



School Transportation Supervisors of New Jersey

FRIDAY FOCUS

JULY 8, 2011

60 TIPS IN 60 MINUTES

- **DOCUMENT, DOCUMENT, DOCUMENT, DRIVER OR CONTRACTOR PROBLEMS, PARENT CONCERNS, BUS STOP ISSUES, CREATE A PAPER TRAIL.**
- **NEVER ASSUME ALWAYS LOOK INTO COMPLAINTS THAT COME ACROSS YOUR DESK.**
- **LET EMPLOYEES OR CONTRACTORS KNOW WHAT YOUR EXPECTATIONS OF THEM ARE VERBALLY AND IN WRITING. (HANDBOOKS)**
- **DESIGN PROCEDURES OR PROCESSES THAT SET EMPLOYEES UP TO SUCCEED.**
- **DEVELOP A DRIVER HANDBOOK , REVIEW AND UPDATE YEARLY.**
- **UPDATE POLICY AND PROCEDURES YEARLY TO KEEP THEM CURRENT.**
- **LISTEN TO DRIVERS AND INCORPORATE THEIR IDEAS. MAKE THEM STAKEHOLDERS WHEN SEARCHING FOR SOLUTIONS. EXPLORE CREATING A SHARED DECISION MAKING COMMITTEE.**
- **RELY ON OUTSIDE RESOURCES FOR TRAINING. NURSES, POLICE, SCHOOL ADMINISTRATORS, COUNTY HEALTH DEPT, VENDORS.**
- **THINK OUTSIDE THE BOX WHEN PROBLEM SOLVING.**
- **SUBSCRIBE TO INDUSTRY NEWSLETTERS AND MAGAZINES.**
- **MAKE IT A POINT TO KNOW SCHOOL ADMINISTRATORS AND OUTSIDE AGENCY DEPARTMENT HEADS. DEVELOP AND CULTIVATE RELATIONSHIPS WITH THESE PROFESSIONALS.**
- **PERIODICALLY WALK THE BUS YARD AND OBSERVE WHAT IS GOING ON. TALK TO YOUR DRIVERS.**
- **CARRY A MEANS TO DOCUMENT PROBLEMS OR ISSUES YOU WANT TO ADDRESS. SOME CONCERNS CAN'T BE ADDRESSED IMMEDIATELY AND THIS WAY YOU CAN FILE THEM TO DEAL WITH AT A LATER DATE.**
- **BELONG TO ORGANIZATIONS AND NETWORK WITH OTHER SUPERVISORS.**
- **VISUALLY INSPECT YOUR VEHICLES AND THE VEHICLES OF CONTRACTORS TRANSPORTING YOUR STUDENTS.**
- **SPOT CHECK YOUR DRIVERS TO MAKE SURE THEY ARE PERFORMING THEIR DAILY PRE TRIP INSPECTIONS AND DOCUMENTING THEM PROPERLY.**

- **DEVELOP SPECIFICATIONS THAT ADDRESS WHAT IS IMPORTANT TO YOUR DISTRICT. AMOUNT OF INSURANCE, PENALTIES, AGE OF VEHICLE, DISMISSAL OF DRIVER, DRIVER QUALIFICATIONS, CAMERAS, FOLLOWING DISTRICT DRIVER HANDBOOK AND RADIO CONTACT WITH DISTRICT.**
- **HAVE CONTRACTOR DRIVERS ATTEND DISTRICT DRIVER TRAINING.**
- **ATTEND IEP MEETING AND DEVELOP RELATIONSHIP WITH YOUR SPECIAL SERVICES DIRECTOR AND CASE MANAGERS.**
- **DEVELOP AND MAINTAIN A DAILY DEPARTMENT SHEET WHICH OUTLINES DRIVER ASSIGNMENTS (DAYSHEET). DEVELOP A METHOD TO TRACK WHEN SUB DRIVERS OR SPARE VEHICLES ARE USED.**
- **HAVE BOTH DISTRICT AND CONTRACTOR DRIVERS CHECK IN THE AM WHEN THEY START TO DRIVE. THIS ENSURES THAT THE RADIO IS WORKING AND DRIVER ON TIME.**
- **HAVE DRIVER TRAINING THROUGHOUT THE YEAR. PICK TOPICS THAT ARE DIFFERENT AND HAVE EXERCISES FOR DRIVER PARTICIPATION.**
- **SUPERVISORS THAT HAVE A CDL OFTEN KNOW WHAT DRIVERS ARE UP AGAINST AND THE DRIVERS KNOW THAT YOU HAVE GONE THROUGH THE SAME TRAINING TO OBTAIN IT. IT GIVES YOU CREDITABILITY WITH THE DRIVERS WHEN DISCUSSING ISSUES THEY'LL ENCOUNTER.**
- **OBSERVE WITHOUT BEING NOTICED DRIVERS PERFORMING THEIR PRETRIPS, ROUTES, TRIPS, ETC. TO ENSURE THEY ARE BEING DONE PROPERLY.**
- **HAVE A PLAN FOR EMERGENCIES, FLOODING, ACCIDENTS, ROAD CLOSURES, ETC.**
- **CROSS TRAIN THE EMPLOYEES IN YOUR OFFICE.**
- **BE PART OF COMMITTEES IN YOUR SCHOOL THAT PERTAIN TO TRANSPORTATION, EMERGENCY EVACUATION, LOCKDOWNS, ETC.**
- **MAINTAIN AND UPDATE A SYSTEM FOR YOURSELF WHICH DISPLAYS EACH VEHICLE/DRIVERS ROUTES AND SCHOOLS. IN THE EVENT A DRIVER IS DELAYED OR UNABLE TO PERFORM A ROUTE IT CAN BE EASILY IDENTIFIED AND COVERED.**
- **PRAISE YOUR DRIVERS WHEN APPROPRIATE. EVERYONE NEEDS FEEDBACK ON HOW THEY'RE PERFORMING.**
- **REMEMBER THAT OUR CUSTOMERS ARE THE PARENTS AND STUDENTS OF OUR COMMUNITY. THEY DESERVE OUR RESPECT AND ATTENTIVENESS WHEN CONVEYING A PROBLEM THEY HAVE. YOU MAY NOT BE ABLE TO SOLVE THEIR PROBLEM BUT YOU CAN BE PLEASANT AND RESPECTFUL WHEN TALKING TO THEM.**
- **DRESS FOR SUCCESS. LOOK AND ACT LIKE THE PERSON IN CHARGE OF TRANSPORTATION. PRESENTATION IS A KEY ELEMENT IN DETERMINING HOW THE OUTSIDE AGENCIES PERCEIVE AND ACCEPT YOU.**