

In accordance with
TRANSPORTATION SAFETY EXCHANGE
standards
A BUCKHEAD BUS COMPANY

has met or exceeded qualifications that entitle it to be listed as



in the TSX Motor Carrier Network, and indicates a dedication to safety and quality and a commitment to the TSX standard of excellence.



**TRANSPORTATION
SAFETY EXCHANGE**

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TSX will continue to monitor A BUCKHEAD BUS COMPANY's on-road performance which can impact the overall rating and affect TSX approval status in the future. Anyone inquiring about A BUCKHEAD BUS COMPANY's rating is advised to consult with the TSX Motor Carrier Network for up to date information.

TSX Service Center
10301 Democracy Lane
Suite 300
Fairfax, VA 22030
1-855-890-8879
November 4, 2014



**TRANSPORTATION
SAFETY EXCHANGE**

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COMPREHENSIVE REVIEW No.: 2014313
COMPREHENSIVE REVIEW DATE: October 22-24, 2014

A Buckhead Bus Company
Karin Amatriain
280-A Arnold
Lawrenceville, GA 30044

Dear Ms. Amatriain,

This letter is to notify you of the results of the above referenced Transportation Safety Exchange - Comprehensive Review (TSX-CR) recently conducted at your facility. A copy of the TSX-CR report is attached for your review.

During the TSX-CR investigation, compliance with applicable regulations and safety management controls was evaluated in six rating factors (five factors are applicable for non-HazMat motor carriers) as established by the TSX program. Results were combined with on-road performance information received from FMCSA to calculate overall factor ratings.

The TSX Program factor and overall factor ratings range from 1.00 to 5.00, with 1.00 established as the highest (best) rating. In accordance with TSX program standards, your overall factor rating is **2.10**. This rating entitles you to be listed as a **TSX Approved** motor carrier on the TSX Motor Carrier Network.

The TSX-CR report documents your compliance with safety regulations and management controls. If weaknesses are identified, the report is designed to guide you to initiate appropriate corrective action. In this way, TSX Approved motor carriers will continuously improve their culture of safety.

TSX will continue to monitor your on-road performance each month as reported by FMCSA. This data may impact individual factor ratings and your overall factor rating in the future. In the event that this process affects your TSX approval status, you will be notified immediately.

Congratulations on becoming a TSX Approved motor carrier! Your approval status indicates your dedication to quality and demonstrates to our subscribers your commitment to safety compliance.

If you have questions regarding the TSX-CR or the TSX Program, please e-mail me at bwatkins@css-dynamac.com or call me at 855-890-8879.

Sincerely,

Brad Watkins,
TSX Program Director

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TSX Comprehensive Review Report

Inspection Date: 10/22/2014- 10/24/2014		Inspection #: 2014313	
Company Name: A BUCKHEAD BUS COMPANY		Company Address: 280-A ARNOLD LAWRENCEVILLE, GA 30044	
DBA: BUCKHEAD COACH			
DOT #: 379503		Company Phone: (404) 296-2923	Company Fax: (470) 514-1423
Contact Name: KARIN AMATRIAIN		Company Email: KARIN_AMATRIAIN@YAHOO.COM	

Investigators:	TODD WARD		
Drivers:	9	Vehicle Inventory:	10
Annual Mileage:	172,732	Units Inspected:	1

Safety Rating Summary

Factor	Rating	Factor	Rating
1) General:	1.00	4) Vehicles:	4.36
2) Driver:	1.00	5) Hazardous Materials:	Not Rated
3) Operations:	2.10	6) Accidents Recordable:	1.00

Overall Rating – Approved: 2.10

Disclaimer: As of the date of this report, this carrier has met the requirements to obtain/maintain its status as an approved carrier. This report and the carrier's approved status cannot be relied upon as assurance that this carrier will not be involved in an accident, will not have mechanical failures, that future drivers and employees will be qualified to operate the vehicles or that its management will continue to maintain its safety standards.



TRANSPORTATION SAFETY EXCHANGE

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Transportation Safety Exchange
10301 Democracy Lane, Suite 300
Fairfax, VA 22030-2545
855-890-8879

February 13, 2013
Inspection #:

Executive Summary

A Transportation Safety Exchange, Inc. (TSX) Comprehensive Review (CR) was conducted on October 23-24, 2014 at their principle place of business in Lawrenceville, GA where all safety-related documents are stored. The equipment is domiciled at 1664 Roadhaven Drive, Stone Mountain, GA where most heavy maintenance is conducted with Sikes Fleet Services. A Buckhead Bus Company, doing business as Buckhead Coach, Inc. has been a for-hire passenger transportation business since 1986. Karin Amatriain is the President, founder, and sole owner. Ms. Amatriain and Gary Goodman-Safety and Training Director were both present for the in-briefing.

Buckhead Coach provides regional and local passenger transportation to corporate companies such as Dekalb Medical Center, Piedmont Hospital, Sears, AT&T, Mego Mortgage, the Center for Disease Control (CDC), Turner Broadcasting, Bellsouth Advertising, Atlanta Magazine, Atlanta Homes and Lifestyle Magazine and the Atlanta Symphony Orchestra.

The carrier operates six (6) MCI motor coaches and four (4) mini-buses. It employs seven (7) single-employed drivers, but only six (6) are trained to operate motor coaches, and there are two (2) Class C CDL drivers that only operate mini-buses.

There was one serious violations discovered in Factor Four-Equipment and general violations were discovered in Factors Two-Drivers, Factor Three-Operational and Factor Four-Vehicles.



Factor One - General

This Factor will evaluate the carrier's knowledge of the regulations and its ability to properly instruct employees and drivers about their responsibilities. Furthermore, this Factor examines whether the carrier has proper operating authority for INTERSTATE and/or INTRASTATE commerce, as well as the required levels of financial responsibility.

In order to meet a high level of safety fitness, the motor carrier must demonstrate that adequate safety management controls are in place and are functioning effectively to ensure acceptable levels of compliance and performance. These controls are defined as systems, policies, programs, practices, and/or procedures used by the motor carrier to ensure compliance with all applicable regulations and to ensure the safe use of vehicles and drivers to avoid unnecessary crashes.

Evidence of financial responsibility was provided on form MCS-90B in the amount of \$5,000,000 of auto liability through Lancer Insurance Company. Lancer Insurance has been the motor carrier's insurance broker for numerous years and provides training materials, audits and numerous safety-related resources. It filed its motor carrier identification report on January 22, 2014, which is due to be updated again by the end of March 2016. The Federal Motor Carrier Safety Administration (FMCSA) conducted an on-site compliance review on August 22, 2012 that resulted in a satisfactory rating. The FMCSA has notified Buckhead Coach that another compliance review is scheduled for November 4-5, 2014. Buckhead Coach has been a long standing passenger transportation provider to the Department of Defense (DOD) for numerous years. It is members of the United Motorcoach Association (UMA), Georgia Motorcoach Operators Association (GMOA) and the National Motorcoach Operators Association (NMOA).

Entry-level drivers are not generally hired requiring all newly-hired drivers to have previous passenger driving experience. Gary Goodman is the Safety and Training Director that conducts road tests and initiates drivers' training that includes on-the-job training in each type of vehicle until he is satisfied that the driver can safely operate each vehicle. All drivers are provided with a copy of the company's drivers' safety manual. Drivers' safety meetings are held quarterly with topics and attendance documented.

There were no issues or concerns in this Factor.



Factor Two - Driver

A motor carrier's compliance with applicable regulations, as well as its policies, procedures and controls as they relate to qualifying and hiring potential drivers, is evaluated in this Factor. The process of data collection from the carrier's program of testing for controlled substances and alcohol is also reviewed and evaluated.

An audit of selected driver qualification files is conducted in order to determine the effectiveness of the carrier's procedure. It is also a means of determining the extent of management's knowledge of the regulations and how they apply to operations. Ms. Armatriain administers the carrier's alcohol and controlled substances testing program and manages the hiring process for new drivers. She completes drivers' qualifications (DQ) files, obtains original motor vehicle reports (MVR's), conducts annual reviews of driving records and conducts previous employment safety performance history investigations. A checklist of items required to be in each DQ file is inserted into each DQ file to ensure that each document required under Part 391.51 is completed within the time period. A review of five (5) DQ files found them to be complete and in the same systematic fashion. Two of five (5) DQ files had examples where the original MVRs were obtained in excess of the 30-day requirement but less than 90-days and more than two (2) years ago. They were not cited as a violation.

Buckhead Coach is part of a consortium of other passenger carriers through third-party administrator (C/TPA). The C/TPA makes quarterly random alcohol and controlled substances test selections that includes notification to the motor carrier. The company audits the list of safety-sensitive employees in the pool prior to making random test selections. The average pool of safety-sensitive employees for 2013 was eight (8). It conducted eight (8) random controlled substances test in 2013 (100%) and conducted two (2) random alcohol test (25%) exceeding the annual minimum standards set forth by the Federal Motor Carrier Safety Regulations (FMCSR). The alcohol and controlled substances testing policy that is distributed to each driver with a receipt, meets all of the requirements of Part 382.60. Ms. Armatriain is trained in reasonable suspicion with a certificate on file.

There were no issues or concerns in this Factor.



Factor 2 - Questions & Citations

Question Number - Type: 01 -	Citation: OOS RATE(DRIVER)
What is the carrier's DRIVER OOS RATE for drivers who have been declared OOS for violations involving qualifications, medical, or NON-HOS issues?	
Inspections: 4 OOS Inspections: 0	
During the previous 12 months to the date of this CR, the carrier's drivers underwent four (4) roadside inspections where drivers were specifically inspected for drivers' qualifications (DQ) issues. Of those inspections, none resulted in DQ OOS violation(s) relating to drivers, excluding HOS violations. Consequently, the carrier's DQ OOS rate is zero percent (0%).	



Factor Three - Operational

In this Factor the motor carrier's management controls relating to drivers' hours-of-service are evaluated. The primary document used for recording time is the record of duty status (RODS or driver's log) as defined in Part 395 of the FMCSR. Part 390 addresses additional training and instructional requirements deemed the responsibility of the motor carrier.

An examination of five (5) different drivers' RODS for 30-days, totaling of 151 records to determine good compliance and effective management oversight. There were no 10, 15 or 70-hour driving violations; however, some violations were noted pertaining to drivers post-trip inspections, missing miles and total hours, as well as failing to document changes of duty status locations. Records of duty status are being manually audited by Sallye Jackson weekly. There was minimal examples where violations were noted during the audit process and drivers had been counseled on violations. Management oversight is critical to ensure that once violations are noted, the driver are provided with remedial training to correct their violations.

Violations were noted pertaining to proper form and manner in which logs are to be completed. There were no un-safe moving violations pertaining to roadside inspections in the past 12 months.



Factor 3 - Questions & Citations

Question Number - Type: 01 -	Citation: OOS Rate (Driver)
What is the carrier's DRIVER OOS RATE for drivers who have been declared OOS for hours of service (HOS) violations?	
Inspections: 4 OOS Inspections: 0 During the previous 12 months to the date of this CR, the carrier's drivers underwent four (4) roadside inspections where drivers were specifically inspected for hours of service (HOS) issues. Of those inspections, none resulted in OOS violation(s) relating to drivers' HOS. Consequently, the carrier's HOS OOS rate is zero percent (0%).	



Question Number - Type: **09 - GENERAL**

Citation: **395.8(d)**

Are drivers' records of duty status completed in the form and manner prescribed?

Investigation Results:

Not in all cases. There were 19 of 151 logs with form and manner violations. For example:

Isaiah Murchinson did not total his hours for the day on June 19, 2014. The remaining 29 logs were executed properly.

Major Hartridge is not recording his miles driven for the day on July 8, 10-15, 17-20, and 29-31.

On June 3, 2014 Lance Evans did not record his change of duty status locations from 05:00 AM through 10:30 AM and again on Jun 9, 2014 from 09:00 AM through 6:00 PM and again on Jun 12, 2014 from 02:30 AM and from 1:30 PM through 4:00 PM. On June 21, 2014 he did not record his change of duty status from 10:30 AM through 1:00 PM.

Drivers' RODS are required to be completed on a specific form and in a specified manner. The record of duty status is a legal document and it should be completed in the manner prescribed by regulation. The carrier's log audit program should detect these types of violations and require drivers to make corrections.



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Transportation Safety Exchange
10301 Democracy Lane, Suite 300
Fairfax, VA 22030-2545
855-890-8879

February 13, 2013
Inspection #:

Question Number - Type: 13 - GENERAL	Citation: 385.5 (a)(7) & 395
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Are drivers required to complete recaps of their hours-of-service to ensure sufficient available hours to perform future driving?

Investigation Results:

No. There was no evidence to suggest that drivers are required to keep a daily recap of their hours to ensure sufficient available hours to complete planned trips. The following drivers do not have daily recaps on any of the logs audited.

Benjamin Holmes-September

Andrew Wells-September

Although not specifically required under the regulations, drivers do have a responsibility not to exceed the hours-of-service limitations. When left to chance or assumptions, there exists the possibility that violations will occur. Management can better control drivers' hours when they are required to maintain a daily recap of their total hours.



Question Number - Type: 25 - GENERAL	Citation: 392.7 & 395.2
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Is there evidence to indicate that drivers spend a reasonable amount of time performing pre-trip inspections and performing post-trip paperwork?

Investigation Results:

Not in all cases. Some drivers fail to record sufficient post-trip time spent preparing a driver vehicle inspection report (DVIR) or other paperwork as on-duty. Twelve of 151 logs audited have examples of this violation. The following driver(s) are not entering any on-duty, not driving time at the end of their shift to complete their paperwork and a post-trip inspection.

Driver Benjamin Holmes's logs indicate he is going from a driving status directly to an off-duty status at the end of his shift. He must record the appropriate time as on-duty not driving or line four at the end of his shift. The following dates were in violation for Mr. Holmes: September 5-6, 11, 13-14, 16, 18-19, 22-24, and the 29, 2014.

Drivers must spend a reasonable amount of time conducting a pre-trip inspection to ensure that the vehicle is safe to use, as well as review the most previous DVIR. If the driver can effectively conduct the inspection in less than 7.5 minutes, the pre-trip inspection should be flagged in the remarks section of the record. Likewise, drivers are required to complete a DVIR at the end of each day's work and submit that paperwork to the carrier. It is also likely that a driver will complete other paper work for the carrier at the end of each day. This time is clearly on-duty time and should be accurately recorded as on-duty.



Factor Four - Vehicle

The motor carrier's policies, procedures and controls as they relate to vehicle maintenance, inspection and repair are evaluated in this Factor. Also, training, reporting, monitoring and maintenance of records for vehicle inspections, routine maintenance and repair of known defects are also evaluated. The primary documents reviewed are driver vehicle inspection reports (DVIR), roadside inspection reports, and vehicle maintenance files. A number of vehicles are also inspected. Part 396 of the FMCSR defines the requirements for a systematic vehicle inspection, repair and maintenance program and what constitutes required records.

A critical performance element of this segment of the inspection is the carrier's roadside inspection performance for vehicles that have undergone inspection by various Federal, State or local jurisdictions. A motor carrier's vehicle out-of-service rate is based on the number of vehicles that have been inspected and how many of those inspections resulted in a vehicle being placed out-of-service (OOS). A carrier's vehicle out-of-service rate relates to the effectiveness of the carrier's preventive maintenance program and the quality of the pre-trip and post-trip inspections performed by their drivers.

Mr. Goodman works with Donald Anderson, mechanic to coordinate and manage maintenance for all vehicles. All of the equipment is domiciled at Sike's Fleet Services in Stone Mountain, GA. Mr. Anderson does most of the light duty type maintenance and Sike's Fleet Services does all of the heavy maintenance, including brakes and undercarriage of the vehicles and completes all of the preventive maintenance cycles where oil and filters are changed. Buckhead Coach does not have pits or wheel lifts to gain access to the undercarriage of its vehicles nor does Sike's Fleet Services. It is critical that proper access to the undercarriage of the vehicles is available to visually inspect the components, including braking systems. Sike's Fleet Services does have hydraulic jacks with jack stands. It was obvious that routine maintenance was being conducted on the vehicles; however, in numerous examples of repair orders, Sike's Fleet Services was failing to record the odometer or hubometer when the service was completed. This issue may have contributed to noted examples of deferred maintenance. Ms. Armatriain called Sike's during the CR to inquire about and correct the issue. All of the vehicles are equipped with GPS to track locations of each vehicle while in route.

One serious violation was noted pertaining to deferred emergency exit windows/doors and markings inspections with other violations for deferred maintenance and missing reviewing drivers'/mechanics' signatures on DVIRs, when required.



Factor 4 - Questions & Citations

Question Number - Type: 01 -	Citation: OOS RATE (VEHICLE)
What is the carrier's VEHICLE OOS rate percentage? (3 inspection minimum, previous 12 months) _____ %	
Inspections: 4 OOS Inspections: 0 During the previous 12 months to the date of this CR, the carrier's vehicles underwent three (3) roadside/terminal inspections where vehicles were specifically inspected according to CVSA criteria. During this CR one (1) vehicle was inspected. Total inspections included four (4) vehicles. Of the total number of inspections, none resulted in vehicle OOS violation(s). Consequently, the carrier's vehicle OOS rate is zero percent (0%).	



Question Number - Type: **08 - GENERAL**

Citation: **396.3(a) & 385.5**

Do maintenance records indicate a pattern of deferred maintenance?

Investigation Results:

Yes. Documents indicated that not all vehicles were inspected or underwent routine service at intervals prescribed by the carrier. Two of five (5) maintenance files have examples of deferred maintenance or two (2) preventive maintenance cycles of 17. It appears the vehicle are being well maintained every 90-days, but recording the correct odometer readings appears to be problematic.

Vehicle Identification	Type	Date	Mileage	Elapsed Miles	10000 Oil Change Cycle	
Unit # / Tag: 503		PM	9/26/14	498699	3681	-6319
VIN #:		PM	6/23/14	495018	16513	6513
Year/Make: 1999 MCI		PM	12/26/13	478505		468505
Vehicle Type: MC		PM				

Vehicle Identification	Type	Date	Mileage	Elapsed Miles	10000 Oil Change Cycle	
Unit # / Tag: 506		PM	10/7/14	352449	4662	-5338
VIN #:		PM	7/22/14	347787	37787	27787
Year/Make: 2007 MCI		PM	4/23/14	310000	-10091	-20091
Vehicle Type: MC		PM	12/18/13	320091		

When service intervals have been established, the motor carrier must ensure that those service intervals are closely adhered to. A certain amount of leeway to those intervals may be necessary at times; however, once a mileage interval extends beyond a predetermined interval, either by miles or time, the carrier runs the risk of using a vehicle that may not be safe and becomes exposed to increased liability should something go wrong that can be tied to maintenance, inspection or repair.



Question Number - Type: 12 - CRITICAL	Citation: 396.3(a)(2) & (b)(4)
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Is the carrier able to document that emergency exits are inspected in at least 90-day intervals?

Investigation Results:

The carrier was unable to document that emergency exits and specified components were inspected in a timely fashion. Eight of twenty 90-day emergency exit window inspections were conducted in excess of 90-days. For example:

Bus 502 had a 90-day window inspection on December 23, 2013, but the next inspection did not occur until April 21, 2014.

Bus 501 had a 90-day window inspection on December 19, 2013, but the next inspection did not occur until April 10, 2014.

Bus 503 had a 90-day window inspection on December 19, 2013, but the next inspection did not occur until April 21, 2014 and the following inspection did not occur until August 27, 2014.

Bus 506 had a 90-day window inspection on July 5, 2013, but the next inspection did not occur until December 23, 2013 and the following inspections did not occur until April 18, 2014 and September 3, 2014.

Tests conducted on push-out windows, emergency doors, and emergency door marking lights on buses must be conducted at least every ninety days. Records of these tests are considered a part of the maintenance record and should be retained for at least one year.



Question Number - Type: 23 - GENERAL	Citation: 396.11
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Is the carrier certifying on the DVIR that repairs are made (or are not necessary) when drivers note safety-related defects on DVIRs?

Investigation Results:

The carrier does not always ensure that a repairer's/inspector's signature is on the DVIR when required. Two of 14 DVIRs with documented safety-related defects are missing mechanics' signatures stating it had been repaired, or was not necessary for repair.

On September 7, 2014 motor coach 505 had an air leak. The mechanic and reviewing driver did not sign the DVIR, as required.

On October 9, 2014 motor coach 505 was written up for a inoperable headlamp, marker lamp and turn indicator. The mechanic and reviewing driver did not sign the DVIR, as required.

When a driver lists a safety-related defect on a DVIR, someone designated by the carrier must ensure that either the defect is repaired or that it does not preclude use of the vehicle. That designated person should be knowledgeable enough to make a determination regarding the defect(s). Drivers may often list defect(s) or other concerns that may or may not be safety-related. The carrier should designate a person(s) who possess the skills and knowledge to make a determination as to the seriousness of the defect or concern listed. A driver may possess such knowledge or take direction from the carrier regarding the defect, but this signature will indicate the defect has been repaired or that the repair is not necessary for the safe operation of the vehicle. The carrier is responsible to ensure that the vehicle can be operated safely. A driver is prohibited from using the vehicle until it has been determined that all repairs were made and the carrier has certified to this.



Question Number - Type: **24 - GENERAL**

Citation: **396.13**

Are oncoming drivers certifying that they have reviewed the prior DVIR when required?

Investigation Results:

Not all drivers have certified that they have reviewed the prior DVIR when required. Three of 14 DVIRs with safety-related defects are missing reviewing drivers' signatures.

On September 7, 2014 motor coach 505 had an air leak. The mechanic and reviewing driver did not sign the DVIR.

On October 9, 2014 motor coach 505 was written up for a inoperative headlamp, marker lamp and turn indicator. The mechanic and reviewing driver did not sign the DVIR as required.

On October 3, 2014 motor coach 506 was written up for an inoperable headlamp. The reviewing driver failed to sign the DVIR.

All drivers must review the prior DVIR as a part of their pre-trip inspection, required by 396.13. However, a driver must certify to his/her review when the prior DVIR has listed safety related defects AND the motor carrier has certified that those defects have either been repaired or need not be repaired for safe operation. Regulations require the signature certifications of the driver preparing the report, the mechanic making the repairs, and that of the oncoming driver as part of his or her pre-trip inspection to be on the DVIR. A multiple-page DVIR is not required by Federal regulation, although one may be used as long as it contains all the information and certifications required by 396.11 and 396.13. A driver is prohibited from using the vehicle until it has been determined that all repairs were made and the carrier has certified this. This provides the carrier a signature trail of accountability and should be closely monitored to ensure the process functions as prescribed by regulations. If executed properly, it may prevent the use of a commercial motor vehicle with safety-related defects. A failure to promptly repair any safety-related defect listed on the DVIR can have serious consequences. This failure may have a significant impact on a carrier's safety performance rating as well as placing the carrier at risk for increased liability in the event of a serious accident.



Factor Six - Crashes

This Factor addresses the carrier's rate of recordable crashes per million miles during the past 12 months, as well as other regulations related to crash record keeping. A crash rate is calculated by multiplying the number of crashes by one million then dividing that number by the number of miles traveled for the same period. A rate will be calculated only when a motor carrier incurs two or more recordable crashes within the 12 months prior to the inspection. A recordable crash rate greater than 1.5 per million miles for most carriers, other than urban (100 air-mile radius) carriers, is considered significant. A determination of preventability and non-preventability is NOT considered to determine the rate per million miles determination process. However, a motor carrier may request a review of those crashes the carrier believes were preventable if the crash rate severely impacts the overall inspection rating. A crash review will be conducted on a case by case basis to determine preventability based on information submitted by the carrier.

A recordable crash, as defined in 49 CFR 390.5 means a crash involving a commercial motor vehicle (CMV) operating on a public road in interstate or intrastate commerce which results in a fatality; bodily injury to a person who as a result of the injury immediately receives medical treatment away from the scene of the crash; and/or one or more motor vehicles incurring disabling damage as a result of the crash requires the motor vehicle to be transported away from the scene by a tow truck or other motor vehicle. Additionally, CMV fires are considered "crashes" according current interpretations to the crash definition found in Part 390.5.

A current accident register and insurance loss run report was available for the previous three (3) years. It indicated no recordable accidents in the previous 12 months. There were no issues or concerns in this Factor.



Factor 6 - Questions & Citations

Question Number - Type: 01 -	Citation: CRASH RATE
What is the carrier's recordable crash rate per million miles for the previous 12 months?	
Annual Mileage: 172732 Crashes Recorded: 0 During the last calendar year, the motor carrier reported traveled 172,732 miles with no recordable accidents. Subsequently, the motor carrier's accident rate is zero or not calculated until two (2) or more recordable accidents have occurred.	