

Safety Newsletter

Southwest Area Regional Transit District

April, May, June 2024

Quarterly Newsletter

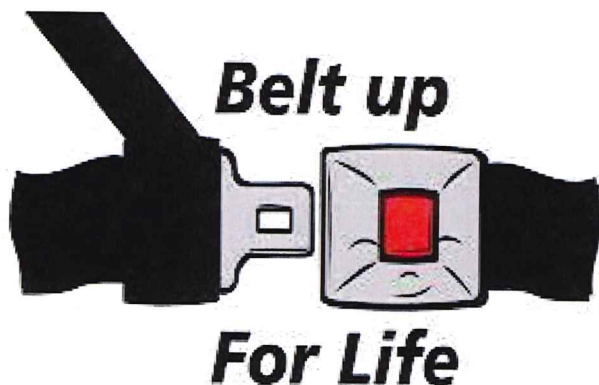
Reminders:

- Make sure you lock the lift when done.
- Slow down—Pay attention to speed limit signs
- Do not rush, take your time and drive safely.
- Take precautions coming to a light intersection.
- Return straps to their proper place.
- Seat belts should be worn at all times—make sure clients are wearing them

Seatbelts Are a Must

Believe it or not, many buses on the roads today do not offer seatbelts. Even if you have a party bus that's always rocking, you should be sure seatbelts are installed so your riders can choose safety. If you're truly determined to provide your clients with the safest possible ride, consider some rules for when the vehicle is in motion. You may require the use of seatbelts when the bus reaches a particular speed, if a certain number of passengers are on board, or simply any time the bus moves.

The important thing is just to provide the seatbelts, however. You may not be able to make adults do anything they don't want to do, but if they do want to protect themselves, you should as a driver, your job is to ensure that the clients are buckled up before the bus is in motion. Take the time to watch everyone before you take off. A second of a glance will make a big difference to the client and to SWART. Don't let the clients trick you into having them on, please make sure that they are buckled in properly. Make sure they can.



SAFETY COMMITTEE

Cynthia Rodriguez — Uvalde

Francisco Villalobos—Eagle Pass

Carlos Mallen—Eagle Pass

Jesus Rodriguez—Eagle Pass

Jesus Puente —Eagle Pass

Rocky Munoz— Uvalde

3 available Vehicle Operators from the county service area.

The Committee members will be meeting quarterly to tackle any safety issues or concerns. Feel free to bring any issues to those members as needed.

Your concerns are greatly appreciated.



Seatbelts are a must

Simple recipes

Drug and Alcohol
Information/Customer
Service

Birthdays


Drive Safely !

Drug and Alcohol Information


Alcohol and the Workplace
Sobering Facts



24% Workers reported drinking during the workday at least once in the past year




11% Workplace fatalities are alcohol related



Breathalyzer tests detected alcohol in 16% of Emergency Room patients injured at work

16%



IT'S POLICY TIME

An Ounce of Prevention...

- Develop and monitor an alcohol testing policy for all employees (DOT alcohol testing regulations are the gold standard)
- Train and certify key safety or HR personnel to become Breath Alcohol Technicians, a cost-effective preventative solution
- Obtain a reliable Evidential Breath Alcohol Testing device, appearing on NHTSA's (Nat. Highway Traffic Safety Administration) Conforming Product List for a defensible alcohol testing program

IF YOU THINK
COMING TO WORK
AFTER USING
DRUGS OR
ALCOHOL IS OKAY



YOU CANNOT
WORK HERE

Model 140-2123 www.CompliancePosters.com

NOTICE:
THIS IS A DRUG FREE WORKPLACE
Applicants and employees may be subject to screening tests for alcohol and illegal drugs. Screening may be required as a condition of hiring and during your employment.



AVISO:
**ESTE LUGAR DE TRABAJO
ESTÁ LIBRE DE DROGAS ILÍCITAS**
Los candidatos que soliciten empleo y los empleados pueden ser sujetos a someterse a un examen para detectar la presencia de alcohol y drogas ilícitas. Puede requerirse que se someta a dicho examen como condición de la oferta empleo y mientras permanezca en su empleo.

GPC Compliance Poster Company™ TO NUMBER CALL 1-800-415-7225 WWW.COMPLIANCEPOSTERS.COM 14011

Customer Service Tips

What are the principles of good customer service?

There are four key principles of good customer service: It's personalized, competent, convenient, and proactive. These factors have the biggest influence on the customer experience.

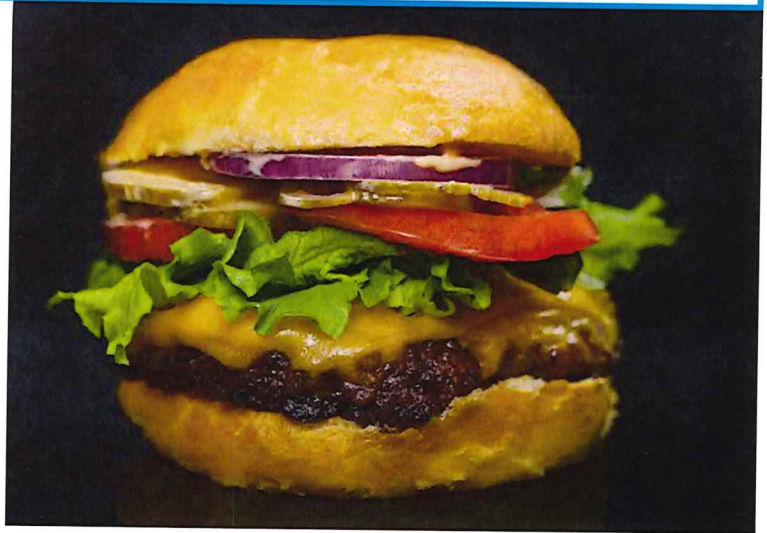
- **Personalized:** Good customer service always starts with a human touch. Personalized interactions greatly improve customer service and let customers know that your company cares about them and their problems. Instead of thinking of service as a cost, consider it an opportunity to earn your customer's business all over again.
- **Competent:** Consumers have identified competency as the element that plays the biggest role in a good customer experience. To be competent, a customer support professional must have a strong knowledge of the company and its products, as well as the power to fix the customer's problems. The more knowledge they have, the more competent they become.
- **Convenient:** Customers want to be able to get in touch with a customer service representative through whichever channel is the most convenient for them. Offer support through the channels of communication your customers rely on most, and make it easy for customers to figure out how to contact you.
- **Proactive:** Customers want companies to be proactive in reaching out to them. If one of your products is backordered or your website is going to experience downtime, proactively reach out to your customers and explain the problem. They may not be happy about the situation, but they will be thankful that you kept them in the loop.

By building your customer service strategy around these four main principles, you'll create a positive, hassle-free customer experience for everyone who deals with your company.

Simple recipes

Ingredients

- 2 pounds freshly ground chuck
- 1 tablespoon onion powder
- 1 teaspoon salt
- 1 teaspoon freshly ground black pepper
- 12 slices deli-counter American cheese
- 6 large burger buns
- ketchup
- mayonnaise
- thousand island dressing
- sliced red onion
- sliced tomatoes
- sliced pickles
- fresh lettuce leaves



Directions—In a large bowl, mix ground beef, onion powder, salt and pepper until just combined. Do not overmix, or your patties will be tough. Divide into six portions and form patties, without pressing too hard. They should be uniform in thickness. Smooth out any cracks using your fingers. Make these right before you grill them, so they stay at room temperature. Preheat your grill, grill pan or cast-iron skillet to high heat and add burger patties. If using a grill, cover with the lid. Cook until the crust that forms on the bottom of the burger releases it from the pan or grate — about 2 minutes. Gently test, but don't flip it until it gets to this point. When burgers lift up easily, flip, add two slices of cheese to each, close lid if using a grill, and cook on the other side for another 2-3 minutes for medium to medium rare.

Remove burgers with a sturdy metal spatula and transfer to a plate. Allow to rest for several minutes, then transfer to buns. Garnish as desired and serve immediately.

TML Comparison Report

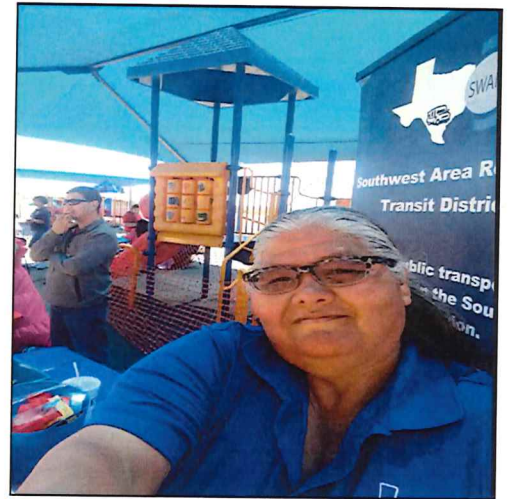
Please note that this report reflects as of March 31, 2024

Fund Year	Workers Comp.	General Liability	Auto
2023/2024	0	0	7
Contribution	\$30,812	\$276	\$39,310
Loss Ratio	0.0%	0.0%	102.9%
Fund Year	Workers Comp.	General Liability	Auto
2022/2023	2	0	5
Contribution	\$39,154	\$353	\$69,233
Loss Ratio	5.2%	0.0%	6.9%

Community Events.....Maria Camacho, Mobility Specialist II



SWTJC Spring into Health
April 18, 2024



Rosita Valley Kids Are First
Dia Del Niño Event
April 5, 2024



SWART participates in the
El Dia De Los Niños Child Abuse Prevention Awareness
April 24, 2024



Area Agency on Aging
Older Americans Month
May 3, 2024





April Birthdays

Juan Rodriguez- 4/14
Alejandro Ruiz- 4/26
Mario Delgado-4/28

May Birthdays

Carlos Mallen-5/6
Raul Macias-5/10
Remigio Reyes- 5/20
Manuel Gonzalez-5/20
Lisvet Castillo-5/20

June Birthdays

Sarah H. Cook-6-2
Eduardo Balderas-6/23
Guillermo Canales-6/25



Don't forget to visit our web site

Reminders from Frank Villalobos, Safety & Training Tech.

and exit of the v



Reminder that this chair is a transfer chair not a wheelchair, and we are not allowed to transport it.

The straps are still not being put back where they belong.

Do not transport clients that are laying back wards.

We are a curb to curb and Door to Door for ADA and passengers over 60 yrs.

Los cinturones son necesarios

Creas o no, muchos autobuses en las carreteras hoy no ofrecen los cinturones de seguridad. Incluso si usted tiene un autobús partido que siempre se mueve. Muchos autobuses en las carreteras hoy no ofrecen los cinturones de seguridad. Incluso si usted tiene un autobús partido que siempre se mueve.

Lo importante es sólo proporcionar los cinturones de seguridad Sin embargo. No serás capaz de hacer los adultos hacer nada no quieren hacer Pero si quieren protegerse a sí mismos debe asegurarse de que pueden.

Como chofer su trabajo es asegurar que los clientes son abrochados antes de que el autobús está en movimiento. Tómese el tiempo para ver todo el mundo antes de que te quitas. Un segundo de una mirada hará una gran diferencia para el cliente y SWART. No dejes que los clientes te engañará tenerlos por favor asegúrese de que ellos son abrochados correctamente en.

