

THE BUS STOPS HERE



Safety Newsletter

September 29, 2023



SUFFOLK TRANSPORTATION SERVICE, INC

SUFFOLK BUS CORP.



SLEEPING CHILDREN/UNATTENDED CHILD: In the beginning of the school year many children are getting used to a new routine and may fall asleep on the bus. It is critical that you follow our safety policy for checking for sleeping children. See pg. 89 in your Safety Manual for our policy. You must SEARCH your bus before & after and each and every time you move your vehicle. You must SEARCH the entire vehicle for sleeping/unattended children, especially, without limitation, under every seat. If you fail to perform this check, you will be subject to disciplinary action. If a child is left on your vehicle, or if a child that requires an authorized adult - parent, guardian, school or

facility personnel - to accept the child is not present when dropping off a child, and you neglect this requirement, your employment will be terminated. This is a zero-tolerance policy, and no excuses are accepted, and no exceptions are made. If your route requires a driver assistant, you and the driver assistant must SEARCH the vehicle for sleeping/unattended children.

CUSTOMER SERVICE: Many folks would say we are in the business of transportation, and they would be right. Safely transporting your riders each day is your job and your responsibility. Sometimes we may tend to overlook that we are also in the business of customer service. When it comes to providing outstanding customer service, it's people who make all the difference. Think of the last time you ate out or purchased something in a store. How would you rate your experience? In our business, who is your customer...the riders on your bus, the parents or guardians at the bus stop, the school and County officials to name a few. While it certainly takes practice and dedication to become a rock star in customer service, it doesn't have to be that hard when you know where to focus your efforts. There are some easy skills that matter most and that everyone involved in customer service should master and use in their daily interactions with customers. One important skill is practicing self-control. Maintaining self-control is paramount in customer service. Apart from the ability to handle surprises and deal with angry customers without losing your cool, it also goes to treating each customer interaction separately regardless of how bad the previous one was. You just need to always keep in mind that each new customer presents a completely new issue and that the frustrated customer from your last stop bears no relation to the "next customer." Always remember the golden rule...treat others as you want to be treated...and always check your bus for sleeping children!



NON-GUARANTEED WEEKS: We have posted the non-guaranteed weeks on MPS. These are the weeks that you will not be paid, and you can apply for unemployment insurance. Click on "Notifications" then click on "Forms." The document title is Unemployment Weeks.



CDL PERMIT: We are holding our next CDL permit class on Wednesday, 10/4, from 10:00AM-1:00 PM at the Safety and Training facility located at 1780 Smithtown Ave, Ronkonkoma [behind Long Island McArthur Airport]. This is a great opportunity for DA's, and friends and family to come in and get more information on driving and obtaining a CDL permit. This class is free, and everyone is welcome. Remember, you get a \$500 bounty for every driver referral you make after they drive for 6 months!



This week's Facebook spotlight is Karina Brea, van driver for Babylon UFSD out of the Moffitt yard

"Act as if what you do makes a difference – it does."