



TransNet
SUBURBAN TRANSIT NETWORK, INC.

Braking News

For TransNet Partners

www.suburbantransit.org

(215) 542-7433

Winter
2017-2018

Eagles Win Super Bowl LII

TransNet and partners showed their support of the Eagles by wearing their jerseys and other Eagles apparel Friday before the big game. The Eagles overcame many challenges throughout the season in order to defeat the Patriots and clench their first ever Super Bowl Championship.

E - A - G - L - E - S
EAGLES



Community Parades

TransNet and Easton Coach Company participated in the Mardi Gras Parade in Lansdale on Saturday, November 18th and the East Norriton Holiday Parade at Hillcrest Plaza on Saturday, December 2nd. TransNet supports the local communities and creates logo recognition and awareness throughout Montgomery County by participating in these events.

Winter Hats

TransNet provided all employees with a winter hat, which can be worn during cold or inclement weather as part of the uniform. Stay warm during the winter months. Thank you for all your hard work and dedication to TransNet and our partners.



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TransNet is up to

Inclement Weather: Thank you

Thank you to all employees for facing the elements of winter, transporting consumers safely, and communicating the delays and schedule modifications when needed. Your dedication and hard work are greatly appreciated.

Veterans Expo

TransNet was proud to attend Representative Kate Harper's Annual Veterans Expo at Montgomery County Community College in November 2017. This event was organized to assist veterans to find a job, learn about benefits they are allotted, and socialize with other veterans.



TransNet currently employs over 70 veterans. Thank you for all you do and for making sacrifices to protect our country.

rneiwt (Winter) Word Scramble

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26	27	28	24	29	30									



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



Thank you for all you do!

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