Greetings, before we begin your San Francisco International Airport Defensive Driving course we would like to cover a few characteristics of ClickSafety’s course functionality. Click on each button as it appears.

- **Next Button** – The next button can be clicked after the completion of the audio in each screen. 
- **Back Button** – The back button will take you to the previous screen.
- **Play/Pause Buttons** – If you would like to pause course play, you can press the pause button. When you are ready to continue press the play button. The play button is NOT the same as the next button which we already discussed. It is important to note that after 10 minutes of inactivity the course will time out. When the course times out you must sign back into ClickSafety. The course only bookmarks progress at the beginning of topics and quizzes.
- **Repeat Button** – If you would like to repeat a screen click on the repeat button which is in the lower right corner of the screen and is currently highlighted in green.
- **PDF Buttons** – PDF Buttons will appear on certain slides, when you see a button that looks similar to this, the button must be clicked before advancing to the next screen.
- **ADA-compliant Course Guide** – Follow the link for a guide that contains the text for each screen and the written narration for the audio throughout the course.
Welcome to the San Francisco International Airport Defensive Driving Training Program. In commitment with the Airport’s Core Value – “Safety and Security is our First Priority” we have revised our Motor Vehicle Incident Prevention Program to promote safe driving for all employees. The purpose of this training is to also maintain a safe vehicle fleet and reduce the number of motor vehicle incidents involving Airport Commission employees.

This program is intended for Airport Commission employees who operate an Airport vehicle on official business for the City and County of San Francisco. This also applies to employees who use their personal vehicle for City and County of San Francisco business. All employees who operate an Airport vehicle will be enrolled in the California Department of Motor Vehicles Employer Pull Notice (EPN) Program and must take the online training program every other year.

Now let’s get started with the training.
The training will cover the following topics:

• Training Overview and Objectives
• Preparing the Vehicle for Driving and Post-Trip Practices
• Elements of Defensive Driving
  – Good Driving Habits
  – Cushion of Safety
  – Aggressive Driving
  – Inclement Conditions
  – AOA Driving
• Review
• Final Exam
The general objective of this 60 minute course is to better your ability to drive defensively and safely. This course is not a substitute for specific training or equipment use.
The three main objectives for this driver safety training course are: to provide you with a clear understanding of what safe driving consists of; to develop your awareness of the most critical driver safety issues; and to provide you with tips on how to control the hazards behind most vehicle accidents.

We will also provide you with additional resources and guidelines to promote safe driving and reduce motor vehicle crashes.
Preparing the Vehicle for Driving and Post-Trip Practices

In this section we will cover:

- Inspection and Reporting
- Emergency Equipment
- Secure Materials for Transport
- Post-Trip Practices
Preparing the Vehicle for Driving and Post-Trip Practices

Inspection and Reporting
- **Walk-Around Inspection**
  - Seat belts
  - Body damage
  - Windshield, other glass (pitting, cracks), and wipers
  - Wheels and tires
  - Reflective triangle in trunk of car
  - Lights (headlights, directional signals, and hazard warning flasher)
  - Horn
  - Mirrors

- **Report unsafe conditions immediately**
  - SFO Airport Fleet Services (650-821-5411, Sun. 11 pm to Fri. 11 pm)
  - If outside standard hours, please contact Airport Communications at 650-876-2358

- **Commercial drivers under DOT** – refer to DMV Commercial Regulations:
  https://www.dmv.ca.gov/portal/dmv/detail/commercial/commercial

- Conduct a walk-around inspection each time a vehicle will be operated, to ensure equipment operates safely.
- Inspect the vehicle’s seat belts.
- Inspect for body damage. Check the windshield and other glass for pitting, cracks, and holes. A dirty windshield reduces visibility and causes eye fatigue. Also check the wipers. Check the wheels and tires and make sure you have a reflective triangle in the trunk. Check vehicle lights – headlights, stop lamps, directional signals, backup lights, and hazard warning flasher – and check the horn and mirrors.
- Report unsafe conditions immediately by calling SFO Airport fleet services at 650-821-5411, Sunday 11:00 pm to Friday 11:00 pm. If outside standard hours, please contact Airport Communications at 650-876-2358.
- For employees with commercial driver’s licenses that fall under the Department of Transportation (DOT), there is a stricter set of requirements/rules for you to follow. Please click on the link to refer to DMV Commercial Regulations.
Preparing the Vehicle for Driving and Post-Trip Practices

Emergency Equipment

• Triangle Reflector
  • Equipped in all Airport cars and trucks
  • Place 10 feet toward approaching traffic
  • WATCH FOR ONCOMING TRAFFIC to improve visibility when putting out triangles, hold them between yourself and oncoming traffic

• Mechanical problems – call SFO Airport Fleet Services at 650-821-5411

• All Airport cars and trucks are equipped with a triangle reflector. Please follow the instructions on placement of the triangles on the roadway.
• Place the warning triangle at 10 feet toward approaching traffic.
• Caution: Always watch for, and avoid, oncoming traffic. When putting out the triangles, hold them between yourself and the oncoming traffic lane for your own safety, and so other drivers can see you.
• If you have a mechanical problem, please call SFO Airport Fleet Services at 650-821-5411.
Secure Materials for Transport

- Tools or equipment should be secured while being transported to prevent unsafe movement of materials.
- During a crash or when making sudden maneuvers, loose objects can slide around or become airborne, injuring the driver and any passengers.
- If the load on your vehicle extends to the rear four feet or more beyond the rear of the vehicle, as measured from the tail lamps, a solid red or fluorescent orange flag or cloth not less than 12 inches square.
- Even if you are going a short distance and not driving on a highway, the law requires you to secure your load.

Secure Materials for Transport

Tools or equipment should be secured while being transported to prevent unsafe movement of materials. During a crash or when making sudden maneuvers, loose objects can slide around or become airborne, injuring the driver and any passengers. Even if you are going a short distance and not driving on a highway, the law requires you to secure your load.
Once the trip is completed, prepare the vehicle for its next use.

Fueling

For emergency readiness always keep your vehicle fuel tank at least ½ full.

Emergency and public safety vehicles should be at least ¾ full at the end of shift.

Unless authorized by your supervisor, use SFO refueling stations for your airport vehicle. SFO refueling stations shall be used solely for Airport vehicles.

Stations require the use of an assessment management refueling card. Each SFO vehicle has an individually assigned fuel card.

To obtain a new or replacement fuel card, contact Airport Fleet Services at 650-821-5411.

Car Wash – All SFO vehicle users are responsible for keeping their cars cleaned. This responsibility applies to the users of the car share program as well.
Elements of Defensive Driving: Good Driving Habits

Elements of Defensive Driving
1. Good Driving Habits
   - Good Driving Habits Defined
   - Seat Belt Use
   - Airbags
   - Cell Phones and Other Distractions
   - Drugs and Alcohol
   - Fatigue
   - Parking Safety Tips
   - Parking on a Hill
   - Share the Road
2. Cushion of Safety
3. Aggressive Driving
4. Inclement Conditions
5. AOA Driving

Elements of Defensive Driving. In this section we will cover:

- Good Driving Habits
  - Good Driving Habits Defined
  - Seat Belt Use
  - Airbags
  - Cell Phones and Other Distractions
  - Drugs and Alcohol
  - Fatigue
  - Parking Safety Tips
  - Parking on a Hill
  - Share the Road
Good Driving Habits Defined

- Be courteous to others
- Allow proper cushion of safety
- Never retaliate when other drivers make mistakes or show signs of aggression
Seat Belt Use

- All City and County of San Francisco employees and passengers must wear a seat belt.
- Click on the following link to review the Seatbelt Use Policy
- Single most effective means of reducing deaths and serious injuries in traffic crashes
- During a crash, anyone not wearing a seat belt may slam into the steering wheel, windshield, or other parts of the interior, or be ejected from the vehicle

**Safety Tip**
According to the NHTSA, seat belts reduce serious crash-related injuries and deaths by about 50%.

Seat Belt Use

- All City and County of San Francisco employees and passengers must wear a seat belt. Click on the link to review the Seatbelt Use Policy.
- Seat belts are the single most effective means of reducing deaths and serious injuries in traffic crashes. During a crash, anyone not wearing a seat belt may slam into the steering wheel, windshield, or other parts of the interior, or be ejected from the vehicle.
What about air bags? Well, first, they are designed to be used in conjunction with seatbelts, not to replace them.

Prevent air bag-related injuries by doing the following:
- Sit back at least 10 inches from the steering wheel and dashboard.
- Directing tilted steering wheel toward the chest, not the head.
- If pregnant, place the seat belt on the lower abdomen with the shoulder portion over the collarbone, and tilt the steering wheel toward the chest.
Good Driving Habits

Cell Phones and Other Distractions

- When driving, DO NOT:
  - Text and drive
  - Use hand-held or hands-free phones, or any other similar devices
  - Use a laptop, notebook, GPS or netbook
  - Eat

- No smoking in Airport vehicles

- Unless Authorized by your Supervisor or Manager, DO NOT:
  - Transport non-employees
  - Animals

- In the event of an emergency, pull off the road to make or receive calls or to text

Cell phones and other distractions

- When Driving
  - Do Not Text
  - Do Not Use a hand-held or hands-free phone or any other similar device
  - Do Not use a laptop, notebook GPS device or netbook
  - Do Not eat in Airport vehicles

- No smoking in Airport vehicles

- Unless authorized by Management,
  - Do Not Transport non-employees and
  - Do Not transport animals

- In the event of an emergency, pull off the road to make or receive calls or to text
• **DO NOT DRINK AND DRIVE!**

• *SFO has a zero tolerance for Drinking and Driving in Airport vehicles.*
Drivers under the influence of drugs or alcohol often display certain characteristic driving behaviors.

Keep these in mind to avoid a dangerous situation.

- Weaving, swerving, drifting or straddling the center line
- Driving on the wrong side of the road
- Driving at a very slow speed
- Stopping without cause or braking erratically
- Turning abruptly or responding slowly to traffic signals
- Driving with the window down in cold weather
- Driving with headlights off at night

If you spot an impaired driver, stay a safe distance from their vehicle. Alert the police that there is an unsafe driver on the road.
In California if your blood alcohol concentration is .08% or greater you are legally drunk.

For employees with commercial driver’s licenses that fall under the Department of Transportation (DOT), there is a stricter set of requirements/rules for you to follow. Click on the link to review the DMV Commercial Regulations.
Driving Drowsy

It is important for all of us to be well rested, alert and sober on the road so that we are in a position to defend ourselves from drivers who do not make the same choice.

Crashes caused by drowsy driving are often serious crashes and occur most often on high-speed highways when the driver is alone.

Good Driving Habits

Fatigue

• Driving Drowsy Safety Facts
  – Beware of driving fatigue:
    • It is important for all of us to be well rested, alert and sober on the road so that we are in a position to defend ourselves from drivers who do not make the same choice.
    • Crashes caused by drowsy driving are often serious crashes and occur most often on high-speed highways when the driver is alone.
Good Driving Habits

Fatigue
• Warning signs of fatigued driving:
  • You can’t remember the last few miles driven
  • You hit a rumble strip or drift from your lane
  • Your thoughts are wandering and disconnected
  • You yawn repeatedly
  • You have difficulty focusing or keeping your eyes open
  • You tailgate or miss traffic signs
  • You have trouble keeping your head up
  • You keep pulling your vehicle back into the lane

• What are some of the warning signs of fatigued driving?
  • You can’t remember the last few miles driven
  • You hit a rumble strip or drift from your lane
  • Your thoughts are wandering and disconnected
  • You yawn repeatedly
  • You have difficulty focusing or keeping your eyes open
  • You tailgate or miss traffic signs
  • You have trouble keeping your head up
  • You keep pulling your vehicle back into the lane
Parking Safety Tips

• When parking:
  • Put valuables and packages in the trunk or out of sight before leaving your vehicle parked for any length of time
  • Do not leave any valuables where they can be seen from outside the car
  • Park close to your destination if possible.
  • Park in well-lit areas
  • Look around before getting out of your vehicle.
  • Always lock the vehicle
Good Driving Habits

Parking on a Hill

• Set your parking brake
  • Turn the wheels so they will keep your vehicle from rolling into traffic
  • If there is a curb, turn your steering wheel all the way away from it if you’re facing uphill, or all the way toward it if you’re facing downhill
  • If there is no curb or a very low one, whether you are facing uphill or down, turn your wheels all the way toward the nearest side of the road

When you park on a hill

• Set your parking brake
  • Just in case the parking brake fails, turn the wheels so they will keep your vehicle from rolling into traffic. If your vehicle starts to roll, the wheels should stop the vehicle at the curb and prevent it from rolling down hill.
  • If there is a curb, turn your steering wheel all the way away from it if you're facing uphill, or all the way toward it if you're facing downhill.
  • If there is no curb or a very low one, whether you are facing uphill or down, turn your wheels all the way toward the nearest side of the road.
Good Driving Habits

Share the Road

- Share the road with pedestrians, bicyclists, ...
  - Use extra care when sharing the road with pedestrians, bicycles, motorcycles, and mopeds. They are small and hard to see. You must maintain a 3 foot buffer when passing a cyclist.
  - Watch for delivery and commercial vehicles that make frequent stops.
  - Watch for school buses – come to a complete stop when red lights are flashing and electronic stop sign arm is out
  - Obey crossing guards
  - Check your vehicle mirrors and look over your shoulder for approaching traffic when pulling into traffic from curbside parking or driveways

- Good driving habits include sharing the road with others. You should always…
- Ensure that extra care is used when sharing the road with pedestrians, motorcycles and mopeds, since they are smaller and harder to see. You must maintain a 3 foot buffer when passing a cyclist.
- Watch for vehicles that make frequent stops, such as delivery and commercial vehicles
- Caution when approaching school buses. Come to a complete stop when red lights are flashing and the electronic stop sign arm is out
- Obey crossing guards
- Use precaution when pulling into traffic from curbside parking or driveways
Elements of Defensive Driving: Good Driving Habits

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Elements of Defensive Driving. In this section we will cover:

- Cushion of Safety
  - Cushion of Safety Defined
  - Intersection Safety
  - Backing Safety
  - Blind Spots
  - Trucks and Passing
Cushion of Safety

Cushion of Safety Defined
- What is Cushion of Safety and when is it critical?
  - A cushion of safety is:
    - Leaving proper distance between you and other vehicles.
    - Use the 3 Second rule:
      - Begin counting when the vehicle ahead of you passes a fixed object.
      - You should pass the same object at the end of the three second count.
    - Add one second for poor driving conditions, or when hauling a trailer

Do not tailgate

- To be prepared for the unexpected, it is critical to maintain a cushion of safety.
  - This means leaving the proper distance between you and other vehicles surrounding your vehicle. Use 3 Second rule:
    - Begin counting when the vehicle ahead of you passes a fixed object.
    - You should pass the same object at the end of the three second count.
  - As most drivers know, changing conditions require you to make continuous adjustments in speed and in lane positioning. It also means compensating for other driver’s poor driving habits.
  - Do not tailgate
Anticipation is the key to maintaining a cushion of safety.
• You should be looking 12 to 15 seconds in front of you to identify hazards well in advance. This means looking two blocks ahead in city driving and a quarter mile for highway driving.
• Rear view mirrors and side mirrors should be checked every three to five seconds.
• It is essential that you know who is surrounding you at all times.
• It is critical to use precautionary safety measures when approaching an intersection.
  • Be prepared to slow down and use your brakes if you spot a hazard.
  • Allow intersections to clear when approaching from a stop sign or signal light.
  • Ensure that you look left first, then right and left again.

Intersection Safety

• Precautions
  
  Two critical times:
  1. When approaching/entering an intersection:
     - Slow down
     - Be prepared to use your brakes if you spot a hazard
  2. When starting up from a red light/stop-sign:
     - Allow it to clear (2 second rule)
     - Look left, right, and left again
Cushion of Safety

Intersection Safety

• Special Situations
  – Treat broken signal lights as a stop sign and stop at intersection
  – If two vehicles reach a stop sign simultaneously, allow the person on the right to go first
  – Give the right of way to emergency vehicles

• Special situations
• In the event you approach an intersection with a broken signal light, treat the broken light as a stop sign. Ensure that you come to a complete stop, look both ways and use caution when proceeding.
• If you reach a stop sign at the same time as another vehicle, allow the vehicle to the right to go first.
• Always give the right of way to emergency vehicles
Cushion of Safety

Intersection Safety

- Right Turn? Look Right!
  - Many drivers neglect to look to their right after insuring that traffic from the left is clear. This puts pedestrians, skateboarders, runners, bicyclists in extreme danger
  - Cars turning right are one of the biggest dangers to cyclists

- It is important for drivers to make sure they look to their right when approaching an intersection.
- Many driver’s neglect to do this after insuring that traffic from the left is clear, and put pedestrians in extreme danger.
Backing accidents can be caused by:

- Poor visibility
- Rushing
- Distractions, including cell phones, radios and conversations
5 tips to prevent backing accidents include:

- Walking around the vehicle before backing up
- Not backing into busy streets
- Using a spotter for difficult situations
- Not relying primarily on mirrors
- Looking over your shoulder
Blind Spots

- Blind spots are on both sides and behind your vehicle:
  - Don’t drive in other vehicle’s blind spots
  - Adjust your speed to keep people out of your blind spots

- Blind spots are usually located the next lane over and just behind your vehicle.
- Staying out of other vehicle’s blind spots and not allowing others to drive in yours, are the most important steps in maintaining the side cushion of safety.
- By speeding up or slowing down just a little as necessary, you can keep people out of your blind spot as well as stay out of others’.
Passing

- Allow plenty of time to pass, trucks can be 3 times the length of a car. At highway speeds, it can take more than 30 seconds to safely pass a big rig.
- Do not ride in the blind spot.
- After you pass make sure you can see the front of the truck before changing lanes.
- If a truck passes you, help the driver out by slowing down. This enables the driver to complete the pass quickly and will also remove you from the blind spot sooner.
Cushion of Safety

Trucks and Passing

- **Right Hand Turns**
  - Trucks making right hand turns need to swing wide to the left when making the turn. Beware of cutting around a right-turning truck on the left or you could get clipped.

- **Changing Lanes**
  - Cars can change lanes in a flash. On the highway, a truck might take 8 or 10 seconds and travel over an eighth of a mile to make a simple lane change.

- Trucks are more cumbersome and generally need more time and space to execute maneuvers such as turns and lane changes.
- Be especially wary of Right Hand Turns.
  - Trucks making right hand turns need to swing wide to the left when making the turn.
- Beware of cutting around a right-turning truck on the left or you could get clipped.
  - Cars can change lanes in a flash. On the highway, a truck might take 8 or 10 seconds and travel over an eighth of a mile to make a simple lane change.
Elements of Defensive Driving: Good Driving Habits

Elements of Defensive Driving

1. Good Driving Habits
2. Cushion of Safety
3. Aggressive Driving
   - Aggressive Driving Defined
   - Aggressive Driving Indicators
   - How to Deal with Aggressive Drivers
4. Inclement Conditions
5. AOA Driving

Elements of Defensive Driving. In this section we will cover:

• Aggressive Driving
  • Aggressive Driving Defined
  • Aggressive Driving Indicators
  • How to Deal with Aggressive Drivers
“Aggressive driving” means driving in a selfish, bold, or pushy manner, without regard for the rights or safety of other users of the roadway, including any kind of high-risk maneuver.

- It may take the form of a calculated but still dangerous act.
- Or it may mean losing control over your emotions and letting those emotions negatively influence your driving behavior.
Signs of aggression include:
- speeding
- making obscene gestures
- tailgating
- failure to signal a lane change
- running a red light
- passing others on the right
- forcing someone off the road
- not allowing others to merge
- Road rage

Avoid engaging in conflict with other drivers and always be courteous.

The best advice is to avoid engaging in conflict with other drivers and always be courteous.
How to Deal with Aggressive Drivers

- Make every attempt to safely move out of an aggressive driver’s way, do not make eye contact and do not respond.
- Report dangerous driving to the police if you feel you are at risk.

- Make every attempt to safely move out of an aggressive drivers way. If a hostile motorist becomes overly aggressive, do not make eye contact and do not respond.
- If you feel you are at risk, report aggressive driving to the police.
- It is important to provide authorities with a vehicle description, license number, location of incident and the direction of travel.
Elements of Defensive Driving: Good Driving Habits

Elements of Defensive Driving
1. Good Driving Habits
2. Cushion of Safety
3. Aggressive Driving
4. Inclement Conditions
   – Rain and Water
   – Obstruction of Vision
   – Fog
   – Black Ice
   – Anti-lock Brakes
5. AOA Driving

Elements of Defensive Driving. In this section we will cover:

- Inclement Conditions
  - Rain and Water
  - Obstruction of Vision
  - Fog
  - Black Ice
  - Anti-lock Brakes
Rain and Water

- Rain can cause slick and unsafe road conditions
  - When it first rains, oils are brought to the surface
  - Decreased traction
  - Hydroplaning can occur at 25 MPH

- Water on the road doubles the safe stopping distance
  - At 60 MPH car takes 400 feet to stop in the rain
  - Increase following distance to 4 seconds
  - Slow down (posted speed limit is the maximum, not the minimum)

- Rain can lead to thousands of accidents every year. Drivers can avoid rain related accidents if they practice inclement condition driving tips.
- The most common issue with driving in inclement conditions is slick roads. When the first seasonal rain hits, oil rises to the surface and creates a very slick-driving surface.
- This means increased stopping distance and less traction when rounding turns.
- When water accumulates on roads, hydroplaning can occur at speeds as low as 25 miles per hour, causing you to lose steering and braking control.
- When driving in inclement weather increase your following distance from 3 seconds to 4 seconds.
- Remember the posted speed limit is the maximum speed not the minimum.
Fogged-up windows, frost or ice accumulation, and dirt and mud on windows all greatly decrease visibility and make it more difficult to spot hazards.

Glare from opposing headlights is significantly worse under these conditions, too.
Fog can be a serious driving hazard in many areas. Here are some tips for driving in foggy conditions:

• Drive with lights on low beam.
• Reduce speed.
• Avoid crossing roads with heavy traffic.
• Listen for traffic you cannot see.
• Use wipers and defroster as necessary for maximum vision.
• Be patient - don't pass.
• Unless absolutely necessary, don't stop on any freeway or other heavily traveled road.
## Black Ice

- Use caution:
  - Black ice can cause your vehicle to suddenly lose traction
  - Bridges and overpasses freeze much sooner in cold weather and stay frozen long after the sun has risen
  - Black ice appears black and shiny, and can be located in shaded areas
  - Slow down, keep your foot off the brake, and be ready to shift to neutral or step on the clutch as your vehicle crosses these areas
  - Try to plan your trip later in the day when air temperatures are warmer, when the potential for ice and black ice accumulation is reduced

---

Let’s discuss black Ice

- Be careful when approaching shaded areas, bridges, and overpasses, as these sections of road freeze much sooner in cold weather and stay frozen long after the sun has risen.

- Watch out for black ice, areas of the road that appear black and shiny, as they can cause your vehicle to suddenly lose traction.

- Slow down, keep your foot off the brake, and be ready to shift to neutral or step on the clutch as your vehicle crosses these areas.

- Try to plan your trip later in the day when air temperatures are warmer, when the potential for ice and black ice accumulation is reduced.
Anti-lock Brakes

• When wheels lock up on wet and slippery roads or during a panic stop, you may lose traction and control, causing your vehicle to spin.
• Antilock brakes keep your wheels from locking up and help maintain control.
• It is important to know whether or not you have ABS.
• Check instrument panel for a yellow ABS indicator light when you turn ignition on.

Anti-lock brakes.

• When your wheels lock up on wet and slippery roads or during a panic stop, you may lose traction and control, causing your vehicle to spin.
• Antilock brakes (known as ABS) keep your wheels from locking up, so your car maintains directional control around hazards if you can’t make a complete stop in time.
• It is important to know whether or not you have anti-lock brakes, because brake application is different with them.
• To find out whether your car has an antilock brake system, you can check your instrument panel for a yellow ABS indicator light after you turn on the ignition.
ABS works with your regular braking system by automatically pumping the brakes.

- Your foot should remain firmly planted on the brake pedal, while ABS pumps the brakes for you.
- If you apply too much brake pressure and the wheels lock momentarily, you might feel the brake pedal pulse back against your foot.

For vehicles without anti-lock brakes, a good way to stop on a slippery surface is to use threshold or controlled braking.

- Threshold braking means applying brake pressure to the point of a skid, then backing off just enough to prevent the skid, then constantly adjusting throughout the stop to keep the braking effort right at that point.
Elements of Defensive Driving: Good Driving Habits

Elements of Defensive Driving
1. Good Driving Habits
2. Cushion of Safety
3. Aggressive Driving
4. Inclement Conditions
5. AOA Driving
   - Safety Regulations and Security Procedures
   - Airport Rules and Regulations
   - Driving on the Airfield
   - Violations
   - Reporting

Elements of Defensive Driving. In this section we will cover:

- AOA Driving
  - Safety Regulations and Security Procedures
  - Airport Rules and Regulations
  - Driving on the Airfield
  - Violations
  - Reporting
Employees operating a vehicle on the Air Operations Area (AOA), will be required to take an additional AOA driving course. Those completing the AOA drivers training successfully will be required to adhere to the SFO Rules and Regulations.

Some Airport Commission employees are required to drive on the AOA. Click on each bullet point to review the Airport’s Safety Regulations and Security Procedures.

**Airport Rules and Regulations**

- The Airport follows all California Vehicle Code requirements (rule 4.1(A)), including:
  - Use of seatbelts
  - No electronic device usage (for airport this includes no Bluetooth)
  - Drivers must have valid California-issued driver’s license
  - Obey all signs and markings
Driving on the Airfield

Driver must follow all SFIA Rules and Regs including:

- Stay on marked vehicle service roads only, may not proceed on movement area or on restricted access roads without an Airfield Operations escort
- Give way to Aircraft and all emergency vehicles
- Be in a marked vehicle with signage on both sides of the vehicle at least 8” high
- Have a “driving” endorsement issued by the Security Access Office (badging)
- If assistance is needed contact Airfield Operations at 650-821-3355, 24/7

Driving on the Airfield

- Driver must follow all SFIA Rules and Regs including:
  - Stay on marked vehicle service roads only, may not proceed on movement area or on restricted access roads without an Airfield Operations escort
  - Give way to Aircraft and all emergency vehicles
  - Be in a marked vehicle with signage on both sides of the vehicle at least 8” high
  - Have a “driving” endorsement issued by the Security Access Office (badging)
  - If assistance is needed contact Airfield Operations at 650-821-3355, 24/7
Violations

According to SFO Airfield Operations, some common driving violations include:

- Driving too fast
- Driving through an aircraft envelope
- Not following Airport signage or markings
- Failure to yield to an aircraft
- Causing an accident or incident

Click on each offense to review driving violations.
### Safety Regulations and Security Procedures

- **Violations (cont.)**

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<td>Complete 2 hour driver training class</td>
<td>Complete 2 hour driver training class</td>
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<tr>
<td>$50 administrative fee</td>
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<td>REVOKED</td>
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<tr>
<td>Lose AOA driving privileges for 1 day</td>
<td>Lose AOA driving privileges for 3 days</td>
<td></td>
<td>REVOKED</td>
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</table>
Reporting
All accidents and incidents resulting in damage to City property or injury to any person need to be reported immediately to 9-1-1

- Remain calm and know your location, persons involved and if there are injuries
- Failure to report may result in disciplinary action

If there is a near miss accident/incident or something you perceive as a safety or security issue please report immediately to your Supervisor or the Airfield Operations Supervisor at 650-821-3355/24/7
A defensive driver never takes driving or other drivers for granted. He or she obeys all driving laws, works to be continuously aware of the vehicle’s changing position relative to others on the road, and is always monitoring the vehicle, other drivers, and road conditions for potential dangers.

The defensive driver is also acutely aware of the problems posed by inclement conditions, fatigue, alcohol and drugs, and takes steps to make sure that their vehicle is in good condition before setting out. Finally, the defensive driver doesn’t let common distractions, or their emotions, get in the way of the safe operation of their vehicle.
You are responsible for your personal safety, knowing and obeying State motor vehicle laws, and following defensive driving rules. This includes learning about driving safety laws and regulations as they apply to airport safety and security. Where laws may differ, you should observe the most stringent. In addition, you should continuously practice good driving techniques discussed in this training which often go far beyond legal requirements.

Your life and the lives of others are at stake.
For additional information about defensive driving, driving laws and driving safety, you may refer to the following online resources.

**Resources**
- Refer to the following links for additional information and assistance
  - On traffic safety in the workplace, you can contact:
    - National Highway Traffic Safety Administration (NHTSA)
    - Occupational Safety and Health Administration (OSHA)
      - [www.osha.gov](http://www.osha.gov)
    - National Institute for Occupational Safety and Health (NIOSH)
      - [http://www.cdc.gov/niosh/homepage.html](http://www.cdc.gov/niosh/homepage.html)
    - Network of Employers for Traffic Safety (NETS)
      - [http://www.trafficsafety.org/index2.asp](http://www.trafficsafety.org/index2.asp)
    - California Department of Motor Vehicles (DMV)
      - [https://www.dmv.ca.gov](https://www.dmv.ca.gov)
OK, we’ve now completed the main presentation on the SFO defensive driving training program. Before we leave, however, let’s go back and review some key points of the program. Please advance to the next screen.
• Once the trip is completed, prepare the vehicle for its next use.
• Fueling
  • Emergency readiness – ½ tank
  • Emergency and public safety vehicles – ¾ tank
  • SFO refueling stations only, unless otherwise authorized
• Requires Vehicle Fuel Card
  (Airport Fleet Services, 650-821-5411)
  • Please click on the following link to review the CNG Fueling
• Procedures Car Wash
  • User responsibility
  • Including car-share program users

• Car Wash – All SFO vehicle users are responsible for keeping their cars cleaned. This responsibility applies to the users of the car share program as well.
Good Driving Habits Defined

- Be courteous to others
- Allow proper cushion of safety
- Never retaliate when other drivers make mistakes or show signs of aggression
Anticipation is the key to maintaining a cushion of safety.

- You should be looking 12 to 15 seconds in front of you to identify hazards well in advance. This means looking two blocks ahead in city driving and a quarter mile for highway driving.
- Rear view mirrors and side mirrors should be checked every three to five seconds.
- It is essential that you know who is surrounding you at all times.
## Backing Safety

- **Causes of Backing Accidents include:**
  - Poor visibility
    - No back windows (vans)
    - Poor mirror set up
    - Fogged up windows
    - View-blocking loads
  - Rushing and/or not taking time to check, assuming street/driveway conditions remain unchanged
  - Distractions including cell phones, radios and conversations

Backing accidents can be caused by:
- Poor visibility
- Rushing
- Distractions, including cell phones, radios and conversations
Review

Intersection Safety

- Precautions
  - Two critical times:
    1. When approaching/entering an intersection:
       - Slow down
       - Be prepared to use your brakes if you spot a hazard
    2. When starting up from a red light/stop-sign:
       - Allow it to clear (2 second rule)
       - Look left, right, and left again

- It is critical to use precautionary safety measures when approaching an intersection.
  - Be prepared to slow down and use your brakes if you spot a hazard.
  - Allow intersections to clear when approaching from a stop sign or signal light.
  - Ensure that you look left first, then right and left again.
• Special situations
• In the event you approach an intersection with a broken signal light, treat the broken light as a stop sign. Ensure that you come to a complete stop, look both ways and use caution when proceeding.
• If you reach a stop sign at the same time as another vehicle, allow the vehicle to the right to go first.
• Always give the right of way to emergency vehicles
# Review

## Cell Phones and Other Distractions

- **When driving, DO NOT:**
  - Text and drive
  - Use hand-held or hands-free phones, or any other similar devices
  - Use a laptop, notebook, GPS or netbook
  - Eat
- **No smoking in Airport vehicles**
- **Unless Authorized by your Supervisor or Manager, DO NOT:**
  - Transport non-employees
  - Animals
- **In the event of an emergency, pull off the road to make or receive calls or to text**

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Cell phones and other distractions

- **When Driving**
  - Do Not Text
  - Do Not Use a hand-held or hands-free phone or any other similar device
  - Do Not use a laptop, notebook GPS device or netbook
  - Do Not eat in Airport vehicles
- **No smoking in Airport vehicles**
- **Unless authorized by Management,**
  - Do Not Transport non-employees and
  - Do Not transport animals
- **In the event of an emergency, pull off the road to make or receive calls or to text**
• Conduct a walk-around inspection each time a vehicle will be operated, to ensure equipment operates safely.

• Inspect the vehicle’s seat belts.

• Inspect for body damage. Check the windshield and other glass for pitting, cracks, and holes. A dirty windshield reduces visibility and causes eye fatigue. Also check the wipers. Check the wheels and tires and make sure you have a reflective triangle in the trunk. Check vehicle lights – headlights, stop lamps, directional signals, backup lights, and hazard warning flasher – and check the horn and mirrors.

• Report unsafe conditions immediately by calling SFO Airport fleet services at 650-821-5411, Sunday 11:00 pm to Friday 11:00 pm. If outside standard hours, please contact Airport Communications at 650-876-2358.

• For employees with commercial driver’s licenses that fall under the Department of Transportation (DOT), there is a stricter set of requirements/rules for you to follow. Please click on the link to refer to DMV Commercial Regulations.
When you park on a hill

- Set your parking brake
  - Turn the wheels so they will keep your vehicle from rolling into traffic
  - If there is a curb, turn your steering wheel all the way away from it if you're facing uphill, or all the way toward it if you're facing downhill
  - If there is no curb or a very low one, whether you are facing uphill or down, turn your wheels all the way toward the nearest side of the road
Rain can lead to thousands of accidents every year. Drivers can avoid rain related accidents if they practice inclement condition driving tips.

The most common issue with driving in inclement conditions is slick roads. When the first seasonal rain hits, oil rises to the surface and creates a very slick-driving surface.

This means increased stopping distance and less traction when rounding turns.

When water accumulates on roads, hydroplaning can occur at speeds as low as 25 miles per hour, causing you to lose steering and braking control.

When driving in inclement weather increase your following distance from 3 seconds to 4 seconds.

Remember the posted speed limit is the maximum speed not the minimum.
Parking Safety Tips

- When parking:
  - Put valuables and packages in the trunk or out of sight before leaving your vehicle parked for any length of time.
  - Do not leave any valuables where they can be seen from outside the car.
  - Park close to your destination if possible.
  - Park in well-lit areas.
  - Look around before getting out of your vehicle.
  - Always lock the vehicle.
Fatigue

- Warning signs of fatigued driving:
  - You can’t remember the last few miles driven
  - You hit a rumble strip or drift from your lane
  - Your thoughts are wandering and disconnected
  - You yawn repeatedly
  - You have difficulty focusing or keeping your eyes open
  - You tailgate or miss traffic signs
  - You have trouble keeping your head up
  - You keep pulling your vehicle back into the lane

• What are some of the warning signs of fatigued driving?
  • You can’t remember the last few miles driven
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  • You tailgate or miss traffic signs
  • You have trouble keeping your head up
  • You keep pulling your vehicle back into the lane
Blind Spots

- Blind spots are on both sides and behind your vehicle:
  - Don’t drive in other vehicle’s blind spots
  - Adjust your speed to keep people out of your blind spots

If you are ready for the final exam please click forward.
If you wish to continue to review the content, please click the BACK button.

- Blind spots are usually located the next lane over and just behind your vehicle.
- Staying out of other vehicle’s blind spots and not allowing others to drive in yours, are the most important steps in maintaining the side cushion of safety.
- By speeding up or slowing down just a little as necessary, you can keep people out of your blind spot as well as stay out of others’.