Motor vehicle crashes are the leading cause of occupational fatalities in the United States and typically the 2nd leading cause of firefighter fatalities.

Just like handling an incident, driving should follow a process that assesses your situation and generates action to mitigate hazards.

**Aim High In Steering**
- Look at the area 8 to 12 seconds ahead of your vehicle
- Center your vehicle in the driving lane
- Find the path of least resistance
- Adjust your following distance
- Blend into the flow of traffic

**Get the Big Picture**
- Look ahead, to the side, and behind you
- Anticipate the actions of other drivers

**Keep Your Eyes Moving**
- Do not stare straight ahead
- Scan your surroundings for trouble

**Allow an Out**
- Do not box yourself in with other vehicles
- Do not tailgate or stay side-by-side with cars in other lanes

**Keep Your Vehicle Visible to Others**
- Stay out of other drivers’ blindspots
- Use your headlights and turn signals
- Ensure your lights are working BEFORE hitting the road

Courteous driving is good customer service.

You are driving your customer’s vehicle and they expect professionalism.