

Excellence Awards Given Twice a Year

Employee Excellence Awards will be presented to one employee from each partner location twice a year. As a way to show appreciation to all employees, everyone will receive snacks during the awards and other gifts throughout the year.

Fingerprinting Update

All drivers and aides are required to complete the fingerprinting process within a month of hire and need to repeat the process every five years. The company, *Identogo*, won the state bid and now oversees this process using different locations for employees to receive fingerprinting. Each employee is given their location during orientation, which is selected according to proximity of employment location. The employee's driver's license must be presented at time of fingerprinting and needs to match the information provided previously during orientation.

Crisis Intervention Training

The Nonviolent Crisis Intervention program is a safe, nonharmful behavior management system designed to help employees provide the best possible care, welfare, safety and security of disruptive, assaultive, and out-of-control individuals, even during their most violent moments. All drivers and aides are required to take this course, which identifies the various levels of a person in crisis along with the ways to counteract each level.



Crisis Behavior Levels

1. Anxiety
2. Defensive
3. Acting-Out
4. Tension Reduction

Staff Attitudes/Approaches

1. Supportive
2. Directive
3. Nonviolent Intervention
4. Therapeutic Rapport

Easton Coach Company Receives Safety Awards

In 2017 Easton Coach Company, won the Monthly Safety Campaign for March, June, August, and December out of all the companies under the Easton Coach umbrella. They were also the winner of the Best Safety Idea for 2017.

March 2017 – Aim High in Steering: employees played a baseball game to promote looking further down the road.



June 2017 – Intersection Awareness: employees had puzzles to complete and were asked what the most dangerous intersections in the area are.

August 2017 – Cell Phone Campaign: “Can’t touch this” cell phone video

December 2017 – A year in review: 12 Months of Safety video

The Cell Phone Video was the 2017 Best Safety Idea.

Consumers Thank You

“Kevin is always on time, very respectful, and well mannered. I appreciate his services.”

“Driver is very helpful and makes sure everyone is buckled up before he starts driving. He is very nice to all of us.”

“The driver and aide are amazing. The bus is on time and they always keep us informed of any issues.”

“Very thoughtful and patient with my son and I.”

“The driver is very courteous, professional, and pleasant. He treats my mother very well.”

“Wonderful customer service, very patient”

“The driver makes sure that everyone’s seatbelt is secure and is very nice and helpful.”

Coming Soon...

New Website Portal Exclusively for Drivers & Aides

By the end of March 2018 there will be new pages on a private portal of the TransNet website exclusively for drivers and aides. These pages will include information about training, policies and procedures, Let’s Talk Transit, frequently asked questions, required certifications, excellence award recipients, and more. Drivers and aides will be able to use this portal as a reference tool whenever needed. Each employee will need to create a password and be approved to have access to the portal. If there are any other topics or ideas you would want to see on these pages, please see your supervisor, or email Danielle Wiley, Marketing Manager at TransNet, at dwiley@suburbantransit.org.

DRIVERS/AIDES INFORMATION

 TRAINING VIDEOS	 POLICIES & PROCEDURES	 LET'S TALK TRANSIT
 FREQUENT QUESTIONS	 REQUIRED CERTIFICATIONS	 EXCELLENCE AWARDS

Thank you for all you do!

To receive the monthly e-newsletter, send your email address to dwiley@suburbantransit.org