

Course Grouping

Group 1: Introduction

1. Introduction to Professional Driving

Group 2: Safety & Defensive Driving

2. Safety Best Practices
3. LLLC Defensive Driving
4. Hazard Identification & Mitigation

Group 3: About the Vehicle

5. Pre & Post Trip Inspections
6. Mirror Adjustment & Reference Points

Group 4: Driving Situations

7. Preventing Rear End Collisions
8. Preventing Intersection Accidents
9. Railroad Crossings
10. Pedestrian & Bicycle Awareness
11. Preventing Backing Accidents
12. Merging, Lane Changing & Passing
13. Adverse Driving Conditions

Group 5: About the Driver

14. Preventing Driver Fatigue
15. Preventing Driver Distractions
16. Drug & Alcohol Awareness
17. Bloodborne Pathogens
18. Wayfinding
19. Hazardous Materials
20. Employee Safety Reporting Program

Group 6: About the Passengers

21. Professionalism & Customer Service
22. Conflict & Aggression Management
23. Duty of Care

Group 7: Americans with Disabilities

24. ADA Compliance & Sensitivity
25. Assisting Customers with Mobility Challenges
26. Mobility Devices
27. Types of Service

Group 8: Emergency & Accident Procedures

28. Emergency Evacuations
29. What To Do In The Event Of An Accident
30. **Final Exam**