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Bus Driver Training Manual

For Foreign Residents in Japan



Nihon Bus Association



Translate : Ziplus Corporation

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1. Common Guidelines for Pedestrians and Drivers

1. Fundamental Mindset

1-1. Mindset When Using the Road

When using the road, it is important not only to follow traffic rules but also to pay attention to other people and the traffic conditions around you. Acting with consideration so that everyone can use the road safely is the responsibility of both drivers and pedestrians. When using the road, please keep the following in mind:

1. Pay attention to the movements of people and vehicles around you, act considerately, and think from others' perspectives when passing.
2. Do not prioritize your own convenience; be careful not to cause inconvenience to others.
3. Prepare for traffic accidents by obtaining car insurance, acquiring the necessary knowledge for emergency first aid (essential measures to aid injured people at the scene of an accident), and keeping emergency supplies in your vehicle.
4. If you witness a traffic accident or see someone in trouble, assist them by contacting authorities or providing help. Support each other.
5. Not only drivers but also pedestrians and cyclists should be aware of vehicle blind spots (areas that cannot be seen from the driver's seat) and characteristics like inner wheel difference (where the rear tires follow a more inward path than the front tires when turning).

2. Following Traffic Signals, Signs, and Markings

2-1. Meaning of Traffic Signals

1. You must follow the color of traffic lights when passing through.
2. When observing traffic signals, focus on the signal in front of you.
Even if the signal to the side is red, the signal in front of you may not necessarily be green. For example, there are situations where all directions temporarily turn red, or signals with time-lagged changes for specific directions.
3. Pedestrian-shaped signals are for pedestrians and regular bicycles. However, if a signal states "Pedestrian/Bicycle Only," all bicycles must comply with that signal. Signals labeled "Bus Only" or similar apply exclusively to the specified vehicle types. When signals are intended for specific vehicles or pedestrians, you must follow them.
4. If there is a white sign with a blue left-pointing arrow on the left edge of the road or near a traffic signal, vehicles may turn left even if the traffic signal in front is red or yellow.
However: You must pay attention to pedestrians or other road users and must not obstruct the passage of pedestrians or bicycle crossings in accordance with the traffic signal.

2-2. Types and Meanings of Traffic Signals

(1) Green Signal



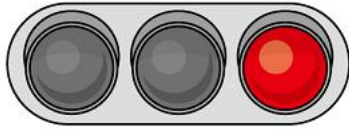
- ① Pedestrians may proceed.
- ② Vehicles and streetcars may proceed straight, turn left, or turn right.
- ③ Bicycles may proceed straight and turn left. When turning right, bicycles must first go straight to the designated turning point, then change direction to complete the turn.

(2) Yellow Signal



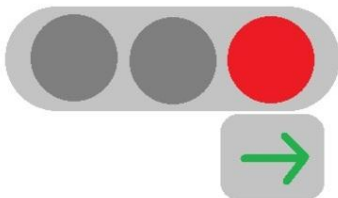
- ① Pedestrians must not begin crossing. Pedestrians already crossing must quickly finish crossing or return to their original position.
- ② Vehicles and streetcars must not proceed past the stopping line. However, if the signal changes to yellow when a vehicle is too close to the stopping line to make a safe stop, it may proceed.

(3) Red Signal



- ① Pedestrians must not cross.
- ② Vehicles and streetcars must not proceed past the stopping line.
- ③ At intersections, vehicles and streetcars that have already begun turning left may continue turning left, even if the left-turn signal is red.
- ④ At intersections, vehicles and streetcars that have already begun turning right may continue turning right, even if the right-turn signal is red. In this case, they must not obstruct the movement of vehicles or streetcars proceeding under a blue signal.

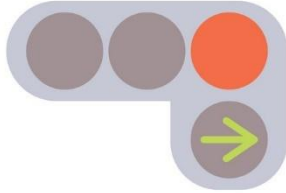
(4) Green Arrow Signal



Vehicles may proceed in the direction of the arrow, even if the main signal is yellow or red.

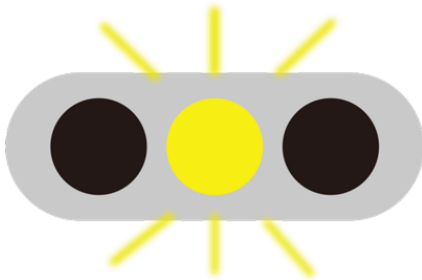
(For a right-turn arrow, U-turns are also permitted.)

(5) Yellow Arrow Signal



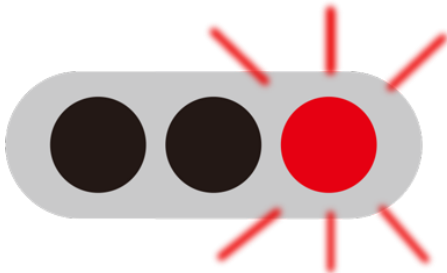
Streetcars may proceed in the direction of the arrow, even if the main signal is yellow or red. However, pedestrians and vehicles must not proceed.

(6) Flashing Yellow Signal



Pedestrians, vehicles, and streetcars may proceed, but they must pay attention to other traffic.

(7) Flashing Red Signal



- ① Pedestrians may proceed with caution, paying attention to other traffic.
- ② Vehicles and streetcars must come to a complete stop at the stopping line.

(8) Green Pedestrian-Shaped Signal



Pedestrians may proceed.

(9) Flashing Green Pedestrian-Shaped

Signal



- ① Pedestrians must not begin crossing. Pedestrians already crossing must quickly finish crossing or return to their original position.
- ② Bicycles intending to use the crosswalk must not begin crossing.

(10) Red Pedestrian-Shaped Signal



- ① Pedestrians must not cross.
- ② Bicycles intending to use the crosswalk must not begin crossing.

2-3. Meaning of Traffic Signs

(1) Traffic signs indicate traffic rules and regulations. There are two main types: Main signs and Supplementary signs. Main signs are divided into four categories: Regulatory, Instructional, Warning and Guide.

(2) Regulatory signs prohibit specific traffic actions or specify required traffic behavior. Examples include signs that prohibit vehicle passage or specify maximum speed limits. For instance, the "Stop" sign requires a complete stop.



(3) Instructional signs indicate permitted traffic actions or specify designated locations for road use. Examples include signs showing crosswalks, safety zones, or parking areas. For example, a "P" sign indicates that parking is allowed.



(4) Warning signs inform road users in advance about dangers or situations requiring caution. Examples include signs indicating railroad crossings ahead or road construction zones.



(5) Guide Signs

Guide signs provide information such as the names of locations, directions, and distances to facilitate ease of travel.

(6) Supplementary Signs

Supplementary signs are used to supplement the meanings of main signs. They are usually attached below the main signs and specify details such as the reason for the regulation, applicable times and days, or vehicle types to which the sign applies.

2-4 Meaning of Road Markings

(1) What are Road Markings?

Road markings are lines, symbols, or characters painted on the road. They are classified into two types: Regulatory Markings and Instructional Markings.

(2) Regulatory Markings

Regulatory markings prohibit or designate specific traffic actions. Examples include:

No Parking markings

Lane markings indicating bus-only lanes

Instructional Markings indicate permitted traffic actions or specific locations designated for road use. Examples include:

Markings allowing diagonal crossing

Markings indicating stopping positions for vehicles

3. Following Instructions from Police Officers or Traffic Patrol Officers

(1) Instructions Using Hand Signals or Lights

When police officers or traffic patrol officers are directing traffic using hand signals or lights, you must follow their instructions. Their signals take priority over traffic lights, even if the traffic lights indicate otherwise.

(2) Verbal Instructions

Police officers or traffic patrol officers may issue verbal instructions regarding traffic movement. In such cases, you must act according to their instructions. These instructions also take priority over traffic signs and road markings.

4. Prohibited Actions on Roads

(1) Dangerous Actions

The following dangerous actions are prohibited on roads:

1. Being intoxicated and swaying, standing to chat, sitting, or lying down in a manner that obstructs traffic.
2. Playing catch, roller-skating, or engaging in similar activities on roads with heavy traffic.
3. Throwing or launching objects onto the road.
4. Damaging roads or spreading/sprinkling wastewater, trash, nails, or glass fragments.
5. Throwing cigarette butts, paper scraps, or empty cans from a vehicle, or extending your body or objects outside the vehicle.
6. Grabbing onto moving vehicles or streetcars from the outside.
7. Shining lights onto the road in a way that blinds the driver.
8. Sprinkling water on the road when freezing is likely to occur.

(2) Obstructions on Roads

Do not place products, soil, timber, or other objects on the road that may obstruct traffic.

(3) Visibility of Signals and Signs

It is very dangerous if traffic signals or signs cannot be seen. Therefore:

Do not install neon signs with colors like traffic signals near traffic lights.

Do not install advertising billboards near traffic signs and lastly, do not operate, move, or damage traffic signals or signs without permission.

(4) Prohibited Delegation of Driving

Do not ask unlicensed or intoxicated individuals to drive and similarly do not pressure drivers to hurry or obstruct their driving.

(5) Prohibition on Offering Alcohol to Drivers

Do not offer or encourage drivers to drink alcohol.

(6) Prohibition on Overloading Vehicles

It is prohibited to ask drivers to operate vehicles loaded beyond the legal weight limit. Additionally, it is prohibited to sell or deliver goods that would lead to overloading.

2. Things to Keep in Mind Before Driving a Car

1. Points to Consider Before Driving

1-1. Checking Your Driving License and Other Necessary Items

(1) Before driving a vehicle, make sure to confirm the following:

- ① Ensure you possess the appropriate driving license that corresponds to the type of vehicle you will be operating.
- ② Verify that the vehicle has a valid vehicle inspection certificate and either a valid automobile liability insurance certificate or a liability mutual aid certificate on board.
- ③ Adhere to any conditions stated on your driving license, such as wearing corrective lenses if required.
- ④ If a beginner driver holding a "semi-medium vehicle" license for less than one year intends to drive a semi-medium vehicle, ensure that the specified beginner mark is displayed at both the front and rear of the vehicle.
- ⑤ Similarly, if a beginner driver with a standard or semi-medium license for less than one year intends to drive a standard vehicle, ensure that the beginner mark is displayed at both the front and rear of the vehicle.
- ⑥ For drivers with hearing impairments operating semi-medium or standard vehicles, ensure that the specified hearing-impaired driver mark is displayed at both the front and rear of the vehicle.
- ⑦ Confirm that emergency signaling equipment or stopping devices (such as a stop signboard or stop light) are loaded in the vehicle.

(2) Drivers aged 70 and above should display the senior driver mark on both the front and rear of the vehicle when operating a standard vehicle.

(3) Drivers with physical disabilities should display the physical disability driver mark on both the front and rear of the vehicle when operating a standard vehicle.

1-2. Planning Your Drive

Whether driving long or short distances, it is crucial to plan according to your driving skills and the vehicle's performance. Plan your route, estimated travel time, rest stops, and

parking locations in advance. For long drives, take a break at least every two hours. If you feel drowsy, stop and rest promptly before resuming driving.

1-3. Preparing Your Physical Condition

Driving while tired, ill, or distracted by worries can impair your focus and judgment, increasing the risk of accidents. In such cases, avoid driving or ensure your condition improves before getting behind the wheel. Additionally, refrain from driving after taking medications that cause drowsiness, such as cold medicine or pain relievers. Avoid driving when fatigued as well.

1-4. Avoid Driving Under the Influence

Do not drive under the influence of alcohol or drugs. Be mindful that the effects of alcohol consumed the previous night may linger into the following morning.

2. The Structure of Driving Licenses

To operate a vehicle on public roads, you must hold the appropriate license for the type and condition of the vehicle, including towing operations. Always carry your license while driving. If requested by the police, you must present your license.

Driving is prohibited during any license suspension period, even if you hold a valid license.

2-1. Types of Driving Licenses

There are three main categories of driving licenses:

(1) First-Class Driving License

This license is for operating vehicles for personal purposes.

(2) Second-Class Driving License

This license is for driving vehicles such as public buses and taxis that transport passengers for a fee. Additionally, a special license is required for operating substitute-driving vehicles used in proxy driving services, where a professional driver operates a customer's car.

(3) Provisional Driving License

This license is issued for practicing driving large, medium, quasi-medium, or standard vehicles. Holders of a provisional license must practice under the supervision of someone with at least three years of first-class driving experience or a second-class license. A special sign must be displayed at the front and rear of the vehicle during practice sessions.

2-2. Types of Driving Licenses and Eligible Vehicles

The type of driving license determines which vehicles you are permitted to drive.

License Type	Eligible Vehicles
Large Vehicle License	Large vehicles, medium vehicles, semi-medium vehicles, standard vehicles, small special-class vehicles, mopeds.
Medium Vehicle License	Medium vehicles, semi-medium vehicles, standard vehicles, small special-class vehicles, mopeds.
Quasi-Medium Vehicle License	Semi-medium vehicles, standard vehicles, small special-class vehicles, mopeds.
Standard License	Standard vehicles, small special-class vehicles, mopeds.
Large Special-Purpose License	Large special-class vehicles, small special-class vehicles, mopeds.
Large Motorcycle License	Large motorcycles, standard motorcycles, small special-class vehicles, mopeds.
Standard Motorcycle License	Standard motorcycles, small special-class vehicles, mopeds.
Small Special-Purpose License	Small special-class vehicles only.
Moped License	Mopeds only.

2-3. Towing License

To tow other vehicles using a large, medium, semi-medium, standard, or large special-class vehicle, you need both the corresponding vehicle license and a towing license.

However, a towing license is not required in the following cases:

1. When the total weight of the towed vehicle is 750 kilograms or less.
2. When towing a broken-down vehicle using a rope or crane.

2-4. Qualifications for Driving Emergency Vehicles

Driving an emergency vehicle requires more than just a standard driving license. Specific qualifications, including minimum age and years of driving experience, are required.

Without these additional qualifications, you cannot drive an emergency vehicle.

3. Vehicle Inspections

Before using a vehicle, both daily and periodic inspections are mandatory. Check fuel levels, coolant, engine oil, and tire tread depth. If you identify any issues, promptly carry out necessary repairs or maintenance.

Vehicles with poorly maintained components such as steering, brakes, or mufflers may cause traffic accidents, emit harmful gases, or create noise pollution that inconveniences others.

3-1. General Inspections

General inspections should be performed by anyone who uses or plans to drive a vehicle.

Check the condition of the vehicle based on its mileage and usage. For vehicles used professionally (e.g., taxis, large vehicles, rental cars), inspections must be performed before every drive.

Inspection points and methods include:

Inspection Location	Inspection Items	Inspection Method
Abnormalities from Previous Use	Check for issues identified during the last operation that may affect driving.	Examine the vehicle for signs of persistent issues. Fully depress the pedal; ensure appropriate resistance and distance from the floorboard.
Driver's Seat	<ul style="list-style-type: none"> - Brake pedal: check play and functionality. - Parking brake: check play when applied. - Engine: inspect starting, idling, and for unusual noises. - Acceleration: verify smooth response. 	<p>If there is less gap between the floorboard and the pedal, or if the pedal feels soft when pressed, there may be a risk of brake fluid leakage or air entering the system, which can lead to brake malfunction.</p> <p>Pull or press the lever fully; ensure it is neither too loose nor too tight.</p> <p>Check that the engine starts smoothly and idles without irregularities or abnormal sounds.</p> <p>(1) Check whether the engine continues to idle smoothly after it has been warmed up.</p>

Inspection Location	Inspection Items	Inspection Method
		(2) Gradually accelerate the engine and check for any resistance or sticking in the accelerator pedal, as well as whether it runs smoothly without causing issues such as stalling or knocking. This inspection can also be performed while driving.
Windows and Wipers	- Washer fluid: check spray direction and volume.	Confirm appropriate spray coverage and adjust nozzle if necessary.

Inspection of the Engine Room

Component	Inspection Point
Window Washer Tank	※ Fluid Level: Check if the amount of window washer fluid is adequate.
Brake Reservoir Tank	※ Fluid Level: Check if the fluid level in the reservoir tank is within the specified range.
Battery	<p>※ Fluid Level: Check if the fluid level in each cell of the battery is within the specified range by rocking the vehicle, etc.</p> <p>※ Water Level: Check if the coolant level in the reservoir tank is within the specified range.</p>
Radiator and Cooling System	Note: If the coolant level is significantly low, there may be a risk of water leakage from the radiator, radiator hose, or other parts.
Lubrication System	<p>※ Engine Oil Level: Check if the oil level is within the range indicated on the oil level gauge.</p> <p>※ Tension and Damage:</p>
Fan Belt	<p>(1) Check if the belt deflects slightly when pressed at the center by hand.</p> <p>(2) Check for any damage to the belt.</p>

Inspection Around the Vehicle

Component	Inspection Point
Lighting Equipment and Direction Indicators	<p>※ Lighting, Flashing Function, Dirt, and Damage:</p> <p>(1) Turn on the engine switch and check if the lighting equipment, such as headlights and brake lights, and the flashing of the direction indicators are functioning properly.</p> <p>(2) Check for dirt or damage to the lenses.</p> <p>Air Pressure: Check the condition of the tire deflection at the contact area to ensure the air pressure is not insufficient.</p> <p>□ Mounting Condition:</p> <p>(1) Visually inspect the condition of the mounting of the disk wheel:</p> <p>(a) Ensure there is no abnormality, such as wheel nut detachment or wheel bolt breakage.</p> <p>(b) Check for rust stains near the wheel bolts and nuts.</p> <p>(c) Ensure the protruding length of wheel bolts from the wheel nuts is uniform.</p>
Tires	<p>(2) Check for looseness of the wheel nuts using a hammer or other tools.</p> <p>Cracks and Damage: Inspect the entire circumference of the tire for significant cracks or damage. Also, check for nails, stones, or other foreign objects embedded in or stuck to the tire.</p> <p>Abnormal Wear: Check if there are any areas on the tire's contact surface that are extremely worn out.</p> <p>Groove Depth: Check if the groove depth is sufficient using wear indicators (slip signs), etc.</p>
Air Tank	<p>※ Water Accumulation in the Tank: Open the drain cock and check if water has accumulated in the tank.</p>

Notes:

1. ※ Inspection items marked with this symbol can be carried out at an appropriate time, depending on the mileage and condition of the vehicle, for commercial and privately-owned vehicles such as large and medium-sized vehicles, quasi-medium cargo vehicles, ordinary cargo vehicles, large special vehicles, rental cars, etc.
2. ◎ Inspection items marked with this symbol must be inspected if an air brake is equipped.
3. △ Inspection items marked with this symbol should be inspected during regular inspections for privately owned ordinary passenger vehicles.
4. □ Inspection items marked with this symbol must be inspected for vehicles with a total weight of 8 tons or more or a passenger capacity of 30 or more.

3-2. Inspection of Equipment

Ensure you have emergency signaling tools, such as flares or red lamps, in your vehicle. When driving on highways, carry stop indicators to signal when the vehicle is stationary due to breakdowns or other reasons.

3-3. Periodic Inspections

Periodic inspections must be performed for the following vehicles:

Commercial vehicles, privately-owned large and medium vehicles, semi-medium cargo vehicles, standard cargo vehicles, and rental cars of these types every three months.

For privately-owned semi-medium cargo vehicles, standard cargo vehicles, standard passenger vehicles, and rental cars of these types, inspections must be conducted every six months.

Ordinary passenger vehicles and similar vehicles must undergo inspections every year.

During inspections, any necessary repairs and maintenance must be performed.

4. Passenger and Cargo Regulations

(1) It is prohibited to allow people to ride in non-seating areas or to load cargo onto flatbeds or non-designated seating areas. Furthermore, the number of passengers or the amount of cargo must not exceed the designated limits. The seating capacity and cargo limitations for large, medium, quasi-medium, and standard vehicles are as follows:

Vehicle Type	Maximum Passenger Capacity	Maximum Cargo Weight	Cargo Dimensions	Loading Methods
Large Vehicles	As specified on the vehicle inspection certificate (for mini-cars and certain specially constructed agricultural pesticide sprayers, the capacity is 1 person unless specified as 2).	As specified on the vehicle inspection certificate (mini-cars: 90 kg, specific agricultural pesticide sprayers: up to 1,500 kg).	Length: up to 1.2 × the vehicle length. Width: up to 1.2 × the vehicle width. Height: Up to 3.8 m. (Certain vehicles have different height limitations as defined by the Public Safety Commission, such as 2.5 m for small vehicles and up to 4.1 m for specially permitted vehicles.)	Ensure cargo is safely secured following prescribed methods.
Medium Vehicles				
Semi-med				
Ordinary car				

Notes:

1. Children under 12 years of age are counted as three children equaling two passengers.
2. Special definitions apply to mini-cars (engine displacement of 50cc or less, or rated output of 0.60 kW or less) and specific agricultural pesticide sprayers (designed not to exceed 35 km/h).

(2) Even in cases described in (1), it is permissible to carry the minimum number of people necessary to monitor cargo or if special permission has been obtained from the local police station chief.

(3) When loading people or cargo, ensure that they do not obstruct driving, destabilize the vehicle, or make indicators, license plates, brake lights, or taillights less visible.

(4) The driver must secure doors and use ropes or tarps to ensure that passengers or cargo

do not fall or scatter. In the event of falling or scattered cargo, it must be promptly cleared while ensuring safety for other road users.

(5) When transporting hazardous materials, they must be securely packaged and loaded. A warning sign indicating hazardous materials must also be displayed. While parking, avoid dangerous locations and ensure that hazardous materials are monitored.

5. Knowledge Necessary for Safe Driving

5-1. Characteristics of Vision

Among the human senses, vision is the most important for safe driving. While driving, pay particular attention to the following:

(1) Avoid focusing solely on one point or staring blankly. Always keep your eyes on the road ahead and use the rearview mirror and side mirrors to monitor the surrounding traffic conditions. Be aware that as speed increases, vision deteriorates, particularly making nearby objects harder to see.

(2) Fatigue can significantly impact your eyesight. Increased fatigue makes you more prone to missing things or making mistakes. Stay attentive to signs of fatigue.

(3) Sudden changes in brightness can temporarily impair vision. Reduce speed before entering or exiting tunnels. At night, avoid looking directly at the headlights of oncoming vehicles.

5-2. Natural Forces Acting on a Vehicle

To drive safely, it is essential to understand the natural forces acting on a moving vehicle and their effects:

(1) Friction:

A car cannot stop immediately. Brakes are used to halt the rotation of the wheels, and the friction between the tires and the road surface helps stop the vehicle. On wet roads, friction is reduced, increasing the stopping distance. Sudden braking at high speeds can cause tires to lock and skid, requiring extra caution.

(2) Centrifugal Force:

When turning, a force pulls the vehicle outward from the center of the curve. Improper cargo loading or an imbalanced center of gravity increases the risk of the vehicle tipping over. Centrifugal force increases with higher speeds and tighter curves. To safely navigate curves, brake early and reduce speed before entering the curve.

(3) Impact Force:

The severity of traffic accidents is closely related to the impact force exerted on oneself and others when a vehicle collides. Impact force increases with the vehicle's speed and weight. Additionally, the shorter the duration of the collision, as with hitting a solid object, the greater the force. For example, colliding at 60 km/h into a concrete wall is equivalent to falling from the fifth floor of a building. Exercise caution when driving at high speeds.

(4) Effects of Speed:

Braking distance, centrifugal force, and impact force increase proportionally to the square of the speed. Doubling the speed quadruples these forces. In essence, the faster the speed, the longer it takes to stop, the greater the force on curves, and the more severe the consequences of accidents.

5-3. Driving Suitability

Understanding your own driving suitability is vital for ensuring safe driving. Utilize the guidance provided by regional Traffic Safety Activity Promotion Centers to assess whether you are fit to drive.

3. Methods for Driving a Car

1. Safe Starting

1-1 Getting In and Out of the Car

(1) When getting into or out of the car, always check your surroundings to ensure no vehicles are approaching from behind. In areas with heavy traffic, it is safer to use the left door for entering and exiting. When closing the door, pause slightly before it is fully shut and then close it with force. When exiting, open the door slightly, pause to ensure safety, and then step out. This initial slight opening serves as a signal to other traffic.

(2) When opening the door or exiting the car, the driver must ensure safety by checking behind the vehicle. Additionally, lock the doors to prevent passengers from opening them unexpectedly.

1-2 Driving Posture and Other Considerations

(1) Correct driving posture is fundamental for safe driving. Adjust the seat so that your knee bends slightly when the clutch is fully depressed. Adjust the backrest so that your elbows bend slightly when both hands are on the steering wheel. Avoid driving in a slouched position.

(2) Wear comfortable clothing that allows for ease of movement while driving. Avoid wearing *geta*, high heels, or other footwear that may interfere with driving.

(3) Do not rest your elbow on the window while driving.

(4) Avoid using smartphones or viewing the screen of a car navigation system while driving, as this distracts attention from surrounding traffic. Before driving, turn off devices, activate "Drive Mode," or otherwise ensure notifications will not disturb you.

1-3 Seatbelt Use

(1) Seatbelts are highly effective in reducing the severity of injuries during traffic accidents. They help minimize damage and maintain correct posture, reducing fatigue. If a seatbelt is equipped in the vehicle, the driver, front passenger, and rear passengers must all wear it. This is required even if airbags are present unless a medical condition prevents seatbelt use.

(2) Properly wear your seatbelt as follows:

① Sit deeply into the seat without reclining the backrest.

② Secure the lap belt tightly around the pelvis.

③ Ensure the shoulder belt (for three-point belts) does not press against the neck. Slack in the belt can be dangerous in the event of an accident.

④ Insert the buckle securely to prevent the belt from coming loose.

⑤ Check that the belt is not twisted.

1-4 Safety Confirmation Before Starting

(1) Before getting into the car, check for people in front of or behind the vehicle and confirm that no children are under the car.

(2) Before starting, signal with the turn indicator, check the safety of the surroundings using mirrors, and confirm the situation in all directions before moving.

(3) Reversing to start is dangerous. When parking in a garage, reverse the car in advance. If reversing is unavoidable, have a passenger assist in checking the rear, especially on narrow roads or when merging into wider roads.

1-5 Starting from the Roadside

For large, medium, or semi-medium vehicles, the vehicle body extends beyond the front and rear axles, and the tire tracks extend to the outside. When starting from the roadside, ensure the front and rear of the vehicle do not collide with other cars or pedestrians.

1-6 Safety Checks While Driving

From the driver's seat, there are areas that are not visible, such as vehicles or pedestrians in blind spots. This is particularly significant for large, medium, or semi-medium vehicles with broader blind spots, requiring extra caution.

2. Where Cars Drive

2-1 Driving on the Left Side of the Road

Vehicles must travel on the left-hand side of the road (or to the left of the centerline, if present). However, exceptions allow driving on the right side, as minimally as necessary, in the following cases:

- (1) On one-way roads.
- (2) When construction or other obstructions make the left side insufficient for passage.
- (3) On roads less than six meters wide with good visibility, when overtaking another vehicle. However, do not overtake on the right if it is explicitly prohibited.
- (4) Near sharp bends where signs permit "right-side driving."

2-2 Staying Close to the Left Side of the Road

- (1) On roads without marked lanes, drive close to the left except when overtaking or if unavoidable.
- (2) On roads with two lanes in the same direction, use the left lane. For roads with three or more lanes, leave the far-right lane open for overtaking and use the other lanes for normal driving unless otherwise directed by signs or markings.
- (3) If using the far-right lane for overtaking, promptly return to a non-overtaking lane after completing the maneuver.

2-3 Avoid Changing Lanes Unnecessarily

On roads with lanes, do not cross into adjacent lanes, straddle lanes, or change lanes unnecessarily. Doing so may inconvenience following vehicles and increase the risk of accidents.

2-4 Height Restrictions on Roads

Large, medium, and semi-medium vehicles are taller than standard cars. When passing under height-restricted areas, ensure the vehicle's height, including any cargo, complies with the limit. Special care is necessary when cargo height exceeds permissible levels.

2-5 Giving Way to Emergency Vehicles

When an emergency vehicle approaches, avoid intersections, pull over to the left side of the road, and come to a temporary stop. On one-way roads where moving left would block the emergency vehicle, pull to the right.

2-6 Priority for Route Buses and Similar Vehicles

(1) When a route bus or similar vehicle stopped at a bus stop signals to start, vehicles behind it must not obstruct its departure. However, exceptions apply if stopping or steering abruptly is unavoidable.

(2) On roads where dedicated lanes for route buses and similar vehicles are designated by signs or markings, vehicles other than small special motor vehicles, motorized bicycles, and light vehicles are prohibited from using these lanes. Similarly, on roads with bicycle-only lanes designated by signs or markings, vehicles other than specified small, motorized bicycles and light vehicles must not use these lanes. Exceptions include cases where vehicles need to turn left or right by moving to the road's edge or center or when unavoidable due to construction.

(3) On roads where priority lanes for route buses and similar vehicles are designated by signs or markings, vehicles using these lanes must promptly exit if a route bus or similar vehicle approaches. If traffic congestion prevents vehicles from exiting such lanes, they should not enter these lanes in the first place. Exceptions include turning left or right by moving to the road's edge or center or when unavoidable due to construction.

2-7 Prohibited Areas for Passage

(1) Do not drive on roads marked with signs such as "No Entry," "Vehicles Prohibited," "Pedestrians Only," or "Pedestrians and Bicycles Only."

(2) Driving on sidewalks, road shoulders, or bicycle paths is prohibited. However,

exceptions apply when crossing these areas to enter or exit a road.

(3) Do not enter areas marked as "Safety Zones" or areas labeled with "No Entry" markings.

(4) On roads without sidewalks or road shoulders, do not drive onto the road shoulder (defined as the 0.5-meter area from the road's edge).

(5) Driving on tramway tracks is prohibited unless signs indicate "Tramway Passage Allowed" or when turning right.

(6) Vehicles driving on tramway tracks must not obstruct oncoming trams. When a tram approaches, vehicles must promptly leave the tracks or maintain a sufficient distance from the tram.

3. Protection of Pedestrians and Others

3-1 Passing Near Pedestrians

(1) When passing near pedestrians, maintain a safe distance or reduce speed to a crawl, ensuring you can stop immediately if necessary.

(2) When passing near areas where pedestrians are located, reduce speed to a crawl.

(3) When passing behind a stationary tram at a stop, stop the vehicle and wait until passengers have finished boarding, alighting, or crossing the road. However, if there are no passengers and a distance of 1.5 meters or more exists between the vehicle and the tram, or if a safety zone is present, you may proceed at a reduced speed.

(4) In areas with mud or puddles, drive carefully at a reduced speed to avoid splashing pedestrians.

(5) Be cautious when passing stopped vehicles, as doors may open suddenly, or pedestrians may appear from behind the vehicle.

3-2 When Pedestrians Are Crossing

- (1) When pedestrians are crossing near an intersection without a pedestrian crossing, do not obstruct their progress.
- (2) Upon approaching a pedestrian crossing or bicycle crossing, slow down unless it is evident that no pedestrians or bicycles are crossing. If pedestrians or bicycles are crossing or about to cross, stop before the crossing (or the stop line, if present) and yield the way.
- (3) If a vehicle is stopped at a pedestrian or bicycle crossing, stop before proceeding to ensure the safety of pedestrians or bicycles crossing in front of the stopped vehicle.
- (4) Do not overtake or pass another vehicle within 30 meters before or at a pedestrian or bicycle crossing.
- (5) Even at locations without pedestrian crossings, pedestrians may cross. Exercise caution.

3-3 Protection of People with Physical Disabilities

If a person using a wheelchair, carrying a white or yellow cane, or accompanied by a guide dog is present, stop or reduce speed to allow them to pass safely.

3-4 Protection of Children

- (1) If a child is walking alone, stop or reduce speed to allow them to pass safely. Children may suddenly run into the road or attempt to cross without fully understanding the risks, requiring special attention.
- (2) When passing near a stopped school or nursery bus, reduce speed and ensure safety.
- (3) Near schools, kindergartens, amusement parks, or marked school zones, children may suddenly run out. Pay extra attention in these areas.

3-5 Protection of Elderly People

When elderly individuals walking with a cane or using a walking aid are present, stop or reduce speed to allow them to pass safely. Elderly individuals may walk slowly, have

difficulty avoiding danger, or may not notice hazards promptly. Pay special attention, especially as accidents involving elderly pedestrians often occur when crossing directly in front of or behind vehicles.

3-6 Driving on Pedestrian-Only Roads

- (1) Only vehicles with special permits may drive on pedestrian-only roads. In such cases, pay special attention to pedestrians and drive at a reduced speed.
- (2) When crossing sidewalks, road shoulders, or bicycle paths to enter or exit areas adjacent to the road, stop just before crossing and ensure you do not obstruct pedestrians.

3-7 Protection of Bicycles

- (1) Bicycles and specific small, motorized bicycles must primarily use roadways. As bicycles are unstable and offer no protection for their riders, take precautions to ensure their safety on the roadway.
- (2) When passing near bicycles, anticipate swerving and maintain a safe distance or reduce speed.
- (3) When crossing sidewalks, road shoulders, or bicycle paths to enter or exit areas adjacent to the road, stop beforehand and check for bicycles.
- (4) At intersections, be cautious of collisions with bicycles crossing the road or accidents involving bicycles traveling on the left side of the roadway.

3-8 Protection of Beginner Drivers and Others

(1) Except in unavoidable circumstances to avoid danger, you must not move too close to the side of or abruptly cut in front of the following vehicles:

- ① Medium-sized vehicles driven by beginner drivers with less than one year of experience after obtaining a medium-sized license and marked with a beginner's mark.
- ② Regular vehicles driven by beginner drivers with less than one year of experience after obtaining a medium-sized or regular license and marked with a beginner's mark.
- ③ Regular vehicles driven by elderly drivers aged 70 or older and marked with an elderly driver mark.
- ④ Medium-sized or regular vehicles driven by drivers with hearing impairments marked with a hearing impairment mark.
- ⑤ Regular vehicles driven by physically disabled drivers marked with a physically disabled driver mark.
- ⑥ Vehicles driven by those practicing with a provisional license.

(2) Drivers of medium-sized or regular vehicles marked with a hearing impairment mark may not hear horns or sirens. Ensure their safe passage.

3-9 Prohibition of Reckless Driving

When driving as part of a group, reckless driving such as weaving (zigzagging) or cutting in, which endangers other vehicles or causes a nuisance, is prohibited.

3-10 Prohibition of Noisy Driving

Driving that creates loud noises, such as abrupt acceleration, sudden starts, or engine revving (idling the engine in neutral while pressing the accelerator), and disturbs others is prohibited.

4. Safe Speed and Following Distance

4-1 Safe Speed

- (1) When driving, adhere to the maximum speed limits indicated by signs or markings. If no signs or markings are present, do not exceed 60 km/h (specific rules apply to expressways).
- (2) When riding motorized bicycles, do not exceed 30 km/h. If a speed limit of 30 km/h or less is indicated by signs or markings, adhere to the limit.
- (3) Even within the permitted speed limit, adjust your speed considering road, traffic, weather, and visibility conditions to maintain a safe driving speed.

4-2 Stopping Distance and Following Distance

- (1) Vehicles are unable to stop suddenly. The stopping distance includes the reaction distance (distance traveled from the recognition of danger until the brakes are applied) and the braking distance (distance traveled after the brakes take effect until the vehicle stops). Always drive at a speed that allows for safe stopping.
- (2) When tired, reaction times are slower, increasing the reaction distance. On rainy days or when carrying heavy loads, braking distances become longer.
- (3) The stopping distance on wet or slippery roads or when tires are worn can be up to twice as long as on dry roads with new tires.
- (4) Maintain a safe following distance to avoid collisions, considering weather, road surface conditions, tire conditions, and load weight. Larger vehicles (e.g., large, medium-sized, and semi-medium vehicles) may feel like they have more space due to higher driver seating positions, so pay extra attention to maintain adequate following distances.

4-3 How to Apply Brakes

- (1) Initially press the brakes gently and gradually increase pressure as needed.

(2) When possible, use the brakes intermittently, especially on slippery roads. This technique flashes the brake lights, signaling to vehicles behind and reducing the risk of rear-end collisions.

(3) Avoid sudden braking unless necessary to prevent danger. For vehicles equipped with an anti-lock braking system (ABS), press the brakes firmly and continuously in emergencies.

(4) Reduce speed gradually using the accelerator before coming to a stop without relying heavily on the brakes.

4-4 Driving at Low Speed

Drive at low speed in the following situations:

(1) Areas marked with a "Slow Down" sign.

(2) Intersections with poor visibility (excluding those with traffic signals or when driving on priority roads).

(3) Near curves or bends in the road.

(4) Near the crest of steep inclines or steep declines.

5. Lane Changes and Related Actions

5-1 Safety Checks and Signals

(1) Before changing lanes, turning, or reversing (excluding circular intersections), check your surroundings using mirrors and signal appropriately. Use the following signaling methods:

Action	Timing	Signal Method
Turning left	30 meters before the turn.	Activate the left blinker or extend the right arm upward (elbow bent) or use your arm to signal outside the window.
Changing leftward lanes	About 3 seconds before changing lanes.	Activate the left blinker or extend the left arm horizontally outside the window.
Turning right or U-turn	30 meters before the turn.	Activate the right blinker or extend the right arm horizontally or the left arm upward (elbow bent).
Changing rightward lanes	About 3 seconds before changing lanes.	Activate the right blinker or extend the right arm horizontally.
Slowing down or stopping	Just before slowing or stopping.	Activate brake lights or extend the arm diagonally downward.
Reversing	Just before reversing.	Turn on reverse lights or extend the arm diagonally downward with the palm facing backward, moving the arm back and forth.

(2) For circular intersections, do a safety check with the mirrors and signal as follows:

Action	Timing	Signal Method
Exiting the intersection	Just before passing the exit side.	Operate the left indicator or signal manually as described above.
Slowing down or stopping	Just before slowing or stopping.	Activate brake lights or signal manually as described above.
Reversing	Just before reversing.	Turn on reverse lights or signal manually as described above.

- (3) Stop signaling immediately after completing the action. Avoid unnecessary signaling.
- (4) If sunlight or other reflections make indicators hard to see, supplement with hand signals.
- (5) Sound the horn at "Sound Horn" signs or sections when visibility is poor, such as at intersections, bends, or crests. Avoid sounding the horn unnecessarily.

5-2 Lane Changes

- (1) Do not change lanes recklessly. Ensure that vehicles behind do not have to brake or swerve suddenly. Confirm safety using mirrors or direct observation before changing lanes.
- (2) Do not cross yellow lines or double yellow lines to change lanes.

5-3 Crossing and Turning

- (1) Avoid crossing, turning, or reversing if it might obstruct pedestrians or vehicles.
- (2) Do not cross or turn at locations prohibited by signs or markings.
- (3) When turning left into a side road, move to the far left and slow down. When turning right, move to the road center (or far right for one-way roads) and slow down.
- (4) Do not obstruct vehicles signaling a turn or lane change, except in emergencies.

6 Overtaking, etc.

6-1 Prohibition of overtaking

(1) Overtaking refers to changing lanes to pass and move in front of the vehicle ahead.

(2) The following situations prohibit overtaking:

① When the vehicle in front is attempting to overtake another vehicle (double overtaking).

② When the vehicle in front is changing lanes to the right for purposes such as making a right turn.

③ When attempting to overtake by entering the right side of the road and obstructing the oncoming vehicles or tram, or when it's impossible to return to the left side of the road without obstructing the vehicle in front.

④ When a vehicle behind is attempting to overtake your vehicle.

(3) The following locations prohibit overtaking:

① Locations indicated by signs as no-overtaking zones.

② Near road corners.

③ Near the summit of an uphill road or steep downhill slopes.

④ Tunnels (excluding those with vehicle traffic lanes).

⑤ Within 30 meters before or at intersections (except when traveling on a priority road).

⑥ Within 30 meters before or at railroad crossings, pedestrian crossings, or bicycle crossings.

(4) When signs or markings prohibit crossing into the right side of the road for overtaking, you must not cross into the right side of the road for overtaking.

6-2 Method of overtaking

(1) When overtaking another vehicle, you must pass on the right side. However, if the other vehicle is positioned near the center of the road for a right turn (or the far-right edge in a one-way road) or when overtaking a tram, you must pass on the left side.

(2) While overtaking, you must maintain a safe distance from the vehicle you are overtaking.

(3) On roads with vehicle traffic lanes, when overtaking in the farthest right lane, you must promptly return to another lane once overtaking is completed. Staying in the farthest right lane can lead to speeding, short following distances, and danger. It can also hinder other vehicles' overtaking and disrupt traffic flow.

(4) When being overtaken, you must not accelerate until the overtaking is complete. If there is not enough space for safe overtaking, you must move as far to the left as possible and yield the road.

6-3 Driving Procedure for Overtaking

Follow these steps when overtaking:

- ① Confirm that the location is not a no-overtaking zone.
- ② Check the safety of the road ahead and use mirrors to confirm safety to the right and rear-right. If overtaking requires crossing into the right side of the road, ensure there is no oncoming traffic.
- ③ Signal to the right.
- ④ About three seconds later, accelerate within the speed limit and gradually steer right. Pass the vehicle ahead on the right, maintaining a safe distance.
- ⑤ Signal to the left.
- ⑥ After overtaking, continue forward until you can see the overtaken vehicle in your rear-

view mirror. Then, gradually return to the left lane.

- ⑦ Stop signaling.

6-4 Cutting In and Related Actions

Do not cut in front of vehicles stopped or moving slowly at intersections or railway crossings. Additionally, avoid abruptly cutting in front of other vehicles or moving dangerously close to vehicles traveling alongside.

6-5 Passing Oncoming Vehicles

- ① When passing oncoming vehicles, maintain a safe distance.
- ② If there is an obstacle ahead, stop or slow down and yield to the oncoming vehicle.

7. Passing Through Intersections

7-1 Precautions When Passing Through Intersections

- (1) Intersections are high-risk areas for accidents. When entering or passing through, pay attention to right-turning vehicles and pedestrians. Maintain a safe speed. Exercise extra caution when turning right, as oncoming motorcycles can be difficult to see.
- (2) When entering or passing through a roundabout, proceed at a safe speed while watching for vehicles and pedestrians within or entering the roundabout.
- (3) Turning vehicles can create inner turning radius gaps (especially large vehicles). Be mindful of pedestrians and cyclists passing on the left.

7-2 How to Pass Through Intersections (Excluding Roundabouts)

- 1. When turning left, keep to the left edge of the road and proceed slowly.
- 2. When turning right, move toward the center of the road and proceed slowly.
- 3. On one-way streets, move to the far-right edge when turning right and proceed slowly.
- 4. Follow any traffic signs or markings specifying how to turn.
- 5. If vehicles are proceeding straight or turning left, do not obstruct their path when

turning right, even if your vehicle enters the intersection first.

6. On roads with designated lanes, follow the lane markings unless emergency vehicles or construction requires deviation.
7. Follow designated directions (e.g., straight or left turn) as indicated by traffic signs at intersections.
8. Do not obstruct vehicles signaling for a lane change when turning. Yield to their path unless emergency maneuvers (e.g., braking) are required.
9. Do not enter an intersection if traffic congestion may prevent clearing it, even if the light is green. This also applies to no-stopping zones marked near police or fire stations, pedestrian crossings, or railway crossings.

7-3 Uncontrolled Intersections (Excluding Roundabouts)

Uncontrolled intersections are those without traffic signals.

1. When the crossing road is a priority road or wider, slow down and yield to traffic on the crossing road.
2. At intersections of roads of equal width, yield to streetcars or vehicles approaching from the left.
3. At "Stop" signs, come to a complete stop at the stop line or the intersection's edge. Yield to traffic on the crossing road. The same applies to blinking red signals.
4. At blinking yellow signals, proceed with caution, paying attention to other traffic.

7-4 How to Pass Through Roundabouts

1. When turning left, right, going straight, or making a U-turn, keep to the left edge of the road and proceed slowly along the outer edge of the roundabout.
2. Follow any traffic signs or markings specifying directions.
3. When entering a roundabout, proceed slowly and do not obstruct vehicles or streetcars already in the roundabout.

8. Parking and Stopping

8-1 Definition of Parking and Stopping

Parking: Continuous stopping of a vehicle, or when the driver leaves the vehicle and cannot immediately resume driving. Stopping to let passengers on/off or load/unload cargo within 5 minutes is not considered parking.

Stopping: Brief stopping of a vehicle not classified as parking.

8-2 Prohibited Parking and Stopping Areas

1. Illegal parking/stopping obstructs traffic, reduces visibility, and can cause accidents. Always ensure it is a permissible location.
2. Prohibited Areas:
 - ① Locations with "No Parking/Stopping" signs or markings.
 - ② Inside streetcar tracks.
 - ③ Near the crest of a steep hill.
 - ④ Tunnels.
 - ⑤ Intersections and within 5 meters of their edges.
 - ⑥ Within 5 meters of curves.
 - ⑦ Within 5 meters before/after pedestrian or bicycle crossings.
 - ⑧ Within 10 meters before/after railway crossings.
 - ⑨ Within 10 meters before/after safety zones.
 - ⑩ Within 10 meters of bus or tram stops during operational hours.
3. Prohibited Parking Specific Areas:
 - ① Areas marked as "No Parking."
 - ② Within 1 meter of fire alarms.
 - ③ Within 3 meters of entrances to parking lots or garages.
 - ④ Within 5 meters of construction zones.
 - ⑤ Within 5 meters of firefighting equipment or water tanks.
4. Vehicles must leave at least 3.5 meters of road width for other vehicles to pass when parked.
5. You can park in areas where parking is prohibited if there are signs that indicate you can do so.

8-3 Parking and Stopping Methods

When parking or stopping, the following methods must be observed:

- (1) On roads without sidewalks or shoulders, stop along the left edge of the road.
- (2) On general roads with sidewalks or shoulders, stop along the left edge of the road.
- (3) If the shoulder is wide, you may enter the shoulder, but you must leave a space of at least 0.75 meters. However, in places with markings of white solid and dashed lines or double solid white lines, you may not enter the shoulder.
- (4) On expressways, as pedestrians cannot pass, enter the shoulder and stop along the left edge of the road.
- (5) Do not park or stop alongside other vehicles.
- (6) If the method of parking or stopping is designated by signs or markings, follow the designated method.

8-4 Parking in Time-Limited Parking Zones

In urban areas, parking is prohibited in most places. When parking, you must pay a fee and park in areas equipped with parking meters or parking ticket issuance facilities.

When parking in places with parking meters, the following rules must be observed:

- (1) When parking in a time-limited parking zone with a parking meter, activate the parking meter immediately.
- (2) When parking in a time-limited parking zone with parking ticket issuance facilities, obtain a parking ticket and, while parked, display it in a visible location at the front of the vehicle (for vehicles with a windshield, display it inside the windshield) so it can be easily seen from the front.
- (3) In time-limited parking zones, do not park beyond the time limit indicated by the signs.

8-5 Parking or Stopping in Reserved Spaces for Elderly Drivers, etc.

(1) Even in places where parking or stopping is prohibited, vehicles with a registration number listed on a reserved parking space permit for elderly drivers, etc., may park or stop in locations designated by signs as reserved spaces for elderly drivers, etc.

(2) In time-limited parking zones reserved for elderly drivers, etc., only vehicles with a registration number listed on a reserved parking space permit for elderly drivers, etc., may park.

(3) To park in a reserved space for elderly drivers, etc., it is necessary to apply to the Public Safety Commission and obtain a reserved parking space permit. Applications can be made by drivers with a standard driver's license who fall into one of the following categories:

① Elderly drivers aged 70 or older.

② Drivers with hearing impairments that make them unable to hear a 90-decibel horn at 10 meters, even with a hearing aid, and whose license includes conditions for this reason.

③ Drivers with physical disabilities whose license includes conditions for this reason.

④ Drivers who are pregnant or within eight weeks after giving birth.

(4) When parking or stopping in a reserved space for elderly drivers, etc., or in a time-limited parking zone reserved for elderly drivers, etc., the reserved parking space permit must be displayed in a visible location at the front of the vehicle.

(5) Parking or stopping in a reserved space for elderly drivers, etc., or in a time-limited parking zone reserved for elderly drivers, etc., is prohibited for individuals who have not received a reserved parking space permit from the Public Safety Commission.

8-6 Vehicle Relocation, etc.

(1) If a driver or person responsible for the management of a vehicle illegally parked is ordered by a police officer or traffic patrol officer to move the vehicle, they must immediately move the vehicle.

(2) If the driver or person responsible for the management of an illegally parked vehicle is absent and cannot be ordered to move the vehicle, the vehicle may be relocated using a tow truck.

(3) The costs associated with the relocation or storage of the vehicle must be borne by the driver, user, or owner of the vehicle.

8-7 Abandoned Vehicle Confirmation Sticker

(1) A confirmation sticker for abandoned vehicles may be attached to vehicles that are illegally parked. The user of a vehicle with an abandoned vehicle confirmation sticker attached may be ordered by the Public Safety Commission to pay an abandonment violation fee.

(2) It is prohibited to tear, soil, or remove an abandoned vehicle confirmation sticker.

(3) The user, driver, or person responsible for managing a vehicle with an abandoned vehicle confirmation sticker attached may remove the sticker. Before driving, remove the abandoned vehicle confirmation sticker to prevent traffic accidents.

8-8 Storage Location for Automobiles

(1) Owners of automobiles must secure a storage location within 2 kilometers from the base of use of the automobile.

(2) Roads must not be used as substitutes for garages. When parking on roads, vehicles must not be parked in the same location for more than 12 consecutive hours (8 hours at night) (excluding roads within designated village areas).

8-9 Obligations When Leaving the Vehicle

(1) Measures to Prevent Accidents

When leaving a vehicle, the following measures must be taken to ensure that the vehicle does not move unintentionally:

① Turn off the engine and apply the handbrake.

② Set the gear to reverse on flat or downhill roads and to first gear on uphill roads. For automatic vehicles, set the gear lever to "P."

③ On slopes, use wheel stoppers.

(2) Measures to Prevent Theft

Since stolen vehicles are often used in crimes, the following measures must be taken when leaving the vehicle:

① Turn off the engine and take the ignition key with you.

② Close the windows securely and lock the doors.

③ If the vehicle has anti-theft devices such as a steering wheel lock, activate them.

④ If valuables are not taken out of the vehicle, store them in the trunk and lock it.

9. Driving Automatic Cars, etc.

9-1 Driving an Automatic Car

Automatic cars differ from manual cars in their driving methods. If you are unaware of these differences, you may cause unexpected accidents, so please be cautious.

(1) Mindset While Driving

Driving an automatic car does not require clutch operation, making it easier to handle.

However, you must not treat it lightly. Understanding the basics of driving an automatic car and operating it accurately is essential for safe driving.

(2) Starting the Engine

a. Before starting the engine, press the brake pedal and check its position, then visually confirm the position of the accelerator pedal.

b. Make sure the handbrake is applied, and the gear lever is in the "P" position before pressing the brake pedal and starting the engine.

(3) When Driving Off

While firmly pressing the brake pedal, shift the gear lever to "D" for forward movement or "R" for reverse, visually confirm that the gear is set correctly, release the handbrake, then gradually release the brake pedal and gently press the accelerator pedal to move off.

If you do not firmly press the brake pedal while operating the gear lever, the vehicle may suddenly move forward or backward. Additionally, immediately after starting the engine or while using the air conditioner, the engine's RPM may increase, posing a risk of sudden movement. Therefore, press the brake pedal firmly in these cases.

(4) When Stopping at Intersections, etc.

While stopped, always press the brake pedal firmly and, for safety, also apply the handbrake. If it seems like you will be stopped for an extended period, shift the gear lever to "N." If you do not press the brake pedal firmly, the vehicle may start moving slowly (creep phenomenon) even without pressing the accelerator pedal, potentially causing unintended rear-end collisions or other accidents.

(5) When Parking

When parking, press the brake pedal and securely apply the handbrake before shifting the gear lever to "P." Avoid shifting the gear lever to "P" before the vehicle has come to a complete stop.

9-2 Driving Advanced Safety Vehicles (ASV)

ASV technologies, including collision mitigation brakes and ACC (Adaptive Cruise Control), are already in practical use. Understand their limitations and avoid over-relying on these technologies.

4. Driving in Hazardous Areas

1. Railroad Crossings

1-1 Stopping and Safety Confirmation

1. Railroad crossings are high-risk locations for accidents. Stop temporarily before crossing, and check safety by looking and listening to both sides. If a signal is present, follow its instructions.
2. Even after one train has passed, check for trains coming from the opposite direction.
3. Do not enter crossings when warning signals are active, barriers are down or beginning to descend.
4. Always stop temporarily and check for safety, even if following another vehicle. Do not enter a crossing if congestion on the far side could trap your vehicle.
5. When inside a crossing, avoid shifting gears. Use low gear and pass through without stopping. Watch for pedestrians and oncoming traffic and keep slightly to the center of the crossing.

1-2 If Your Vehicle Breaks Down in a Crossing

1. Notify the train driver as quickly as possible and move your vehicle out of the crossing.
2. At crossings with alarm systems, press the emergency button on the alarm column to report the problem.
3. If no alarm system is available, use a flare or similar device to signal the train. If none are available, create visible smoke to alert the train.

2. Slopes and Curves

2-1 Slopes and Mountain Roads

1. On uphill slopes, maintain a safe distance from the vehicle ahead to avoid collisions if it rolls back.
2. Use the handbrake when starting on uphill slopes to prevent rolling backward. Avoid relying solely on the clutch.
3. Near the top of uphill slopes, where visibility is poor, reduce speed and avoid overtaking.
4. Use low gear and engine braking on downhill slopes to avoid excessive braking, which may cause brake failure.
5. Maintain wider distances between vehicles on downhill slopes, as stopping distances increase due to acceleration.
6. On slopes, descending vehicles should yield to ascending vehicles, which may struggle to start moving. However, ascending vehicles should also use passing spaces if nearby.
7. Avoid overtaking on steep downhill slopes.
8. On roads with a cliff on one side, vehicles closer to the cliff should stop and yield when safe passage is impossible.
9. Avoid getting too close to shoulders on mountain roads, as they may collapse, especially when passing oncoming vehicles.

2-2 Corners and Curves

1. Reduce speed on straight sections before approaching corners or curves. Turning the wheel or braking suddenly may cause skidding or overturning.
2. Operate the steering wheel gently to avoid abrupt movements.
3. Do not overtake in corners or curves. Watch for oncoming vehicles straying into your lane.
4. Be cautious of inner wheel differences at corners and curves, as the rear wheels may encroach onto shoulders or collide with pedestrians and cyclists.
5. Do not overtake the vehicle in front of you at corners or curves.

3. Nighttime Driving

3-1 Nighttime Driving

- (1) At night, visibility decreases, making it harder to notice pedestrians or bicycles. Speed perception also dulls, leading to potential speeding. As there are risks from fatigued or drunk drivers, as well as intoxicated pedestrians, drive more cautiously than during the day and reduce your speed. When you sense even a slight danger, slowing down is crucial.
- (2) While driving, your vehicle's lights and oncoming vehicle lights may obscure pedestrians near the road center. Exercise caution.
- (3) Keep your gaze as far ahead as possible to identify obstacles early.
- (4) When following another vehicle, pay attention to its brake lights.
- (5) Long stretches of monotonous driving can induce drowsiness. Open the windows to let in fresh air, and if you feel sleepy, stop at a safe location to rest.

(6) Dusk often sees a rise in accidents. Turn on your lights early to make your vehicle's presence known.

3-2 Lighting

(1) When driving at night or in tunnels or heavy fog where visibility is below 50 meters, use headlights, width indicator lights, and taillights. The same applies during the day in these conditions.

(2) Use high beams to detect pedestrians early, except in busy urban areas. However, switch to low beams or dim the lights when encountering oncoming vehicles or following another vehicle closely.

(3) In busy urban areas, drive with low beams. If oncoming lights are too bright, shift your gaze slightly to the left front to avoid being dazzled.

(4) At poorly visible intersections or before curves, flash or switch to high beams to alert other vehicles or pedestrians of your approach.

(5) Except for buses, avoid using interior lights while driving.

(6) When parking or stopping on roads at night, turn on hazard lights, parking lights, or tail lights. This also applies to low-visibility areas like tunnels or heavy fog during the day unless the location is well-lit or you use warning devices to indicate your stop. For highway stops at night, use hazard lights and warning devices.

4. Driving in Adverse Weather

When the weather is bad, or the road conditions are suspected to be poor, listen to the radio or contact the Japan Road Traffic Information Center for updates on road and traffic conditions.

4-1 Driving on Rainy Days

(1) Rain reduces visibility and creates conditions like foggy windows and slippery roads, requiring extra caution.

- (2) Drive slower than on clear days, maintain a larger following distance, and avoid sudden starts, sharp turns, or abrupt braking to prevent skidding or overturning.
- (3) On mountain roads, be cautious as the ground may become unstable; avoid driving too close to the shoulders.
- (4) Be especially cautious of slippery surfaces like iron plates at construction sites or tram rails during the start of rainfall.
- (5) Reduce speed near pedestrians or shop fronts to avoid splashing water or mud.
- (6) Avoid driving through deep puddles, as they can impair brake performance.
- (7) Always keep your windshield wipers in good condition and use them to clear the windshield when rain starts. Use defrosters or slightly open side windows to prevent fogging inside the car.

4-2 Driving on Snowy Roads

- (1) Snowy or icy roads are extremely slippery and hazardous. Equip your vehicle with chains, snow tires, or stud-less tires. Use chains where mandated.
- (2) Reduce speed significantly, maintain ample following distance, and handle the steering and brakes cautiously to avoid skidding. Avoid abrupt starts, stops, or steering.
- (3) Drive on paths made by previous vehicles when possible.
- (4) Avoid using studded tires on roads without snow or ice, as they can damage the road surface and create dust.

4-3 Driving in Fog

- (1) Fog greatly reduces visibility. Use fog lights (auxiliary front lights) or headlights early. Use lane markings, guardrails, or the tail lights of vehicles ahead as guides, reduce speed, and drive cautiously.

(2) Use horns as needed to prevent accidents.

5. Emergency Measures

(1) If your engine stalls at a railway crossing or intersection, panicking may prevent it from restarting. As an emergency measure, shift to low gear or second gear and use the starter motor to move the car (not applicable for automatic vehicles or those requiring the clutch to start).

(2) If stuck in mud, use old blankets or gravel for traction.

(3) If the engine's RPM rises but won't drop due to malfunction, shift to neutral, reduce the engine's load, and move to a safe spot to stop and turn off the engine.

(4) In case of a flat tire, grip the steering wheel firmly and focus on correcting the car's direction. Avoid abrupt braking; instead, brake intermittently to stop safely.

(5) Rear skidding occurs due to excessive speed, abrupt steering, or acceleration. If the rear skids, release the accelerator and adjust the steering wheel to align the vehicle.

(6) If brakes fail on a downhill slope, lower gears to reduce speed, use the handbrake, or stop by guiding the car to side gravel or guardrails.

(7) To avoid a head-on collision, use the horn and brakes simultaneously, steer to the left if possible, and attempt to avoid the crash until the last moment.

5. Driving on Highways

Highways are roads exclusively for vehicles, excluding mini cars, motorcycles under 125cc, and motorized bicycles. Vehicles unable to sustain speeds above 50 km/h or towing others with ropes are also prohibited.

1. Preparations Before Entering Highways

(1) Inspect the Vehicle

Before entering the highway, check the following:

- ① Fuel levels.
- ② Coolant levels.
- ③ Radiator caps are secure.
- ④ Engine oil levels.
- ⑤ Fan belt tension and condition.
- ⑥ Tire pressure (adjust slightly higher for highway driving)
- ⑦ Sufficient tread depth.

(2) Prepare Warning Devices

Carry approved warning devices (TS-marked) for signaling vehicle stops on highways.

(3) Plan Safe Driving

Plan with adequate rest breaks to avoid prolonged continuous driving.

(4) Check road and traffic conditions through radio or the Japan Road Traffic Information Center.

2. Driving Precautions

2-1 Precautions When Entering the Main Roadway

The main roadway refers to the part of a highway where vehicles typically travel at high speeds. However, acceleration lanes, deceleration lanes, climbing lanes, road shoulders, and roadside areas are not considered part of the main roadway.

(1) When entering the main roadway, use the acceleration lane to increase your speed if available.

(2) Avoid obstructing the progress of other vehicles when merging onto the main roadway. At merge points with designated priority, do not impede the priority vehicle's movement.

2-2 Speed

(1) Follow the maximum and minimum speed limits specified by signs or markings.

(2) In bad weather conditions, adjust your speed according to the situation. Driving at high speeds for long periods or at night may dull your sense of speed, potentially leading to excessive speed. Use your speedometer to verify your speed.

(3) If there are no signs or markings indicating maximum or minimum speed limits, the following table applies:

Vehicle Type	Maximum Speed (km/h)	Minimum Speed (km/h)
Large passenger vehicles, medium-sized vehicles (excluding specific medium cargo vehicles), semi-medium vehicles, regular vehicles (excluding three-wheel vehicles), large motorcycles, regular motorcycles	100	50
Large cargo vehicles, specific medium cargo vehicles (excluding three-wheel vehicles)	90	50
Other vehicles towing another vehicle	80	50

Notes:

1. If the main lanes of the road are not separated by direction due to road structure, this table does not apply, and the rules for general roads are followed.
2. On expressways, vehicles towing another vehicle must meet structural and equipment requirements for towing and being towed.

(4) Maintain sufficient following distance. On dry roads with new tires, keep approximately 100 meters at 100 km/h and 80 meters at 80 km/h. In wet conditions or with worn tires, the

required distance may double.

(5) High-speed driving in rain, snow, or fog is particularly dangerous. Rain can cause slipping or hydroplaning, making steering and braking ineffective. Avoid high-speed driving on snowy days due to slippery roads and poor visibility. Pay attention to traffic updates, as interchanges may be closed during bad weather.

2-3 Driving Methods

(1) While driving, use the white line on the left as a guide and stay slightly to the left within your lane. This helps maintain a safe distance from overtaking vehicles and prevents contact accidents.

(2) Do not drive on shoulders or side strips of expressways.

(3) On roads with climbing lanes, slower vehicles should use the climbing lane.

(4) Do not make U-turns, reverse, or cross central dividers on main lanes.

(5) When overtaking, signal early and watch the movement of other vehicles in the overtaking lane. Ensure that the vehicle you overtook is entirely visible in your rearview mirror before returning to your lane.

(6) Do not obstruct the passage of emergency vehicles entering or exiting the main lanes.

(7) Sudden braking at high speeds is very dangerous. Use engine braking by shifting to a lower gear, and apply foot brakes in several gradual steps.

(8) Avoid sudden steering maneuvers while driving at high speeds.

(9) During strong winds, reduce speed and exercise caution as steering may become difficult. Be especially careful at tunnel exits or cuts in hills where crosswinds can affect handling.

(10) Reduce speed before entering tunnels, as visibility decreases sharply.

(11) At night, use high beams when not directly behind or meeting oncoming vehicles to detect stationary vehicles or road hazards sooner.

(12) Be cautious about mistakenly entering main lanes in the wrong direction. Watch for information boards on expressways.

2-4 Prohibited Parking and Stopping

(1) Parking or stopping on expressways is prohibited except in the following situations:

- ① Temporarily stopping to prevent danger.
- ② Stopping due to vehicle breakdowns on sufficiently wide shoulders or side strips when unavoidable.

③ Parking in parking areas or stopping to pay tolls.

(2) If a vehicle breaks down, runs out of fuel, or is involved in an accident, place a warning device on the road behind the vehicle. If unable to do so, place a warning lamp in a visible spot on the roadside. At night or in low-visibility conditions (less than 200 meters), use hazard lights, parking lights, or tail lamps. Use flares to alert following vehicles. Secure warning boards to prevent them from falling in strong winds, and do not forget to retrieve them after leaving the scene.

(3) If unable to drive due to breakdowns, fuel shortages, or accidents, contact the police at 110 or use an emergency phone to call a tow truck. If possible, use the starter motor to move the vehicle to the shoulder or side strip (manual transmission only).

(4) Staying in a non-operational vehicle on expressways is extremely dangerous due to the risk of collisions. After taking necessary safety measures, evacuate to a safe location, such as outside the guardrail.

(5) If luggage falls or scatters on expressways, contact the police at 110 or use an emergency phone to request removal.

2-5 Exiting Main Lanes

(1) Pay attention to guide signs that indicate the direction to your destination and upcoming exits.

(2) As you approach an exit, you must enter the vehicle lane that leads to the exit. If a deceleration lane is available, use it and decelerate using your speedometer rather than relying on your senses.

(3) After exiting onto a general road, adopt driving methods appropriate for that road. In particular, after leaving an expressway, be cautious of inadvertently driving at excessive speeds, as this often occurs.

6. Guidelines for Bus Drivers

1. Protection of Passengers

(1) Bus drivers should always prioritize passenger safety. Even if other vehicles or pedestrians behave dangerously, drive cautiously to avoid traffic accidents. Avoid sudden braking or rapid acceleration that might startle passengers. On bumpy roads, notify passengers and encourage caution.

(2) When operating a bus, pay special attention to the following:

① Notify the company if illness or fatigue prevents safe driving

.

② Immediately stop driving if a serious malfunction is detected or if there is a risk of a severe accident.

③ When leaving the vehicle on an incline or passing through hazardous areas, ensure passengers disembark.

④ If a bus is immobilized on a railway crossing due to a malfunction, promptly evacuate passengers and signal approaching trains with flares or other devices.

⑤ When changing shifts, communicate road and vehicle conditions to the next driver. The new driver must inspect the steering, brakes, and other functions.

⑥ Ensure doors at boarding/exiting areas are opened only after a complete stop and are securely closed before departure.

- ⑦ In the event of an accident, provide first aid, safeguard lost property, and prioritize the protection of injured persons.
- ⑧ Avoid wearing attire that might hinder smooth driving operations.
- ⑨ Except in emergencies, do not use the horn right before departure unless safety is confirmed.
- ⑩ If a conductor is present, rely on their signals for departure and guidance at crossings without alarms or during reversing.

2. Additional Guidelines

Bus drivers, crew members, and operators must adhere to the following:

- (1) Keep interior lights on when operating a bus at night on public roads.
- (2) Refrain from unnecessary conversations while operating a bus with passengers on board.
- (3) Do not smoke in the presence of passengers.
- (4) Do not allow passengers carrying dangerous goods like gasoline, kerosene, or hydrochloric acid to board.
- (5) Prevent passengers from engaging in illegal activities inside the bus.
- (6) Equip buses passing through railway crossings with emergency signaling tools such as red flags or lamps.
- (7) Conduct daily inspections before starting operations and report the results to the operator.

7 In the Event of Traffic Accidents, Breakdowns, or Disasters

1. Traffic Accidents

1-1 Obligations of Drivers and Crew Members

- (1) Stop the vehicle in a safe location, turn off the engine, and prevent additional accidents.
- (2) Provide first aid to injured persons, such as stopping bleeding with gauze or a handkerchief, until medical assistance arrives. Avoid moving individuals with head injuries unless necessary to prevent further harm.
- (3) Report the accident location, number of injured persons, severity of injuries, extent of damage, and vehicle cargo details to the company and police. Even minor accidents should be reported.

Emergency vehicles or buses carrying injured passengers may continue operating after ensuring the injured are attended to and the police are notified.

1-2 Receiving a Medical Diagnosis

Even minor injuries must be reported to the police. If head trauma occurs, seek medical evaluation to prevent potential complications.

1-3 Cooperation from Bystanders

- (1) At accident scenes, assist injured persons and move vehicles when necessary.
- (2) If witnessing a hit-and-run, assist the injured and report vehicle details such as license plates and characteristics to the police.
- (3) Avoid smoking or discarding matches at accident sites where gasoline or hazardous materials might be present.

1-4 Consulting on Traffic Accidents

Prefectural Traffic Safety Promotion Centers offer consultations regarding traffic accidents. Use this resource when needed.

2. In Case of Breakdowns

(1) If a vehicle breaks down or runs out of fuel or coolant, stop in a location that does not obstruct other vehicles and promptly repair or refill. On expressways, stop on the shoulder or side strip to avoid obstructing traffic.

(2) At night or on general roads, activate hazard lights or place warning devices to indicate the vehicle is stationary. During the day, use warning devices or open the trunk to signal the vehicle's status.

(3) On expressways, place daytime or nighttime warning devices behind the vehicle. If unable to do so due to physical constraints, place warning lights in a visible roadside location. At night, activate hazard lights, parking lights, or tail lamps. Use flares to signal oncoming traffic when placing warning devices.

(4) Leaving broken-down vehicles on roads is extremely dangerous and can lead to rear-end collisions. After taking initial precautions, promptly contact JAF (Japan Automobile Federation) or a repair service to move the vehicle off the road. When towing with another vehicle, maintain a safe distance (within 5 meters) and securely connect the vehicles with a durable rope marked by a white cloth (30 cm square or larger).

3. In Case of Disasters

3-1 When an Earthquake Warning Declaration Is Issued

Areas at risk of a major earthquake are designated as specific regions. Currently, regions associated with the Tokai Earthquake include the entire Shizuoka Prefecture and parts of Tokyo, Kanagawa, Yamanashi, Nagano, Gifu, Aichi, and Mie Prefectures. If it is urgent to prepare for a major earthquake in these areas, the Prime Minister issues an Earthquake Warning Declaration.

When such a declaration is made, general vehicles may be prohibited or restricted from traveling in those regions. Drivers in these areas should take the following actions:

(1) When Driving at the Time of the Declaration

- ① If you learn about the Earthquake Warning Declaration while driving, prepare for an earthquake calmly, drive at a reduced speed, and listen to ongoing earthquake and traffic information via car radio. Act according to the information provided.
- ② If evacuating on foot, park the car off the road whenever possible. If it must be left on the road, park on the left side, turn off the engine, leave the engine key in place or somewhere visible within the car (e.g., the driver's seat), close the windows, and do not lock the doors. Avoid parking in locations that would obstruct evacuees or emergency response activities.

(2) When Not Driving at the Time of the Declaration

Do not use vehicles for evacuation except when fleeing from a tsunami.

3-2 When an Emergency Earthquake Alert Is Announced

Emergency Earthquake Alerts are issued when predicted seismic intensity is approximately 5 lower or higher. If you are driving when an alert is announced, follow these measures:

- ① Turn on hazard lights to alert surrounding vehicles.
- ② Avoid sudden braking and decelerate slowly.

3-3 When a Major Earthquake Occurs

If a major earthquake occurs, drivers should take the following actions:

(1) When Driving at the Time of the Earthquake

- ① Avoid sudden steering or braking, and bring the vehicle safely to a stop on the left side of the road.
- ② After stopping, listen to earthquake and traffic information via car radio and act based on the information and surrounding conditions.

③ If you must continue driving, pay close attention to road damage, non-functional traffic signals, and obstacles on the road.

④ If leaving the vehicle to evacuate, move it off the road whenever possible. If left on the road, park on the left side, turn off the engine, leave the key in place or visible, close the windows, and avoid locking the doors. Do not park in locations that obstruct evacuation routes or disaster response activities.

(2) When Not Driving at the Time of the Earthquake

① Except for tsunami evacuation, do not use vehicles for evacuation.

② If using a vehicle for tsunami evacuation, drive carefully, considering road damage, non-functional traffic signals, and obstacles.

3-4 When Traffic Restrictions Are Imposed Under the Basic Act on Disaster Management

If a disaster occurs or is likely to occur, traffic restrictions may be imposed in affected prefectures or surrounding areas. Under such restrictions, general vehicles may be prohibited or restricted from traveling.

If restrictions are imposed, general vehicle drivers should take the following actions:

(1) Move the vehicle promptly to one of the following locations:

① If only part of the road is restricted, move to an unrestricted road.

② If restrictions cover an area, move the vehicle off the road.

(2) If immediate relocation is difficult, park the vehicle along the left side of the road to avoid obstructing emergency vehicles.

(3) Follow the instructions of police officers regarding vehicle relocation or parking.

Police officers may issue instructions to ensure emergency vehicles can pass through

restricted areas. If these instructions are not followed, or if no driver is present, the police may take action themselves, potentially causing damage to the vehicle. Such instructions may also be given by Self-Defense Forces or firefighters if police officers are unavailable.

8. Returning Vehicles to the Depot

- Follow operational instructions from the company regarding returning vehicles to the depot.
- Park vehicles and follow the depot's rules on parking locations and sequence after arrival.
- After parking, check the rear of the vehicle to ensure no passengers or belongings have been left behind.

9. Maintaining Cleanliness (Including Washing Vehicles)

- After reaching the destination and disembarking passengers, check the vehicle for leftover belongings or passengers, and clean any trash or dirt. Report suspicious items to the company immediately.
- Regular cleaning must be performed to maintain vehicle cleanliness, following the company's rules.

10. Driver Roll Call

1. Purpose of Roll Call

Safe driving requires ensuring that both the vehicle and the driver are in normal condition. Drivers are required to undergo roll call from a designated conductor before operations. Roll call ensures drivers receive necessary instructions, confirmations, and advice for safe operation.

2. Roll Call Procedure

Roll call is typically conducted in person before and after operations to assess the driver's health and detect abnormalities more accurately.

3. Designated Roll Call Conductors

Roll call must be performed by an authorized operations manager or assistant. The operations manager must personally conduct at least one-third of all roll calls.

4. Types and Contents of Roll Call

(1) Types of Roll Call

- ① Pre-operation roll call (usually in person)
- ② Mid-operation roll call (via phone or other methods)
- ③ Post-operation roll call (usually in person)

(2) Pre-operation Roll Call Checklist

- ① Verify the driver's health, fatigue, alcohol consumption, emotional state, and readiness for safe driving.
- ② Check for alcohol using a breathalyzer.
- ③ Confirm daily vehicle inspections were completed.
- ④ Check for proper attire.
- ⑤ Ensure possession of necessary documents and emergency signaling tools.
- ⑥ Provide instructions on rest areas, passengers, weather, and road conditions.
- ⑦ Address specific concerns based on individual driver tendencies.

(3) Post-operation Roll Call Checklist

- ① Confirm no abnormalities in the vehicle, passengers, or operation records.
- ② Use a breathalyzer to confirm no alcohol presence.

- ③ Gather and share relevant information, such as road conditions and safety updates.
- ④ Confirm the driver's next-day schedule.

(4) Mid-operation Roll Call Checklist

- ① Use a breathalyzer to confirm no alcohol presence.
- ② Assess vehicle and operational conditions.
- ③ Verify the driver's health and ability to continue safe driving.

Customer Service Guide

1 General Customer Service

1. Basics of Customer Service

Bus drivers are expected to safely and comfortably transport passengers to their destinations.

To achieve this, they must prioritize safety and interact with passengers in a kind, polite, and respectful manner.

Providing service with empathy and understanding from the passenger's perspective is the essence of customer service. Strive to continuously improve service and ensure passengers feel safe and secure.

2. Customer Service Mindset

1. Treat passengers with kindness, empathy, and a spirit of mutual consideration, offering polite and courteous service.
2. Maintain a clean appearance to avoid causing discomfort or displeasure to passengers.

3. Keep the bus interior clean to ensure a pleasant ride for passengers.
4. Always prioritize passenger safety, avoid negligence or overconfidence, and take the best protective measures during accidents or emergencies.
5. Treat all passengers equally, without discrimination based on race, nationality, gender, age, or attire.
6. Listen humbly to passenger feedback. Conversely, appropriately handle situations involving passengers who may pose a risk to others, such as refusing service when necessary.

2 Supporting Passengers with Disabilities or Elderly Passengers

1. Assisting Wheelchair Users

1. Provide assistance according to the user's preferences after confirming with them.
2. Push wheelchairs slowly and carefully.
3. Understand the characteristics of various types of wheelchairs, such as manual or electric, and provide appropriate support.
4. Do not refuse boarding for wheelchair users due to bus crowding.

2. Assisting Passengers with Disabilities

(1) For passengers using canes or guide dogs, ensure smooth boarding and alighting by offering verbal assistance to the individual or other passengers as needed.

(2) Common issues and appropriate responses:

	Common Issues (Passengers)	Guidance and Support Methods (Drivers)
For Individuals with Hearing Impairments	<p>They may mistakenly board the wrong vehicle.</p> <p>They may miss their stop and travel past it.</p>	<p>Use tools like writing on paper or in the palm of the hand to convey information.</p> <p>Speak clearly, allowing them to read words by observing lip movements.</p> <p>Use hand gestures or body language to assist communication.</p>
For Individuals with Visual Impairments	<p>They may struggle to understand the situation inside the vehicle, making it difficult to find a seat or avoid bumping into objects.</p> <p>They may feel stressed due to difficulties in smoothly handling fare payments or exchanging money.</p> <p>When disembarking, they may misstep on the stairs, leading to potential accidents.</p> <p>They may be unable to check their surroundings for safety when getting off the vehicle.</p>	<p>Early Announcements Make sure to provide information early enough to allow passengers to have enough time to prepare and act.</p> <p>Clear Announcements Ensure that announcements are loud and clear enough to be heard in any situation.</p> <p>Specific Announcements Instead of vague expressions like "a little forward" or "a bit back," use specific instructions such as "1 meter forward" or "one seat back."</p> <p>Guidance Provide verbal guidance slowly. When necessary, offer direct assistance by taking their hand and guiding them.</p>

3. Assisting Elderly Passengers

1. Ensure they do not feel rushed or pressured, which might lead to falls during boarding or alighting. Encourage slow and steady movements.
2. Be mindful of elderly passengers using canes to avoid accidents with doors or other obstructions.

3 Fare Collection (Excluding Charter Buses)

0. Collect the correct fare from all passengers.
1. Do not allow passengers to ride based on personal discretion or circumstances.
2. Accepted payment methods vary by vehicle and company, including cash (bills and coins), IC cards, or smartphones (QR codes). Ensure the appropriate method is used.

4 Handling of Baggage (Including Trunk Services and Lost Items)

1. Trunk Room

1. Highway buses and charter buses are equipped with a trunk room for passengers' baggage.
2. During operation, ensure the trunk room door is fully closed and securely locked.
3. To prevent serious accidents caused by the trunk opening and baggage falling during operation, verify that the trunk room door is securely locked by pulling its handle to confirm it does not open before departure.

2. Lost Items

1. Remind passengers to check for their belongings when disembarking.
2. After all passengers have disembarked at the final stop, or when entering or exiting the depot, check the entire bus thoroughly for any lost items.
3. If a lost item is found, report it to the company with the following details:
 - **If found by the driver:**
Include the route name, discovery time, and location within the bus.

- **If found by a passenger:**
Confirm the discovery time and location within the bus from the passenger and report it to the company.

5 Door Operation

1. Basic Operations

1. Open the door only after the vehicle has come to a complete stop.
2. Start driving only after the door is completely closed.
3. When closing the door, ensure passengers or baggage are not caught by visually checking using mirrors or direct observation.

2. During Boarding

1. Check the surroundings for safety before opening the door.
2. Close the door only after confirming that all passengers have boarded.

3. During Alighting

1. After stopping, ensure the surroundings are safe before opening the door.
2. Close the door only after confirming that passengers have safely alighted and moved away from the vehicle.

6 Handling of Medical Emergencies

1. Stop the vehicle in a safe location.
2. Inform other passengers on board that the bus has stopped due to a medical emergency.
3. Prioritize saving lives over adhering to the scheduled route.

7 Responding to Accidents

1. Stop the vehicle in a safe location.
2. Explain the situation to the passengers.
3. Report the incident according to company rules (e.g., notify the company and the police). Do not attempt to resolve the issue independently.
4. Prioritize saving lives over adhering to the scheduled route, especially in providing aid to injured passengers.

In case of a vehicle fire or other dangerous situations threatening passenger safety, promptly evacuate all passengers to a safe location outside the veh