

THE BUS STOPS HERE



Safety Newsletter

July 30, 2021



SUFFOLK TRANSPORTATION SERVICE, INC

SUFFOLK BUS CORP.



TRANSIT PASSENGER MANAGEMENT: Being a professional bus operator today is a great responsibility. The safety of the vehicle and its passengers are paramount. Bad weather, road conditions and other drivers are just some of the things that could cause a safety hazard. But what happens when it's one of our own passengers causing an unsafe situation? Here are a few tips to help you manage your passengers safely without incident:

- 1) Always be polite. Treat your passengers as you would like to be treated. As a professional operator, extending courtesy to your passengers will often earn their respect in return. Considering your words before giving an order is the best way to ensure this.
- 2) Never give an order to your passengers that cannot or will not be enforced. As the authority on the bus, your words are very important. Giving an order that you will later not enforce could cause your passengers to lose confidence in your ability to maintain order on the bus. Giving unreasonable orders can cause your passengers to feel you are harassing them rather than simply doing your job.
- 3) Give positive commands which are easy to obey. Many times, the difference between an order being obeyed or not is simply in the way it was given. Never talk down to or lecture your passengers. Remember that they are people too.
- 4) Allow your passenger time to react to your order. In most cases, if you allow your passenger time to consider your request, they will likely follow it without incident. Rushing their compliance will only come across as hostile.
- 5) Be honest and fair. If the passenger asks why you are giving them an order, give them an honest answer. Denying them an answer will only lengthen the disagreement. With an honest and valid reason to your request, the passenger is given a chance to take responsibility for their behavior rather than being forced to follow your direction without question.
- 6) Don't back the passenger into a corner. Always allow the passenger the opportunity to make a choice. This gives the passenger a way to maintain their self-respect while still following your order.
- 7) Never lose your temper. You cannot expect a passenger to show more self-control than you. Losing your temper will only serve to inflame the situation and push it beyond the point of an outcome without incident. Remember that as the authority on the bus it is your responsibility to maintain a safe environment for everyone on board. If a passenger loses their temper and the situation slips out of your control, contact your dispatcher immediately for further action to be taken.

DRIVING IN WORK ZONES: It seems that everywhere you drive on your route you come across a work zone. Work zones present many hazards, like lane shifts, sudden stops, and uneven road surfaces. You can keep yourself and your passengers safe by following these tips:

- Be aware of the space around your vehicle and signage in work zones that indicate reduced speeds and lane changes.
- Avoid distractions when approaching a work zone, such as conversing with your passengers or DA. As always, do not eat or drink while driving.
- Always expect workers or work trucks to be entering and exiting the work zone.

This Friday's Facebook spotlight is Robert Haughn, Van driver for Three Village School District out of the Coram yard



"With the new day comes new strength and new thoughts"