

# Shuttle Cart Safety Handbook



## Bristol Raceway Ministries

This Shuttle Cart Safety Handbook was created by Bristol Raceway Ministries.

*Every volunteer who operates a golf cart or Utility Vehicle (UTV) shuttle for our organization is responsible for reading and adhering to the Rules and Regulations in this handbook and for referring to the guidelines as needed throughout their volunteer service.*

This shuttle cart safety handbook provides essential guidance for the safe operation of golf carts and utility vehicle (UTV) shuttles. While we strive to address all key safety aspects, this content may not encompass every possible scenario you might encounter. Ultimately, ensuring the safety of your passengers and other pedestrians is your responsibility as the shuttle cart operator.

Although golf carts and UTV shuttles aren't designed to travel very fast, they can still cause significant harm if not driven responsibly. Always be aware of your surroundings, other golf cart drivers, vehicle traffic, and pedestrians.

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# Shuttle Cart Safety Handbook

## Introduction

### Driver Requirements:

1. You must be 18 years old or older.
2. You must have a valid driver's license.
3. You must adhere to the Rules and Regulations provided in this training material.
4. You must also demonstrate the necessary safety skills during a ride along with Bristol Raceway Ministries leadership during an event to become certified as a shuttle cart driver.

! If you have a medical condition or are taking medication(s) that could have an impact on your ability to safely operate a golf cart or a UTV shuttle, you should discuss the situation with Bristol Raceway Ministries leadership prior to operating one of our vehicles.

### Safety Inspections:

Before picking up passengers, perform a safety inspection of your assigned golf cart or UTV shuttle. While Bristol Raceway Ministries' leadership diligently maintains the shuttles and ensures they are clean and in good working condition, issues can occasionally arise that may not be immediately apparent. Your vigilance can help identify these potential problems.

1. Visually inspect all four tires to make sure they have sufficient air pressure and are not flat.
2. Lift the front seat and check the fuel level in the gas tank.
3. In a safe space, carefully test the shuttle vehicle's forward and reverse motion and ensure that both the brakes and the parking brake function properly.
4. Test the headlights to make sure they are operating properly.

! Make sure to turn off your headlights when you're parked or stationary. Leaving them on while the engine is not running can drain the battery and prevent the vehicle from starting again.

! To reduce the risk of "road rage" incidents, we have disabled the horn mechanisms on all of our golf cart and UTV shuttles.

If everything else is in proper working order, you're ready to start picking up passengers once you receive the go-ahead. If you notice mechanical issues at any time, inform Bristol Raceway Ministries leadership right away so the issue can be addressed before transporting passengers.

## Rules and Regulations:

All shuttle cart drivers must strictly follow the safety Rules and Regulations outlined below while operating a shuttle vehicle.

1. When you are stationary or parking the shuttle, always engage the parking brake. To set the parking brake on a golf cart, press down on the top of the brake pedal with the base of your foot until you hear a click and the pedal stays in place. The parking brake on a UTV shuttle is the same as in a car, the emergency brake handle is to the left of the driver seat. Press the button and pull the handle up. This will prevent the shuttle vehicle from rolling unintentionally. Even if the forward/reverse lever is engaged, the vehicle could potentially still move.
2. Always remove the ignition key when you're not in the vehicle or if you are more than a few feet away from it—such as when you're using the restroom. This helps prevent the risk of theft and unauthorized use.

! Please also remember to take your assigned radio with you whenever you're not in the vehicle. The radios we use at events are leased from NASCAR/Racing Electronics, and if one is missing or gets stolen, we will incur a \$2,000.00 replacement fee.

3. Avoid distractions while driving. If you need to send or respond to a text message or make or answer a phone call, pull over to a safe location and stop the vehicle before using your cell phone. Texting and talking on your phone are not permitted while driving a shuttle cart.
4. Maintain a safe following distance from other golf carts and vehicle traffic and avoid weaving in and out of traffic or groups of pedestrians.
5. When picking up passengers, make sure everyone is seated and holding onto a handrail securely before putting your shuttle in motion. Pulling out or backing up while someone is still trying to sit down can put them at risk of being thrown from the shuttle cart and landing on the pavement or being struck by other shuttle vehicles.

! It's a good idea to always turn around and visually make sure everyone is seated before putting your golf cart in motion.

! Cargo and personal belongings can be transported in the bed of a UTV shuttle, but passengers are never permitted to ride in the bed area.

6. Avoid hanging your leg off the side of the shuttle cart while it is in motion.

! If your foot or leg accidentally comes into contact with the pavement or gets caught on something while you are moving, it can pull you off the seat and cause you to fall onto the pavement, potentially leaving the shuttle vehicle to veer uncontrollably into nearby pedestrians or even run over you.

7. We are not permitted to drive our shuttles on or across public roadways. Since our shuttle carts are not street-legal, they should not be taken onto public streets.
8. We are not permitted to drive our shuttle carts over the "Blue Bridge," the "Yellow Bridge," or the "Red Bridge" to reach the campgrounds.

**!** We have shuttle carts in the All-American campground across the "Red Bridge" and the Earhart campground across the "Blue and Yellow Bridges." If a disabled individual requires a shuttle ride either to or from those locations, contact a member of Raceway Ministries leadership on the radio for assistance.

**!** If you need to pick up or drop off a passenger at the "Medallion" campground or the "Landings" area on Bristol Motor Speedway property, it is recommended to use your radio to request permission from Bristol Motor Speedway staff before proceeding. Any updates to these procedures will be addressed by Bristol Raceway Ministries leadership during the pre-event shuttle cart drivers' meeting on the day of the event.

**!** We are unable to transport passengers to or from the "Pole Position" campground. While it borders the Bristol Motor Speedway property, it is privately owned, and we do not have a hospitality tent in that campground to serve passengers. If someone requires a shuttle from the "Pole Position" campground, they can board a tram that makes a stop at the campground entrance, which will bring them onto the racetrack property. If you're picking up a passenger who needs to return to the campground from the racetrack property, please drop them off at the tram pickup/drop-off point next to the restroom building at the dragstrip. From there, they can board a tram to return to the campground.

9. Never remove safety barriers to access restricted areas. Restricted zones are marked with bollard posts, signs, plastic chains, and/or safety cones to ensure pedestrian-only access.
10. Never drive a shuttle cart through a group of pedestrians, even if you are traveling at a slow speed. Pedestrians always have the right of way.
11. Never drive a shuttle cart through the "Fan Zone" or "Midway" area on racetrack property. This area is located at entrance #1, near turn 2.
12. Never pass other shuttle vehicles or trams. You may not be able to see if another vehicle is coming from the opposite direction, and a tram might temporarily stop letting passengers on or off, potentially pulling out again unexpectedly.

**!** Accidents can be avoided by being patient and refraining from passing stopped vehicles or trams.

13. Always remain aware of your surroundings. Situational awareness involves understanding the environment around you, including people, objects, and ongoing events. By noting potential hazards nearby, you can help prevent accidents.

14. Always be vigilant of pedestrians around you, especially when backing up. Someone might be distracted and not aware of their surroundings, so they may not notice a nearby shuttle cart.

15. Our shuttle carts do not have turn signals to indicate your intended direction change. Using hand signals can help communicate your intended direction of travel to other shuttle cart drivers and pedestrians.

**! Left turn:** extend your left arm straight out to your side.

**! Right turn:** extend your left arm straight out to your side and raise your forearm up in an L shape.

**! Stop/slow down:** extend your left arm straight out to your side and slightly angle your arm down toward the ground.

16. We are not permitted to drive shuttle carts through the numbered entrance gates leading to the racetrack concourse, this includes the gates designated as “Service Entrance” only.

**!** Occasionally, Bristol Motor Speedway staff or Emergency Medical Service personnel (EMS) may request a member of our ministry to enter the gate with a shuttle cart to pick up a passenger at one of the emergency care centers. Shuttle drivers who are selected for this task have been issued special credentials by Bristol Motor Speedway and NASCAR ahead of time, allowing them to access the service gates with their shuttle carts.

17. Speeding is not allowed on track property or in any of the campgrounds.

**!** Speeding is considered anything over 10 MPH or a brisk-paced walking speed.

18. Never overload your shuttle cart with more passengers than there are seats to sit on.

**!** We are only allowed to carry up to three (3) passengers in a 4-seater golf cart shuttle, two (2) in the back seat, and one (1) in the front seat. The bigger UTV shuttles can carry four (4) passengers, three (3) in the back seat and one (1) in the front seat.

**!** No passenger should be sitting on another person’s lap or standing up while holding on when your shuttle cart is in motion.

19. Shuttle carts should never be parked in a way that obstructs emergency equipment, pedestrian walkways, doorways, intersections, or the normal flow of traffic. Bristol Motor Speedway staff have the authority to tow your shuttle cart if it is parked unattended in an unauthorized location.

## **Guidelines:**

Below are some best practices for managing various situations you may encounter while driving a shuttle cart.

### **Too Many Passengers:**

1. If passengers are traveling with an infant or small child, the safest option is for the child to sit between you and the other front-seat passenger, or for the front-seat passenger to hold the infant securely on their lap. Additionally, please reduce your speed from your usual driving pace.
2. If your shuttle cart exceeds its passenger limit, please locate another shuttle cart driver or one of the track golf cart drivers nearby. Request assistance in dividing the group into multiple carts to ensure everyone safely reaches their destination.

### **Weight Distribution:**

1. Proper weight distribution is crucial when loading passengers onto a golf cart shuttle. Since the motor is located underneath the front seat, the front end of a golf cart shuttle is naturally lighter, causing a potential imbalance in the center of gravity. To help balance the golf cart shuttle, it's important to have at least one passenger sit in the front seat with you. Even with two smaller passengers in the back seat, the imbalance can pose a serious risk, potentially causing the golf cart to tip up and throw passengers from the rear seat onto the pavement, leading to serious injuries when traveling up an incline.

! If there are only two passengers, always ask one of them to sit in the front seat. This helps distribute the weight more evenly to the front and reduces the risk of accidents.

! If anyone questions or feels uncomfortable with you asking one person to sit up front, you can explain that it's a safety measure when going up an incline. Without proper balance, there's a risk they could be thrown from their seat. Most people will understand and appreciate the emphasis on safety. This is also why infants and young children should not sit on laps in the back seat.

! UTV shuttles do not have the same type of weight distribution issue that golf cart shuttles have on inclines.

### **Driving On Inclines:**

1. Another important safety precaution is stopping your golf cart shuttle on an incline. Whether or not you have passengers, restarting on an incline can be risky, particularly with an unbalanced load. The front wheels may lift off the ground, making it difficult to steer, and could potentially cause passengers in the back seat to be thrown off, even if they are holding onto the handrails.

2. Although a golf cart is similar to a car in some ways, it operates quite differently. For example, golf cart shuttles use a centrifugal clutch. Unlike a car, the golf cart motor doesn't keep running unless you slightly press the accelerator. The more you press down, the faster the motor revs, similar to a car. However, the key difference is that the clutch and transmission won't engage the drive belt to move the golf cart until the motor reaches a specific RPM.

**!** If you're stopped on an incline and release the brake pedal, then press the accelerator to start moving again, the golf cart will initially roll backward until the clutch engages. This will cause the golf cart to "pop a wheelie," potentially throwing passengers from the back seat, especially if they aren't holding onto the handrails. To avoid this, follow the safer method outlined below for restarting while stopped on an incline.

**!** Unlike a car, you can operate a golf cart with one foot on the brake pedal and the other on the accelerator when going up or down inclines. It's recommended to practice this technique without passengers to become familiar with how it functions. This technique enables you to keep the motor engaged.

**a.** Begin by firmly pressing the brake pedal with one foot while gradually applying pressure to the accelerator pedal with your other foot.

**b.** When you feel the golf cart start to move forward, gradually release pressure on the brake pedal while gently applying more pressure to the accelerator until the cart moves smoothly.

This technique prevents the golf cart from rolling backward or popping a wheelie when the clutch and transmission engage. It provides a safer way to stop and start on an incline. You can also safely apply this technique to UTV shuttles when starting from a stopped position on an incline, even though the motor does not stop when the vehicle halts.

**!** Additionally, when descending an incline with the motor off and then pressing the accelerator to restart it, a golf cart may jerk unexpectedly. This can be dangerous, as it could throw passengers off the cart if they aren't holding onto a handrail securely.

**!** To keep the motor slightly running while going down an incline, keep one foot on the brake pedal and lightly press the accelerator pedal with your other foot at the same time.

**!** The motor on a UTV shuttle does not stop running when you are not pressing the accelerator pedal, therefore, it does not require this technique to be applied.

3. Another option for stopping and starting on an incline is to turn the shuttle cart around and face downhill. This method works well if someone tries to stop you for a ride while you're heading uphill. Simply slow down, signal to pedestrians that you're turning, and carefully make a U-turn. This allows passengers to board safely, and you can continue on your way. However, if you already have passengers onboard, this method is not recommended, as it can create an unbalanced situation and increase the risk of the shuttle cart tipping over, potentially causing passengers to be thrown off.



### **Erratic Driving:**

While golf cart shuttles and most UTV shuttles have a sharp turning radius, making tight turns with passengers onboard can be risky. If passengers aren't holding on securely, they may be thrown from their seats and injured. To ensure safety, slow down and make a wider turn, using hand signals to indicate your direction change. Additionally, avoid weaving through traffic or around pedestrians, as sudden movements can cause passengers in the back seat to become disoriented and lose their balance.

! Passengers in the rear seat of a golf cart shuttle face backward from the direction of travel, which can naturally make them feel disoriented, as though they are moving in reverse.

### **Unfavorable Weather Conditions:**

1. In adverse weather conditions, stay especially alert for potential hazards, such as slippery pavement, slick step bumpers on the shuttle cart, and pedestrians seeking shelter from the weather.

! Always reduce your speed when driving in poor weather conditions. Both golf cart shuttles and UTV shuttles take longer to stop, and braking too quickly can cause skidding and loss of control, especially on inclines.

! Be extra cautious of pedestrians seeking shelter from the weather. They are likely to be distracted and may move unpredictably, possibly stepping into your path and increasing the risk of an accidental collision.

! It's also a good idea to inform passengers about the potentially slippery step bumper on the back seat of golf cart shuttles during rain or snow. Slips and falls are more common in wet conditions, so giving a warning can help prevent accidents.

! Passengers getting onto the back seat of a golf cart shuttle may not notice the roof overhang and could accidentally bump their heads. Giving them a warning can help prevent head injuries.

### **Trams and Other Vehicles:**

Bristol Motor Speedway also operates its own golf cart shuttles, passenger van shuttles, and tram trailers pulled by pickup trucks to transport fans and guests around the track. Trams are efficient for transporting large groups of people at once, but they follow a fixed route between designated tram stops. There are several tram stops around the track where guests can board or disembark to reach their destinations.

! Golf cart shuttles and UTV shuttles are not allowed to pick up passengers from tram stop lines. Most shuttle passengers will either be waiting in a designated golf cart shuttle pick-up line or they will flag you down as you pass by them.

! Avoid passing a tram or any other vehicle while it is in motion or stopped to load or unload passengers. Visibility around these vehicles may be limited, making it hard to assess whether it's safe to pass.

## **Who Should I Pick Up?**

1. As you drive around, make it a habit to look for individuals who may be struggling to walk and offer them a ride. This includes, but is not limited to, the elderly, those using canes or crutches, people carrying young children, pregnant women, or anyone who appears to have difficulty walking. Stopping to ask if they need a ride to their destination can be a great help to them.

**!** When picking up passengers from a line, always pull up to the front and ask who is next if there is no event staff member directing the line. People often wait in line for a long time, and they may become frustrated if someone cuts in and gets a ride before them.

**!** Bristol Raceway Ministries does not own an ADA-compliant, wheelchair-accessible golf cart shuttle. If someone using a wheelchair or electric mobility scooter requires a shuttle ride, please contact Bristol Motor Speedway staff via your radio to arrange a pickup with their specialized ADA golf cart shuttles or an ADA-accessible van with a ramp or lift.

## **Avoid Putting Yourself In Harm's Way:**

1. Intoxicated guests may become argumentative, disruptive, or threatening. If you don't feel safe or comfortable taking passengers to a destination that is dimly lit, far from other people, or if the passengers are making you feel uncomfortable, consider taking the following actions: **(i)** Use your radio to request assistance with transporting the passengers or call Bristol Raceway Ministries leadership on your cell phone. **(ii)** If you're uncomfortable explaining your actions to the passengers, take them to a nearby law enforcement officer, Bristol Motor Speedway employee, or a Bristol Raceway Ministries member, and request assistance directly.

**!** To use the "Walkie Talkie" radio provided by NASCAR/Racing Electronics, follow these steps: **(i)** Wait until the radio is not in use by others. **(ii)** Press and hold the long button on the left side until you hear a digital chime. **(iii)** Speak clearly into the microphone on the front of the radio. **(iv)** Release the round button after you've finished your message and wait for a response.

**!** If multiple people press their buttons to speak simultaneously, the radio will distort the transmission, making it impossible to hear the message clearly.

## **Injuries, Accidents, and Breakdowns:**

1. In the event of an injury or accident, remain calm and assess the situation. First, prioritize getting medical attention for yourself or anyone who may be injured. Then, notify Raceway Ministries leadership about the incident. Our insurance policy requires that we complete an accident report and gather information for all incidents involving our volunteers, even if it's a minor accident with no injuries. Once notified, we will come to your location to assist.

**!** Always offer to have Emergency Medical Services personnel evaluate anyone involved in an accident. Medical assessments and treatment on track property are free of charge. However, if a patient is transported to a local hospital, they will incur charges from the hospital.

! If your golf cart or UTV shuttle experiences a mechanical issue, you can request assistance via your radio or contact Raceway Ministries leadership using your cell phone.

**Post Race/Event:**

1. To ensure pedestrian safety, all parking lots on Bristol Motor Speedway property are closed to vehicle traffic, including golf cart shuttles and UTV shuttles, for up to one hour after an event ends. This allows guests to safely exit the facility and reach their vehicles or campsites.

! Bristol Raceway Ministries leadership will review the "staging location procedures" with you during the event. Staging refers to the time when Bristol Motor Speedway restricts passenger pickups while guests are exiting the facility.

! Once we receive the all-clear from officials to resume passenger pickups, we will prioritize picking up fans and guests at the information booths outside Gate 7 and Gate 17. These lines are designated for ADA-accessible passengers who are waiting to be transported to ADA-accessible parking areas, typically the North Lot or Lot D. After these lines are cleared, we will then proceed to pick up passengers from all other gates and regular pickup locations around the track property.

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**Conclusion:** We understand that this information may be extensive and may not cover every potential safety concern or issue you might encounter while driving one of our shuttle cart vehicles at an event. We appreciate your time and effort in reviewing these safety regulations and your commitment to volunteering with our ministry to help "Share the Love of Jesus" with others.

As the operator (shuttle cart driver), you are responsible for adhering to the Rules and Regulations, ensuring both your safety and the safety of your passengers and other pedestrians.

Bristol Motor Speedway reserves the right to restrict or ban any volunteer or group from the facility for violations of the Rules and Regulations outlined in this material. Likewise, Bristol Raceway Ministries reserves the right to restrict or ban any volunteer from future participation for violations of our Rules and Regulations, including those outlined in the Shuttle Cart Safety Handbook and the Volunteer Handbook.

**Acknowledgment:** By completing and signing the Shuttle Cart Driver Authorization Form, I confirm that I have received and read the Shuttle Cart Safety Handbook, and I agree to adhere to the Rules and Regulations outlined within it and will follow the Best Practice Guidelines.

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## **Handbook Revisions**

The leadership of Bristol Raceway Ministries, in collaboration with legal counsel, will conduct regular reviews of the policies and procedures outlined within this handbook. If deemed necessary, adjustments will be made in alignment with the organization's bylaws. Any modifications will be communicated promptly to all affected volunteers, officers, and board members to ensure transparency and understanding of the changes.

**Latest Review Date: 3/24/2025**

**Board Approval Date: 3/24/2025**

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