#### PUBLIC TRANSPORTATION CLAIMS SAFETY 2015 SEMINAR Is Safety Training Your Weakest Link?

Fred Doelker Dean Transportation

Hosted by Protective Insurance Company

@ProtectiveIns #PTCS15



#### Safety

# The reduction or elimination of risk

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# The reduction or elimination of risk

#### **Culture of Safety**

Decisions are made on the basis of

The reduction or elimination of risk

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#### **Culture of Safety**

Decisions are made on the basis of

The reduction or elimination of risk

#### Only partially based on skills training



#### **OUR MISSION**

#### **Our Daily Mission:**

To serve our communities with caring, reliable, and efficient transportation where safety is our dedication, integrity is our cornerstone, and respect is fundamental.

#### **Our Mission is Fulfilled by:**

A dedication to service for our passengers, our customers, our employees, and our community, which is built upon a foundation of:

GO ONLINE

- Integrity
- Trust
- Respect
- Compassion
- Quality
- Communication
- Teamwork
- Advocacy



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Safety

#### Integrity

#### **Respect** is fundamental

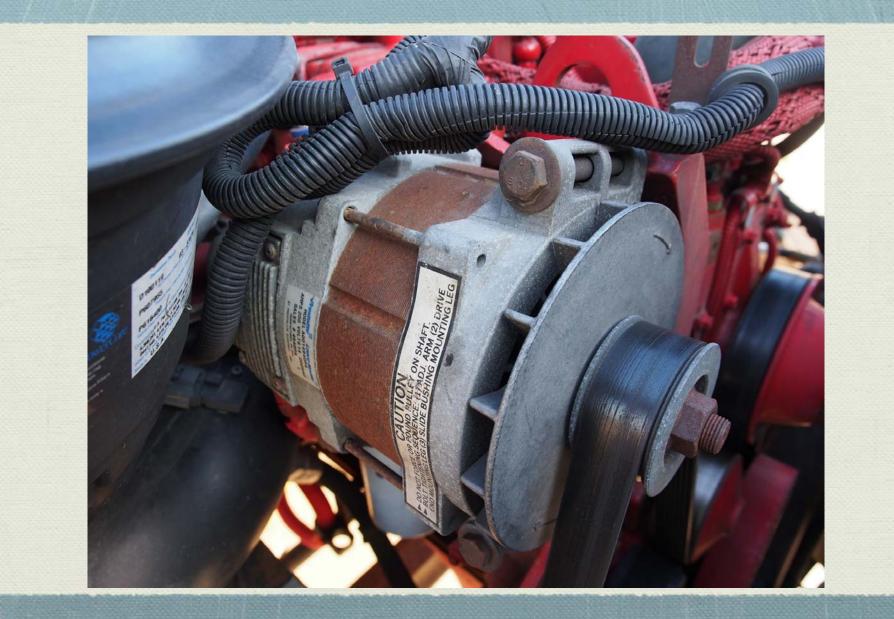
#### Respect for:

- Passengers
- Partners
- Employees
- Community

### Now See This



### The Story of Sparky



- Backing crash into a human or an obstacleTail swing crash
- Running over a student
- Student forgotten on the bus
- Student in a wheelchair or child seat injured from securement error

#### This Caused Most of Our Crashes and Passenger Mistakes

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# LOSS OF FOCUS

#### This Caused Most of Our Crashes and Passenger Mistakes

# **LOSS OF FOCUS** Operating Too Fast



### Slow Down and Focus on What's Important Right Now

- Backing crash into a human or an obstacleTail swing crash
- Running over a student
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# What are the **unsafe act(s)** responsible for this? What is the **best defense** against this happening?

- > Backing crash into a human or an obstacle
  > Tail swing crash
  > Running over a student
  > Student forgotten on the bus
- Student in a wheelchair or child seat injured from securement error

### Now See This



### The 5<sup>th</sup> Habit

### Seek First to Understand and Then to Be Understood

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### Seek First to Understand and Then to Be Understood

- Employees
  - Limiting worries by providing answers, skills and support for their most common concerns
  - In a manner that they can easily relate to

*I don't want them to have a bad day at work = Respect* 

### Resources?

- Narrow the focus of your messages
- Videos, live presentations, online support, certified instructors for specific curriculums
- What media or delivery mechanism meets your culture and logistics

### Resources?

- Insurance Partners (free stuff and presenters)
- SafeSchools, SafePupil, School Bus Safety Company
- Smith System, National Safety Council, J.J. Keller
- Crisis Prevention Institute (CPI), American Heart Association
- University of Wisconsin Center for Transportation Education and Development



#### The Return on Investment

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Respect for:

- Passengers
  - Safe Rides
- Partners
  - Fewer phone calls
- Employees
  - Retention, limiting worries, outstanding attendance
- Community
  - Want us back

## The Last Word(s)

#### Slow Down and Focus on What's Important Right Now

You Won't Regret Doing the Right Thing



### Questions

Fred Doelker – 517-489-8432 fredd@deantrans.com