



# Driver Training Strategies

*Choices vs. Skill*

*Fred Doelker, Dean Transportation*



2016

# Tired of Repeats?

On The Road

Passenger Service



2016

# Tired of Repeats?

On The Road

Passenger Service

We're doing great driving straight down the highway.



2016

# Tired of Repeats?

On The Road

Avoid a bad day at  
work and go home.

Passenger Service

Stay out of jail.



2016

# Tired of Repeats?

On The Road

Avoid a bad day at work and go home.

Passenger Service

Stay out of jail.

Mistakes Often Have Nothing to Do With Lack Of Skills



# Most Popular Crashes

Low Speed,

Confined Space

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Loss of Focus or *not doing the  
right thing*



# Most Popular Passenger Service Mistakes

Passengers who should be in school or home (or somewhere else) but are still on the bus.

Power struggles with passengers leading to injuries or litigation.



# Most Popular Passenger Service Mistakes

Passengers who should be in school or home (or somewhere else) but are still on the bus.

Power struggles with passengers leading to injuries or litigation.

Often made when the bus isn't moving at all



# Top 3 Choices For a Really Bad Day

⚡ Cutting corners

⚡ Doing nothing

⚡ Overreacting/Power struggles in traffic or with passengers in our care



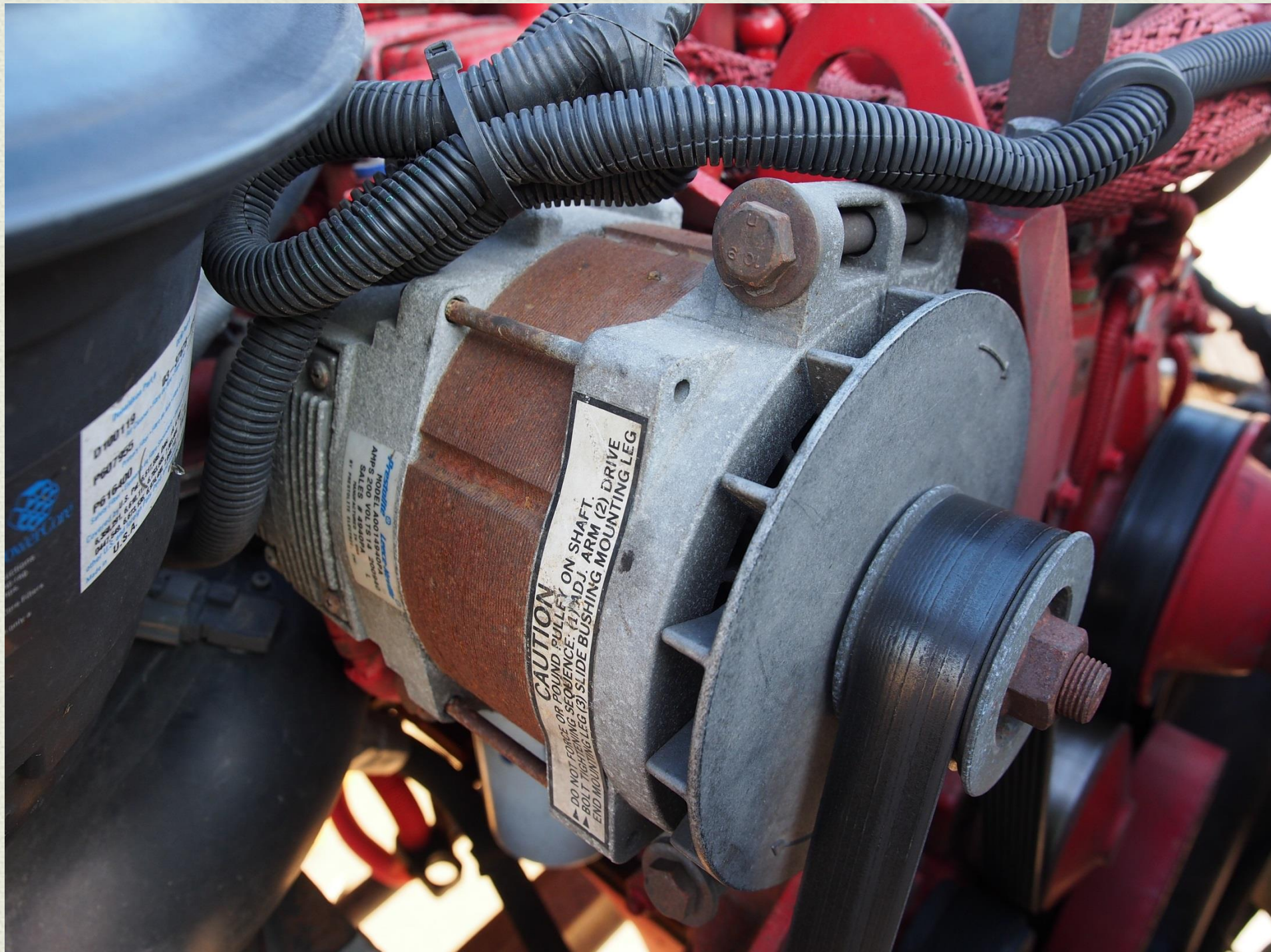


# Fred's Favorite 5 4 a Defensive Drive

1. Cushion of Safety
2. Attention = Prevention
3. Complete Stops
4. Look Both Ways at Intersections
5. One More Look

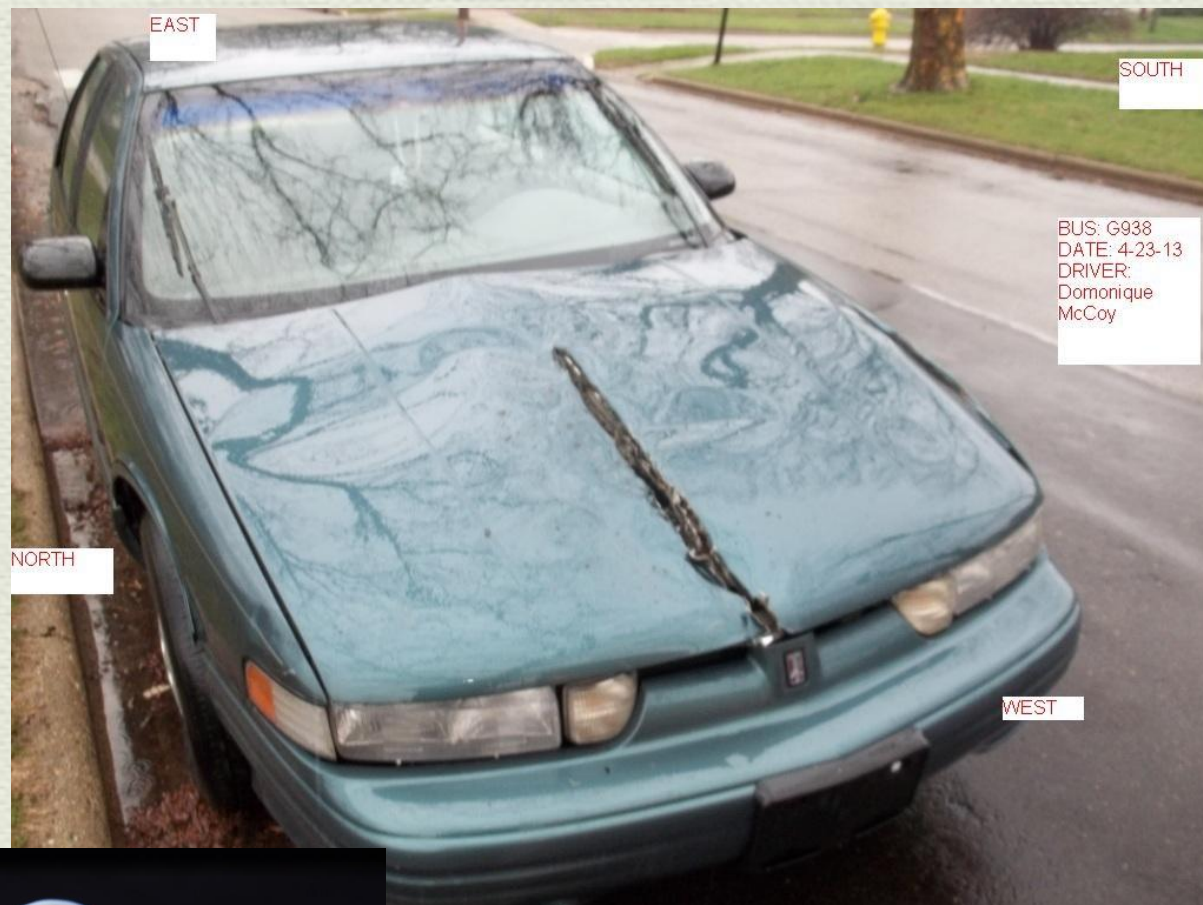


# The Continuing Story of Sparky





# And His Friends





# And His Friends





# Common Language/Paradigms

I provide transportation to children and adults and some of them are victims.

You have plenty of time to do the right thing.

Slow down and focus on what is important right now.

I am not expected to have an answer or a “fix” for all challenges on my bus, but I must do *something* and/or tell someone.



# Common Language/Paradigms

*Steer where you want to go:* Take a breath/pause and consider where you want to go with an encounter. Look toward *going home* and not into a power struggle with someone in your care or someone in traffic.

Most mistakes leading to a very bad day with passengers or in traffic on a bus **have very little to do with a lack of skill and most of these mistakes are made when the bus isn't moving.** Normally it is simply cutting corners.

*You won't regret doing the right thing.*



Slow down and focus on what is  
important right now

You won't regret doing  
the right thing





Slow down and focus on what is  
important right now

You won't regret doing  
the right thing

Pre-Trip

Post-Trip





Slow down and focus on what is  
important right now

You won't regret doing  
the right thing

Power  
Struggle

With a  
passenger





Slow down and focus on what is  
important right now

You won't regret doing  
the right thing

Backing

Tail Swing

T-37 C2

STOP



# Best Passenger Service Advice

Be consistent.

Know your passengers well.

It's all about relationships—Good relationships become your “hidden team” and can help overcome a bad day.

Kids have a tough time taking direction from people they don't like.

Treat every day as a fresh start with each passenger.



# Steer Where You Want To Go



For the  
times when  
we lose  
focus on  
what's  
important  
right now.



# *Steer Where You Want To Go*

Slow down and focus on  
what's important right now.

You won't regret  
doing the right thing.





# *Steer Where You Want To Go*

Slow down and focus on what's important right now.

You may be steering down the wrong road.

I can save some time by backing here.

You won't regret doing the right thing.





# *Steer Where You Want To Go*

Slow down and focus on what's important right now.

You may be steering down the wrong road.

*I think I can make it around this car safely.*

You won't regret doing the right thing.





# *Steer Where You Want To Go*

Slow down and focus on  
what's important right now.

You may be  
steering  
down the  
wrong road.

I'm going to  
teach these  
kids some  
discipline.

You won't regret  
doing the right thing.





# *Steer Where You Want To Go*

Slow down and focus on what's important right now.

You may be steering down the wrong road.

You won't regret doing the right thing.

I can force this kid to stay in their seatbelt/vest/whatever...





# *The Last Words*



Slow down and focus on what's important right now. You have plenty of time to do so.

You won't regret doing the right thing.







# Driver Training Strategies

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