



"BRAKING NEWS"

Member Company Newsletter

WINTER 2009

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WHEELCHAIR & OCCUPANT SECUREMENT

Securing the Wheelchair:

- Wheelchair must be forward facing and brakes in locked position.
- 4 Floor Securements (2 in front of wheelchair, 2 in rear). Secure to the frame of the chair. Never secure to a wheel, movable or removable part of the chair.
- Attach straps as high as possible (45 degree angle) from the chair frame.
- Pull straps can only be used to secure the front of a wheelchair. Ratchet Straps can be used to secure front and back of wheelchair.
- Tighten all 4 securements. The chair should not move more than 2 inches.

If you do not have all securements needed in your vehicle to properly secure the number of wheelchair clients you transport please notify your supervisor.

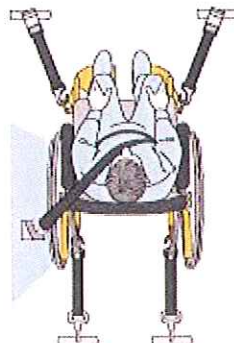
Securing the Occupant

In addition to securing the wheelchair, you must also make sure the person inside the wheelchair is properly secured. The individual must be secured using:

- Personal Lap Belt
- Shoulder Harness
- Vehicle Lap Belt

If a passenger does not have a personal lap belt for their wheelchair, please notify your supervisor.

In the event of a sudden stop or collision, failing to properly secure passengers can result in serious injuries. Drivers must ensure that all passengers are properly secured prior to moving the vehicle.



Transport Chairs

Only wheelchairs with 2 larger rear wheels should be used for transport. Please notify your supervisor immediately before transporting a client in a wheelchair that has 4 small wheels like the chair in the picture below or motorized scooters with 3 wheels. These types of chairs cannot be safely secured inside the vehicle.



ACCIDENT FACTS

In 2008 TransNet drivers had a total of 98 auto collisions, of which 53 were preventable accidents. The total number of preventable accidents increased by 15% over the previous year.

The most common types of accidents were **backing** (16 accidents) and **hitting stationary objects/parked vehicles** (15 accidents).

As a team, lets work together and focus on reducing these numbers for 2009!

DEFENSIVE DRIVING TIPS

- *Paying attention* makes it possible for you to see and *recognize* hazards in order to avoid collisions.
- Drivers should see and be mindful of everything around them, ahead, on both sides, and also to the rear.

Backing Safely

- Back your vehicle **only** when it is **necessary** to do so. If possible, avoid placing your vehicle in a position that may require you to back in order to get out.
- Make sure you leave sufficient distance between your vehicle and the object or vehicle ahead of you.
- Avoid backing into a congested area. It is much safer to back into an area which is free of objects that may get lost in your blind spot.
- When possible, back only to the sight side of the vehicle (left/drivers side).
- Make sure your mirrors are adjusted properly.
- Be *aware* of moving objects around your vehicle.
- If you are unable to see clearly, or unsure if it is safe to proceed, **Stop!**

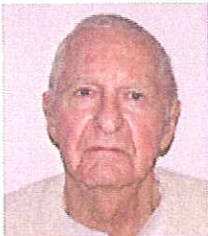
EMPLOYEE SPOTLIGHT



Donna Stover- Bux-Mont

Donna has been with Bux-Mont Transportation for more than 8 years. She worked as a driver for 4 years and has changed hats and now works in the office as a Lottery Ride Coordinator. She communicates with the seniors on a daily basis and arranges their trips without any problems. She also handles all the MA call-ins on a daily basis. She has great customer service skills and has a strong work ethic. She is quick to assist anybody in the office who needs help. She always steps up and handles any problems that occur during the day to make things run smoother.

Donna has 3 children, Jordan, age 11, Damian, age 9, and Ciara is 3 years old. She is now what you call a "soccer mom". She has a mini-van, which she said she would never have. Every weekend its soccer, football, basketball, or baseball with the kids.



Gerald Smith- Norristown

Gerald Smith was born in Northern New Jersey and graduated from Iowa State University with a degree in Engineering. He has been a part-time driver for Norristown Transportation for a year and a half. Jerry says his job as a driver is a perfect fit with his time schedule. He likes to start early and take an afternoon nap.

Jerry has been married for 53 years and has two children, a daughter in Vermont and a son in Conshohocken. He and his wife have two granddaughters, a grandson, and a Golden Retriever.

Jerry enjoys sports and has played tennis for years. He also enjoys reading, music, driving, and interaction with people. When asked about his job at Norristown Transportation, Jerry said, "I am basically doing what I enjoy and I find my job to be a great match".



Keneeth Williams- Tri County

Keneeth moved to Montgomery County from Philadelphia. She has been employed by Tri County Transit since August 2008 and has quickly become one of Tri County's more valuable employees. She is very reliable and will take on any challenge sent her way.

When Keneeth is not working she enjoys being a single mother of five young children, ranging from ages 8 thru 1 . She loves spending her free time reading quietly or aloud to her children.



Louise Marchese- Main Line

Louise Marchese has been working at Mainline Transit Service for a little over two years now. She acts as the company's Reservationist as well as working with Dispatch and the Supervisor in any way she can.

Prior to joining the Transnet family, Louise worked 22 years, doing accounting for a Property Management company. However, when the company was unexpectedly sold, Louise found herself at Mainline as a welcome new team member.

She enjoys talking with the clients she speaks with daily and wishes she could drive to put faces to client voices. She genuinely enjoys her client's calls, however, she does admit there are some challenges. For example, taking reservations and not being able to give a client the exact time they are requesting. Louise strives to accommodate the clients and get them where they need to go, when they want to get there. She adds, "Clients who are ready when the drivers arrive are a big help to us!"

In her free time, Louise likes to watch movies and Deal or No Deal. She also enjoys spending time with her family, especially her nine grandchildren!



Tammy Glover- Mid County

Tammy Glover has been employed with Mid County Transportation for eight months and she says it has been a great experience. Tammy enjoys her co-workers and the environment she works in at Mid County Transportation. When asked about her job Tammy stated, "Being a driver/dispatcher has given me the opportunity to work with people, which I have always enjoyed". She enjoys providing transportation and giving our clients the ability to get to various appointments, etc.

NATIONAL TRANSPORTATION ROADEO

On Sunday, May 31, 2009 Norristown Transportation driver, Peter DeLoatch will compete in the National Transit Rodeo sponsored by the Community Transportation Association of America (CTAA). This event will be held in Providence, Rhode Island.

On August 3, 2008 five TransNet drivers; Peter DeLoatch, Jim Folk, Susan Elsasser, George Johnson, and George Pasternak, participated in the annual Paratransit Rodeo sponsored by the PA Public Transportation Association (PPTA). Mr. DeLoatch won 1st place, which qualified him to compete in the national competition. This is the third year a TransNet driver has had the opportunity to compete in the National Transit Rodeo. George Johnson from Bux-Mont Transportation participated in the national rodeo in 2007 and 2008.



From Left, George Johnson, Pete DeLoatch, Susan Elsasser, George Pasternak, and Jim Folk at 2008 PPTA Rodeo.

INCIDENT/ACCIDENT REPORTING- REMINDER

All incidents and auto accidents must be reported to the dispatcher or your supervisor immediately. This also includes minor incidents/accidents where there are no injuries or no damage to either vehicle. Before leaving the scene of the accident, you are to contact the office. When you return to the office a written report must be completed.

Examples of types of incidents:

- Injury or Illness- Immediate verbal report, followed by a written report
 - If a passenger falls inside your vehicle or while entering or exiting the vehicle even if they do not appear to be injured, this must also be reported.
- Behavioral Issues- Immediate verbal report followed by a written report.
 - Please begin reporting this type of incident involving a passenger the first time it occurs.
- Safety Concerns- Immediate verbal report followed by a written report
- Observed Abuse- All types of abuse should be reported to your supervisor.
 - Neglect
 - Physical Abuse
 - Verbal Abuse

WORD SEARCH PUZZLE

e s e k a r b w t n n s s s o o d
 s e t s e f f r h x l e t p r o r
 p t l e b p a l o e o n e a o a t
 a r a l k n r b a a e r s p w m r
 r l n c s c l a u m a l u o g o a
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securements
 occupant
 wheelchair
 brakes
 operate
 transport
 tighten
 procedure
 pull straps

manual
 shoulder harness
 lap belt
 forward facing
 casters
 scooter
 platform
 transfer
 switch

control box
 floor brackets
 assistance
 deploy
 ratchet straps
 frame
 lift
 handgrips
 motorized