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

<u>Safety</u>

The reduction or elimination of risk

Culture of Safety

Decisions are made on the basis of

The reduction or elimination of risk

<u>Safety</u>

The reduction or elimination of risk

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

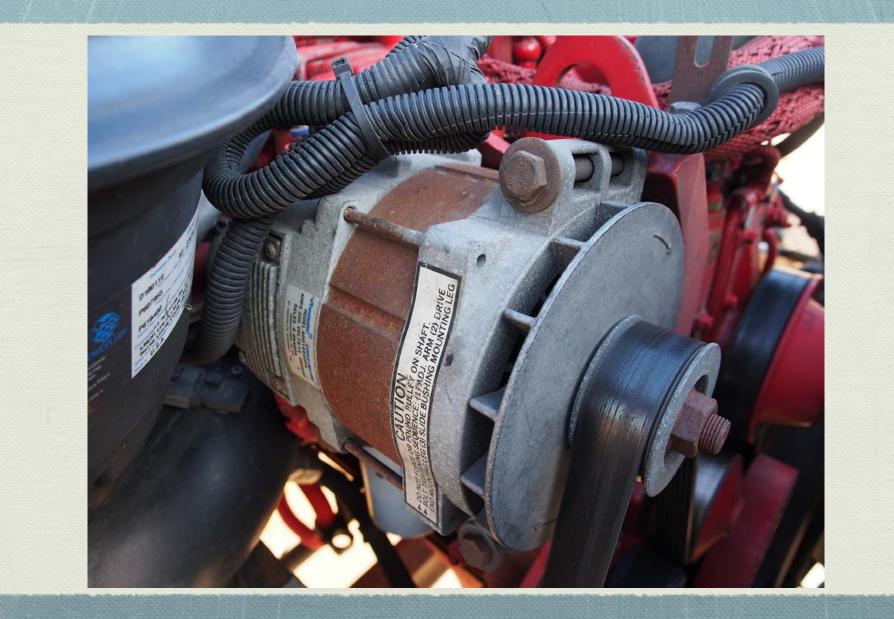
Respect for:

- 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
- Student forgotten on the bus
- Student in a wheelchair or child seat injured from securement error

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 5th 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

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