MANAGER EXPECTATIONS

To encourage the on-going high standards expected of all 4.0 Drivers, the Managers are asked to document the actions they take to insure all Drivers adhere to the 4.0 policy of excellence. This program is intended as an opportunity for the Managers to lead their Drivers to a high level of professionalism as a 4.0 Driver.

Managers are expected to regularly evaluate and train Drivers. In order to document what many of you are already doing, this formal monitoring system will be implemented beginning with the 2016-17 school year:

Managers will regularly monitor Drivers as they perform their daily pre-trip inspections;

The more we perform repetitious acts, such as a pre-trip inspection, we find short-cuts and pay less attention to details. We begin to miss hazardous equipment issues such as missing lug-nuts, broken suspension parts, spongy flooring or loose seats.

When Drivers are aware that they are regularly being monitored, they are more likely to perform a thorough inspection. This will provide the Manager the opportunity to immediately correct and coach their Drivers.

Managers will regularly monitor Drivers as they pick-up and drop-off students;

This time will allow the Manager to observe Drivers as they pick-up and drop-off students without the added stress of having an Evaluator in the bus. Observance of speed limits, proper railroad crossing, adhering to stop signs and use of the eight-light system are just a few areas in which Drivers may become complacent.

When complaints are received regarding bus operation, disobeying of traffic rules is the most common. Speed is the number one contributing factor in all collisions. The severity always increases in direct relation to the speed at the time of crash. Speed always makes a bad situation, worse.

Managers will regularly monitor the school pick-up and drop-off areas at the schools:

Although conduct issues at the schools are many times season related, being a regular and unannounced presence serves several purposes: students are less likely to act inappropriately when the “boss” is present, the school administration and students view the Manager as “engaged” and involved. The Drivers view the Manager as an asset in maintaining order and the Manager can coach Drivers in student interactions.

School staff begins to recognize the Manager as an integral part of the school system and are more likely to approach with questions or concerns. In addition, Managers are able to develop relationships with students that will help guide behavior.

The Manager is expected to embrace this program and participate fully. Managers should perform all three of these tasks no less than four times per month and document their actions and findings on the attached sheet. As stated earlier, many of you are already doing all of these things. For those Managers that have not, you will find this rewarding and in some cases, surprising. This program is not all inclusive and Managers are encouraged to expand their leadership efforts into areas not addressed here. Managers have a tremendous responsibility to insure drivers transport students safely. This is so important that the Manager’s level of participation will be a part of their semi-annual review. As part of the review, the Manager will have the attached documentation available for the Evaluator.

MANAGER EXPECTATIONS

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| --- | --- | --- | --- |
| Date | Activity  (pre-trip / route / school | Drivers Observed | Notes  (comments / coaching / critiquing / correcting) |
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