or bar or hiding their hands in their clothing would be cause for concern. When in doubt, seek help. You are not to try and deal with violence, disorder, or theft yourself.

## **9. Miscellaneous Subjects**

The additional subjects are:

1. Environmental hazards
2. En-Route inspection
3. Backing up to a dock
4. Moving vehicle off road for minor crashes
5. Safely walking in the aisle when the bus is moving
6. Fire extinguisher location and use
7. Preventive maintenance and simple emergency repairs
8. Seat belts
9. Restrooms

### **1. Environmental Hazards**

It is rare you will encounter environmental hazards, but you need to be able to recognize them and know what to do about them. An example is a fuel leak from your bus. This could happen after a crash.

Make sure the engine is turned off and direct the passengers to be at least 100 feet away from the bus. Call dispatch as soon as it is safe to do so.

If you observed a tanker truck leaking, or you notice any other fuel or chemical spills while you're driving, pull over and call 911 to alert the authorities to the environmental hazard.

## **2. En-Route Inspections**

Vehicle inspections involve a three-pronged approach. The Pre-Trip, the En-Route, and the Post-Trip Inspection. The Pre- and Post-Trip Inspections are covered in detail in the Operator Development Course. You should periodically check critical items when you stop for a break or to get gas. These items include: gauges, brakes, lights and trailer coupling devices. Now, here again, we're telling you things that don't pertain to driving a transit bus, but we need to teach these things to comply with the ELDT, so bear with us. The following should be inspected:

- Brake and electrical connections to the trailer
- Tires, wheels, rims
- Cargo securement devices

For truck and tractor-trailer drivers, you should check that your cargo is properly secured within the first 50 miles of a trip and again every 150 miles or every three hours. If you see, hear, smell, or feel anything out of the ordinary, check it out before you go any further.

## **3. Backing up to a Dock**

If you need to back up to a dock, get the vehicle in position so you can back straight up to the dock. Use your backing reference point to get close, but then inch back even further till you're flush with the dock. You don't want to leave a gap where someone could fall between the bus and the dock.

## **4. Moving Vehicle Off Road for Minor Crashes**

In a minor crash, it may be safer to move the vehicle off the road. If it can be safely done, you are required to move the vehicle off the roadway.

## **5. Safely Walking in the Aisle When the Bus is Moving**

Ideally, passengers should only stand and walk when the bus is stopped, but passengers will walk down the aisles when the bus is moving. To do this safely, they should use their hands to balance themselves by holding the backs of the seats when they walk.

If you are aware of passengers standing or walking in the aisles, try to avoid sudden stops or turns. Drive smoothly.

## **6. Fire Extinguisher Location & Use**

If there's smoke or fire, know the location of the fire extinguisher and how to use it.

All buses carry a fire extinguisher, and it should be clearly visible; mounted somewhere close to the driver. Lift or unstrap the extinguisher from its mount, pull the pin, aim the fire extinguisher at the base of the fire and squeeze the handle or lever. Sweep across the base of the fire until it's extinguished. However, if possible, evacuate the bus before taking any firefighting actions on your own.



## **7. Preventative Maintenance & Simple Emergency Repairs**

Most agencies practice preventive maintenance to make sure the buses are always safely maintained. They don't wait until a part fails, to replace it. This is the best way to operate, together with performing a thorough pre & post trip inspection is part of a good preventative maintenance program.

If there are any maintenance issues while you're on your route, decide if the bus can still safely operate and if it's a minor issue, you may be able to correct the problem yourself.

## **8. Seat Belts**

NEVER move the bus without wearing your seat belt. NEVER take the belt off while driving. If you must remove your belt, pull over to a safe place and stop.

Every driver must always wear their seat belt when operating the bus. This is both for the safety of the driver and the safety of the passengers.

## **9. Restrooms**

For some extended trips, you may be required to drive a bus that has a restroom. During your pre-trip, check that everything in the restroom works properly and that you have all the necessary supplies. Also, if there's an emergency button in the restroom, make sure it's functioning properly as well.

# FINAL EXAM

**Q1. What are the outcomes we seek from this training course?**

- a) To have no unsafe behaviors, while avoiding risk.
- b) To do it right, the first time, every time by removing or reducing risk with no unsafe behaviors.
- c) To remove or reduce risk by doing it right, the first time, every time.

**Q2. What is a Safety Management System?**

- a) A system that identifies hazards, analyzes them and takes actions to mitigate the hazards.
- b) A system that manages safety.
- c) A system that reduces risk.

**Q3. If you have an accident on a Sunday in your own vehicle, what should you do?**

- a) Nothing, it has nothing to do with work.
- b) Report this to my supervisor within 24 hours.
- c) Report this to my supervisor whenever I next see them.

**Q4. The definition of safety is:**

- a) absence of accidents.
- b) freedom from risk.
- c) doing what you are supposed to do.

**Q5. All accidents are caused by:**

- a) conscious and deliberate unsafe behaviors.
- b) behaviors we cannot change.
- c) accidental behaviors.

**Q6. Do you know the unsafe behaviors that lead to accidents?**

- a) No, there are too many to understand.
- b) Yes, there are 18 unsafe behaviors that lead to almost every accident and these are detailed on the Safety Management System poster.
- c) I know some, but not all of them.

**Q7. Why would a driver perform unsafe behaviors?**

- a) They do not know the behavior is unsafe.
- b) They are a risk taker.
- c) They are being foolish.
- d) All the above.

**Q8. In addition to constantly Looking Around™, you should:**

- a) check your mirrors every 5-8 seconds.
- b) avoid moving your head and shoulders.
- c) look right, left and right again at every intersection.

**Q9. Look Ahead™ means that you:**

- a) know what the car in front of you is doing at all times.
- b) look out to a point where your bus will be in about 15 seconds.
- c) plan ahead for the day's schedule.

**Q10. What % of all accidents are rear end collisions?**

- a) 40%.
- b) 25%.
- c) 30%.

**Q11. What can you do to make LLLC Defensive Driving your NORM, all the time?**

- a) Practice it whenever I drive.
- b) Say Look Ahead, Look Around, Leave Room and Communicate over & over.
- c) Think about it every time I board the bus and remind myself by putting a note on the back of my hand. Do this for at least 30 days.
- d) All of the above

**Q12. What is the main practice in providing good customer service?**

- a) Say please & thank you.
- b) Always smile and be polite.
- c) Look passengers in the eyes.

**Q13. If a professional operator causes or contributes to an accident, what does this demonstrate regarding their professional skills?**

- a) They need more training.
- b) They were not paying attention.
- c) They have been practicing unsafe behaviors.

**Q14. Why do we need to stay further back in a bus than we do in a car?**

- a) Because the bus is bigger.
- b) Because the bus is heavier.
- c) Because the bus takes 2.5 times further to stop than a car.

**Q15. If you are unsure if your vehicle should be used, after you have identified a problem, what should you do?**

- a) Check with your supervisor, before it is used.
- b) Ask dispatch.
- c) Check with maintenance.

**Q16. What do you adjust first when you are about to operate a bus for the first time?**

- a) The passenger mirror.
- b) The seat.
- c) The rear mirrors.

**Q17. How can you make sure you never mount the sidewalk when making a right-hand turn?**

- a) Use your reference points.
- b) Swing wide on the right, before the turn.
- c) Go well past the junction, before starting the turn.

**Q18. What are the behaviors to prevent a rear end collision?**

- a) Stay within posted speed limits.
- b) Do not rush.
- c) Keep a minimum four second following distance.
- d) Always look ahead.
- e) Focus on the driving.
- f) All of the above

**Q19. When approaching an intersection:**

- a) focus straight ahead.
- b) slow down and cover your brake.
- c) speed up if the light is yellow.

**Q20. What % of intersection accidents are from left hand turns?**

- a) 45%
- b) 55%
- c) 61%

**Q21. Before you cross over railroad tracks, make sure you'll have at least:**

- a) 15 feet of space behind your vehicle.
- b) 5 feet of space behind the car in front of you.
- c) adequate following distance.

**Q22. The best approach to pedestrians and bicyclists is:**

- a) expect them to enter the street.
- b) give them plenty of room.
- c) both a and b.

**Q23. You are approaching a cyclist as you drive on a narrow road. What should you do?**

- a) Come right up behind them, until they move over.
- b) Toot your horn to alert them you are coming.
- c) Be patient and wait until there is no traffic coming the other way and pass safely.

**Q24. Each day on your route, there is a place you have to back up. What should you do?**

- a) Try to think of an alternate route that would avoid backing.
- b) Be very careful as you back.
- c) Ask a pedestrian to be your spotter.

**Q25. An operator should be \_\_\_\_\_ sure that the area behind their vehicle is clear before backing.**

- a) 90%
- b) 99%
- c) 100%

**Q26. In order to warn other people that you are backing the vehicle, you should:**

- a) hold your horn down the entire time you're backing.
- b) walk outside and tell them.
- c) turn on your flashers and gently toot the horn.

**Q27. Changing lanes means you may be moving into another vehicles space. To reduce this risk, you should:**

- a) only change lanes when you absolutely have to.
- b) glance out the window.
- c) check your outside flat mirrors.

**Q28. Which of the LLLC practices are most important when changing lanes?**

- a) Look Ahead & Communicate.
- b) Leave Room & Look Ahead
- c) Look Around & Communicate.

**Q29. Does snow or ice cause accidents?**

- a) Yes, they cause the bus to slip or slide.
- b) No, it is how we react to the snow or ice that causes accidents.
- c) Sometimes, depending on how bad it is.

**Q30. In the snow, you should increase your following distance to at least:**

- a) 4 seconds
- b) 6 seconds
- c) 7 seconds

**Q31. What is the best way to ensure you remove the possibility of driver fatigue?**

- a) Follow a regular routine, going to bed at the same time and getting enough sleep.
- b) Sleep for 12 hours.
- c) Go to bed really early.

**Q32. A warning sign of drowsiness or fatigue is you:**

- a) have wandering or disconnected thoughts.
- b) find yourself jerking your vehicle back into the lane.
- c) both a and b.

**Q33. What should be your only focus when driving?**

- a) The passengers.
- b) Applying the practices of LLLC.
- c) Where the next stop is.

**Q34. If a customer is chatty and tries to have a conversation with you while driving, you should:**

- a) politely explain that you can't talk right now.
- b) pull over to finish the conversation.
- c) contact dispatch.

**Q35. What does three-point contact mean?**

- a) Using two legs and an arm when entering or exiting the bus.
- b) Using two arms and one leg when entering or exiting the bus.
- c) Making sure three of your four limbs are in contact with the surface when entering or exiting the bus.

**Q36. Why does taking shorter steps reduce the chance of slipping?**

- a) It helps you keep your weight over your feet, so you are balanced.
- b) You go slower so you have more time to get your balance.
- c) More time to see if the floor is slippery.

**Q37. If you discover an unsafe working condition, you should:**

- a) report it to OSHA immediately.
- b) discuss it with your supervisor first.
- c) report it only if it has already led to an accident.

**Q38. What are the four keys to maintaining wellness?**

- a) Diet, exercise, sleep, stress management.
- b) Diet, exercise, fun, stress management.
- c) Vegetarianism, fun, stress management, and exercise.

**Q39. What do customers really expect from us?**

- a) Timeliness, attention & respect.
- b) Lowest fares.
- c) A good seat.

**Q40. In all interactions, what feature sets the tone for the interactions?**

- a) How loud you talk.
- b) The way you explain the issue.
- c) Your attitude.

**Q41. Someone starts a fight on the bus, and they are really going at it. Should you get physically involved?**

- a) Yes, if one person is being beat up and may even be killed.
- b) Only if the fight is unfair on one person.
- c) No, call for assistance immediately.

**Q42. What are the four practices to reduce conflict situations?**

- a) Treat people with respect. Ask don't tell, explain why, offer a choice.
- b) Treat people with respect. Tell them what they should do, explain why, offer a choice.
- c) Treat people with respect. Ask don't tell, explain why, say you must call the police.

**Q43. If you are not sure how to help a passenger who is disabled, you should:**

- a) leave them to themselves.
- b) ask them what type of disability they have.
- c) ask how you can help them.

**Q44. If you report an unsafe condition, you can be fired for:**

- a) you can't be fired for reporting an unsafe condition.
- b) reporting it to anyone other than OSHA.
- c) not going through proper channels and reporting it directly to OSHA.

**Q45. To avoid harassing another person, you should seek to:**

- a) make them your friends.
- b) always smile.
- c) never make them feel uncomfortable.

**Q46. One way to make sure you never harass any one is to:**

- a) be polite.
- b) always treat everyone with respect & dignity.
- c) only speak when others are around.

**Q47. Random, unannounced drug tests must be conducted each year and must equal at least \_\_\_\_\_ percent of safety-sensitive drivers.**

- a) 10
- b) 50
- c) 90

**Q48. If you may have come into contact with bloodborne pathogens, what is the first thing you should do?**

- a) Wash your hands, vigorously.
- b) Go to the hospital.
- c) Tell your supervisor.

**Q49. In an emergency, if at all possible, what should you do?**

- a) Use the fire extinguisher.
- b) Put out the warning signs.
- c) Keep the passengers on the bus.

**Q50. When obtaining insurance information from the other drivers involved; this includes gathering which two pieces of information?**

- a) Insurer and policy number.
- b) Policy date and policy number.
- c) Policy date and Insurer.

**Q51. If you receive a citation in a personal vehicle you must report the citation to your supervisor within:**

- a) 12 hours.
- b) 24 hours.
- c) 48 hours.

**Q52. You may not drive after you have been on duty for \_\_\_\_\_ hours, which includes driving and non-driving time.**

- a) 12
- b) 15
- c) 18

**Q53. You may not drive after having been on duty \_\_\_\_ hours in any consecutive 8-day period.**

- a) 50 hours
- b) 70 hours
- c) 75 hours

**Q54. The maximum number of hours you can drive after you have had 8 consecutive hours of rest is:**

- a) 10.
- b) 12.
- c) 15.

**Q55. After the cargo is loaded, when should you check to make sure it is still secure?**

- a) After 100 miles.
- b) Within 25 to 50 miles after beginning a trip.
- c) Within 10 miles.

**Q56. When fueling the vehicle:**

- a) only fuel when no passengers are on board.
- b) it is ok to fuel with passengers, as long as vehicle is outside and the door is closed.
- c) make sure you are at least 20 feet from any other vehicle.

**Q56. If you or your vehicle are placed Out of Service, but you drive anyway, you will:**

- a) lose your CDL for at least 90 days.
- b) be suspended from your job.
- c) have to retake the CDL Exam.

**Q58. What should you do if a fight breaks out on your bus?**

- a) Try separating the combatants.
- b) Call the police immediately.
- c) Never get physically involved.

**Q59. If you see people getting into a fight at a stop:**

- a) tell them to break it up before they get on the bus.
- b) call the police and don't open the doors till they arrive.
- c) pass the stop and notify dispatch.

**Q60. How should you safeguard your security?**

- a) Check under, around and inside your bus during every pre-trip.
- b) Be aware of your surroundings and report suspicious activity.
- c) When out of the bus, make sure it's secure and you have the keys.
- d) All of the above.





# TRANSIT OPERATOR DEVELOPMENT COURSE

## STUDY GUIDE

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### MANEUVERING STANDARDS

The Maneuvering Standards described on the following pages are designed to help you get familiar with the transit bus, which is a very large and heavy vehicle. Moving in, out and around tight spaces can be a little tricky. But don't fear! Just pay close attention to your instructor and practice each standard over and over. Before long, you'll have the hang of it.

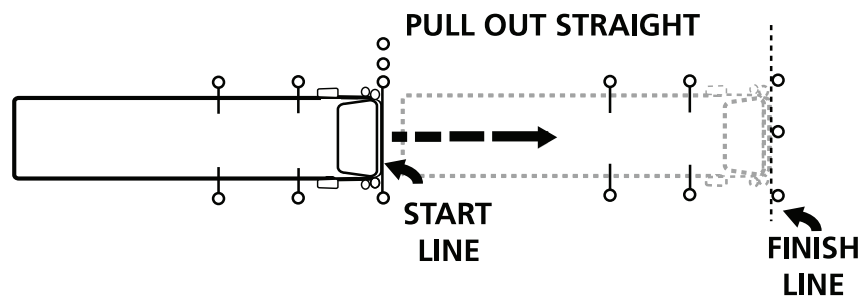
The first and most important step is to listen carefully to your instructor. Your instructor will give you very specific instructions on how to succeed at each standard. Usually, there will be three or four things you'll need to learn how to do. For example, where to look, how to turn the wheel and how fast to accelerate. At first, it may seem like a lot to remember, but don't get overwhelmed. Listen carefully, then repeat the directions back to your instructor. Once you are sure you have the instructions in mind, simply follow them one step at a time.

Remember, you **WILL** make mistakes. You'll smash a lot of cones your first time out, but that's okay! What's important is that you learn from each mistake. The whole purpose of the closed course is to allow you to become more comfortable with operating the transit bus before you go out on the road. It's much better to smash cones than cars and pedestrians. Every time you brake too hard or crunch a cone, think about what you did wrong so you won't do it the next time.

You'll be spending about half your time behind the wheel and half of the time observing another student on the closed course. This isn't the time to day dream! Use this observation time to your advantage. Pay attention to the mistakes the other student makes. Take notes in your Study Guide. And, be sure to ask questions. You can learn just as much watching as you can by doing. If you don't believe it, just watch how much better the second and third person is, compared to who drove first.

## STUDY GUIDE

# JUDGEMENT STOP

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# TRANSIT OPERATOR DEVELOPMENT COURSE

## STUDY GUIDE

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### 1. JUDGEMENT STOP

#### PURPOSE:

**This exercise provides you with an opportunity to:**

- Understand the vehicle's spatial relationship to nearby fixed objects.
- Stop the vehicle a safe distance from objects nearby, especially to the front.
- Use the mirrors to maneuver through the course.
- Demonstrate the use of push/pull steering.
- Maneuver the vehicle properly, based on size.

#### You must:

- Check your mirrors frequently and properly position the vehicle between the cones.
- Stop with the front bumper within two feet of the finish line.
- Walk around the back of the vehicle before backing.
- Use the four-way flashers and honk horn twice before backing.

#### You must NOT:

- Fail to frequently check your mirrors throughout the procedure.
- Fail to keep the vehicle centered between the cones.
- Hit or knock over any cones.
- Stop the vehicle too far back from the finishing line.
- Fail to use your four-way flashers before backing out.
- Fail to walk around the vehicle before backing out.
- Fail to honk the horn twice before backing out.

#### You should:

- Adjust seat before starting.
- Adjust mirrors before starting.
- Avoid over-steering.
- Avoid under-steering.
- Use the brakes smoothly to bring the vehicle to a complete stop within two feet (2') of the finish line.

## STUDY GUIDE

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and extend across the width of the page. There are no margins, text, or other markings on the paper.

# TRANSIT OPERATOR DEVELOPMENT COURSE

## STUDY GUIDE

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## 2. RIGHT AND LEFT SIDE BACKING

### PURPOSE:

**This exercise provides you with an opportunity to:**

- Learn the size and mass of the vehicle and how it handles.
- Learn how to steer and turn in tight quarters.
- Learn how to compensate for areas of limited visibility.
- Learn how to use mirrors like a professional operator.
- Learn how to control the speed and direction of the bus.

### You must:

- Check your mirrors frequently.
- Properly position the vehicle when backing from right to left.
- Center the vehicle properly between cones.
- Stop with the rear bumper within two feet of the cone.
- Walk around the vehicle before backing.
- Use four-way flashers and honk horn twice when backing.

### You must NOT:

- Fail to frequently check your mirrors throughout the procedure.
- Fail to judge the size and movement of the vehicle.
- Fail to properly steer correctly when backing.
- Have problems lining up with the cones.
- Fail to keep the vehicle centered between the cones when backing.
- Hit or knock over any cones.
- Fail to walk around the vehicle before backing.
- Fail to use your four-way flashers before backing.

### You should:

- Adjust seat before starting.
- Adjust mirrors before starting.
- Slowly and smoothly guide the vehicle through the course.
- Travel in one slow, cautious and continuous movement between each specified stopping point, not stopping in-between to adjust speed or position.
- Use the push/pull steering technique.
- Frequently check your mirrors.
- Be familiar with the position of the vehicle at all times during the exercise.

## STUDY GUIDE

The diagram illustrates a three-point turn. A vehicle starts at a 'START' position, indicated by a dashed outline. It moves forward to point 'A', then turns right to point 'B' (labeled 'PULL AROUND'). From point 'B', it turns left to point 'C' (labeled 'THEN BACK IN'). Finally, it moves forward to a 'COME TO SMOOTH STOP' position, indicated by a dashed outline. The path is marked with a solid line, and the vehicle's position at each stage is shown with a dashed outline.

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# TRANSIT OPERATOR DEVELOPMENT COURSE

## STUDY GUIDE

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### 3. DIMINISHING LANE

#### PURPOSE:

**This exercise provides you with an opportunity to:**

- Judge the distance on both sides of the vehicle while driving in a straight line and while backing.
- Demonstrate the use of push/pull steering and correct hand positioning.
- Prepare and brake smoothly.
- Control the speed of the vehicle.
- Smoothly stop the vehicle while maintaining control of its direction and position within the lane.
- Gain an understanding and appreciation of how anti-lock brakes affect the dynamics of the vehicle.

#### You must:

- Fasten your safety belt.
- Approach the exercise at a minimum of 20 mph from the starting line and gradually increase your speed to 30 mph.
- Apply the brakes after the instructor drops the flag or indicates to brake.
- Bring the vehicle to a complete stop, centered between the cones, using smooth braking techniques.

#### You must NOT:

- Apply the brakes before the instructor drops the flag or indicates that it is time to brake.
- Engage in hard or jerking brake patterns.
- Cause a skidding of the tires.
- Hit any cones.

#### You should:

- Adjust seat before starting.
- Adjust mirrors before starting.
- Accelerate to the minimum speed required before entering the lane.
- Apply constant, steady pressure to the brake when it is time to brake.
- Look Ahead the entire length of the exercise while driving.
- End, evenly centered between the cones.

## STUDY GUIDE

4 FT OUT

**RIGHT TURN**

**FOUR RIGHT TURNS**

The diagram shows a top-down view of a road layout. A solid black line represents the main road, which has a rounded rectangular shape. Above the top edge of this shape is a horizontal rectangular area labeled "4 FT OUT". To the right of this area is a small rectangle with two circles, representing a vehicle. A dotted line follows the outer curve of the main road's top edge. Below the main road shape, the text "RIGHT TURN" and "FOUR RIGHT TURNS" is written in bold, black, sans-serif font.

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# TRANSIT OPERATOR DEVELOPMENT COURSE

## STUDY GUIDE

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### 4. RIGHT TURN

#### PURPOSE:

**This exercise provides you with an opportunity to:**

- Learn the size and mass of the vehicle and how it handles.
- Learn how to steer and safely make right turns.
- Learn how to compensate for areas of limited visibility.
- Learn how to use mirrors like a professional operator.

#### You must:

- Position your vehicle properly and frequently check your mirrors.
- Use the pivot point.
- Allow and adjust for off-tracking and tail swing.
- Move slowly and carefully, using the push/pull technique.
- Use your signals to alert other drivers.

#### You must NOT:

- Fail to position the vehicle correctly.
- Fail to frequently check your mirrors.
- Fail to understand the pivot point.
- Fail to allow or adjust for off-tracking and tail swing.
- Hit or knock over any cones.
- Fail to use the push/pull technique.
- Fail to use signals to alert other drivers.

#### You should:

- Adjust seat before starting.
- Adjust mirrors before starting.
- Slowly and smoothly guide the vehicle through the course.
- Demonstrate understanding and use of reference points (commentary driving).
- Use the push/pull steering technique.
- Frequently check your mirrors.
- Be familiar with the position of the vehicle at all times during the exercise.



# TRANSIT OPERATOR DEVELOPMENT COURSE

## STUDY GUIDE

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### 5. LEFT TURN

#### PURPOSE:

**This exercise provides you with an opportunity to:**

- Learn the size and mass of the vehicle and how it handles.
- Learn how to steer and safely make left turns.
- Learn how to compensate for areas of limited visibility.
- Learn how to use mirrors like a professional operator.

#### You must:

- Position the vehicle properly in the right of the two left turn lanes.
- Frequently check your mirrors.
- Check mirrors half-way through turn to account for pedestrians who stay in the blind spot as you turn.
- Use the pivot point.
- Allow and adjust for off-tracking and tail swing.
- Move slowly and carefully, using the push/pull technique.
- Use signals to alert other drivers.
- Finish in the correct lane.

#### You must NOT:

- Fail to position vehicle correctly.
- Fail to frequently check your mirrors.
- Fail to check mirrors half-way through turn to account for pedestrians.
- Fail to understand the pivot point.
- Fail to allow or adjust for off-tracking and tail swing.
- Hit or knock over any cones.
- Fail to use the push/pull technique.
- Move too fast through the course.
- Fail to finish in the correct lane.
- Fail to use signals to alert other drivers.

#### You should:

- Adjust seat before starting.
- Adjust mirrors before starting.
- Slowly and smoothly guide the vehicle through the course.
- Demonstrate understanding and use of reference points (commentary driving).
- Use the push/pull steering technique.
- Frequently check mirrors.
- Be familiar with the position of the vehicle at all times during the exercise.

## STUDY GUIDE

The diagram illustrates a vehicle's path during a lane change. A solid black rectangle represents the vehicle, positioned at the start of the maneuver. A solid black line with arrows shows the vehicle's trajectory: it starts by moving forward, then curves to the right to enter an adjacent lane, moves forward in the new lane, and finally curves back to the original lane. A dashed black rectangle represents the vehicle's position in the adjacent lane. A horizontal line at the bottom is labeled "CURB". Dotted lines indicate the boundaries of the lanes.

[illegible]

# TRANSIT OPERATOR DEVELOPMENT COURSE

## STUDY GUIDE

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### 6. SERVICE STOP

#### PURPOSE:

**This exercise provides you with an opportunity to:**

- Practice positioning the bus parallel to the curb, 12 inches away.
- Learn the size and mass of the vehicle and how it handles.
- Learn how to compensate for areas of limited visibility.
- Learn how to signal, pull in, stop, check mirrors and smoothly pull out.

#### You must:

- Check both mirrors and properly signal.
- Pull vehicle in straight and close to curb.
- Check your mirrors and signal at least three times before pulling in or out.

#### You must NOT:

- Fail to check both mirrors before pulling in or out.
- Forget to use turn signals or allow at least three flashes before pulling out.
- Forget to get close enough to the curb for passengers.

#### You should:

- Adjust seat before starting.
- Adjust mirrors before starting.
- Smoothly guide the vehicle into the service stop, stopping 12 inches away from the curb line and completely parallel to it.
- Use the push/pull steering technique.
- Use your signals.
- Frequently check your mirrors.
- Be familiar with the position of the vehicle at all times during the exercise.

## STUDY GUIDE

A diagram illustrating the stopping distance of a vehicle on a curved road. A car is shown entering a curve from the left. A dashed rectangle represents the vehicle's stopping distance, which is divided into two segments: a 50 ft segment and a 15 ft segment. The text "STOP BETWEEN HERE" is placed below the 50 ft segment, indicating the required stopping distance. A vertical line with cross-ticks on the right represents a crossing or a specific point of interest.

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins or other markings on the paper.

# TRANSIT OPERATOR DEVELOPMENT COURSE

## STUDY GUIDE

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### 7. RAILROAD CROSSINGS

#### PURPOSE:

**This exercise provides you with an opportunity to:**

- Practice stopping at and near railroad tracks within the legal limits.
- Gain a sense of spatial relationships and distances.
- Commit to memory the need to stop every time before crossing a railroad track.

#### You must:

- Turn on four-way flashers and check mirrors as you approach the crossing.
- Stop the vehicle within 15 to 50 feet from the nearest track.
- Look and listen to make sure that the tracks are clear, before crossing.
- Turn the flashers off after the rear of the vehicle has cleared the tracks.
- Get to the right as far as safely possible.

#### You must NOT:

- Fail to stop within 15 to 50 feet of the nearest track.
- Fail to turn on the four-way flashers as you approach the crossing.
- Fail to check your mirrors.
- Stop too closely or too far away from the nearest track.
- Forget to carefully look and listen to make sure that the tracks are clear.
- Fail to turn off the flashers after the rear of the vehicle has cleared the tracks.

#### You should:

- Approach the tracks carefully and pull the bus as far right as is safely possible.
- Smoothly come to a stop with 15 to 50 feet of the line representing the first track.
- Turn on the flashers and demonstrate the Look & Listen procedure.

## STUDY GUIDE

## A diagram of a drive-thru lane. On the left, a vehicle is shown from the side, positioned at the start of a horizontal line representing the drive-thru lane. The lane continues as a wavy line with arrows pointing to the right, indicating a 'DRIVE THROUGH BACK THROUGH' sequence. The text 'DRIVE THROUGH BACK THROUGH' is written in bold, capital letters below the wavy line. There are several small dots along the wavy line, possibly representing service points or obstacles.

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.



# TRANSIT OPERATOR DEVELOPMENT COURSE

## STUDY GUIDE

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### 8. DRIVE THROUGH, BACK THROUGH SERPENTINE

#### PURPOSE:

This exercise provides you with an opportunity to:

- Maneuver the vehicle safely and smoothly while adjusting to changes on road surfaces and conditions.
- Control the vehicle's speed.
- Evaluate the angle of approach in relation to the vehicle's speed.
- Determine when additional acceleration is needed to safely clear a fixed object or stabilize motion while at low speeds.
- Conduct multiple tasks at the same time.

#### You must:

- Position the vehicle correctly and frequently check your mirrors.
- Judge off-tracking and tail swing and pivot points correctly through the serpentine.
- Move slowly through the serpentine.
- Get out and walk around before backing.

#### You must NOT:

- Fail to position the vehicle correctly.
- Fail to frequently check your mirrors.
- Fail to properly judge the size and movement of the vehicle.
- Fail to allow and adjust for off-tracking and tail swing.
- Fail to understand or properly use the pivot points.
- Go too fast.
- Hit or knock over any cones.
- Fail to get out and walk around before backing.

#### You should:

- Adjust seat before starting.
- Adjust mirrors before starting.
- Smoothly guide the vehicle between the cones without stopping to adjust speed or direction.
- Use the push/pull steering technique.
- Frequently check your mirrors.
- Be familiar with the position of the vehicle at all times during the exercise.
- Avoid all of the cones.

# TRANSIT OPERATOR DEVELOPMENT COURSE

## *STUDY GUIDE*

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# TRANSIT OPERATOR DEVELOPMENT COURSE

## *STUDY GUIDE*

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### **BEHIND-THE-WHEEL PERFORMANCE CRITERIA**

The following criteria are the skills you will be graded on while operating the transit bus. These standards include how to safely drive the transit bus and provide outstanding customer service.

You must complete these standards to the required level of performance **BEFORE** you can operate a transit bus on the road with passengers.

# TRANSIT OPERATOR DEVELOPMENT COURSE

## STUDY GUIDE

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### 1. PRE-TRIP INSPECTION

#### PRE-TRIP INSPECTIONS DESIRED PERFORMANCE:

Vehicle inspection ensures that emergency equipment is in place and ready to use, that all safety-related parts and accessories are in good working order, that the vehicle is mechanically reliable and that the customer area is clean and comfortable.

You perform a complete and efficient pre-trip inspection in the correct order, using a standard vehicle inspection form. (You are not allowed to use the inspection form during CDL testing). You walk around the vehicle and check for obvious leaks or damage. You walk through the interior of the vehicle and check for cleanliness and operability of seats. You check that the windows are clean and latched and emergency equipment is in place. You do not idle the engine. You inspect the wheelchair lift and run through a cycle.

You check the fuel, the previous inspection forms, adjust seat and mirrors, start engine, perform system and equipment checks required by the checklist. Check outside equipment, tires, engine and lighting per the checklist. You return to the operator position and complete the remaining system and equipment checks.

You correct minor discrepancies immediately, and involve supervisor if the vehicle does not meet the standards for safety, reliability, cleanliness or customer comfort.

#### PRE-TRIP INSPECTION CHECK POINTS:

- Conduct pre-trip inspection in the correct order and use the vehicle inspection form.
- Do not idle the engine during the inspection.
- Correctly identify conditions that do not meet specifications or standards and record them on the vehicle inspection form and fuel card.
- Correct minor discrepancies and involve the supervisor for more involved problems of vehicle/customer safety.
- Walk around the outside of the vehicle and check for obvious leaks or damage.
- Cycle wheelchair lift on vehicles that are equipped.

#### FAILURE WILL RESULT IF YOU:

- Fail to use the vehicle inspection form while inspecting the vehicle.
- Do not record discrepancies on the vehicle inspection form.
- Do not inform the supervisor that a vehicle does not meet the safety standards.
- Unnecessarily idle the engine during the inspection.
- Have a road failure because you didn't properly perform a pre-trip inspection.

# STUDY GUIDE

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Report any other safety concerns to a supervisor or manager.

# TRANSIT OPERATOR DEVELOPMENT COURSE

## STUDY GUIDE

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### 2. SEAT ADJUSTMENT

#### SEAT ADJUSTMENT DESIRED PERFORMANCE

Correct seat adjustments must be made before you move the vehicle. This is essential for a safe, fatigue-free operation.

You adjust the vertical position of the seat, minimizing the danger of personal injury. You use correct lifting techniques when raising and lowering the seat. You adjust your seat so that it is at the proper height. The proper height allows the left foot to rest on the floor without pressure on the underside of your leg.

Front to back horizontal adjustment is made while you are seated. Position the seat so that your right knee is slightly bent as the right foot rests on the accelerator so you can reach the top of the steering wheel by leaning slightly forward. To maintain the greatest control, the preferable hand positions are at 4:00 and 8:00 on the steering wheel.

Check the seat belt to ensure that it is in working condition and uses the seat belt at all times, while driving the vehicle.

#### SEAT ADJUSTMENT CHECK POINTS:

- Adjust the seat height, using the correct lifting technique to raise and lower seat.
- Adjust the height to allow the left foot to rest on floor without pressure on the underside of your leg.
- Adjust the front to back horizontal position of the seat to allow the right knee to be slightly bent with the right foot resting on the accelerator.
- Adjust seat before adjusting mirrors.

#### FAILURE WILL RESULT IF YOU:

- Fail to adjust seat height according to above standards.
- Use improper lifting techniques when adjusting the vertical height of the seat.
- Move the vehicle before adjusting the seat.
- Fail to properly wear your seatbelt while driving.
- Fail to adjust seat before adjusting mirrors.

## STUDY GUIDE

[illegible]

Always use this guide until you learn the procedures, step-by-step. Practice these procedures until they become second nature to you. Remember, never move the vehicle until your seat is properly positioned and you are properly wearing your seatbelt.

# TRANSIT OPERATOR DEVELOPMENT COURSE

## STUDY GUIDE

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### 3. MIRROR ADJUSTMENT

#### MIRROR ADJUSTMENT DESIRED PERFORMANCE:

Correct rearview mirror adjustments are essential for the safe operation of the vehicle.

While seated, adjust the left and right rear-vision mirrors to obtain optimum rear and side views.

Adjust the left mirror to show the left side of the vehicle along the right edge of the mirror. The rear portion of the vehicle, at ground level, is seen near the bottom of the mirror. The horizon line is seen three-quarters to two-thirds of the way up the mirror.

Adjust the right mirror about four inches out from the side of the vehicle so that the right side of the vehicle is visible along the left inside edge of the mirror. The horizon line is seen three-quarters of the way up the mirror.

Adjust all convex mirrors to maximize visibility to both sides of the vehicle and if present, in front.

Correctly adjust the inside rearview mirror to see the entire passenger compartment.

#### MIRROR ADJUSTMENT CHECK POINTS:

- Set the mirrors after adjusting your seat.
- Check the left and right mirrors, after proper seat adjustment, according to the standards described above.
- Adjust all convex mirrors to maximize visibility to both sides of the vehicle and if present, in front.
- Adjust the inside rearview mirror to see the entire passenger compartment.
- Adjust seat before adjusting mirrors.

#### FAILURE WILL RESULT IF YOU:

- Set the mirrors before adjusting your seat.
- Do not adjust mirrors according to the above standards.
- Move the vehicle before the mirrors are properly set.
- Fail to adjust mirrors without first adjusting seat.



## STUDY GUIDE

[illegible]

Remember, you want to eliminate all of the restricted vision areas around the vehicle. Practice adjusting your mirrors whenever you get a chance – don't just wait until the next time you are beginning to drive. Please note that the left mirror needs to provide a slightly longer view to the rear than the right mirror. Adjust it accordingly. Use this guide until you become familiar with the standard settings.

# TRANSIT OPERATOR DEVELOPMENT COURSE

## STUDY GUIDE

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### 4. USE OF ACCELERATOR

#### USE OF ACCELERATOR DESIRED PERFORMANCE:

Use your right foot to operate the accelerator. Remove your foot from the brake before placing it on the accelerator. Apply pressure to the accelerator in a gradual, even fashion to produce the desired acceleration. As the desired speed is approached, reduce pressure, hold the pressure at the required point and maintain a smooth ride.

When you begin to move forward, depress the accelerator only enough to begin forward motion at first, then gradually increase the depression.

#### USE OF ACCELERATOR CHECK POINTS:

- Start from a stopped position by gradually applying pressure to the accelerator.
- Place your entire foot on the accelerator.
- Change the pressure on the accelerator gradually and evenly.
- Achieve a smooth, even acceleration, appropriate to each situation.
- Coordinate the accelerator and brake when starting from an incline to prevent rollback.

#### FAILURE WILL RESULT IF YOU:

- Accelerate too quickly.
- Use both feet - one on the accelerator and one on the brake.
- Apply uneven pressure on the accelerator.
- Allow the vehicle to rollback when starting from an incline.
- Use uneven or inappropriate acceleration.

## STUDY GUIDE

## This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Imagine that there is an egg between your shoe and the accelerator. Your job is to start the vehicle moving, without breaking the egg. We call this “egg--celleration.” Now, when you start off, gently put pressure on the accelerator so that you don’t break the egg. Think about this until you get enough practice to make smooth starts. The idea, of course, is to give your customers a smooth ride. When traveling at highway speeds, maintain an even pressure and make changes to your speed as gradually as conditions allow.

# TRANSIT OPERATOR DEVELOPMENT COURSE

## STUDY GUIDE

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### 5. USE OF SIGNALS AND HORN

#### USE OF SIGNALS AND HORNS DESIRED PERFORMANCE:

You must make motorists and pedestrians aware of your vehicle's presence, its position, and your intent to pass or back.

Attempt to make eye contact with the other drivers or pedestrians to show intent. Tap your horn to get the other party's attention. Signal your intent early (a minimum of three flashes for lane changing and five flashes for turning), while there is time and space to avoid conflict.

Communicate your intent by using your turn signals and tapping the horn, if needed, before passing. Tap your horn at blind corners and curves to warn motorists and pedestrians of your intent to pass. Use your four-way flashers consistently before pulling off the road. Walk around your vehicle and honk the horn loudly twice before backing to alert others.

#### USE OF SIGNALS AND HORN CHECK POINTS:

- Use the turn signal early (a minimum of three flashes for lane changing and five flashes for turning) and consistently to indicate your intent to change direction.
- Use your four-way flashers consistently before pulling off road or backing.
- Use your horn to warn other drivers and pedestrians who may not see the vehicle.
- Tap the horn at blind corners or curves.
- Walk around the vehicle and honk the horn twice before backing.

#### FAILURE WILL RESULT IF YOU:

- Fail to use the turn signals early and consistently.
- Do not use four-way flashers before pulling off the road.
- Do not use the horn at blind corners or curves.
- Do not walk around or honk horn twice before backing.

## STUDY GUIDE

## This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

You're not alone out on the streets and highways. You are sharing the roads with other people ~ cars, trucks, motorcyclists and pedestrians. Just because you're driving a big vehicle, it doesn't mean they see you and, in some situations like blind corners, they can't. Be on the lookout for these situations. Communicate with other drivers and pedestrians. Make eye contact. Make sure they know you are there and what you are intending to do next. Get the other driver's attention -especially in tight places or before you ever back your vehicle.

# TRANSIT OPERATOR DEVELOPMENT COURSE

## STUDY GUIDE

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### 6. USE OF BRAKES AND ANTICIPATED STOPS

#### USE OF BRAKES AND ANTICIPATED STOPS DESIRED PERFORMANCE:

Use only your right foot to operate the service brake. Remove your foot from the accelerator before placing it on the brake. Apply pressure to the brake in an even, controlled fashion to produce the desired speed reduction or to stop smoothly at a predetermined place.

The parking brake should be set when the vehicle is to remain in position for some period of time and whenever you are not at the controls. Turn off the engine to prevent idling. In the event the engine is to remain running, place the transmission in neutral, set the parking brake and fast idle is engaged for air-brake vehicles. To release the parking brake, first cover the service brake, then give full application to the service brake and then put the transmission into gear.

Ensure the brakes are properly released by covering the brake while releasing the parking brake, then making a full application of the service brake before putting the transmission in gear.

#### USE OF BRAKES AND ANTICIPATED STOPS CHECK POINTS:

- Decelerate smoothly and at an appropriate rate.
- Release the brake just before the wheels stop rolling (feathered stop).
- Use brakes, steering and other controls in a coordinated way to stop the vehicle smoothly.
- Do not idle the engine unnecessarily.
- Release the service brake gradually.
- Use only your right foot to operate the service brake.
- Completely remove your right foot from the accelerator before placing it on the service brake.
- Set and release the parking brake properly.

#### FAILURE WILL RESULT IF YOU:

- Inappropriately and unevenly decelerate or skid.
- Fail to use the parking brake correctly.
- Roll backward when starting from an inclined position.
- Use your left foot on the service brake.
- Use a heel and toe on the brake and accelerator simultaneously.
- Don't use fast idle.
- Idle the engine unnecessarily.

## STUDY GUIDE

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Read through the Desired Performance a few times. Practice smooth, even braking. Finally, when you stop, use the parking brake. When you are away from the controls the parking brake must always be set! And, don't waste fuel. If the engine doesn't need to be idling, turn it off.

# TRANSIT OPERATOR DEVELOPMENT COURSE

## STUDY GUIDE

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### 7. DEFENSIVE DRIVING - LLLC

#### DEFENSIVE DRIVING DESIRED PERFORMANCE:

When driving, the objective is to avoid conflicts with vehicles, pedestrians or other objects. Keep your bus in the center of the appropriate lane, at a steady speed matched to conditions and at the correct following distance. Signal any changes in lane direction well in advance and make them gradually. Scan your mirrors, the road ahead and behind and remain alert. Take all possible precautions to maintain space around the bus and allow for the mistakes of other drivers.

Use the LLLC™ Four Driving Principles to safely navigate traffic and to anticipate potential hazards:

1. Look Ahead™ – Look ahead with a minimum 15 second eye-lead time.
2. Look Around™ – Move your head, eyes and focus every 3 to 5 seconds.
3. Leave Room™ – Maintain space on all six sides of the vehicle.
4. Communicate™ – Use lights, signals and horn to communicate intent to other drivers and pedestrians.

#### DEFENSIVE DRIVING CHECK POINTS:

- Maintain your speed and position in your lane.
- Continually scan your instruments, the road ahead and all around the bus.
- Scan your mirrors every five to eight seconds.
- Correctly respond to changing conditions and adjust following distance as required.
- Signal well in advance of any changes in direction.
- Select the appropriate lane and stay in it.
- Yield to traffic entering and crossing the road.

#### FAILURE WILL RESULT IF YOU:

- Make sudden lane changes.
- Do not scan your mirrors.
- Follow too closely.
- Do not anticipate the actions of other vehicles.
- Do not respond to changing conditions or adjust following distance as required.
- Do not allow for the bad driving behaviors of amateur drivers.
- Do not use the Four Driving Principles™ when driving.



## STUDY GUIDE

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# TRANSIT OPERATOR DEVELOPMENT COURSE

## STUDY GUIDE

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### MASTERY TIPS

Defensive driving will become more and more second nature to you as you get experience and time to practice. But, you want to start off right away establishing good driving habits. Always remember to maintain a cushion of space around your bus. Stay in the middle of your lane. Maintain a minimum five-second following distance and check it often. Avoid unnecessary lane changes. When you must change lanes, make sure the lane is clear and give plenty of notice using your turn signal.

Remember, as the professional operator you are held to a higher standard. You have to allow for the mistakes of other drivers. By practicing defensive driving, you make the roads safer for yourself, your passengers and the other drivers who share the road with you.

Following LLC<sup>TM</sup> and using The Four Driving Principles to Safety<sup>TM</sup> will help you avoid accidents and be prepared for any traffic situation. These principles help you maintain the maximum amount of room around your vehicle, improve your visibility and provide you with extra time to make decisions while driving.

1. Look Ahead<sup>TM</sup> means that you look far ahead of the vehicle while you're driving. To do this, you should look 15 seconds ahead of where the vehicle is at any given point in time. By always using the Look Ahead<sup>TM</sup> principle, you can identify potential hazards and accident producing situations early, so you have enough time to react and make adjustments, and take reasonable and prudent action to avoid collisions.
2. Look Around<sup>TM</sup> means that you take in the entire scene when you're driving. You must constantly move your head and eyes to see everything around the vehicle. Look Around<sup>TM</sup> for other cars, pedestrians and fixed or moveable objects on or near the road, especially when you're making a turn. Look Around<sup>TM</sup> means you change your point of focus at least every two seconds. Constant eye movement keeps you alert and aware, and helps you use both peripheral and central vision. Look Around<sup>TM</sup> also means that you check your mirrors, including your passenger mirror, every five to eight seconds to increase your range of vision. It also includes checking out the dash and instrument panel on the bus.
3. Leave Room<sup>TM</sup> around your vehicle. Ideally, you should Leave Room<sup>TM</sup> on all six sides of the vehicle – in the front, the rear, on each side of the vehicle and above and below the vehicle. You'll maintain and monitor the space in front of your vehicle by keeping an adequate following distance. The areas to your sides and rear are a little harder to keep clear. Sometimes to maintain room in the rear, you have to slow down a bit to motivate an impatient tailgater to move to another lane or back off. If they don't change lanes or back off, increase your following distance. This way you can respond more gradually to a situation, and you allow the tailgater more time to react. You can't always Leave Room<sup>TM</sup> to your sides, but when you're on the highway, adjust your speed when someone is driving right next to you at the same speed. You also have to leave room above and below the vehicle. Be on the lookout for low overhead clearances, and remember, they're not always marked with a warning sign. Keep an eye out for road conditions that could cause the vehicle to bottom out or for debris in the road.

# TRANSIT OPERATOR DEVELOPMENT COURSE

## STUDY GUIDE

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### MASTERY TIPS (CONTINUED)

4. Communicate™ to other drivers on the road to make sure they know you're there and what you're going to do next. A friendly tap on the horn is a good way to get someone's attention, and you should try to make eye contact. Use your headlights, brake lights, turn signals, and four-way flashers to Communicate™ your intentions. Be sure to use your signals before turning or changing lanes and always allow at least five flashes before taking any action.

Remember to always maintain at least a five-second following distance. Adequate following distance is a major part of The Four Driving Principles to Safety™. Maintaining proper following distance gives you time to adjust, react and make decisions that are reasonable and prudent for safety.

# TRANSIT OPERATOR DEVELOPMENT COURSE

## STUDY GUIDE

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### 8. FOLLOWING DISTANCE

#### **FOLLOWING DISTANCE DESIRED PERFORMANCE:**

You must maintain a minimum of four (4) seconds following distance (on dry pavement, day or night) in order to ensure that you have enough time and distance to stop or avoid a hazard. Be aware of your surroundings and notice hazards such as road construction, fixed objects, pedestrians or other vehicles. When any of these hazards are observed (i.e., tailgaters), reduce your speed, drop back and increase your following distance.

Measure your following distance by finding a stationary object on or near the road. When the vehicle ahead of you passes it, begin counting out loud in intervals of one second (i.e., one thousand one, one thousand two) until you reach the stationary object. If it takes less than four seconds to reach the stationary object, reduce your speed, drop back, increase your following distance and check it again.

#### **FOLLOWING DISTANCE CHECK POINTS:**

- Consistently maintain a minimum four-second following distance (on dry pavement, day or night).
- Observe road hazards, reduce speed, drop back and increase following distance.
- Measure following distance by finding a stationary object on the road. When the vehicle in front of the vehicle passes it, begin to count in one-second intervals. When the count is less than four seconds, reduce your speed, drop back, increase your following distance and check it again.

#### **FAILURE WILL RESULT IF YOU:**

- Fail to maintain a minimum four-second following distance.
- Do not observe road hazards or do not reduce your speed, drop back and increase following distance if conditions merit it.
- Do not measure following distance by counting as described above.

# STUDY GUIDE

## This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

- Look Ahead™
- Look Around™
- Leave Room™
- Communicate™

# TRANSIT OPERATOR DEVELOPMENT COURSE

## STUDY GUIDE

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### 9. STRAIGHT FORWARD DRIVING

#### STRAIGHT FORWARD DRIVING DESIRED PERFORMANCE:

When driving straight forward, the objective is to avoid conflicts with other vehicles. Keep your vehicle in the center of the right lane, at a steady speed matched to conditions, and at the correct following distance. Signal your intention to change lanes well in advance (at least three flashes), and do it gradually. Scan your mirrors, the road ahead and behind, and remain alert.

#### STRAIGHT FORWARD DRIVING CHECK POINTS:

- Maintain speed and position in lane.
- Continually scan your mirrors, instruments, the road ahead and all around your vehicle.
- Scan your mirrors every 5 to 8 seconds.
- Correctly respond to changing conditions and adjust your following distance as required.
- Signal well in advance of any changes in direction.
- Select the appropriate lane and stay in it.
- Yield to traffic entering or crossing the road.
- Do not wander in lane; do not make unintended contact with “highway bumps.”
- When driving in the city, stay in the right lane.
- Stay in the lane to the left of the right lane.

#### FAILURE WILL RESULT IF YOU:

- Make sudden lane changes.
- Follow too closely.
- Do not anticipate left turns by oncoming vehicles.
- Do not respond to changing conditions or adjust following distance as required.
- Wander in lane.
- Do not observe signs.

## STUDY GUIDE

## This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Straight forward driving will become more and more second nature to you as you get experience and time to practice. But, you want to start establishing good driving habits right away. Always remember to maintain a cushion of space around your vehicle. Stay in the middle of your lane. Maintain a minimum of four seconds following distance and check it often. Don't change lanes unless absolutely necessary. When you must change lanes, make sure the lane is clear and give plenty of notice using your turn signal.

# TRANSIT OPERATOR DEVELOPMENT COURSE

## STUDY GUIDE

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### 10. STRAIGHT BACKING

#### STRAIGHT BACKING DESIRED PERFORMANCE:

Backing should be avoided whenever possible. When backing is required, the vehicle should be backed no farther than necessary. Remember GOAL: Get Out And Look!

Walk around your vehicle in a counter-clockwise direction, checking for obstacles before backing. After re-boarding, check your mirrors before putting the vehicle in reverse. Turn on your four-way flashers, tap your horn twice and recheck your mirrors before allowing your vehicle to move from a stationary position.

Back slowly, at engine idle speed, with your brake covered, using mirrors frequently. Listen intently for any indications of conflict or impending collisions (horn, shouts, someone banging on the side of the vehicle, etc.).

#### STRAIGHT BACKING CHECK POINTS:

- Back only when necessary.
- Walk completely around the vehicle before backing to make sure the area is clear.
- After re-boarding, check and recheck your mirrors before moving.
- Turn on your four-way flashers before backing.
- Scan your mirrors on both sides frequently while backing.
- Back slowly, at engine idle speed, with brake covered.
- Respond correctly to conditions or indications of a conflict.
- Sound your horn twice before backing.

#### FAILURE WILL RESULT IF YOU:

- Back the vehicle unnecessarily.
- Don't get out and walk around your vehicle before backing.
- Don't use your four-way flashers.
- Don't continuously check your mirrors.
- Don't sound your horn twice before moving from a stationary position.
- Back faster than idle speed.
- Don't cover your brake while backing.
- Back farther than necessary.



## STUDY GUIDE

[illegible]

If you must back the vehicle, follow the procedures above. Your job, of course, is to avoid a collision. Remember, the best way to avoid a collision is to make sure there is nothing behind your vehicle. You do that by walking back there and checking. You also want to make sure the area stays clear. You do that by getting the attention of everyone around you by honking your horn loudly twice before moving. Finally, keep using your mirrors to make sure the area remains clear.

# TRANSIT OPERATOR DEVELOPMENT COURSE

## STUDY GUIDE

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### 11. RIGHT TURNS

#### RIGHT TURNS DESIRED PERFORMANCE:

Determine whether or not the turn can be blocked. Position your vehicle well ahead of the turn, allowing for parked cars and obstacles while blocking the right lane to other vehicles when possible. Take pedestrians and vehicles on the cross-street into account.

Signal the turn early (five flashes), slow down and position your vehicle four feet from the curb or parked cars while checking both sides of the vehicle frequently. Pull straight into intersection to position the reference point and use the push/pull procedure while turning the wheel. During the entire maneuver, frequently check your mirrors for pedestrians or vehicles, including those in the off-track and tail swing areas, which could conflict with the turn or get “squeezed.” Turn slowly and apply the accelerator as the vehicle comes through the turn.

“Rock and roll” forward and backward and from side to side, in your seat, all the while looking for pedestrians and cyclists.

#### RIGHT TURNS CHECK POINTS:

- Signal early – five flashes and/or 150 feet in advance of the turn.
- Constantly check your mirrors on both sides checking for off-tracking or tail swing; just before positioning for turn, while positioning for turn, during the turn, and after the turn while accelerating.
- Position your vehicle four feet from curb or parked cars/obstacles to block off the right side of the vehicle.
- Use your pivot points correctly to assure desired path of vehicle clears obstacles.
- “Rock and roll” looking for pedestrians and cyclists.
- Use the push-pull turning procedure.
- Complete the turn inside the marked lane.

#### FAILURE WILL RESULT IF YOU:

- Improperly position the vehicle before the turn.
- Strike any object, curb or pedestrian.
- Fail to use your mirrors before, during and after the turn.
- Do not “rock and roll” looking for pedestrians and cyclists.
- Do not properly signal well in advance (five flashes).
- Do not complete the turn within the marked lane.
- Make the turn too fast.
- Do not use the push/pull turning procedure.

## STUDY GUIDE

[illegible]

Making your first right turn can be a bit scary. The second time around it gets a little easier. The truth is, every time you make a right turn, your skills improve. Become familiar with the steps above. Listen to your driving instructor. He or she will coach you through your right turns. Eventually, you'll be challenged by more difficult situations.

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### 12. LEFT TURNS

#### LEFT TURNS DESIRED PERFORMANCE:

##### Left turns from one-way street:

Signal turn early, slow down and position your vehicle four feet from curb or parked cars. Pull into the intersection to position pivot point, “rock and roll” in seat looking for pedestrians and cyclists and use the push/pull turning procedure. During turn, frequently check your mirrors for pedestrians or vehicles that could conflict with the turn or get “squeezed.” Carefully check for anyone or anything in the off-track and tail swing areas. **Always give pedestrians the right-of-way.**

##### Left turns from two-way street:

Signal your turn early, slow down and position your vehicle in the left turn lane. Pull into the intersection to position pivot point, “rock and roll” in your seat and begin using the push/pull turning procedure. Stay behind the limit line until the intersection is clear before proceeding. During the turn, frequently check your mirrors for pedestrians or vehicles that could conflict with the turn, including pedestrians who might get squeezed in the off-track areas. **Always give pedestrians the right-of-way.** When stopped and waiting to turn, keep your wheels straight ahead.

When there are two left turn lanes turning onto a road with two lanes, position your vehicle in the right lane before making the turn.

***CAUTION: Watch the right side of your bus closely for other vehicles, which may be struck by your tail swing during the turn. In locations where two or more lanes are used to turn left, position your bus so other vehicles turning are reflected in the left, rearview mirror. Be wary of median strips and traffic signals or light standards when turning from a two-way street.***

#### LEFT TURNS CHECK POINTS:

- Signal well in advance, with at least five flashes.
- Continuously check all your mirrors.
- Double check off-track for pedestrians/hazards and tail swing areas midway through the turn.
- Block off the left side of vehicle, if appropriate.
- Use pivot points correctly.
- Turn slowly, using the push/pull turn procedure.
- Complete the turn inside the marked lane.
- Stay behind the limit line until you are able to make a continuous left turn.
- “Rock and roll” in your seat looking for pedestrians and cyclists.
- Check mirrors, and re-check them again half-way through turn to account for pedestrians who might get into the blind spots or off-tracking area.

# STUDY GUIDE

- Improperly position the vehicle for the turn.
- Strike any object, curb or pedestrian.
- Do not double check off-track for pedestrians/hazards and tail swing areas midway through the turn.
- Fail to use mirrors before, during and after turns.
- Fail to signal intentions early.
- Fail to use the push-pull turning procedure.
- Do not complete turns within the marked lane.
- Do not stay behind limit line before making a left turn.
- Do not “rock and roll” in seat looking for pedestrians and cyclists.
- Do not check mirrors, and re-check them again half-way through turn to account for pedestrians who might get into the blind spots or the off-tracking area.

[illegible]

Think ahead. Ask yourself, “What can go wrong?” Properly position yourself, signal your intentions, use the push-pull steering technique and take your turn slowly. Always pay close attention to your instructor. He or she is a pro and can give you very good advice. When you’re not driving, pay close attention to the other student who is driving. Watch how he or she makes the turn. Listen to what the instructor says.

# TRANSIT OPERATOR DEVELOPMENT COURSE

## STUDY GUIDE

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### 13. CROSSING INTERSECTIONS

#### CROSSING INTERSECTIONS DESIRED PERFORMANCE:

Intersections are the most dangerous of all traffic environments. Note the following conditions as you approach an intersection:

The color of the traffic light (fresh or stale green). A “fresh green” light is a light that you see turning green. A “stale green” light is one that was green before you saw it or one that has been green for quite a while. Either way, be prepared to stop, if necessary.

Look around for walk/wait lights and any hazards such as a blocked view, blocked lane, parked vehicles, other vehicles, pedestrians or any other conditions between your vehicle and the intersection. Always yield the right-of-way to crossing traffic or pedestrians. In the event you are in the middle of an intersection and the light changes from green to yellow, you should use your lights and horn to alert other drivers and pedestrians.

Adjust your speed according to the available sight distance and cover your brake when approaching the intersection. Look left, right, left, then straight ahead before entering the intersection. Stay in lane while going through the intersection. Always be prepared to stop when entering an intersection. Understand that a green light may give you the right to go, but it does not mean the intersection is clear or safe to enter. Only you can determine if the way is clear before entering the intersection.

#### CROSSING INTERSECTIONS CHECK POINTS:

- Cover your brake before entering any intersections and are prepared to stop in case of approaching hazards.
- Look left, right, left, then straight ahead before entering intersection.
- Yield right-of-way to cross traffic or pedestrians.
- Never change lanes in an intersection.
- Use lights and horn to alert other drivers and pedestrians when caught in the intersection by a light turning to yellow or red.
- Treat a yellow light as red.

#### FAILURE WILL RESULT IF YOU:

- Do not cover your brake when approaching an intersection.
- Fail to adjust your speed to match conditions.
- Do not look left, right, left, then straight ahead before entering intersection.
- Are not prepared or able to stop in case of approaching hazards.
- Do not yield right-of-way when required.
- Change lanes while going through the intersection.
- Do not use your lights or horn to alert other drivers/pedestrians.
- Speed up to get through a stale green or yellow light.

# STUDY GUIDE

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A lot of things can go wrong at intersections. Cross traffic may not stop when it should. Other motorists may not even notice you. Pedestrians may cross against the light or dart out in front of you. Approach intersections with extreme care. Go slowly. Cover your brake and be ready to defensively react to other people's mistakes. The key is not who has the green light, but rather to avoid a collision, regardless of whom has the right-of-way. As a professional, you have to allow for the actions and mistakes of amateur drivers who might not obey the signals.

# TRANSIT OPERATOR DEVELOPMENT COURSE

## STUDY GUIDE

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### 14. CROSSING RAILROAD TRACKS

#### **CROSSING RAILROAD TRACKS DESIRED PERFORMANCE:**

As the vehicle approaches a railroad crossing, turn on your four-way flashers and begin slowing down gradually. Pull your vehicle as far to the right as safely possible and stop 15 to 50 feet from the tracks, whether the crossing signals indicate a train or not. Note the number of tracks. Look in both directions and listen carefully. When there is more than one track and a train is passing on one of them, check again to be sure that there is no train on the other track(s) after the first one passes. When you are sure the tracks are clear, you may proceed.

#### **CROSSING RAILROAD CHECK POINTS:**

- Use your four-way flashers.
- Slow down gradually and pull your vehicle as far to the right as safely possible.
- Stop the vehicle 15-50 feet back from the tracks (distance determined by visibility, obstacles, etc.).
- Listen and look in each direction along the tracks for an approaching train; and ensure that no train is approaching.
- Cross the tracks in a gear that permits the bus to complete the crossing without a change of gears.

#### **FAILURE WILL RESULT IF YOU:**

- Fail to move to the right as far as safely possible.
- Fail to stop 15-50 feet from the tracks.
- Stop in a location where visibility is insufficient, or not between 15 and 50 feet from the nearest track.
- Do not check that the tracks are clear.
- Do not signal and slow down early.
- Shift gears while driving over the tracks.
- Stop on the tracks.



## STUDY GUIDE

## This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

When a train and a bus collide, the train always wins. Don't be a loser. Railroad crossings are extremely dangerous, especially multiple track crossings. Commit to memory each and every step described above. Never take chances. Ensure that you slow down and activate your four-way flashers early to give plenty of advance warning to other traffic that you are about to stop. This will help you avoid being rear ended.

# TRANSIT OPERATOR DEVELOPMENT COURSE

## STUDY GUIDE

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### 15. NARROW BRIDGES/UNDERPASSES/ RESTRICTED HEIGHT AREAS

#### **NARROW BRIDGES/UNDERPASSES/RESTRICTED HEIGHT AREAS DESIRED PERFORMANCE:**

When approaching a narrow bridge or narrow underpass, turn on your four-way flashers, slow down and yield to oncoming traffic. Before entering an underpass, check posted clearance signs and make sure you will have proper clearance. When it is safe to proceed, cross the bridge or go under the narrow underpass slowly. Turn your flashers off when your vehicle is across the bridge or through the narrow underpass.

#### **NARROW BRIDGES/UNDERPASSES/RESTRICTED HEIGHT AREAS CHECK POINTS:**

- Turn on your four-way flashers.
- Yield to oncoming traffic.
- Ensure that you have adequate height clearance before entering an underpass.
- Verify that the road is clear in both directions before proceeding.
- Turn the flashers off when you are across the bridge or through the underpass.

#### **FAILURE WILL RESULT IF YOU:**

- Do not check for proper clearance when approaching an underpass.
- Do not turn on four-way flashers.
- Do not verify adequate height clearance.
- Fail to slow down and yield to oncoming traffic.
- Do not verify that the roadway is clear.
- Strike a narrow bridge or low overhang.

# STUDY GUIDE

## This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Narrow bridges and underpasses, or any restricted height areas, are often not wide enough nor high enough to accommodate your vehicle and another vehicle at the same time. You must be sure that you have adequate clearance on both sides and above you. Make sure you have adequate height clearance before entering an underpass. You are a professional and as a professional, it is your duty to allow the other drivers to go first. Remember, slow down, turn on your flashers, wait for the other drivers to go, make sure the way is clear and then proceed with caution.

# TRANSIT OPERATOR DEVELOPMENT COURSE

## STUDY GUIDE

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### 16. SERVICE STOPS

#### SERVICE STOPS DESIRED PERFORMANCE:

Survey the area needed to stop. Stop six to twelve inches from, and parallel to, the curb to allow room to deploy the lift or ramp.

Ensure the doors do not open into hazards, such as poles, trees, newspaper racks, puddles, deep holes or exceptionally slippery surfaces. Board customers from the front and have exiting customers leave from the rear, whenever possible.

When exiting a service stop, engage turn signals, check your mirrors and look out the window to watch for a break in traffic. Also, check mirrors and the rear door area to make sure it is clear before leaving a service stop. Ensure there are no pedestrians in front of your vehicle and that any traffic signals and traffic flows allow you to proceed. Cautiously ease the vehicle into traffic, keeping your foot over the brake. Maintain a cushion of safe space around the vehicle as you pull out and into traffic.

#### SERVICE STOPS CHECK POINTS:

- Stop six to twelve inches from and parallel to the curb to allow room to deploy the lift or ramp. If you must stop more than one foot from the curb, stop at least four feet out.
- Ensure the doors do not open into hazards, such as poles, trees, newspaper racks, puddles, deep holes or exceptionally slippery surfaces.
- Board customers from the front and have exiting customers leave from the rear, whenever possible.
- When exiting a service stop, you:
  - Engage turn signal, check mirrors, and look out the window for a break in traffic.
  - Check the rear door to make sure it is clear before leaving and ensure there are no pedestrians in front of the vehicle and that traffic signals and traffic flows allow you to proceed.
  - Slowly ease vehicle into traffic, maintaining space all around the vehicle.

#### FAILURE WILL RESULT IF YOU:

- Stop on unlevel ground.
- Do not stop 6-12 inches from the curb or parallel to the curb.
- Open the doors to hazards.
- Open the doors to puddles, deep holes or exceptionally slippery surfaces.
- Do not signal your intention to pull away from stop.
- Do not check rear door before leaving.
- Do not look for pedestrians in front of your vehicle.
- Pull out when traffic signals do not allow you to proceed.
- Pull out too quickly from service stop.
- Do not maintain a safe cushion of space around the vehicle as you pull into traffic.

## STUDY GUIDE

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When exiting a service stop, put on your left turn signal, check your left mirror, and use the left window to look for a break in traffic. When you see a break, ensure there are no pedestrians in front of you and the traffic signals allow you to proceed. Slowly pull into traffic while maintaining a safe cushion of space around the bus.

# TRANSIT OPERATOR DEVELOPMENT COURSE

## STUDY GUIDE

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### 17. ENTERING TRAFFIC/MERGING

#### ENTERING TRAFFIC/MERGING DESIRED PERFORMANCE:

As a professional operator, you will enter traffic from the curb or loading zone and signal your intent at least three flashes in advance. Look in the rearview mirrors and then directly out your windows to make sure traffic is clear before starting to move. Stay in the lane nearest the curb until you reach the appropriate speed. When entering traffic from an alley, side street, driveway or parking lot, come to a stop before entering a cross street and proceed with extreme caution.

When entering interstate highways, freeways and other restricted access roads, signal your intent and use your mirrors and direct view to ensure traffic is clear in right lane. Stay in the right lane until matching the speed of other traffic and only change lanes when necessary.

#### ENTERING TRAFFIC/MERGING CHECK POINTS:

- Signal your intention at least three flashes with your turn signal before pulling out into traffic.
- Use your mirrors and direct view to check oncoming traffic before moving.
- Stop first, then proceed with caution before entering a cross street or driveway.
- When entering an interstate highway, you stay in the acceleration lane until matching the speed of the other traffic.
- Signal your intent and gradually move into the driving lane.

#### FAILURE WILL RESULT IF YOU:

- Fail to verify that traffic is clear.
- Do not match the speed of traffic in the acceleration lane before moving out.
- Fail to signal intent at least three flashes of the turn signal before pulling into traffic.

## STUDY GUIDE

[illegible]

Remember, although you want to pull out and get going or merge on to a highway, the other drivers are already there and have the right-of-way. You are the professional. Provide plenty of notice of your intent by using your signals. Carefully check your mirrors and look out the windows to make sure you have plenty of clearance. Don't pull out in front of people or make them have to slow down because of you. Stay in the acceleration lane until you are moving at the same pace as the rest of the traffic and ensure that you do not cross the solid white line.

# TRANSIT OPERATOR DEVELOPMENT COURSE

## STUDY GUIDE

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### 18. OVERTAKING AND PASSING

#### OVERTAKING AND PASSING DESIRED PERFORMANCE:

You must understand that passing is a voluntary act, and you must treat passing a stalled vehicle the same as passing a moving one. When approaching a stalled vehicle from behind, look for any sign that the vehicle may move or discharge passengers. When possible and as a courtesy, attempt to move over one lane to provide a safety cushion. Check clearance and determine if you can safely change lanes. Signal at least three flashes and change lanes, if possible.

If changing lanes is not possible, slow down and keep your brake covered, while carefully watching for any movement such as wheels turning out, lights coming on or exhaust coming out of the vehicle. Stay as far left as safely possible while watching for people in the stalled vehicle. After passing the danger, center your vehicle back in the lane or pull back into your original lane.

***Passing is a voluntary maneuver.*** Pass moving vehicles on two lane roads only when absolutely necessary. When passing moving vehicles, choose a safe place to pass (poor visibility and the possibility of conflict with other vehicles are the main considerations). Always wait until the pass can be made safely. Check oncoming traffic and use your mirrors, checking the traffic behind your vehicle. Signal your intent with at least three flashes. Check your mirrors before passing, and sound the horn to let the driver ahead know he or she is being passed. Maintain a four-second following distance when initiating the pass.

When the pass is complete, signal and move carefully back to the right once you see the full image of the passed vehicle in the right rear view mirror.

#### OVERTAKING AND PASSING CHECK POINTS:

- Leave plenty of clearance for vehicles along shoulder and move over when it is safe to do so.
- Watch for signs of impending movement or pedestrian movement from stalled cars.
- Pass moving vehicles only when absolutely necessary and only when safe to do so.
- Check for oncoming traffic before passing and signal with at least three flashes.
- Start the pass with a four-second following distance behind the other vehicle.
- Check mirrors before changing lanes to pass.
- Sound your horn to communicate intent to the driver being passed.
- Leave plenty of room between you and vehicle you are passing before pulling back into lane.

#### FAILURE WILL RESULT IF YOU:

- Pass another vehicle, unnecessarily.
- Do not approach a stalled vehicle with great care as described above.
- Fail to maintain at least a four-second distance prior to initiating the pass.
- Pass on hills, at intersections, or blind curves.
- Fail to signal intent to the driver being passed by sounding horn.
- Fail to check mirrors before changing lanes.
- Crowd vehicle being passed by pulling back into the lane too soon.



# STUDY GUIDE

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Passing a moving vehicle on a two lane road should be a very rare occasion. Only pass when it is really necessary. When you do, take the precautions listed above. Make sure you have enough clearance to safely start and complete the pass.

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### 19. LANE CHANGING

#### LANE CHANGING DESIRED PERFORMANCE:

The professional operator realizes that lane changing poses additional hazards and only changes lanes when necessary. Check for clearance by looking out of the windows and use all mirrors to be sure that there are no vehicles beside or behind your vehicle. Give special consideration for the speed of vehicles that are behind you to ensure they will not overtake you once the lane change has begun. When there are more than two lanes going in the same direction, carefully check to see if any other vehicles are at either side, two or more lanes over, that might move into the open lane.

Signal your intent with at least three flashes before beginning the lane change. If the lane change involves passing another vehicle, when on a multiple lane highway, maintain a minimum four-second following distance at all times.

#### LANE CHANGING CHECK POINTS:

- Make lane changes only when necessary and when it's safe to do so.
- Check beside and behind the vehicle, using both rear view mirrors, to ensure safe clearance.
- Verify the speed of any vehicles behind your vehicle to ensure that no vehicle will overtake your vehicle once the lane change has begun.
- Maintain a minimum four-second following distance at all times.

#### FAILURE WILL RESULT IF YOU:

- Change lanes unnecessarily.
- Do not check beside and behind the vehicle to ensure that lane is, and will remain open and clear.
- Do not use all mirrors.
- Fail to signal at least three flashes before making any lane change.

## STUDY GUIDE

## This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Changing lanes increases your chances for a collision. Safe, professional operators only change lanes when it is absolutely necessary. Always ask yourself, “Is this lane change really necessary? What will happen if I just stay here in my own lane?” Remember, even if the lane appears open and safe, other vehicles may be coming up from behind at a high rate of speed. They see that open lane ahead of them and they don’t anticipate you moving into their way. Another major risk factor results from vehicles two lanes over from you that may be trying to make a lane change into the same space at the same time you are making your lane change. Only make lane changes when you are absolutely certain that they are necessary and can be done safely.

# TRANSIT OPERATOR DEVELOPMENT COURSE

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### 20. PEDESTRIAN/BICYCLIST AWARENESS

#### PEDESTRIAN/BICYCLIST AWARENESS DESIRED PERFORMANCE:

As the professional, you will yield to pedestrians and bicyclists. Allow pedestrians to finish crossing the street, do not crowd them in the crosswalk. Tap your horn, when necessary, to alert pedestrians/bicyclists you are there. Attempt to make eye contact with pedestrians/bicyclists. Be especially alert to pedestrians stepping from between parked cars, persons getting out of parked cars and children who might dart into the street. Cover your brake and be prepared to quickly stop in all of the above situations. Halfway through any turn at an intersection, double check the off-track and tail swing areas for pedestrians/bicyclists. When stopped at an intersection and during any right or left turn, rock forward and backward and from left to right while scanning the area for pedestrians and cyclists. The full body movement eliminates the blind spots caused by the mirrors and body frames.

#### PEDESTRIAN/BICYCLIST AWARENESS CHECK POINTS:

- Watch for pedestrians stepping into the street, especially from blind spots.
- Recognize potential pedestrian/bicyclist hazards, cover brake and are prepared to stop.
- Tap your horn to alert pedestrians/bicyclists.
- Wait for pedestrians/bicyclists to finish crossing the street before making a turn.
- Double check off-track and tail swing areas mid-way through turns at intersections.
- Respond correctly to pedestrian/bicyclist who suddenly appears in front of the vehicle.
- Make eye contact with pedestrian/bicyclist.
- Look left, right, left, directly in front, and down.
- “Rock and roll” in your seat looking for pedestrians or bicyclists.
- Do not leave the road.

#### FAILURE WILL RESULT IF YOU:

- Gesture or shout at a pedestrian/bicyclist.
- Crowd a pedestrian/bicyclist in the crosswalk.
- Get surprised by a pedestrian/bicyclist entering the street.
- Do not check off-track clearance midway through turn.
- Fail to recognize a potential pedestrian/bicyclist hazard or fail to cover the brake.
- Swerve to avoid impact at anything above very low speed or in less than ideal weather conditions.
- Do not make eye contact with pedestrians/bicyclists
- Do not “rock and roll” in seat looking for pedestrians or bicyclists.
- Do not look left, right, left, directly in front, and down.
- Leave the road.

## STUDY GUIDE

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You might think that, since you are driving a big vehicle, everyone should be able to see you. Certainly in a match-up between a vehicle and a pedestrian/bicyclist, the vehicle would win. You would think pedestrians/bicyclists would be very careful before stepping into the street. Well guess what? They're not! Remember, you are a professional. You have to allow for the mistakes of others. When you are driving in the city or a parking lot, or wherever you might encounter pedestrians/bicyclists, be prepared to stop. Keep your eyes moving at all times. Look to the sides of the street. Look between parked cars. Move your head to eliminate your areas of limited visibility. And remember, keep your brake covered and go slowly.

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### 21. ADVERSE DRIVING CONDITIONS

#### SPECIAL DRIVING CONDITIONS DESIRED PERFORMANCE:

You are aware that time schedules are based on normal weather, speed limits, road conditions and traffic. When weather conditions deteriorate, schedule delays are expected. When you are running late due to adverse conditions, stay late! When the weather conditions become too dangerous to drive, park the vehicle in a safe place and wait until the conditions improve.

Use the standards below when driving in adverse weather conditions:

Minimum Conditions	Speed	Following Distance
Dry pavement-day/night	Legal speed limit	4 seconds
Rain	Reduce 25%	5 seconds
Snow	Reduce 50%	6 seconds
Ice/Sleet	Reduce 70%	7 seconds

During adverse conditions, maintain control of the vehicle and keep the windshield clear by using the defroster and windshield wipers.

You must NOT use the Jake Brake or retarders during adverse weather conditions.

#### SPECIAL DRIVING CONDITIONS CHECK POINTS:

- Operate the vehicle safely according to the weather conditions.
- Increase following distance according to weather conditions.
- Reduce speed and keep windshield clear.

#### FAILURE WILL RESULT IF YOU:

- Fail to slow down when weather or conditions warrant it.
- Do not keep the windshield clear by using the defroster and windshield wipers.
- Do not stop the vehicle when conditions become too hazardous.

## STUDY GUIDE

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Adverse weather makes driving dangerous, but never causes accidents. You control your speed and movement. You can reduce the danger by slowing down. Don't drive too fast for conditions. When late, stay late. Keep your windshield clear.

# TRANSIT OPERATOR DEVELOPMENT COURSE

## STUDY GUIDE

### 22. LIMITED VISIBILITY

#### LIMITED VISIBILITY DESIRED PERFORMANCE:

You must increase your following distance whenever visibility is reduced. If visibility falls below two seconds of sight distance, slow down and safely pull off the road until conditions improve. Adjust your headlights from high to low as may be needed.

You are expected to increase your following distance when encountering reduced visibility caused by night, fog, smoke, dust, rain, sleet, snow, hail, or any other factor.

Adjust your speed to match the sight distance or visibility (including visibility reduced because of road curves or obstructions, as well as weather conditions). Here are the maximum safe speeds on clear, dry roads:

Sight Distance	Safe Speed
5 seconds	Up to 65 mph
4 seconds	Up to 40 mph
3 seconds	Up to 25 mph
2 seconds	Up to 10 mph

When sight distance falls to 2 seconds or less due to visibility conditions, find a safe place to park until conditions improve. If you see a fog bank lying across the road, reduce the speed of the vehicle according to the sight distance ahead before entering the fog. You may need to stop before entering heavy fog or smoke and wait for it to clear, if it appears that the sight distance is going to be less than 2 seconds.

#### LIMITED VISIBILITY CHECK POINTS:

- Add a minimum of one to two seconds to following distance in smoke or dust or in weather conditions that limit visibility.
- Adjust your speed to sight distance standards.

#### FAILURE WILL RESULT IF YOU:

- Fail to adjust speed to match sight distance standards for reduced visibility.
- Do not increase following distance.
- Do not slow down before entering a fog bank or any other restricted visibility environment.



## STUDY GUIDE

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Don't forget, you're driving a large, heavy vehicle. It takes you longer to stop than cars and other light vehicles. You have to maintain a safety cushion in front of you. But when the visibility drops, you can't always see the hazards that are up ahead. Slow down. Drive at a speed that allows you to stop within your sight distance. Memorize the standards. Practice them out loud. Practice them with another student.

# TRANSIT OPERATOR DEVELOPMENT COURSE

## STUDY GUIDE

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### 23. POST-TRIP INSPECTION

#### POST-TRIP INSPECTION DESIRED PERFORMANCE:

You will inspect the inside of the vehicle at the end of the schedule, looking for items left behind by customers. Give any items that are found to your supervisor. Walk around the outside of the vehicle and inspect it for damage.

Complete the vehicle inspection report by describing all defects or damage noticed during the trip or during this final inspection. Sign the vehicle inspection report. Secure the vehicle, turn off all switches on the control panel and close the door.

#### POST-TRIP INSPECTION CHECK POINTS:

- Walk through the inside and look for items left behind, or any new damage, etc.
- Walk around the outside of the vehicle looking for any new damage, defects or problems.
- Complete and sign the vehicle inspection report.
- Secure the vehicle, turn off all switches on the control panel, and close the door.

#### FAILURE WILL RESULT IF YOU:

- Do not inspect the inside of the vehicle for items or any new damage.
- Do not inspect the outside of the vehicle for any new damage, defects or problems.
- Do not complete and sign the vehicle inspection report.
- Fail to secure the vehicle and turn off all switches.

## STUDY GUIDE

## This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Just like the pre-trip inspection, you have to get into a routine with your post-trip inspections. Do it the same way every time until it becomes a habit. Use this guide as a checklist until each step of the process is memorized. Your post-trip inspection helps us get the vehicle ready for the next run. If anything is wrong, it can get corrected and you can avoid customer delays.

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### 24. COMMENTARY DRIVING

#### COMMENTARY DRIVING DESIRED PERFORMANCE:

During driving training, you will comment out loud on what you see and hear and what action to take. Focus your attention on vehicle instruments, the gauges, traffic signs and traffic conditions around the vehicle, including other vehicles, pedestrians, animals, weather and road conditions. Describe the vital signs of the vehicle, traffic information and what you are doing and what you are about to do. Make statements such as, “I see traffic is slowing up ahead.” “I am covering my brakes.” “I am turning on the left turn signal.” “I see a car in the cross street.” “The road is starting to get wet.” “I am slowing down.”

The instructor will benefit because he or she can determine what you are looking at and what you are thinking. The instructor can then reinforce defensive driving techniques and provide guidance or warning, as needed.

#### COMMENTARY DRIVING CHECK POINTS:

- Comment on traffic conditions, visibility, weather conditions, and road signs.
- Comment on other vehicles, pedestrians, or animals.
- Comment on vehicle instruments and gauges and what they mean.
- Comment on what action you are about to take and why you are taking that action.

#### FAILURE WILL RESULT IF YOU:

- Do not observe and comment on a potential hazard.
- Do not observe and comment on traffic conditions, visibility, weather conditions and road signs.
- Do not observe and comment on other vehicles, pedestrians or animals.
- Do not observe and comment on the vehicle instruments and gauges and what they mean.
- Do not explain what action you are about to take and why you are taking that action.

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Commentary driving helps your instructor help you by knowing what you are looking at and looking for. It helps him or her understand what you are thinking, how you will react and what you plan on doing next. Be thorough. Be complete. Tell him or her everything you see that's relative to the safe operation of the vehicle. Don't hold back. The more you say, the better he or she can help you.

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### 25. ADA ANNOUNCEMENTS

#### ADA ANNOUNCEMENTS DESIRED PERFORMANCE:

You will make announcements when arriving and departing from transit centers/terminals and provide information on routes and destinations where passengers will be changing to and which routes are available to the passengers so they can transfer to another route at the transit center/terminal.

Announcements on Fixed Route service must be clearly spoken by means of a Public Address System or similar alternative. If no electronic public address system is available, make the announcements out loud vocally in a clear voice.

#### ADA Regulations require the following:

- Announcements must be made at transfer points where other fixed route vehicles come together.
- Announcements must be made at major intersections, destination points and points of interest.
- Announcements must be made at sufficient intervals along a route to orient a visually impaired passenger to their location.
- Announcements must be made at any stop requested by a disabled passenger.

#### ADA ANNOUNCEMENTS CHECK POINTS:

- Announce stops as required by law.
- Understand where on your route announcements must be made.
- Make announcements in a clear tone of voice.
- Announce the Route Number and destination of each route before the route begins.

#### FAILURE WILL RESULT IF YOU:

- Do not make the required announcements.
- Are not clear, and do not speak in a clear voice.

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It is important to note visually impaired passengers use verbal information to orient themselves along their route. You need to ensure the PA system on the vehicle is working properly before the trip begins, and announce in a clear loud voice all stops that are required per ADA requirements. Route knowledge is essential for this task to be executed correctly.

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### 26. LIFT OPERATIONS

***(EVERY LOCATION WILL HAVE DIFFERENT LIFTS, THIS IS ONLY A GUIDELINE FOR YOU TO FOLLOW. PLEASE SEE YOUR SUPERVISOR FOR YOUR LOCATION'S LIFT OPERATION PROCEDURE)***

#### **LIFT OPERATIONS DESIRED PERFORMANCE:**

Survey the area needed to deploy the lift. Stop on level ground and make certain there is room for the lift platform to safely open without hitting any obstacles.

When the vehicle is stopped, shift into neutral and set the parking brake. Turn on the hazard lights.

Open the front door and move any objects out of the way of the path of the wheelchair. Lift the jump seat in the securement area and secure it in the up position.

Before activating the lift, warn customers in the boarding area that you are deploying the lift and deploy the lift using the controls on the lift control panel. Monitor the lift as it deploys.

#### **LIFT OPERATION CHECK POINTS:**

- Stop on level ground with room to deploy lift.
- Stop vehicle, shift into neutral and set the parking brake, and turn on hazard lights.
- Open the front door and move objects out of the way of the wheelchair.
- Lift the jump seat in the securement area.
- Warn customers in the boarding area that they are deploying the lift.
- Deploy the lift.

#### **FAILURE WILL RESULT IF YOU:**

- Stop on unlevel ground.
- Do not shift vehicle into neutral.
- Do not set the parking brake.
- Do not turn on the hazard lights.
- Do not move any objects out of the way of the wheelchair.



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Set up the positioning of your vehicle upon arrival. Be sure to park close to the curb to limit uneven footing. Be alert and ready to stop the lift if a person or object blocks the path. Always ask permission of the mobility device user before touching or moving the mobility device. Be careful around the device's joystick. Although the customer can board any way they wish to, the safest way is to have them back on. You should also watch the lift safety gate as it makes contact with the ground. Obtain eye contact with the customer in the wheelchair and watch them as they move onto the lift. Always be prepared to stop the lift.

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### 27. WHEELCHAIR SECUREMENT/ PASSENGER RESTRAINT

***(EVERY LOCATION WILL HAVE DIFFERENT SECUREMENT PROCEDURES. THIS IS ONLY A GUIDELINE FOR YOU TO FOLLOW. PLEASE SEE YOUR SUPERVISOR FOR YOUR LOCATION'S EXACT SECUREMENT PROCEDURES)***

#### **WHEELCHAIR SECUREMENT/PASSENGER RESTRAINT DESIRED PERFORMANCE:**

Ask permission to engage the brakes on a passenger's mobility device.

Remove any securement straps or belts from the storage area, lengthen the back securement belts and place over the seat.

Ask the customer to back into the securement area. After the mobility device is in place, secure the mobility device using the 7 point tie down, starting with the front tie downs before installing the rear tie downs. Gently release the brake and evenly remove as much slack as possible from the tie-downs by cranking the knob or by using the device to tighten the belt. Test the securement by putting tension on the strap.

Attempt to restrain the passenger with the lap and shoulder harness that is attached to the vehicle; but unless you work in an area that has a mandatory seatbelt policy, do not force a passenger to wear the restraints.

#### **WHEELCHAIR SECUREMENT/PASSENGER RESTRAINT CHECK POINTS:**

- Ask permission to engage the brakes on the passenger's mobility device.
- Remove securement straps or belts from the storage area and place over seat.
- Ask customer to back into the securement area.
- Use the 7 point tie down, starting with the front tie downs before installing the rear tie downs.
- Release their brake and remove slack from the tie downs.
- Put tension on the strap to test securement.
- Attempt to restrain passenger with the lap and shoulder harness.

#### **FAILURE WILL RESULT IF YOU:**

- Do not ask for permission to touch passenger's mobility device.
- Incorrectly secure a mobility device.
- Do not remove slack from the tie downs.
- Do not attempt to restrain a passenger with the lap and shoulder harness.

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## This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

If you notice a customer having difficulties backing into the securement area, you can always ask them if you can help. But remember, you should always ask the passenger if you can help and then tell them what you're going to do before you do it. When testing the securement, make sure the tension is even on all the tie-downs because you don't want to "shift" the device.

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### **28. AIR BRAKE TEST**

#### **AIR BRAKES TEST DESIRED PERFORMANCE**

Start the engine and build up the air pressure in the system by applying the brake several times until the compressor cuts in (approximately 90 psi), but no lower than 85 psi (D.O.T. requirement). Then, you gradually build up air pressure and observe the air gauge while the engine is running. Allow the air pressure to build up to the maximum of 120 psi. Check to make sure the air governor cuts the compressor out at about 120 psi, but does not exceed 130 psi.

Perform the Static Test by leaving the parking brake on, with the transmission in neutral and stopping the engine. Wait one minute while observing the air gauge to ensure that the air pressure does not drop more than 2 psi. Chock the wheels and release the parking brake. Observe the air gauge for one minute to ensure that the pressure does not drop more than 2 psi. Perform an Applied Test by flooring the service brake (initial air loss should not exceed 10 psi) and hold it for one minute. Air loss should not exceed 3 psi.

You perform the Low Air Warning and Emergency Brake Test by turning on the master switch (not the engine) and reducing the air pressure by pumping the brakes until the low air warning light and buzzer comes on. (This should happen between 55-75 psi). Continue reducing the air pressure to 20 psi and check that the emergency brake automatically comes on.

You next perform the Emergency Brake Test by gradually building up the air pressure to at least 100 psi. You release the brakes and move the vehicle forward slowly in low gear. Apply the emergency brake, which should stop the vehicle. You perform a Rolling Brake Test by making a sudden stop in first gear. Grip the steering wheel slightly and determine if the brakes apply evenly without pulling to either side. Make a gradual stop in first gear and check for smoothness. Note any and all defects on the vehicle inspection report and report them to the maintenance supervisor. Do not leave the yard with an unsafe vehicle.

You properly release the emergency brake by making a full application of the service brake before moving the vehicle to ensure that the brakes are properly released.

#### **AIR BRAKES TEST CHECK POINTS:**

- Perform all tests according to the instructions above.
- Note all problems with brake operation or air pressure loss on the vehicle inspection report and report them to your supervisor.
- Properly release the parking brake.

#### **FAILURE WILL RESULT IF YOU:**

- Do not conduct each of the tests listed above.
- Do not document any and all defects on the vehicle inspection report.
- Do not report any and all defects to the maintenance supervisor.
- Leave on a trip with a vehicle that has any defect that could compromise safety.
- Do not release the parking brake.

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Finally, don't forget to release your parking brake every time before you move your vehicle. Failure to do so will result in severe damage to it.

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### STUDENT DAILY PERFORMANCE CHARTS FUNDAMENTAL SAFETY PRACTICES

There are 10 fundamental safety practices that you must know and commit to memory before getting on the road. The fundamental safety practices make up the foundation of defensive driving and help you maintain a safe environment for your passengers and the public. The practices are:

1. **Four Rules of Intersections**
2. **Techniques for Approaching and Crossing Intersections**
3. **Speed Limits During Turns**
4. **Proper use of Reference Points During Turns**
5. **Eliminating Blind Spots During Turns (Rock and Roll in the operator's seat)**
6. **LLLC – Fundamentals of Defensive Driving**
7. **300:29:1 – the unsafe acts pyramid**
8. **Proper Mirror Adjustment – what should you see?**
9. **Safety Zones and Space Management**
10. **Pre-Trip Inspections**

1. **Four Rules of Intersections** – Intersections are one of the most hazardous environments in which you will drive. There are four rules to live by to successfully and safely negotiate intersections. These rules are:
  - a. Expect trouble at intersections. Never assume pedestrians and other traffic will see you or obey the rules of the road.
  - b. Slow down and cover your brake when approaching intersections. Be prepared to stop even if you have the right of way. A “green light” gives you your turn, but it does not mean it is safe to cross!
  - c. Keep your head and eyes moving – Scan for trouble and potential hazards ahead and around you. Be especially aware of pedestrians!
  - d. Yield the right of way to other vehicles and pedestrians after you stop and prior to entering the intersection.
2. **Techniques for Approaching and Crossing Intersections** – The intersection is by far the most hazardous place in which you drive. Before proceeding through an intersection, it is your obligation to clear it and ensure it is safe to cross it or move through it. Always approach intersections expecting other traffic and pedestrians to not stop when they should. Look left, right, and left again before moving in the intersection. Be especially weary of pedestrians and actively look for them when turning. Double check your off tracking and tail swing and ensure your rear wheels are clear of hazards. Always make sure the intersection has cleared before proceeding through an intersection and always yield the right of way to others.
3. **Speed Limits During Turns** – Fast turns at intersections are one of the major contributors to collisions and pedestrian accidents. You should always slow to 5 mph when making turns. This will improve your reaction time and stopping distance, allowing you an increased margin of safety to avoid a mishap. Remember: no more than 5 mph when turning!

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4. **Proper Use of Reference Points During Turns** – Reference points are the areas on your vehicle which will help you keep the vehicle centered in the roadway or enable you to position your vehicle 4–6 inches from the curb line, make proper right and left turns, and back up without hitting anything with the rear of the vehicle. Always keep your reference points in your sight when driving and turning.
5. **Eliminating Blind Spots During Turns (“Rock and Roll” in your seat)**– Buses have inherent blind spots to the front and the side, but they can be successfully eliminated by “rocking and rolling” in your seat. Eliminating blind spots is one of your most important tasks of a professional operator. Prior to turning, you must “rock and roll” in your seat to see around the windshield post, mirror heads and other obstructions to the front or the side of the bus. Failure to “rock and roll” to see around obstructions will not allow you to see all that is around or what may be approaching into the path of your vehicle, thus creating a blind spot and a very unsafe situation. Pedestrians and other vehicles may, as you are moving, hide in these blind spots and collide with your vehicle. As a professional operator, it is your responsibility to eliminate blind spots and avoid collisions with others...it is simple to do: “rock and roll” in the seat when turning!
6. **LLLC – Fundamentals of Defensive Driving** – The Four Driving Principles To Safety are proven defensive driving principles of interlocking techniques designed to minimize risk while driving and maximize accident prevention. These techniques help you see, think, and act your way through the multitude of driving environments, challenges and ever-changing hazards that exist and develop around you as you drive. The key to successful defensive driving is to actively practice these four principles that allow professional operators to successfully “read” the driving environment around them and avoid collisions. The four principles are:
  - Look Ahead™: Set your sights where your vehicle will be in the next 15 seconds. You should always look far ahead of where you are and have proper eye lead-time to see hazards before you cannot avoid them.
  - Look Around™: It is the area in front and around the vehicle you should see. In the city, scan sidewalk to sidewalk and a full city block ahead. On an open highway, you should see from the end of the left lane to the end of the right lane and at least a half-mile ahead. Avoid a fixed stare and check/scan your mirrors every 5 to 8 seconds. A fixed stare causes you to lose sight of what is happening to the front and around your vehicle, increasing the chance of being involved in an accident.
  - Leave Room™: Always drive with an “escape route” available, should a sudden hazard develop in front of you or near you. The simplest way to do this is to drive with plenty of space in front of you (the more space to the front you have, the better you can react and, if necessary, stop). Do not allow yourself to be “boxed in” without an escape from a sudden hazard...it can be the difference between a collision and a safe trip.
  - Communicate™: You must communicate with other motorists and pedestrians. Do not assume they see you. Conflicts caused by inattention and distractions are common and can lead to collisions. It is up to you to make your presence known to others. Establish eye contact, use your horn if necessary.

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7. **300:29:1 – The Unsafe Acts Pyramid** – What does this mean? For every 300 unsafe acts, 29 Minor Accidents occur and 1 Catastrophic Accident results. The theory of 300:29:1 is tied to the definition of Safety: Safety is Freedom From Risk. Risk can be reduced through the elimination of unsafe acts. There is a direct link between the frequency of unsafe acts and the occurrence of catastrophic events. As a professional operator, it is your responsibility to eliminate unsafe acts from your everyday activities and work routines.
8. **Proper Mirror Adjustment** – You cannot avoid what you cannot see. Proper mirror adjustment is critical to safe driving performance, both in the city and on the highway. When your mirrors are adjusted properly you should see the following:
- Adults and other pedestrians around and near your vehicle.
  - Vehicles and objects around and near your vehicle.
  - Eliminate/minimize blind spots around your vehicle.

Proper mirror settings:

- The left side flat mirror should be adjusted so you can check traffic and clearances on the left side of the vehicle. You should see the left side of the vehicle along the inside edge of the mirror surface.
- The right side flat mirror should be adjusted so you can check traffic and clearances on the right side of the vehicle. You should see the right side of the vehicle along the inside edge of the mirror surface.

9. **Safety Zones and Space Management** – Proper “space management” to the front and sides of your vehicle is another fundamental defensive driving skill. Below are key aspects you must know and practice:
- Perception Factor: This is the time it takes to understand what you see happening around you. This in turn, translates in “distance traveled” as you are moving.
  - Reaction time: This is the time it takes to move your foot from the accelerator to the brake and activate the brake once you determine the need to act. As in the Perception time, the time it takes to act results in “distance traveled” while you are moving. Combined with the perception time, the “Perception-Reaction” time for an alert person is, on average, 1.5 seconds.
  - Stopping distance: This is the time and space needed to come to a complete stop. This stopping distance varies according to the speed at which a vehicle is traveling (the faster the speed, the longer the stopping distance). This distance increases greatly in adverse weather (wet, slick roads). To compensate, increase your following distance and decrease the travel speed.



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- d. **Following Distance:** Proper following distance is the safe distance an operator maintains to the front of the vehicle from the vehicle ahead. You must ensure you have enough space to your front to stop smoothly and safely or maneuver gradually to avoid a hazard or a collision (i.e., a car suddenly stopping in front of you). The minimum following distance is four seconds. Always add one or more seconds in adverse weather. To calculate the proper following distance, pick a fixed object on the side of the road (mailbox, post, tree, etc.) and start counting seconds (1001, 1002, 1003, 1004, etc.) when the vehicle ahead of you passes that point. If your vehicle passes that same point before you reach 4 seconds, you are following too close...slow down and increase your following distance. This is the single most effective tool you have to avoid collisions.
- e. **Space Cushion:** A proper “space cushion” around your vehicle is essential for you to be able to react to hazards and sudden traffic conditions (swerving vehicles, cars encroaching in your lane/path, etc.). A proper space cushion gives you the time and space necessary for you to take defensive actions, react safely and avoid collisions.

**10. Pre-trip Inspections** – A daily and proper pre-trip inspection of your vehicle is critical to your safety and the safety of your passengers. As a professional operator, you need to be able to proactively identify anything wrong with your vehicle prior to leaving the yard, so that you can avoid a roadside breakdown or, worse, a crash due to a mechanical defect that could have been repaired prior to leaving the yard.

A proper pre-trip inspection should take no longer than 12 minutes and covers the following areas:

- a. Passenger compartment
- b. Engine/Fluids
- c. Tires/Wheels
- d. Lights/Signals
- e. Exterior
- f. Operator compartment and controls

It is a regulatory requirement that each operator will perform a proper Pre-Trip inspection for each vehicle they drive and complete a vehicle inspection report form for each vehicle.

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