

Introduction	
Pg 1	<p>You know your way around a truck, and you've been driving for a while.</p> <p>But are you a Master Driver? No matter how long you've been on the road, there's always more you can learn. And that's why you're taking this course</p> <p>To learn how to navigate this course, select the Next button now.</p> <p>Or, if you want to skip the navigation instructions and get straight to the point, click here.</p>
Pg 2	<p>The buttons at the bottom of your screen will help you navigate this course. Use the Back and Next buttons to go forward or backward through each lesson.</p> <p>The Progress bar will indicate how much of a lesson you've completed.</p> <p>Select the Resource button to access downloadable documents and to connect to external websites.</p> <p>The Home button takes you back to the main menu.</p>
Pg 3	<p>The rigs at these docks represent each lesson in the course. After the Introduction, there are four lessons in this course, plus review questions and a final exam. The lessons in this course are:</p> <p>Preparing for a Trip,</p> <p>Safe Driving Techniques,</p> <p>Problem Areas</p> <p>and Vehicle Safety on the Road.</p>
Pg 4	<p>Your first time through the course, you must complete the lessons in order.</p> <p>When a lesson is available for you to enter, its rig will pull out. Select the Start button on that rig to begin the lesson.</p> <p>If you return to the main menu while you're in a lesson, the rig that's pulled out will tell you which lesson to re-enter when you're ready.</p> <p>When you complete a lesson, you will automatically return to the main menu and the truck for the next lesson will pull out.</p>

Pg 5	<p>Once you have completed a lesson, you may re-enter it at any time. After you've worked through the entire course, you can move around freely and review the material.</p> <p>Your progress through the course is automatically tracked. If you must leave at any time, you will be taken back to the same screen when you return.</p> <p>When you have completed all of the lessons, the Final Exam rig will appear. Select this rig to take the final exam and complete the course.</p>
Pg 6	<p>While you're working through the lessons, you can control the sound and appearance of course material.</p> <p>Pause and re-start the audio playback with the Play/Pause button.</p> <p>Use the Re-play button to listen to a page again.</p> <p>You can increase the size of the course display by using the Maximize/Minimize button. Return to regular size by selecting it a second time.</p>
Pg 7	<p>Many parts of this course feature video.</p> <p>Use the Play button to start or pause the video.</p> <p>You can move to any part of the video by selecting and dragging the progress indicator forward or backward along the progress bar.</p> <p>Toggle between full-screen and smaller video with the Maximize/Minimize button in the upper right-hand corner of the video screen.</p>
Pg 8	<p>You will need to disable all pop-up blockers to access resources such as the course transcript and other downloadable items.</p> <p>To allow pop-ups in Internet Explorer,</p> <p>Select Tools in the Menu Bar, then Internet Options, then Privacy, and uncheck Turn on Pop-up Blocker.</p> <p>In Mozilla Firefox,</p> <p>Select Tools, then Options, then Content, and uncheck Block Pop-up Windows.</p>
Pg 9	<p>Before you get started, check out the Course Highlights document for an overview of the interactive activities you'll find in this course. Download Course</p>

	<p>Highlights by selecting the resource button on this page.</p> <p>If you want to see the full text of this course in printable form, select the Transcript button.</p>
Pg 10	<p>Some people say that it's what you learn after you know it all that really counts.</p> <p>No matter how much driving experience you have, it's always good to freshen up your skills, especially the ones you'll use in tricky situations like City Driving. And that's what this course is for.</p> <p>Watch this video introduction to get started.</p> <p>VIDEO VO: City driving... What images pop into your head? Busy, narrow streets, buildings blocking your view, congested traffic, pedestrians rushing about. Driving in urban areas requires the right attitude and a unique set of skills.</p>
Pg 11	<p>Let's start with the basics. What is city driving?</p> <p>It might mean taking the bypass and dealing with high speed, bumper-to-bumper traffic with everyone racing to make their exits.</p> <p>Or, it might mean driving on narrow, crowded by-ways in the oldest parts of cities to make deliveries on streets that were never meant for big trucks.</p> <p>You could find yourself in any number of situations in a single day, and you've got to be alert, aware and responsible in each of them.</p> <p>Watch what this Master Driver has to say about city driving.</p> <p>VIDEO VO: Randy Ryder: You not only have to drive for yourself when you're in the city, you have to drive for everyone else around you.</p>
Pg 12	<p>Every city is unique and offers its own driving challenges, but there are some strategies you can use to be safe wherever you are. So, in this course you'll learn:</p> <p>How to prepare yourself, your rig and your plan for city driving.</p> <p>How to handle common problem areas that you're likely to encounter every day, if not more than once a day.</p> <p>What to do if you have a breakdown despite all your preparations.</p>

	<p>Finally, you need to know how to maintain the security of your vehicle, for yourself and your cargo.</p>
Pg 13	<p>Now that you've completed the course introduction, select Next to return to the main menu.</p>
Preparing for a Trip	
Pg 1	<p>City driving is demanding and stressful, so if you're going to be driving in the city, prepare yourself before you even begin to worry about your rig or traffic or whatever else you might be thinking about.</p> <p>The most important thing to do before city driving; or any kind of driving at all; is get plenty of rest.</p> <p>Your senses need to be keen and your mind and body should be ready to respond to anything.</p> <p>That way, you'll be able to act rather than react. You need to be decisive, and you definitely don't want to panic if things get sticky.</p>
Pg 2	<p>Next, make sure you're vehicle is as prepared for city driving as you are. Just as you wouldn't want to get stuck in the middle of a busy intersection with a broken down rig, you also don't want to get stuck in the middle of a busy city because of a mechanical breakdown.</p> <p>This means a complete pre-trip inspection is essential.</p> <p>Fix anything that's not in perfect order before you head out.</p> <p>Watch these two Master Drivers discuss the importance of pre-trip inspections.</p> <p>VIDEO VO: Larry Rosa, Jr.: One thing that I try to prepare them do is, before we even leave our yard, is to make sure they do a good pre-trip. Because that is one thing you don't want to do is have a breakdown in the city on the side of the road. In the city there's not a whole lot of room where you can be pulling over. People like driving fast in the city, they think it's a race track.</p> <p>Ronald Hastings, Sr.: Make sure your vehicle is in safe condition. Once you've done your pre-trip and your vehicle's in safe condition and you get out on the road, always be aware of the traffic around you. Slow down. Take it easy.</p>
Pg 3	<p>In addition to vehicle pre-trip inspections, you need to keep an eye on the condition of your entire rig for the duration of your drive.</p>

	<p>Do spot checks throughout the day. Give your rig a onceover each time you stop.</p> <p>At the end of the day, make sure to do a thorough post-trip inspection.</p> <p>And remember that unless the trailer's sealed, it's your responsibility to make sure your cargo stays put until it's unloaded. Check to make sure it's properly loaded and secured both before and during your trip. With all the starting and stopping that are part of navigating the urban landscape, there are many opportunities for cargo to bounce around or for securement to fail.</p>
Pg 4	<p>City driving is full of challenges. The line between point A and point B; let alone points C, D and E; isn't straight and it isn't easy.</p> <p>Do you have what it takes to handle each of these situations with a level head, for your own safety and that of everyone around you?</p> <p>As you move through this course, you'll encounter a series of checks on learning that will take you through a city driving trip. You'll experience many of the kinds of everyday difficulties that are just a regular part of city driving.</p> <p>Use these checks on learning to test your understanding of course concepts and to think about how to refine your skills on the road.</p> <p>Ready to start? Select Next to try the first activity and get started on your journey.</p>
Pg 5	<p>You're getting ready to start a day's drive to a city that's a couple hours away. The previous driver filled out a Driver Vehicle Inspection Report (or DVIR) that indicates that your rig is in top condition. Are you and your vehicle ready to hit the road? Look at the list below and decide when you should inspect your vehicle. Drag each of the answers on the left into the correct column. Select Submit to answer the question or Reset to start again.</p>
Pg 6	<p>So, you're alert, your vehicle's in good shape and your cargo's well secured. Ready to go, right? Not so fast. Before you hit the road you need to make a good trip plan.</p> <p>Don't assume that you don't need a trip plan just because you've driven to a place before. Remember that things change: streets close temporarily, dock entrances get moved and road construction is just about everywhere you go in a city.</p> <p>Consult the most detailed and up-to-date maps available.</p>

	<p>Also be sure to talk to other drivers. If they've made recent deliveries or pick-ups in the area you'll be in, they might be able to offer advice about trouble spots such as restricted routes, construction and unique traffic patterns. They might also clue you in to favorite pit stops.</p>
Pg 7	<p>In addition to resources mentioned on the previous page, you should also check online sources if possible. They'll help you find recent changes, road construction reports and weather forecasts.</p> <p>How do you find good information online? Select the Resource button to connect to the U.S. Department of Transportation Federal Highway Administration's website. This will point you to many other websites you can use in trip planning.</p>
Pg 8	<p>Trip planning is about more than just choosing which roads to take. You've got to make sure that you have a good plan that considers all the variables.</p> <p>If you're not completely certain of where you're going or how to get there, ask for directions.</p> <p>If at all possible, avoid driving during rush hour. Some drivers plan their trip so they arrive early. It's better to sit and wait at the gate for a while than to get stuck in traffic and make a late delivery.</p> <p>When you've got multiple stops, there are more factors to coordinate. Be sure to take dock times, traffic and the customer's immediate area into consideration.</p>
Pg 9	<p>Your inspection shows that your vehicle is in good shape and your cargo is secure. Time to put together your trip plan!</p> <p>You've delivered in this city before, but never to this particular area. What can you do to make sure you deliver your cargo on time and in good condition?</p> <p>In the following exercise, you'll be asked a series of questions that will help you practice trip planning skills.</p> <p>Select Next to begin.</p> <p>Check on Learning</p> <p>.</p>
Pg 10	<p>To preview the responses, without clicking, roll your mouse over one of the images on the right side of the screen. To choose your response, select a still image.</p>

Pg 11	Now that you've completed the final Check on Learning for this lesson, use the Next button to return to the main menu.
Safe Driving Techniques	
Pg 1	<p>Sometimes you're on the outer rim of the city, sometimes you venture into the bowels of the city.</p> <p>In either case, be prepared to be surrounded by a lot of traffic. There will be a lot of people intent on getting where they're going as quickly as possible. And, mostly, they'll just wish you'd get out of their way.</p> <p>To deal with this, you've got to stay focused. Think about where you are, where you're going, and how to get there safely. Doing this will require you to anticipate others' actions and to be prepared to react to them.</p> <p>Stay in control of yourself and your rig and don't get distracted. You'll need to make a lot of adjustments along the way to respond to changing conditions, and that takes a lot of concentration.</p>
Pg 2	<p>Have you ever noticed that you seldom worry about dozing off while you're driving in or around the city? There's a reason for that. Your adrenaline gets pumping and all of your senses are telling you this is not the place to let your guard down.</p> <p>As a professional driver, you've got to stay on top of all those details.</p> <p>Watch this Master Driver talk about the importance of being ever aware of your surroundings.</p> <p>VIDEO VO: Larry Rosa, Jr.: The best way to handle yourself in the city, as a truck driver, would be to have constant attention to what is going on in your surroundings. Constantly looking at your mirrors to find out what other people are going to do. And sometimes you've got to guess what they're going to do to keep from getting into an accident or any other problems that occur on the highway.</p>
Pg 3	You've been driving for a couple of hours and you've finally made it into the city. With denser traffic, you're seeing a lot of other professional drivers. Watch this video of another driver. How would you evaluate his behavior? Choose your answer and select Submit.
Pg 4	How can you keep track of all that's happening around you and react appropriately? Start with the basics: a good visual search pattern will help you take in your surroundings.

	<p>You need to monitor the space around your vehicle in all directions, including what's close in and what's well ahead of and behind you.</p> <p>Watch this video to learn more about how to keep track of traffic and driving conditions surrounding your vehicle.</p> <p>VIDEO VO: Keep a constant vigil on what's immediately in front of you, as well as farther ahead. Also keep track of what's going on immediately behind you, in addition to what's coming up from farther back.</p> <p>And while doing all of that, you can't lose sight of what's happening to either side.</p> <p>Often, you'll need to keep an eye on the space above your truck, and objects on the surface of the road.</p>
Pg 5	<p>It's not as easy to maintain a safety cushion around your vehicle in the city as it is out on the interstate.</p> <p>Watch this video to learn more about the challenges of maintaining a safety cushion in the city.</p> <p>VIDEO VO: The general rule of thumb is to maintain one second of distance between you and the vehicle immediately in front of you for every 10 feet of your vehicle's length. Above 45 miles per hour you should add a second.</p> <p>Right... To maintain that much space in typical city driving is almost impossible. Just try to do the best you can.</p>
Pg 6	<p>When you're driving in the city and it's difficult to maintain an adequate safety cushion, you've got to be extra careful with the space you do have.</p> <p>Crowded roads aren't an excuse for tailgating. You should never do this.</p> <p>You should actually drive a little slower instead of trying to push traffic.</p> <p>Watch these Master Drivers discuss speed and space management in city driving.</p> <p>VIDEO VO: Ronald Hastings, Sr.: Some of the key hazards that happen to us in city driving is vehicles cutting in and out in front of you. Try to keep your space. Try to keep your following distance. It's not always easy when you have vehicles cutting in front of you, jumping in and out.</p>

	<p>Jose Ortiz: Tailgating is bad when you do it in an automobile. When you do it in a big truck you are asking for a disaster, possibly even death. The reason being is because you cannot stop eighty thousand pounds in a matter of seconds.</p>
Pg 7	<p>You probably already know that bad weather can complicate speed and space management.</p> <p>Remember the basics: inclement weather will slow traffic, and reduce visibility and traction.</p> <p>The answer to these changes is simple: slow down. And know when slowing down isn't enough; sometimes it's best to get off the road altogether.</p>
Pg 8	<p>Remember that distracted driver you saw earlier? Let's check in on him again by watching this video. How's he doing now? Choose your answer and select Submit.</p>
Pg 9	<p>What kind of important information is this driver missing as he texts while he drives? Choose your answer and select Submit.</p>
Pg 10	<p>Now that you've completed the final Check on Learning for this lesson, use the Next button to return to the main menu.</p>
Problem Areas	
Pg 1	<p>There's a basic set of problem areas that are part of driving in every city, regardless of where it is or how large it is. Let's start with railroad crossings. There are some simple rules to follow about slowing and stopping.</p> <p>If the lights are flashing and the gate is down, stop, relax and wait.</p> <p>If the lights are flashing and the gate's about to go down, or there is no gate, slow down, stop, relax and wait.</p> <p>If the crossing is uncontrolled, slow down, look and listen. Then look and listen again. If there's no train, proceed with caution. If there is a train, it's the familiar steps: stop, relax and wait.</p> <p>And remember that the road is often uneven at railroad crossings: keep an eye on your ground clearance.</p>
Pg 2	<p>You can also follow some pretty simple rules for how to handle intersections.</p> <p>If you see a yield sign, slow down almost to a stop, look both ways, and either proceed or stop, depending on whether or not there's traffic coming from</p>

	<p>either direction.</p> <p>Red lights should be a no-brainer: stop.</p> <p>If you see a yellow light, do not try to speed up to beat it. That's asking for trouble. Instead, slow down and wait patiently as it turns red.</p> <p>When you see a green light you can proceed through the intersection, but do so with caution. Never forget that other drivers sometimes run red lights, or that other drivers will try to rush through a yellow light.</p>
Pg 3	<p>Regardless of what signs or lights are present or absent, never move through an intersection without checking to see who else is around you.</p> <p>Check traffic left and right at all intersections, even ones that you don't have to stop at.</p> <p>And be ready to brake and stop at every intersection, even if you have the right-of-way.</p>
Pg 4	<p>When you're driving in the city, you've got to constantly be on your guard against potential dangers.</p> <p>As you approach an intersection, the light turns from green to yellow and you've got to decide what to do.</p> <p>Select the area of this picture that represents a potential hazard if you try to rush through the intersection while the light is yellow.</p>
Pg 5	<p>Select the area of this picture that represents a potential hazard if you try to rush through the intersection while the light is yellow.</p>
Pg 6	<p>Executing right- and left-turns can be a problem anywhere. Again, though, there are some basic guidelines you can use when turning.</p> <p>Even in the smallest city, the inherent difficulties that come with making turns are magnified by having to be aware of a variety of stationary obstacles as well as other traffic, including pedestrians, bicyclists and other drivers crowding the intersections who are impatient to make their move.</p> <p>Look for others crowding your turn space. There may be pedestrians or drivers trying to sneak between you and the curb, crowding the crosswalks, or, worst of all, other drivers expecting you to back up and start again.</p> <p>Be patient. Know that there will be times when you're facing an angry driver</p>

	<p>who's invaded your space but refuses to move to allow you to continue to make your turn. It's your job to wait politely for the other driver to realize what needs to happen. Patience is absolutely essential to the art of urban navigation.</p> <p>Watch this video to learn more about making turns in urban settings.</p> <p>VIDEO VO: Jose Ortiz: You've got to be a lot more aware of your surroundings. Give yourself plenty of space. Especially when you're going to make a turn, whether it's a left or a right, and you've got to swing wide. You've got to make sure that nobody's trying to pass you on the right side or trying to pass you on the left side.</p>
Pg 7	<p>Is there any more difficult and stressful maneuver than backing in a city? There are many challenges, and it would be nice if you just didn't have to do it but, unfortunately, that's not how it works.</p> <p>In the best case scenario, the customer will anticipate your arrival and will set out traffic cones and assign a spotter who will run interference and provide direction. Sometimes this happens, but mostly it doesn't...</p> <p>Usually you have to fend for yourself. The hard part about that is while you're trying to calmly and professionally execute a difficult maneuver, other drivers around you may start to get a little testy. Sometimes they even do something dangerous like slipping between you and the area you're backing into.</p> <p>Watch this Master Driver talk about the challenges of backing while dealing with other drivers.</p> <p>VIDEO VO: Jose Ortiz: Here in town you've got a lot of guys that either road rage, they see your turn signal, they don't respect that. They see you trying to back up into a place, they sneak behind you, don't allow you to. They're not courteous. So expect the unexpected.</p>
Pg 8	<p>As stressful as it can be, you simply can't avoid backing. So what should you do? Here are some basic rules to follow.</p> <p>First, make a plan. Once you start the maneuver, do everything you need to do to stay safe, even if you block traffic. If other drivers become agitated, stay calm. You'll complete the maneuver faster and more accurately if you don't get flustered.</p> <p>Watch this demonstration of good backing procedures.</p>

	<p>VIDEO VO: Have a plan. Go over it in your head. Be ready for anything that could happen while you back up.</p> <p>Make sure everyone knows what your intentions are. Set yourself up to execute the maneuver.</p> <p>Accept that you may have to temporarily block traffic, so don't be afraid to pull ahead and adjust if you need to. Those around you are just going to have to wait until you're out of their way.</p> <p>Take your time, be patient, and don't let anyone push you into making a costly mistake. It's better to go slow, or even stop and wait, than put yourself in a situation you can't get out of.</p> <p>Practice the basic rules of safe backing, stay calm and stay focused and you'll keep yourself out of trouble.</p>
Pg 9	<p>Let's get back to that delivery you're making. After driving into and around the city, you're approaching your first delivery site.</p> <p>You can see your customer's building from where you are, but you've got a couple of tough situations ahead of you before your recipient can start unloading the cargo.</p> <p>Select Next to answer a few questions about what techniques you'll use to get to your destination safely.</p>
Pg 10	<p>As you pull into a right turn at a busy intersection, a passenger vehicle enters the space you need for your turn. What should you do? Choose your answer and select Submit.</p>
Pg 11	<p>Now you're approaching the delivery point and you've got to back into a narrow space. As you start the maneuver, you block street traffic and the frustrated driver of a passenger vehicle honks her horn. How should you respond? Choose your answer and select Submit.</p>
Pg 12	<p>Now that you've completed the final Check on Learning for this lesson, use the Next button to return to the main menu.</p>
<p>Vehicle Safety on the Road</p>	
Pg 1	<p>Driving your vehicle in a safe way is obviously your biggest concern in the city or wherever you drive. Despite all of your good planning and your careful inspections, chances are good that at some point in your career you'll still end up with a breakdown or, unfortunately, you'll be involved in a crash of some</p>

	<p>sort.</p> <p>If either happens, you have to be prepared to deal with and control the situation.</p> <p>Watch this demonstration of what you should do in the event of a breakdown or crash.</p> <p>VIDEO VO: Your first step is to get your vehicle as far out of traffic lanes as safely possible.</p> <p>Next, warn other traffic. Turn on your 4-way flashers. If you have a safety vest, put it on. If you don't keep a safety vest in your kit, you should get one.</p> <p>Carefully exit your cab, and do your best to properly place your emergency warning triangles.</p>
Pg 2	<p>After you've gotten out of traffic and alerted other drivers to your situation, you've got to let others know what happened.</p> <p>If you're involved in a crash, follow your company's required procedures and notify proper authorities. This might seem easier said than done, but it's very important that you remain calm and keep things under control in these situations.</p> <p>Call your company with your exact location and the nature of your situation.</p> <p>As soon as possible, make sure that the recipient of your cargo is notified of your delay so they can plan accordingly.</p> <p>Finally, don't leave the scene until arrangements have been made for the security of your vehicle and its cargo.</p>
Pg 3	<p>These images represent the steps you should take if you have a breakdown. Put them in the correct order by dragging them to the boxes below. Select Submit to answer the question or Reset to start again.</p>
Pg 4	<p>Security is an important subject even when a breakdown or crash isn't involved, and it may be easy to forget about when you're focusing on driving. However, you always need to maintain a constant vigil of your rig and its cargo. You never know when someone might decide to take either of them.</p> <p>Try not to arrive when security is weak or nonexistent. Know when docks are closed to avoid having to park in unprotected surroundings while you wait for a gate to open.</p>

	<p>Avoid traveling or parking in dimly lit or high-risk areas.</p> <p>Use common sense. Stay aware of your rig's, your cargo's and your own safety.</p>
Pg 5	<p>You've made it through your day. As you're finishing your post-trip inspection, another driver pulls in and tells you about something he wishes he had done better today.</p> <p>Watch this video showing what happened.</p> <p>Do you notice any potential security concerns?</p> <p>Select Next to answer a question about what you see.</p>
Pg 6	<p>What potential security issues did you notice in the video? Choose all that apply and select Submit.</p> <p>VIDEO VO: The driver pulled up to his delivery point.</p> <p>He didn't see anybody outside to give him instructions about the delivery, so he got out of his truck to find somebody.</p>
Pg 7	<p>Now that you've completed the final Check on Learning for this lesson, use the Next button to return to the main menu.</p>
Conclusion	
Pg 1	<p>Now that you've covered everything in the course, remember the basic principles for city driving.</p> <p>Prepare for your trip by inspecting your vehicle and its cargo and making a good trip plan.</p> <p>Stay focused as you drive, and make sure you're always aware of what's happening around you.</p> <p>Know how to handle common city driving situations including problem areas, difficult maneuvers and how to stay safe and secure.</p> <p>Download a list of Master Keys to City Driving by selecting the Resource button.</p>
Pg 2	<p>Take some time to prepare for the final exam.</p> <p>You can now move back and forth within the course to return to previous</p>

	<p>lessons and review material.</p> <p>Use the main menu button to access course lessons. You can select the Final Exam truck to return to this page when you're ready.</p> <p>The review questions will also help you review main concepts covered on the exam.</p> <p>Select the Resource button to access the review questions.</p>
Pg 3	<p>A Master Driver won't accept anything less than the best. You've got to have a complete understanding of how to handle city driving.</p> <p>Ready? Select Next to begin.</p>
Pg 5	<p>You have completed the final exam for Master Driver: City Driving and your score has been recorded.</p> <p>You have viewed all of the course content and you may now close the course.</p> <p>Thank you for taking this course and drive safely.</p>