



Vehicle Operations Manual

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Why Do We Need a Manual?

Each summer, the Rainbow Trail vehicle fleet logs well over 25,000 miles, which is equivalent to more than eight coast to coast trips across the United States! Without our vehicles, we would not be able to do ministry in the way that we do and we certainly wouldn't be able to reach the close to 3,000 people a year involved in our programs.

Vehicles play a tremendous role in the life of Rainbow Trail Lutheran Camp. Please read this manual in order to familiarize yourself with the many ways that we can help our vehicles continue to be a safe and valuable asset to this ministry.

With our vehicles traveling all over the United States and Mexico and under the control of a multitude of drivers, the greatest challenge that our fleet faces is establishing consistency in usage, maintenance, and safety. The policies and procedures set forth in this manual are our attempt at establishing such a consistency as best as we can.

In this manual you will find sections on Maintenance Procedures, Driver Requirements, Driver Training, Safety Policies, Emergency Procedures, Policies for On-Site Traffic, Maintenance Vehicle Policies, Appropriate Vehicle Usage Policies, Driver Responsibilities, as well as an appendix with various maintenance logs, safety checklists, and training material.

Driving or riding in any of the Rainbow Trail vehicles should be treated as a unique privilege allowing you, the driver or passenger, to be a part of the expansively reaching ministry of Rainbow Trail. By treating our vehicles with respect and by proceeding mindfully and safely during your travels, you help ensure that we are being the best stewards of our resources.

Thanks for being an amazing part of this ministry! Have a great trip!

Vehicle Maintenance

The policies and procedures listed below ensure that our vehicles are taken care of, helping them to facilitate memorable and ministry filled off-site travel.

Annual Inspection and Safety Check

All vehicles will be inspected annually in late spring by a certified mechanic, checking for and repairing anything that might cause a concern for either safety or reliability.

Regular Periodic Inspections

All vehicles will be inspected by the Director of Site and Facilities or an appointed member of the maintenance staff on a quarterly basis throughout the retreat season and weekly before departing for any trips throughout the summer. Inspections will be logged using the logbook assigned to the specific vehicle. A copy of the form used for inspections is included in appendix of this manual.

Preventative Maintenance

Preventative Maintenance such as oil changes, tire rotations, major system flushes, brake pad replacements, etc., will be made at suggested intervals or at the suggestion of a certified mechanic upon inspection. Due to the isolated location of Rainbow Trail, the maintenance staff may request drivers to take care of specific maintenance issues during off-site travel.

Repairs

Repairs will be made on an as needed basis. The maintenance staff will do its best to be aware of and prevent any repair needs; however, as you, the driver and passengers, are with the vehicles on a more regular basis, it is up to you to be aware of the vehicle's condition and report anything unusual to the maintenance staff as soon as possible. Again, due to the isolated location of our facility and the quick turn-around required between trips throughout the summer, repairs can be complicated and time is of the essence. The maintenance staff depends on your help in keeping our vehicles safe and well maintained, and when repairs become necessary, in helping make the appropriate repairs executable in an effective and timely manner.

Records

Up to date and accurate record keeping plays a valuable role in successfully maintaining any vehicle fleet. This will be accomplished through the above mentioned procedures as well as through effective communication between the maintenance staff and those who use the vehicles.

All inspections, maintenance procedures, and repairs will be recorded in both the logs included at the back of this manual and in the spreadsheet entitled "Vehicle Maintenance Record" located on the maintenance computer in Skunk Cabbage.

During the summer, Traveling Directors will be primarily responsible for communicating with the maintenance staff as outlined below. Full Time Staff, and the Program Assistants during the Retreat Season, will be responsible year-round in communicating with the maintenance staff regarding their usage of the Rainbow Trail Vehicles. The "Driver Vehicle Log" will be used to facilitate this communication.

Summer Weekly Vehicle Maintenance Procedures

Vehicle Inspection

Before all vehicles are sent out on any summer trips, a regular weekly inspection will be performed as outlined above. The inspection will be logged in the Vehicle Operations Manual assigned to the specific vehicle.

Departure

The member of the maintenance staff completing the inspection will write any relevant notes and maintenance instructions for the upcoming trip's driver and passengers on the "Driver Vehicle Log" and hand this to the person in charge of the trip (typically the Traveling Director) prior to departure. The trip shall not depart from camp without first receiving the week's "Driver Vehicle Log." The keys will be given to the driver at this time as well.

Driver Vehicle Log

The "Driver Vehicle Log" will be used to communicate any maintenance related issues between the assigned trip director and the maintenance staff. Any relevant notes and maintenance instructions for the week will be written on the log prior to departure. Throughout the week, the assigned director will be responsible for logging any maintenance related issues including but not limited to those areas indicated on the form. See appendix for a copy of the form.

During the Trip

If any vehicle related issues arise during the trip, the director of the trip shall notify the maintenance staff as soon as possible. An appropriate course of action will be determined.

Each time refueling, the director will perform the routine maintenance procedures as indicated on the "Driver Vehicle Log." All relevant information will be recorded.

Fueling

If the gas tank is at ½ full or below when passing through the last town before returning to camp please fill up the tank.

Returning to Camp

When returning to Camp from your trip (usually on Friday evenings), the car shall be parked on the road below Columbine and the director will place the completed "Driver Vehicle Log" as well as the vehicle keys in the assigned box located in the front office of Columbine. This MUST be done on Friday evening (for Daycamps). This enables the maintenance staff to perform the next week's vehicle inspections in a timely manner. For trips not returning on Friday evening an appropriate alternative will be determined by the maintenance staff.

Vehicles must be cleaned of all belongings and vacuumed before leaving for your time off on Saturday. Keeping our vehicles clean is an important part of showing respect for Rainbow Trail's resources.

ANY and ALL vehicle related issues occurring during the trip must be communicated to the maintenance staff.

Retreat Season Vehicle Maintenance Procedures

Inspections

If a camp vehicle spends a significant amount of time used off-site, a time for inspections will be arranged between the maintenance staff and the staff member using the vehicle.

Driver Vehicle Log

A "Driver Vehicle Log" will be kept by all full time staff for any vehicles used. They will be submitted to the maintenance staff as requested or regularly at the first of the year and again at the time of the vehicle's annual safety inspection.

Routine Maintenance and Repairs

Throughout the Retreat Season full time staff may be asked by the maintenance staff to perform routine maintenance tasks as well as any necessary repairs.

Cleaning

Drivers are responsible to keep vehicle clean. When done with a trip, clear vehicle of all personal belongings, trash, and keep vacuumed when necessary. The vehicle should be ready to use for the next driver.

Keys and Parking

When finished using a vehicle, after it has been cleaned, park the vehicle in the appropriate location (as described in the parking section of this manual) and return the keys to the key box in the back office of Columbine.

Fueling

If the gas tank is at ½ full or below when passing through the last town before returning to camp please fill up the tank.

Driver Requirements

In order to drive any RTLIC vehicle you must meet the following requirements:

Age

All drivers must be at least 21 years of age.

Licensing

All drivers must carry a valid U.S. Drivers License. Anyone driving a vehicle with a capacity greater than 15 passengers must carry a valid Commercial Drivers License, rated above or at the specific requirements of the driven vehicle.

Driving Record

All drivers will have had their driving record reviewed by a member of the RTLIC full time staff. Driving privileges may be denied at the discretion of the full time staff.

Insurance

All drivers must have their names added to RTLIC's insurance policy.

First Aid and CPR

All drivers must be currently certified in American Red Cross and CPR.

Driver Orientation

All drivers will have attended a Driver Training and Orientation session held during staff training and led by the Director of Site and Facilities or an appointed member of the maintenance staff. More details can be found in the "Driver Training" section of this manual.

Speed Limits and Road Safety

All speed limits and traffic laws will be adhered to.

Hands On Driver Training

All seasonal staff, before transporting any campers or staff in the 15-passenger vans or any other vehicle with which they are not familiar with and comfortable driving, will complete Hands On Driver Training as described in the following section. A certificate of completion of this training will be kept on file.

Vehicle Regulations

Drivers must go over all vehicle regulations with passengers prior to leaving camp.

Vehicle Inspection

Drivers will inspect their vehicle before each trip and at each refueling, completing the checklist located in each vehicle. Specific items to check include:

- Lights
- Tires
- Windshield and wiper condition
- Horn
- Brakes
- Fluid levels

Driver Training

You, the driver, represent a significant variable in the safety and success of our off-site traveling ministry. We can help control this variable by ensuring that everyone who drives our vehicles has been properly trained as to this organization's specific procedures, policies, and regulations.

Driver Orientation

All RTLC Drivers will attend a Driver Training and Orientation session during Staff Training led by the Director of Site and Facilities or an appointed member of the maintenance staff. The orientation will at minimum cover the following points:

-Backing Up

Driver is responsible to first observe area behind vehicle, check safety and only then complete backing.

-Loading and Unloading Passengers

Buses and Vans are to be loaded and unloaded in front of Columbine. Parking for the RTLC bus is to be in the lower parking lot, with the exception of high parking needs, then it is to be parked in front (North side) of Aspen. Vans may be loaded and unloaded in front of Bristlecone Lodge or Columbine. They are to be parked either in the parking area for Bristlecone Lodge or the lower parking lot.

When away from camp, campers should be picked up and dropped off at a place that is out of the flow of traffic and where safe loading and unloading is possible.

The vehicle should be turned off while campers and staff are loading and unloading.

-Refueling

Refueling will only be done by the driver or someone designated by the driver. The vehicle should be turned off during refueling.

-Changing a Tire

Walk through procedure to change a tire.

-Safety and Emergency Procedures

Review all safety and emergency procedures in the Vehicle Operations Manual.

-Vehicle Checklist

Review all items on the "Vehicle Safety Checklist" included in the back pages of this manual and actually do a complete check prior to behind-the-wheel training.

-Vehicle Policy Review

Review all vehicle policies provided in the RTLC Vehicle Operations Manual.

Hands On Driver Training

Training

All seasonal staff, before transporting any campers or staff in the 15-passenger vans will complete Hands On Driver Training covering the following topics:

- Backing up.
- Loading and Unloading.
- Refueling.
- Changing a Tire.
- Safety and Emergency Procedures.
- Vehicle Safety Checklist.
- RTLC Vehicle Policies Review
- RTLC Vehicle Insurance
- First Aid and CPR
- Highway Driving
- Hauling a Trailer (if applicable)

Certification

Upon successful completion of RTLC's Hands On Driver Training, drivers will receive a Certificate of Completion (included in the Appendix to this manual), to be reviewed and signed by both the Director of Site and Facilities and the Executive Director. A copy of the certificate will be kept on file.

Vehicle Safety Policies

Camper Transportation

Campers will only be transported in the camp bus, the 15 passenger van, or in medical emergencies, the cab of one of the camp trucks or the designated emergency vehicle. It is against Rainbow Trail policy to transport campers and staff in the back of the pick-ups except in regards to staff during specific maintenance related situations as outlined in the "On-Site Vehicle Use" section of this manual. Campers and staff are to be transported only in vehicles designed to transport passengers.

Private vehicles will not be used to transport campers.

Loading and Unloading

Buses and Vans are to be loaded and unloaded in front of Columbine. Parking for the RTL bus is to be in the lower parking lot, with the exception of high parking needs, then it is to be parked in front (North side) of Aspen. Vans may be loaded and unloaded in front of Bristlecone Lodge or Columbine. They are to be parked either in the parking area for Bristlecone Lodge or the lower parking lot.

When away from camp, campers should be picked up and dropped off at a place that is out of the flow of traffic and where safe loading and unloading is possible.

The vehicle should be turned off while campers and staff are loading and unloading.

Staff to Camper Ratios

Staff to camper ratios on all trips should be 1-8, not including the driver.

Vehicle Capacity

Maximum capacity of the bus is 24 passengers (2 per seat), not including the driver. Campers under sixteen can sit 3 to a seat.

Maximum capacity of the van is 15, including the driver.

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Maximum capacity for all other camp vehicles is determined by the number of seatbelts.

Seatbelts

All passengers must wear seatbelts at all times while the vehicle is in motion.

Current laws do not require the use of seatbelts on the camp bus.

Vehicle Regulations

These are vehicle safety regulations that should be reviewed with all passengers before beginning any trip in which campers will be transported.

1. Passengers shall go to their seats, without crowding or pushing, and remain seated while the vehicle is in motion.
2. Passengers should sit two or three to a seat in the bus, depending upon age, not to exceed capacity.
3. Passengers in all other vehicles shall wear seat belts at all times.
4. Passengers shall not extend arms, legs, or head out of vehicle windows.
5. No Smoking in any vehicle.
6. No eating on the bus without permission from the bus driver.
7. Passengers will not tamper with emergency equipment or any part of the vehicle.
8. Passengers shall not mar or deface any vehicle or its equipment.
9. Practice emergency evacuation of the vehicle.
10. Passengers will not open windows without permission of the driver.
11. Passengers will not fight or throw objects out the windows.
12. Aisles must be kept clear of all objects.
13. The rear emergency door of the bus shall be accessible at all times.

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Driving Limitations

Drivers should not drive more than four hours at a stretch. Take advantage of the second driver on your trip so that there is always an alert driver at the wheel. This is for your safety and the safety of your passengers.

Rented or Leased Vehicles

The director will keep all records on file in the office. Only reputable firms, with well-maintained vehicles will be used. Only staff will be transported in rented or leased vehicles. No drivers are provided to Rainbow Trail.

Emergency Vehicle

An Emergency Vehicle will be assigned and available at all times. It will be parked next to Juniper. The keys will be attached to the orange Emergency Vehicle key chain and kept at the top of the stairs by the Juniper Apartment. No other cars should be parked blocking the Emergency Vehicle.

Vehicle Safety and Emergency Procedures

All vehicles are equipped with:

First Aid Kit	Flares or Reflectors
Fire Extinguisher	Spare Tire w/jack
Accident Procedures	Breakdown Procedures
Vehicle Operations Manual	Flashlight

Health forms and permission to treat forms for campers going backpacking, rafting, or to the hot springs will stay with the nurse. For Special Programs campers and staff, the original forms will go with the group and copies will be left with the nurse. For rafting trips, release forms will travel on the bus. Day Camp staff forms will travel with the team and copies will be left with the nurse.

Accident Procedures:

Staff in the vehicle and the driver are responsible for providing and securing care for the injured in case of an accident. All staff are trained in First Aid and CPR. The number of staff needed to provide care will be determined by the situation.

Staff, not attending the injured, will supervise the uninjured by keeping them calm and out of the way. All campers should be checked in and accounted for.

Camp should be notified of any accident or injury as soon as possible. A two-way radio will always travel with the bus and with the nurse so that base camp can be immediately contacted in case of an accident. In all other cases, a staff member will be designated to contact base camp by phone. Local law enforcement should be contacted as soon as possible. If injuries are severe, medical help should be contacted immediately.

Driver and staff are to identify witnesses and obtain appropriate information including name, address, phone number, and a written statement of what they saw. Insurance information and personal data should be collected from the other driver.

In Case of Vehicle Breakdown or Passenger Illness

1. Driver will take charge, and secure the safety of all passengers.
2. If vehicle is still in traffic, passengers will be unloaded to a safe area under staff supervision. If vehicle is out of the path of traffic, passengers will stay in the vehicle.
3. Driver or designated counselor will notify camp.
4. If at night, flares or reflectors need to be set out behind the vehicle at intervals of 20 feet.
5. Driver will attempt to fix the vehicle. If not possible, camp will be contacted to arrange other transportation for the campers and means to repair the vehicle.

All breakdowns or illness are to be reported immediately to camp director and appropriate measures are to be taken. A review of each incident will take place to determine if breakdown or illness could have been prevented.

Vehicle Traffic at RTLC

Delivery Trucks are to be unloaded either in the lower parking lot or in front of Columbine.

Buses and Vans are to be loaded and unloaded in front of Columbine. Parking for the RTLC bus is to be in the lower parking lot, with the exception of high parking needs, then it is to be parked in front (North side) of Aspen. Vans may be loaded and unloaded in front of Bristlecone Lodge or Columbine. They are to be parked either in the parking area for Bristlecone Lodge or the lower parking lot.

Camp Maintenance Vehicles are to be parked to the east of Skunk Cabbage, north side of Columbine, or north side of Aspen, or by the woodpile. The golf cart will be parked in the car port on the east side of Skunk Cabbage. The Bobcat will be parked behind the fence at the woodpile.

Visitors' Vehicles are to be parked in the north corner of B.C., east of Golden Banner, or lower parking lot.

Parking Areas are as follows: Lot to the northeast of Bristlecone Lodge; area between the shower house and Golden Banner; and the lower parking lot. Other emergency areas: North side of Aspen, in front of Columbine, north side of shower house.

Speed limit is 5 MPH.

Traffic is restricted to the lower circle drive on pickup and drop-off days of campers. All other areas are blocked off.

Parking

Summer Camper Registration Parking

During Camper Registration, the roads to the North and South of the Pavilion will be blocked facilitating the use of the driveway below the pavilion as a drop-off point and vehicle turn-around. Camphands, led by the Director of Site and Facilities or an appointed member of the maintenance staff, will greet all incoming vehicles and direct parking. When the lower parking lot is full, cars will be directed to park along Billy Humble Road below our site. The golf cart will be used to haul luggage to the Pavilion.

Family Camp Parking

Family Campers will be allowed to drive on site to load and unload vehicles; however, as parking space permits, will be asked to move their vehicles into the lower lot during the week of camp.

Retreat Group Parking

Retreat groups will be allowed to park on site in the parking area appropriate to their lodging situation.

Summer Staff Parking

During the summer, all staff will park personal vehicles in the lower parking lot. During days off, vehicles may be parked on the site; however, all vehicles must be moved prior to staff meeting on Sunday Morning. All summer staff will provide a copy of their vehicle keys to be kept on file in case of necessary emergency evacuation.

Retreat Season Staff Parking

During retreat season, staff may park vehicles on site during times when we are not hosting retreats. While retreat groups are on site, vehicles will be moved to the lower parking lot.

Maintenance Vehicles and Equipment

Maintenance Trucks

The maintenance trucks are only to be driven by the full time directors or by an appointed driver at the discretion and permission of the full time directors. Staff is allowed to ride in the back of the pickup only at the permission of the driver, only on-site, and must sit inside of the bed and not on the sides. Campers shall not ride in the back of the pickup at any time.

Golf Cart

The golf cart is only to be driven by the full time directors, the Summer Facilities Director or by campers at the discretion and permission of any of the full time director or the Summer Facilities Director. Permission to drive the golf cart applies only to the specific situation and does not imply permission during other situations at other times. Golf cart privileges will be revoked immediately upon any irresponsible or unsafe use as determined by any of the full time directors. Speed limit is SLOW. (5 mph) If you need to get somewhere quickly, walk there.

The golf cart may be used to transport campers and guests who may be unable to comfortably navigate the site on foot. Drivers who transport campers or guests with the golf cart must have the permission of one of the full time directors.

The golf cart is to be parked on the east side of Skunk Cabbage.

6-Wheeler

The 6-wheeler is only to be driven by full time directors and the Summer Facilities Director.

Bobcat

The Bobcat is only to be used by persons properly trained in operation and safety of the Bobcat and at the discretion and permission of the Director of Site and Facilities.

Policy Regarding Retreat Season Vehicle Use

Camp vehicles are a tool of the camp to do the ministry of Rainbow Trail. The use of camp vehicles must be in accordance with good stewardship of the vehicle, the fuel and the staff person's time.

Camp vehicle availability for camp use is first priority. Camp vehicle use by program assistants during the retreat season will be approved by any full-time director.

Authorized Uses

Camp business i.e.: Board Meetings, Camp promotions at congregations or synod events, repair & maintenance needs, dining hall kitchen needs for retreat groups, etc.

Emergency use i.e. medical emergency for staff or guests

Procedure

1. Staff must submit driver's license information to the camp office and be approved and added to camp vehicle insurance.
2. Every trip's beginning and ending mileage must be logged in the vehicle log book.
3. Camp vehicles will be returned to lower parking lot and keys to the key box at the end of each day.
4. When on camp business it is acceptable to take care of personal issues or errands.
5. From time to time a request may be made to pick up something for camp on a personal trip. If the staff person chooses to do camp business this does not warrant taking a camp vehicle.
6. Use of a camp vehicle may be authorized by a full-time director if a personal vehicle is temporarily out of commission. In these cases fuel expenses will be the responsibility of the staff person.



RTLC

Vehicle Condition Report

The items listed below have been checked by me and the vehicle is ready for safe operation.

Signature: _____ Date: _____ Vehicle Mileage: _____

	Defect		Mileage	Date
	Okay	Defect		
Engine				
Fluid Levels				
Oil				
Water				
Power Steering				
Transmission				
Belts				
Performance				
No Power				
Horns				
Clutch				
Races				
Knocks				
Accelerator Sticks				
Warning Devices				
Gauges				
Oil Pressure				
Air Pressure				
Ammeter				
Buzzers				
Doors				
Oil Low				
Horn				
Driver's Seat				
Seat				
Secure				
Adjusted				
Doors/Windows				
Doors				
Handles Secure				
Tightness				
Windows				
Clean/Unbroken				
Latches Secure				
Mirrors				
Clean/Adjusted				
Not Broken				
Wipers/Washers				
Clutch				
Grabs				
Slings				
Charters				
Pedal				
Steer. Assist.				
Not Hard				
No Pull				
No Shimmy				
Interior				
Seats				
Seatbelts				
Panels				
Exhaust				
Tail Pipe				
Muffler				
Systems				
Heating				
Ventilating				
Tires				
Front				
Treads				
Cuts				
Inflation				
Ungs				
Clear				
Treads				
Cuts				
Inflation				
Ungs				
Interior				
Overhead				
Dash				
Indicators				
Exterior				
Headlights				
Brights				
Turn Signals				
Rod Flashers				
Brake Lights				
Emergency Equip.				
First Aid Kit				
Reflector/Flares				
Fire Extinguisher				
Brake Check				
App. Brake Pr. Loss				
Static Brake Pr. Loss				
Parking Brake				
Emergency Brake Sys.				
Brake Pedal Adj.				
Noisy				
Spacing				
Unequal				
Grabs				
Miscellaneous				
Tools				
Maintenance Due				
Oil Change				
Tire Rotation				
Comments				



HANDS ON VEHICLE TRAINING

Certificate of Completion

awarded to _____

for successful training in the following areas.

- Backing Up
- Loading and Unloading
- Refueling
- Changing a Tire
- Safety and Emergency Procedures
- Vehicle Safety Checklist
- RTLC Vehicle Policies Review
- RTLC Vehicle Insurance
- First Aid and CPR
- Highway Driving
- Hauling a Trailer (if applicable)

Director of Site and Facilities _____

Executive Director _____

Date _____

Date _____