

THE BUS STOP SHERE



Safety Newsletter

July 18, 2025



SUFFOLK TRANSPORTATION SERVICE, INC

SUFFOLK BUS CORP.

SUMMER REFRESHER CLASS: Please be sure to attend your Summer Refresher training if you have not already done so. To accommodate additional participants, two new sessions have been added to the schedule:

- August 11th at 10:00 AM – 1780 Smithtown Avenue
- August 13th at 5:30 PM – 1780 Smithtown Avenue

The Safety Department will be reaching out directly to employees who have not yet registered. If you have any concerns regarding your attendance or scheduling conflicts, please contact Linda Licata at llicata@suffolkbus.com.

THE VITAL ROLE OF THE PARATRANSIT CALL CENTER AGENT: Behind every successful paratransit trip is a skilled call center



agent ensuring passengers are scheduled, supported, and heard. As the first point of contact, your professionalism, patience, and attention to detail are essential to delivering safe, reliable service. Each call is more than just a task—it's a chance to make a meaningful impact. Whether booking a ride, answering a question, or resolving a concern, your voice sets the tone for the entire passenger experience. For many riders, especially those with mobility or cognitive challenges, your clarity and compassion help them feel safe and respected. Accuracy is key. Careful listening, confirming details, and entering information correctly ensures passengers reach their destinations on time. Your diligence prevents service disruptions and builds trust. Challenging calls are part of the job. When passengers are upset or confused, your calm

demeanor and empathetic communication make all the difference. Stay patient, use clear language, and escalate when necessary. Your ability to manage these moments with grace reflects the high standards of our service. You're also a vital part of a larger team—drivers, dispatchers, and supervisors—working together to provide seamless, dependable transportation. Your behind-the-scenes efforts keep everything running smoothly.

IDLING POLICY REMINDER: Please help us reduce fuel waste, engine wear, and air pollution by adhering to our idling guidelines.



As outlined in the Safety Manual (Pg. 49, Section 14.10), all bus drivers are required to shut off engines upon arrival at schools or other destinations—buses should not idle while waiting for passengers. Morning warm-ups should be limited to the time necessary to reach a proper operating temperature, not exceeding five minutes. Excessive idling is not only harmful to the environment and vehicle performance, but it is also illegal. Let's all do our part to keep our fleet efficient and our air clean.

MANAGING EMOTIONS IN THE HEAT OF THE SUMMER: Summer brings sunshine, vacations, and outdoor fun but it also brings rising temperatures that can impact our mood and behavior. Studies show a clear link between heat and irritability. When

we're overheated, we're more likely to react impulsively, turning minor frustrations into major conflicts. At Suffolk Transportation Service and Suffolk Bus Corp., we take pride in maintaining professionalism and composure, especially during challenging moments. As the heat rises, so can tempers—making it more important than ever to stay calm, patient, and empathetic. Stay cool—both mentally and physically. Take your breaks, stay hydrated, and be mindful of your stress levels. Sometimes, a calm word, or no words at all, can prevent a situation from escalating. We also serve a diverse community, including individuals with physical or cognitive challenges. A little compassion goes a long way. Let's continue to lead by example and show why we're known as the "coolest" team in the business. This summer let's prove that cooler heads truly do prevail.



CDL PERMIT CLASS: We are excited to offer CDL Permit Classes on the following dates in July at our Safety and Training Facility, located at 1780 Smithtown Avenue, Ronkonkoma. This free class is a terrific opportunity for Driver Assistants, as well as friends and family, to learn more about the process of becoming a driver and obtaining a CDL permit. Everyone is welcome!

- Saturday, July 26, 2025, from 8am to 4pm



Check out our Facebook page for our latest employee spotlight, Tyler Gluck, SBC Help Desk Agent.

"When the weather is hot, keep a cool mind. When the weather is cold, keep a warm heart."

