

Driver Selection

- Minimum age of 21 is required for the operation of any Sterling College vehicles transporting passengers. Drivers must have a minimum of three years driving experience.
- Minimum 18 years of age for the operation of the college truck and minivan not transporting more than 2 passengers.
- Must maintain a Sterling College Driving Record with 2 or less strikes.

Motor Vehicle Records

It is a Sterling College policy and requirement for employment that every employee position with driving duties require a motor vehicle record (MVR) meeting the grading requirements stated below. This MVR policy applies to all drivers of Sterling College owned and leased and rented vehicles.

MVR's will be examined prior to the start of employment and annually thereafter. Any job offer made to an employee-candidate for a position with driving duties shall be contingent upon an MVR meeting the required standards; continued employment in a position with driving duties also requires an MVR meeting the standards outlined below.

The standards for MVRs are as follows:

- All operators must have had a valid driver's license for at least three years.
- No Sterling College driver will be allowed to drive who has a "borderline" or "poor" MVR. MVRs will be graded based on the table below, as minimum requirements.
- Driving records must remain "acceptable" or "clear," as graded on the table below, in order to maintain status as a driver.
- There should not be any DU1, DWI, or similar alcohol or drug-related offenses within the past five years.
- There will not be any exceptions for drivers who operate student occupied vehicles.

Definition of Violations

Minor Violations: All non-major violations are considered minor. The following *will* not be included in the count of violations:

- Motor vehicle equipment, load or size requirement
- Improper/failure to display license plates
- Failure to sign or display registration
- Failure to have driver's license in possession (if valid license exists)

Major Violations

- Driving under influence of alcohol/drugs
- Failure to stop/report an accident
- Speeding 20 or more MPH over limit
- Reckless/Careless driving
- Driving while impaired
- Making a false accident report
- Homicide, manslaughter or assault arising out of the use of a vehicle
- Driving while license is suspended/revoked
- Attempting to elude a police officer

Motor Vehicle Grading Criteria (last three years)

	Number of at-fault accidents			
Number of Minor Violations ↓	0	1	2	3
0	Clear	Acceptable	Borderline	Poor
1	Acceptable	Acceptable	Borderline	Poor
2	Acceptable	Borderline	Poor	Poor
3	Borderline	Poor	Poor	Poor
4	Poor	Poor	Poor	Poor
Any major violation	Poor	Poor	Poor	Poor

Tables provided by The St Paul Risk Control division as published in *Fleet Exposure Management*

Driver Training

All drivers of vehicles that are owned or leased by Sterling College, and that are used to transport participants or clients will participate in Sterling College driver training. Topics must include;

- College policies and procedures;
- Pre-trip inspections;
- Interstate and intrastate rules and regulations;
- Emergency protocol;
- Characteristics of four-wheel drive (if used);
- Use of trailers or other special equipment shall require additional training and assessment which might include backing, hitching, trailer loading, tongue weight, safety equipment and other topics as deemed necessary in light of the conditions in which the trailer is to be operated;
- Unique design characteristics of 15 passenger vans;
- Center of gravity and causes of lateral instability, under-steering and over steering;
- Risks, history and causes of van rollovers;
- Weight distribution, loading and unloading.

Driver Assessment

- An exam will be conducted requiring mastery of topics covered during driver training.
- A designated evaluator will conduct and document a rigorous practical exam.
- Performance evaluation must include road and driving conditions typically encountered while traveling.
- A separate assessment and documentation is required to operate a vehicle with a trailer.
- Drivers will be evaluated every year as part of their annual performance evaluation.
- A central log will be kept of all drivers in the copier room. Faculty/Staff driving records will be kept in employee files and Student driving records will be kept in the maintenance department files.

Ongoing Driver Evaluation

- The Sterling College community will have the opportunity to evaluate drivers for all exceptional driving behaviors, both positive and negative. This will be done via verbal feedback and the Driver Feedback Form found in the Kane Hall copier room. Driver Feedback Forms will be reviewed by the Director of Facilities who will promptly bring any issues or concerns to the attention of the appropriate person for review: Dean of Academics for Faculty, Dean of Students for student drivers and the direct supervisor for support staff.
- Driver Feedback forms will be kept in employee files in the case of faculty/staff or, for students, in the student driver files in the maintenance department.

Transportation Policies

Transportation policies are applicable to the usage of all vehicles while on school business, whether owned, rented or leased.

- Every driver of a Sterling College vehicle must be an employee or student of Sterling College.
- Every driver of a Sterling College vehicle must be appropriately licensed for the type and class of vehicle he/she will be driving.
- Drivers must obey all federal, state and local laws and regulations applicable to vehicle operation while using a Sterling College vehicle or while using a non-College vehicle to conduct College business.
- Seat belts must be worn correctly by all people in the vehicle when it is moving.
- The most experienced, rested, and qualified personnel must drive vehicles for College business.
- The driver of a College vehicle will not use a cell phone while driving.
- Sterling College vehicles are not to be operated by anyone who has consumed any amount of alcohol within the previous 8 hours.
- Drivers must be familiar with Motor Vehicle Grading Criteria and report any relevant changes in their driving status to the Director of Facilities
- Drivers must complete a driver training and check-out annually.
- The President, Director of Facilities, Dean of Academics, Dean of Students or an instructor may cancel an academic or student trip for any reason.

Vehicle Operating Procedures

1. Vehicle Checkout

- Vehicle sign out board and keys are located in the copier room.
- Before each use the driver must complete the pre-driving log and visual checklist included in each vehicle (See Appendix A.)
- The driver must have a valid drivers license in the vehicle at all times when driving a College vehicle.
- Establish a passenger to fulfill the 'navigator' role. It is this person's duty to perform all tasks non-essential to direct driving responsibilities. This includes communication with students, curbing horseplay, dashboard adjustments, etc, and all actual navigation or map reading.
- Drivers must remember that their driving habits and behaviors reflect directly on Sterling College, and must keep this in mind from check out to check in of the vehicle.

2. Loading

- No loads shall be place on the roof of a college vehicle
- When possible utilize an additional vehicle to transport packs and gear.
- When possible avoid loading occupants in the rear seat of the van.
- No vehicle may transport more passengers than there are working seatbelts.
- Fifteen-passenger vans will be loaded prioritizing all weight low and to the front of the vehicle.

- Loads shall not exceed the Gross Vehicle Weight Rating (GVWR) and are encouraged to stay well under this rating. Gear should be consolidated and either placed under seats or secured to a seat post. Avoid travelling with loose gear in vehicle.

3. Alcohol and Drugs:

- Sterling College vehicles are not to be driven by anyone who has consumed any amount of alcohol within the last 8 hours.
- Consumption of alcohol and possession or consumption of illegal drugs by anyone in the vehicle is prohibited.
- Any person under the influence of prescription drugs with adverse effects such as drowsiness may not operate a College vehicle.
- Smoking is prohibited in College vehicles.

4. Driving Duration and Times:

- Instructors should allow sufficient time for transports when designing courses. Nothing is worth speeding or rushing when dealing with vehicles.
- No driver shall operate a motor vehicle for more than six consecutive hours or ten total hours in a day. Drivers should take breaks about every two hours.
- Two or more drivers can drive a total of 16 hours in a 24-hour period by taking turns.
- Switch rule: If at any time a passenger who is also a certified driver asks the driver to pull over and switch positions, the driver must do so with no questions asked.
- Drivers should design courses to avoid driving in the dark as much as possible.
- If at any time, all approved drivers are too tired to be behind the wheel, stop and rest.

5. Post Drive

- Fill gas tank if less than half full and check/add oil before returning to the College.
- Clean out vehicle after every use. Report mechanical problems to the Director of Facilities or designate immediately.
- Return keys to the key board or if copier room is locked drop in Registrars folder.

Accident / Incident Procedures

At the scene of an accident the driver should:

- Assess the health of all persons involved, send for an ambulance if needed, and ask for the assistance of a bystander if available.
- Remain on the scene if at all possible, protect the scene and passengers, activate emergency signals on vehicle and set reflective triangles. Passengers should be relocated to a safe location if needed.
- Notify the police of the accident, and record name and badge number of the officer.
- Record name, license number and insurance information of other driver.

- Record names and addresses of bystanders.
- Avoid arguing, and make no statement except to the proper authorities.
- Fill out and sign only the official police report.
- When possible utilize a camera to thoroughly document any accident or incident.

Immediately Following an Accident or Violation of Traffic Law and/or Transportation Policy the driver should:

- Fill out Incident Report Form upon return to the College and notify the Director of Facilities, a Dean, or the President immediately. Failure to report an accident or law violation will result in loss of driving privileges. Hand in Incident Report form, accident form, camera, and any other documented information to the Director of Facilities.
- All documentation (Incident Report, accident report, camera, copy of traffic violation if applicable and any narrative) will be stored in the Business Office.

Accident / Incident Review Process

- The Director of Facilities will investigate all accidents and violations and determine all driving strikes. The driver involved in an incident will not be permitted to continue to drive until re-approved by the Director of Facilities.
- If found negligent for an accident: The driver may be asked to pay a percentage of repairs. The driver will also receive a strike on their Sterling Driving Record.
- If found negligent for a violation of traffic law and/or transportation policy: The driver will receive a strike on their Sterling Driving Record. Significant violations, as determined by the Director of Facilities, may result in revoked driving privileges.
- Consistent poor driver evaluations or failure to follow transportation procedures may also be used as a strike.
- The Sterling three strike system works as follows:
 - Strike 1: Verbal warning. Documentation will be kept on file.
 - Strike 2: Meet with direct supervisor. Documentation kept on file.
 - Strike 3: Driving privileges will be revoked. Documentation will be kept on file.
- Restoration of driving privileges occurs when approved by the Director of Facilities.

Vehicle Inspection and Preparation

A thorough pre-drive Visual Vehicle Inspection must be completed a minimum of once per week. The Driving Log kept in the vehicle is utilized to track this process. The Visual Vehicle Inspection Checklist is located on the back cover of each vehicle's binder. Inspection will include:

- Engine fluids
- Tire inflation and tire condition
- Existing damage to vehicle
- Headlights, hazard lights and turn signals
- Location of all emergency equipment

Equipment in Vehicle

Vehicle Binder:

Each vehicle will have an up-to-date binder that includes the following:

- Pre Trip Inspection checklist
- Insurance and registration
- Mileage and use log book
- Driver Handbook
- Emergency Call Guide
- Driver feedback forms
- Accident / Incident Forms
- Vehicle Repair Request sheet

Safety Equipment:

- Jack and lug wrench
- Spare tire
- First aid kit
- Reflective triangles
- Fire extinguisher
- Spare fluids
- Jumper cables
- Ropes
- Incident documentation camera
- Pressure gauge

Driving the Vehicle:

Headlights:

- Drive with headlights on at all times.

Driver Hand Position:

- Hands at "3 and 9" on the steering wheel. This helps to prevent injury from air bags and allows for maximum control of wheel in the event of an impact.
- Adjust the steering wheel so that it is pointed at the driver's chest, not face.

Speed Limits:

- Drive 35 MPH or less on unpaved surfaces.
- Turn overdrive off if driving under 45 miles an hour or on steep down grade.
- On unpaved roads vehicles towing trailers will travel 30 miles an hour or less.

Dirt Roads:

- While driving on dirt roads turn overdrive off.
- Avoid the shoulder of dirt roads, especially when wet and/or near steep embankments,
- Drive in the middle of the road, except when rounding curves, approaching another vehicle, or approaching the top of a hill.
- Drive particularly slowly through 'washboard' (tightly rippled) areas, as these can cause a vehicle to 'float' off the road.
- Do not make evasive maneuvers to avoid trouble areas in a dirt road. Instead, slow significantly and drive carefully through or around these areas.
- When meeting another vehicle on a dirt road, slow down and move to the right. It is preferred to stop and let the other vehicle pass you.

Curves:

- Approach all curves as though you will meet another vehicle. Blow the horn on all blind curves.

Reversing:

- If reversing is required, inspect carefully behind you for objective hazards. If the view is impaired or the terrain is tight in any way, have a helper step outside to assist you. Ensure visual contact and agree on hand signals, especially one that means: STOP.
- It is helpful to give a warning honk when backing a vehicle.

Night Driving:

- If night driving is required, remain as conspicuous as possible. Keep headlights clean.
- The probability of being on the road with impaired drivers increases greatly at night. Signs of impaired drivers include: swerving, driving too fast, driving too slow and any other erratic behaviors.
- Slow down, increase following distance and keep a watch out for people and animals.

Braking:

- Do not 'pump' brakes on vehicles. All Sterling vans and trucks come equipped with Anti-lock Braking Systems, which automatically 'pump' the brakes while you hold steady pressure on the pedal.
- OD OFF or 'Overdrive Off' is used to restrict the automatic transmission from utilizing fourth gear. This helps prevent overuse of the brakes, and relieves the transmission from unnecessary shifting. Please ensure the OD OFF light is on whenever traveling below 45 mph.
- While going downhill with significant weight in the vehicle, slow the vehicle by shifting to a lower gear to prevent overheating of brakes.
- Watch the road ahead to anticipate potential problems, and then cover your brake when needed. To cover your brake, move your foot from the gas pedal and hold it above the brake pedal. The vehicle will begin to slow from the lack of gas, and your reaction time will be shortened should you need to brake.

Cushion Of Safety:

- Pay careful attention to your vehicles 'cushion of safety' at all times. This is the following distance between your vehicle and the vehicle in front of you. When following another vehicle, allow for a space cushion of 4 seconds.
- To determine your 'cushion of safety', note when the vehicle in front of you passes a stationary object, then count how many seconds it takes your vehicle to pass the same object.
- Add one second to the following distance if:
 - Following a bike or motorcycle
 - Being tailgated by another vehicle
 - Driving in heavy traffic
- Add two seconds if:
 - Pulling a trailer
 - Driving in reduced visibility conditions or adverse weather
 - Driving in reduced traction conditions

Trailer Operating Procedures:

Driving a vehicle with a trailer in tow requires an increased level of expertise and is a significant responsibility. To be checked off in this area involves an additional testing procedure. Use caution when driving with trailers. Drive in a fashion that allows you to maintain control over the vehicle at all times. If the vehicle is difficult to handle reduce your speed and adjust the load of vehicle and trailer until it is possible to maintain adequate control.

Trailer Procedures:

Only approved drivers who have passed all requirements for trailer driver assessment will drive vehicles while towing a trailer.

- On unpaved surfaces vehicles towing trailers will drive 30 mph or less.
- Trailer design and construction must meet all D.O.T., state and local regulations.

Pre-Driving Inspection:

- Inspect overall structure of the trailer.
- Check tire pressure and wear on all tires, including the spare.
- Back van to trailer, with help.
- Place trailer hitch on ball.
- Make sure hitch is on the ball and fits snugly.
- Attach lock, safety chains, and light plug.
- When hooking up the safety chains they should be crossed and back hooked. This is safer in the event the trailer should detach from the vehicle.
- Check all lights.
- Regardless of who attached the hitch, recheck hitch connections, safety chains, hitch lock and power plug.

Trailer Loading:

One of the most critical aspects of safely operating a trailer is understanding the weight involved and how to load it properly. An imbalanced trailer load, particularly top-heavy or lopsided loads, can cause serious problems while cornering and can even cause the trailer to roll over.

Canoe/Kayak Trailers

- Load heaviest cargo (ex; full water jugs) in such a way as to distribute the weight evenly over the axle or between the wheels. If it is not possible to load the majority of the weight over the axle, load towards the tongue rather than the rear of the trailer, but do not exceed the limits of the trailer hitch. Check that canoe center thwarts are close to straight above axle.
- All cargo that is not inside trailer boxes should be secured to avoid any sideways as well as forward or backward movements.
- Load canoes/kayaks onto trailer keeping the load as low as possible. Push each boat toward the center of the trailer. Secure each canoe/kayak with two lines over the hull and tied to the cross bar of trailer. Tie bow painters to the upright support on trailer.
- Be sure trailer is properly loaded before driving. The driver is responsible for the load, regardless of who loaded the van/trailer. Walk around and check all is secure, and weight is evenly distributed. Regardless of who attached the hitch, recheck hitch connections, safety chains, power plug and lights.

Cargo Trailers:

- Load cargo in such a way as to distribute the weight evenly over the axle.
- If it is not possible to load the majority of the weight over the axle, load towards the tongue rather than the rear of trailer, but do not exceed the limits of the trailer hitch.
- All cargo should be secured to avoid sideways as well as forward or backward movements. Use floor anchor points in combination with rope, webbing or cargo nets.
- Be sure trailer is properly loaded before driving. The driver is responsible for the load, regardless of who loaded the vehicle and trailer.
- Regardless of who attached the hitch, recheck hitch connections, safety chains, power plug and lights.
- After traveling 5 miles, or an appropriate distance, stop and check that the trailer hitch, safety chains and light plug are still connected.

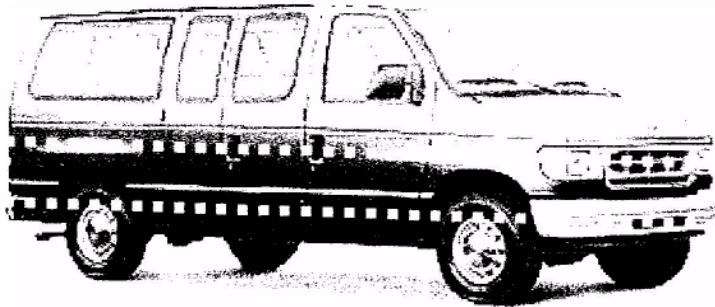
Driving with Canoe/Kayak trailers:

- Check that the boats are tied on properly. They should be tied on using the ropes attached to the trailer and the bow lines. The ropes should be tight and secure.
- After traveling 5 miles, or an appropriate distance, stop and check that the trailer hitch and tie downs are still secure, especially if the ropes started dry and have become wet.
- Canoe/Kayak trailers have a significant impact on vehicle handling. This includes an increase in stopping distance, and a decrease in maneuverability. Vehicles towing canoe/kayak trailers make wider turns than usual.
- In some cases, the motion of the trailer may increase the difficulty of steering. On a curving road, canoe/kayak trailers will track 12" - 18" to the inside of the front wheel of the vehicle. This makes it necessary for staff to initiate wide turns. When backing a canoe trailer and van in tight areas, staff is required to utilize another staff person outside the vehicle to give directions, when available.

Trailer Detachment while Underway:

- Detachment of the trailer from the vehicle while driving is an extremely dangerous situation. There is a significant risk of losing control of the vehicle and having an accident. Always check carefully to be sure that the trailer is properly connected and that the safety chains are attached before driving and after stopping. Do not attempt to operate any trailer if there is anything wrong with the hitch coupling or safety chains.
- In the event of a trailer detachment, do not apply the brakes suddenly. This will cause a collision between the trailer and the vehicle. Slow down as gradually as possible. Remove your foot from the accelerator. Shift the transmission to a lower position to increase engine braking if necessary. Stop the vehicle and pull off the road as soon as safely possible. There will be a momentary decrease in vehicle weight and then an increase in drag as the safety chains snap taught and the trailer tongue begins to drag. It will become substantially more difficult to maintain control of the vehicle. There is a risk of collision between the trailer and the vehicle, however some trailers may sway but follow the vehicle without incident. Passengers should be instructed to face forward and the rear seat passengers should duck their heads in order to reduce the risk of injury. Put on emergency flashers and be aware they may register for the van only.

Center of Gravity:



The lower line (••••) represents the plane in which the center of gravity of a van loaded with five or less occupants floats. The upper line (••••) shows where the combined center of gravity is when the vehicle is fully loaded.

(Slide from NHTSA)

General Driving Strategies:

- The most important tool in driving the fifteen-passenger van is SLOWING DOWN.
- Use a light foot on the gas; accelerate slowly and evenly.
- Ensure a four or more second cushion of safety while driving.
- Increase use of mirrors and spotters.
- Conservative choices when changing lanes.
- Allow more braking time and distance to start and stop the vehicle whenever possible.
- Load van properly with weight as low and as far forward as possible.
- Avoid evasive maneuvers if possible but learn how to handle them.
- Follow all Sterling College policies and procedures.

Strategies For Reducing Rollover Risk:

(From *Reducing the Risk of Rollover crashes in 15-passenger Vans*. National Highway Traffic Safety Administration)

- Avoid conditions that lead to a loss of control and require evasive maneuvering.
- Driver should always be well rested and attentive.
- Always slow down if weather is adverse in any way, including: snow, ice, rain, or fog.
- Be particularly cautious on curved rural roads. Maintain required speeds or lower to avoid running off the road.
- Know what to do if the wheels drop off the road. Unless clearly more dangerous (cliff edge), if the wheels do drop off, gradually reduce speed and steer back onto the roadway when it is safe to do so.
- Intentionally load vehicle. This includes remaining under the Gross Vehicle Weight and Combined Vehicle Weight and loading from front to back.
- Properly maintain tires and check them regularly. Make sure they are properly inflated and the tread is not worn down. Worn tires can cause handling problems and can lead to tire failures such as blowouts.

Hydroplaning:

- Hydroplaning can occur whenever excessive water has accumulated on a driving surface, most often a paved surface. A layer of water between the tire and the road creates an unstable situation in which the vehicle's tires are separated from the road surface,
- Hydroplaning is a potential hazard whenever water creates a reflective surface on the roadway. Other signs of possible hydroplane conditions include raindrops bubbling on the road and a sloshing sound coming from your tires.
- It is possible to hydroplane at speeds as low as 30 mph and with heavy vehicles such as vans.
- If conditions are present for hydroplaning:
 - Avoid driving if at all possible. If conditions worsen drastically while you are on the road, pull over and wait until they improve.
 - Slow the vehicle by releasing the gas pedal.
 - Avoid hard braking of the vehicle! Braking may send you into a skid.
 - Avoid sharp turns and drive in the tracks of the vehicle in front of you.
 - Protect your space cushion and increase your following distance.

Evasive Steering:

- Vehicles do not tend to roll over while going in a straight line! Similarly, it is extremely rare that a vehicle rolls over after a single hard steer. It is virtually always in the second phase of an evasive maneuver that a driver loses control. (*Training the 15 Passenger Van Driver* - Tom Heck and David Lasky)
- Drivers must learn to utilize more gentle evasive steering techniques in which the second phase of the turn is more gradual.
- Weigh carefully the consequences of any evasive maneuver. Choose to hit a squirrel rather than endanger the lives of a van full of passengers.
- To come out of a skid:
 - Remain calm and remove your foot from the brake pedal to slow the vehicle;
 - Steer the front wheels in the direction that you want to go is the best way out of a skid.

Appendix A

Visual Vehicle Inspection Checklist – 15 Passenger Van

DATE: _____ OPERATOR: _____

VEHICLE # _____ MAKE: _____ ODOMETER _____

MILEAGE: _____

VEHICLE EQUIPMENT OK UNSATISFACTORY

	PASS	FAIL
Seat Belts		
Tires/Spare Tire Tread Depth	LF RF LR RR Spare	
Tires/Spare Proper Inflation		
Tire Pressure Gauge in Vehicle		
Horn		
Headlights/Tail lights		
Brake lights		
Turn Signals		
Windows/Windshield		
Windshield Wipers		
Windshield Wiper Fluid		
Comments – Action Items		

Inspected by: _____

⊗ Note: proper tire pressures are normally found on stickers found on the door jam.

**THIS CHECKLIST IS NOT INTENDED TO BE A REPLACEMENT FOR
GOOD JUDGMENT!**

Appendix B

Driver Feedback Form

Date:

Name of Driver:

Vehicle:

Please describe your experience as a rider with the named driver or the particular incident that concerned you. If you would prefer to remain anonymous then be as specific as possible. Include driving conditions, time of day, location, number of passengers, purpose of trip etc.

Appendix C

Emergency Phone Numbers

Sterling College: 1-800-648-3591
(802)-586-7711

- Main office x100
- Laurie Laggner x102
- Pavel Cenkl x140
- Ned Houston x153
- Barb Stuart x103
- John Zaber x165
- Sarah Mutrux x131
- Adrian Owens x150
- Anne Morse x144
- Micki Martin x101
- Will Wootton x132
- Kitchen x155

Home Phones:

- Will Wootton (802)-586-2839
- Ned Houston (802)-586-2873
- Pavel Cenkl (802)-586-6966
- John Zaber (802) 586-9973
- Anne Morse (802) 281-4432

Pager: (802)-240-0961
Hardwick Rescue, fire, police: 9-9-1
Copley Hospital: 888-4231
State Police (Derby): (802) 988-4315

STERLING COLLEGE DRIVER HANDBOOK



Jan, 2010

Table of Contents

Contents adapted, with permission, from the North Carolina Outward Bound School Drivers Handbook

DRIVER SELECTION AND QUALIFICATIONS:

- Driver Selection.....1
- Motor Vehicle Records.....1
- Driver Training.....3
- Driver Assessment.....3
- Ongoing Driver Evaluation.....3

VEHICLE POLICIES AND PROCEDURES:

- Transportation Policies.....4
- Vehicle Operating Procedures.....4

ACCIDENT PROCESS:

- Accident / Incident Procedures.....5
- Accident / Incident Review Process.....6

VEHICLE OPERATION:

- Vehicle Inspection and Preparation.....6
- Equipment in Vehicles.....7
- Driving the Vehicle.....7
- Trailer Operating Procedures.....9

VEHICLE CHARACTERISTICS:

- Center of Gravity.....11
- General Driving Strategies.....11
- Strategies for Reducing Rollover Risk.....11
- Hydroplaning.....12
- Evasive Steering.....12

APPENDICES:

- Visual Vehicle Inspection Checklist
- Driver Feedback Form
- Emergency Phone Numbers

