

2015 Summer Conference

Holiday Inn Conference Center

Welcome and Introductions from President Becky Reier

Janice E from NDE; Pupil Transportation Coordinators -

Current Level Instructors; and Past Presidents

Speaker Gary Smith lecturer from UNK spoke on the "Theory of the Broken Window"

"Work towards improving yourself..." - Rich Covey

Emotional Intelligence - Leadership

A. 1. Employee Management

2. Student Management

3. Adult Education

#1 If you are working for self-serving reasons you will fail

(meaning they will tear people down, lie cheat – benefitting themselves)

B. WHAT ARE YOUR EXPECTATIONS OF THE PRESENTATION?

Broken Windows

James Q. Wilson and George L Kelling "The Atlantic" The Police and Neighborhood Safety

Environment – conducive to learning, this plays a role in expectations...

Expectations – expectation were delivered (7 weeks to break a habit) example. Being on time; employees; being compliant

Compliance – (Jack Welsch-changed Westinghouse) broad area of expectations if your inconsistency (example high school and university/colleges)... CONSISTENCY

Lack of supervision, being a leader (leadership role),

COMPSTAT –

The Problem Solving Process (SARA)

1. Scanning – Look for and identify possible problems.
2. Analysis – Collect information about the problem and attempt to identify its scope, nature and cause.

3. Response – Analysis information used to develop a strategy to address the problem
4. Assessment – Evaluation of the effectiveness of the response

Sharing - Support Group (ie. complaint dept) Supportive Admin Dept., and Communication!

Expectations and Accountability

Support and Recognition

-Mini Break –

Seagull Manager (Swoops in noisily, craps on your projects and ideas and flies away again.)

A classroom exercise – One person makes a fist, how do you get them to open it? Are you forcing it open, bargaining or asking them to open it? This great exercise got me thinking how I deal with transportation, bussing, students and drivers.

De-escalation to diffuse anger...

How successful are you to diffuse situations?

- Emotional Intelligence (book written by Daniel Coleman)
  - Learning to adapt
    - Be successful in training

WHAT IS TRANSFORMATIONAL LEADERSHIP? Learning to manage and expect change.

Engage – Empower – Energize

Keep engaged (meetings, example challenge coins)

Do you understand?          Give Direction          Keep them calm

Wally's Taxi Service has a Mission Statement: To get my customers to their destination in the quickest, safest and cheapest way possible in a friendly environment. My interpretation to Wally's mission is this: Getting our students to their schools in the safest way possible in a friendly environment.

DO you have a MISSION Statement? For Bus Drivers/Transportation Department

Practical Applications:

How do you recognize good behavior?

Examples: Challenge Coins    Gold Stars    Recognize birthdays through cards or notes. Or sending note to parents for good behavior.

Gary Smith ([smithgg@unk.edu](mailto:smithgg@unk.edu))

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Matt Coatney with Nebraska CDL Program Manager, presented a PowerPoint on “New” changes effective July 8, 2015, including blackout dates for all DMVs is July 8 thru 23<sup>rd</sup>. These changes are Federal and State changes. Some of the changes we have already seen are the requirements on an actual walk around Pre-Trip Vehicle Inspection. The air brake check has become part of the vehicle inspection and you as a driver has to have at least an 80% or higher on the vehicle inspection.

LOTS More...

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Norm Heiden, a Ricon/Braun Wheelchair Lift Specialist with Coach Masters of Kearney, spoke on lifts and maintenance schedules for wheelchair lifts. He gave examples of troubleshooting lift failures and possible solutions. He stressed the importance of the manuals and the cycles of usage on a wheelchair.

Ricon Hydraulic Leaks – rebuilding them vs new cylinder for approximately \$500.

Ricon Maintenance: The manuals have diagram and information on the lifts. Intervals for maintenance approx. 750 cycles for preventive maintenance. Look for a cycle green light flashing needs to be recycled. Annual inspection on lifts. Warranty on lifts with a certified lift mechanic with a 20 point inspection. Running on 2 batteries one upfront and one on the frame? Tie downs on the school bus, seatbelt issues, about an hour and a half for the inspection.

An average total weight for a wheelchair lift to lift is 800-850 lbs.

A Ricon lift however if using power motorized wheelchairs they’re about 300 lbs without a person on them.

Other suggestions from Norm is the proper usage of safety belts and the security built in them. Also upgrading older lifts on older buses.