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PHOTO: SHANTAY IOSIA



Crossroads Depot Division 2's Floyd Haggerty aims to decrease accidents and improve the work environment with his mentoring program for bus operators.

Division 2's Floyd Haggerty Works to Reduce Bus Accidents

By SHANTAY IOSIA

(Oct. 26, 2004) After sitting on an accident review board for Crossroads Depot Division 2, operator Floyd Haggerty was inspired to make a difference.

Haggerty began developing his mentoring program in July to reduce what he considered minor and preventable accidents.

"I sat on the board and watched all these accidents come under review," says Haggerty. "Seventy percent to eighty percent of them were mishaps with the right mirror. That's controllable. All you have to do is be aware of it."

Part of Haggerty's awareness effort is to ride the Metro bus lines at random to discuss concerns with operators and passengers. With 24 years behind the wheel with Metro, Haggerty hopes to decrease accidents within the division.

"I'm basically out there as an encourager," says Haggerty. "As a team, as a family, we're all working for the same objective, zero accidents."

'On-street' operation

The benefit of this, says Haggerty, is that he sees the operators in their true "on-street" operation.

"When someone from instruction or management boards your bus, your whole street operation changes," he says. "If you weren't calling stops before, you're going to start."

Seeing the drivers in their natural element allows for better observations and clearer resolution for the problems that occur on the lines.

Haggerty hopes to receive support from his colleagues to advocate the program and its objective to improve the work environment and reduce accidents.

"It's not about being a transportation company. It's about being the number one transportation company with the safest drivers," says Haggerty. "That's the incentive. Just knowing you're the best at what you do."

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