

Safety Newsletter

Southwest Area Regional Transit District

July, August, September 2024

Quarterly Newsletter

Reminders:

- Charge clients before they board.
- Please make sure you are assisting customers.
- 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

Don't Follow Too Closely

Safe driving guidelines advise drivers to keep a safe distance between themselves and the car ahead. Drivers need enough time to react if that car makes a sudden turn or stop. It can be too difficult to estimate the recommended distances while driving and the exact distance would have to be adjusted for speed, so most experts recommend a "three-second rule."

The three-second rule is simple. Find a stationary object on the side of the road. When the car ahead of you passes it, start counting seconds. At least three seconds should pass before your car passes the same object. Once you have some driving experience and have practiced keeping this minimum distance, you'll develop an instinct for it and know how close to follow without having to count. However, even experienced drivers should count off the three-second rule now and then to make sure.

At night or in inclement weather, double the recommended



time to six

SAFETY COMMITTEE

- Cynthia Rodriguez — Uvalde
- Francisco Villalobos—Eagle Pass
- Carlos Mallen—Eagle Pass
- Jesus Rodriguez—Eagle Pass
- Michael Sanchez —Eagle Pass

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.

New Hires.....

- Michael Sanchez—Vehicle Tech. II -Eagle Pass
- Amanda Olivo—Scheduler/Dispatcher -Eagle Pass
- Erika De La Garza—Mobility Manager—Eagle Pass
- Aiko Hernandez—Mobility Manager—Eagle Pass
- Cynthia Valdes—Vehicle Operator—Eagle Pass
- Emilia Vasquez—Vehicle Operator—Cotulla
- Fortino Patino—Vehicle Operator—Uvalde
- Roberto Castillo - Vehicle Operator—Uvalde
- Sandra Fuentes—Mobility Manager—Uvalde
- Armando Martinez—Vehicle Tech. II- Uvalde

Don't follow too closely

Simple recipes

Drug and Alcohol Information/ Customer

Birthdays

Drive Safely !

Simple recipes

Ingredients

- 4 boneless skinless chicken breasts (4 oz each)
- 1/2 cup Original Bisquick™ mix
- 1/2 teaspoon garlic powder
- 1 egg
- 3 tablespoons vegetable oil
- 1 1/2 cups sliced fresh mushrooms
- 3 tablespoons Original Bisquick™ mix
- 2 medium green onions, sliced (2 tablespoons)
- 1 cup milk
- 1/2 teaspoons soy sauce



Directions—Between pieces of plastic wrap or waxed paper, place each chicken breast smooth side down; gently pound with flat side of meat mallet or rolling pin until about 1/4 inch thick. In shallow dish, stir 1/2 cup Bisquick mix and the garlic powder. In another shallow dish, beat egg. Dip chicken in egg, then coat with Bisquick mixture. In 12-inch nonstick skillet, heat 2 tablespoons of the oil over medium heat. Add chicken; cook about 3 minutes or until golden brown. Turn chicken; cover and cook 4 to 6 minutes longer or until chicken is no longer pink in center. Remove to serving platter; cover to keep warm. In same skillet, heat remaining 1 tablespoon oil over medium heat. Add mushrooms; cook 3 to 4 minutes, stirring frequently, until browned. Add 3 tablespoons Bisquick mix and the onions; cook and stir until mixed. Stir in milk and soy sauce. Cook until mixture is thick and bubbly. Serve over chicken.

TML Comparison Report

Please note that this report reflects as of July 1, 2024

Fund Year	Workers Comp.	General Liability	Auto
2023/2024	0	0	7
Contribution	\$46,218	\$414	\$58,966
Loss Ratio	0.0%	0.0%	69.3%
Fund Year	Workers Comp.	General Liability	Auto
2022/2023	2	0	5
Contribution	\$41,239	\$353	\$69,233
Loss Ratio	5.0%	0.0%	6.9%

Drug and Alcohol Information

Why are safety-sensitive employees tested?

The short answer is for the safety of the traveling public, co-workers and yourself. The longer answer is that the United States Congress recognized the need for a drug & alcohol free transportation industry, and in 1991 passed the Omnibus Transportation Employee Testing Act, requiring DOT Agencies to implement drug & alcohol testing of safety-sensitive transportation employees. Within DOT, the Office of the Secretary's Office of Drug & Alcohol Policy (ODAPC) publishes rules on *how* to conduct those tests, *what* procedures to use when testing and *how* to return an employee to safety-sensitive duties. Encompassed in 49 Code of Federal Regulations (CFR) Part 40, ODAPC publishes and provides authoritative interpretations of these rules. DOT agencies and the U.S. Coast Guard write industry specific regulations, spelling out *who* is subject to testing, *when* and in *what* situations. Industry employers implement the regulations that apply to them. The benefit to all employees affected by DOT regulations is that each agency's regulations must adhere to DOT's testing procedures found at 49 CFR Part 40, commonly known as "Part 40." For example, you may work in the rail industry and later work in the motor carrier industry, but the procedures for collecting, testing and reporting of your tests will be the same under Part 40.

Por qué se prueban los empleados sensibles a la seguridad

La respuesta corta es por la seguridad de los viajes pública compañeros y a sí mismo. La respuesta más larga es que el Congreso de Estados Unidos reconoció la necesidad de un medicamento y la industria del transporte libre de alcohol y en 1991 se aprobó la ley prueba Omnibus transporte que requieren agencias punto aplicar drogas con DOT la oficina de la Secretaría de drogas y reglas del alcohol y ODAPC) publica normas sobre cómo llevar a cabo las pruebas Qué procedimientos utilizar cuando y cómo devolver a un empleado funciones sensibles de seguridad. Abarcó 49 código de regulaciones federales parte 40, ODAPC publica y ofrece interpretaciones autoritativas de estas reglas. Agencias de punto y la guardia costera estadounidense escriben industria normas específicas ortografía a que está sujeto a pruebas Cuándo y en qué situaciones. Los empleadores de la industria poner en práctica las normas que les sean aplicables. El beneficio para todos los trabajadores afectados por regulaciones de punto es que las regulaciones de cada agencia deben adherirse a procedimientos de pruebas de punto encontrados 49 CFR parte 40, Por ejemplo, , usted puede trabajar en la industria ferroviaria y más tarde trabajo en la industria de autotransporte, , pero los procedimientos para la recolección de testing and informes de las pruebas será el mismo en parte 40.

Customer Service Tips

1. **Anticipate.** Great customer service in the transportation and logistics industry is about beating your clients to their own thoughts. Whether it's a need, want, or complaint - you *have* to communicate with your client before they communicate with you. If you can anticipate your clients' thoughts and feelings and communicate their concerns before they do, they will feel respected. They will have received great customer service as a result.
2. **Be grateful.** Clients pay your bills. Every time they purchase a product or service they are giving you a part of their hard earned money. That money represents time and energy - the very stuff of life. They can invest their money at a lot of different companies, but they have chosen to invest it with *you*. Take every opportunity to let them know you appreciate them. Send a quick e-mail, leave a nice voicemail, take them out for dinner, or write a handwritten note and stick it in your company Christmas card. Do something *at least once a quarter*. Let your clients know how much you appreciate their business.
3. **Plan your work and work your plan.** Most clients' frustrations come from unmet expectations. Do your best to plan for every contingency, communicate your plan well, and then follow through. When I first started in the logistics industry, I remember the company I was working for missing a narrow window to pick up a shipment from a Las Vegas trade show. It got pushed. The client was furious because the convention charged them four times as much to ship it back to them. Not only that, but we had lost valuable trust with client and we had to work very hard to build back that trust. *You simply can't afford to backslide* with clients. Plan your work, work your plan, and watch your clients become your brand ambassadors.
4. **Say "Yes" as much as you can** (but know ahead of time when you have to say "no"). Clients love to hear you say "yes" as much as possible. As long as you can do it you should. Fulfilling a special request makes a client feel important, respected, and well served. Don't think of special requests as a negative, rather think of them as a big curveball to knock out of the park. Your clients will *love* you when you do. On the other hand, there are instances when you must say "no." In those instances, you should have an explanation ready for them. The solution can be a potential upsell for you or added value for your client. I never think of clients' requests as problematic. Problems only arise when you're not prepared. Never put yourself in a position to begrudge your clients because you said "yes" when you should have said "no". Rather, find an equitable solution that you can both feel good about.

Although there are obviously many tenets to great customer service, these are the top 4 things that I consistently find myself talking about in the office.

We are nothing without great customers, and ensuring great customer service should be a no-brainer. We are in an industry where client relationships can be *the greatest single competitive advantage we have*. We can't afford not to anticipate, be grateful, plan our work and work our plan, or go out of our way to make the client happy whenever feasible.

Community Events.....Maverick County



SWTX College Cowboy Roundup
September 19, 2024



Seco Mines Community Center/Quemado
Health Fair
September 26, 2024



UMC (Eagle Pass United Medical Center) Back to School Event,
August 8, 2024



Community Events.....Uvalde, Zavala, and Dimmit

SWTX Cowboy Roundup Uvalde Campus Event, September 12, 2024



Dimmit Coalition Back to School Event August 9, 2024



Crystal City ISD Back to School Event
August 21, 2024



Uvalde Wellness Center Back to School Event
August 9, 2024





SWART

Don't forget to visit our web site

July Birthdays

Anna Rocha Diaz-7/31

August Birthdays

Jesus Rodriguez-8/6

Mary Agüero-8/8

Elizabeth Martinez-8/10

Rosalee Ramos-8/26

Jason Elizondo-8/31

September Birthdays

Rosalía Parra-9/13

Sabrina Zamora-9/15

Manuel Cervantes-9/16

Susanna Rodriguez-9/26

Erminio Monsivais-9/29



Reminders from Frank Villalobos, Safety & Training Tech.

and exit of the ve



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.

Drivers on the phone have gotten a lot better . We should thank them for that.

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

No lo sigas demasiado de cerca

Las pautas de conducción segura aconsejan a mal tiempo Duplica el tiempo recomendado a los conductores que mantengan una distancia seis segundos.

segura entre ellos y el automóvil de adelante. Los conductores necesitan tiempo suficiente para reaccionar si ese automóvil hace un giro o se detiene repentinamente. Puede ser demasiado difícil estimar las distancias recomendadas mientras se conduce y la distancia exacta tendría que ajustarse a la velocidad Por lo tanto, la mayoría de los expertos recomiendan un.

La regla de los tres segundos es simple. Encuentre un objeto estacionario al costado de la carretera. Cuando el coche que va delante de ti lo pasa Empieza a contar los segundos. Deben pasar al menos tres segundos antes de que su automóvil pase por el mismo objeto. Una vez que tenga algo de experiencia de conducción y haya practicado mantener esta distancia mínima Desarrollarás un instinto para ello y sabrás qué tan cerca seguirte sin tener que contar. Sin embargo. Por lo hecho a con

