

Table of Contents

General Information	1
Orientation and Company Policies	1
Expectations of Drivers.....	5
Attendance, Punctuality, and Appearance	5
Be Punctual.....	6
How Do You Look?.....	8
Drug and Alcohol Policies and Regulations.....	9
Driver Qualification Requirements.....	18
Driver's License	21
Medical Certification.....	23
Personal Safety, Security, and Wellness.....	26
Avoiding Dangerous Situations.....	26
Stress Management.....	31
Diet and Exercise	33
Back Safety.....	38
Luggage Loading.....	41
Whistleblower Protections	42

Table of Contents

General Information Review/Quiz	43
Contacts	45
Trip Preparation	47
Trip Planning	47
Vehicle Orientation	50
Required Vehicle Credentials.....	50
Vehicle Systems.....	52
Vehicle Inspections.....	57
Pretrip.....	57
Post-Trip/DVIR	63
Enroute	64
Boarding and Alighting Passengers	64
Procedures for Safe Boarding and Alighting.....	64
Child Safety Seat Usage.....	71
Pre-Departure Safety Briefing and Other Announcements	71
ADA and Other Special Needs Passengers	75
Trip Preparation Review/Quiz	84
Contacts	86
On the Road.....	89
Safe Driving Principles.....	89

Table of Contents

Visual Search.....	91
Mirror Use	95
Speed and Space Management.....	97
Defensive Driving Principles	100
Distracted Driving	102
Intersection Hazards.....	105
Extreme Conditions.....	107
Proper Parking and Securement of the Vehicle.....	116
Hours-Of-Service Regulations and Fatigue	118
Hours of Service	120
Limits	121
Logs	122
Logging Software	125
Automatic Onboard Recording Devices	126
Exceptions.....	127
Adverse Conditions	129
Fueling.....	130
Dumping and Refilling Lavatory Systems	132
Passenger Oxygen	133
Roadside Inspections.....	134

Table of Contents

What to Expect.....	134
Required Vehicle Credentials	135
Required Driver Credentials.....	136
Driver and Vehicle Inspection Process	137
On the Road Review/Quiz	148
Contacts.....	150
 Incident/Accident Handling Procedures	153
On-The-Scene Conduct	153
Passenger Protection and Safety During Incidents/Accidents	155
Communications With Passengers During an Incident/Accident.....	157
Basic First Aid.....	158
Fire Prevention and Suppression.....	161
Emergency Evacuation of Vehicle	168
Breakdowns	170
Remote Shutdown of Vehicle	171
Incident/Accident Handling Procedures Review/Quiz.....	172
Contacts.....	174