



# ABOVE ALL ELSE, SHOW THE DATA

## DATA ANALYSIS AND KEY PERFORMANCE

A data collection system is now installed in most all the cars in our fleet. An extra cable had to be installed in a number of vehicles. It delayed the collection of data, but these days this cable is being installed in the cars that need it.

In order to get a good and noticeable comparison we need to collect data for 5-6 months period. In addition we receive summaries and reports where the results of our data is compared with similar companies in the Nordic countries.

When the data collection is in full swing, we receive regular information about several things related to the driving of our cars. In this way we get comparative statistics on safety events, which refer to braking, sharp turns and acceleration. We receive information about the registration of drivers in the vehicle of our fleet. Idling is something we want to improve. In addition we receive relative statistics on the fuel consumption of the fleet.

Each driver will receive an overview of their driving, praise for what is done well and encouragement to improve what could be done better. In this way it will be easy to identify key performance indicators (KPI) from a group of drivers, and therefore it will be easy to get excellent drivers from our group to share experience and knowledge.

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# SCHOOL BUS DRIVERS ARE THE PEOPLE WHO TRANSPORT CHILDREN TO THEIR FUTURE

## *DRIVERS MEETINGS*

In October the annual driver meetings were scheduled. The meetings are divided according to the type of driving. Thus, one meeting is held for drivers in the bus department, one for the driving service in Hafnarfjordur, one for those who provide the same service in Reykjavik, as well as meetings with drivers in the countryside both in Selfoss and in Borgarnes. The countryside meetings will most likely take place in January.

At the meetings in October, the importance of logging in to each vehicle at the start of each journey was discussed but also things like punctuality, working hours and assignments of tasks, quality control and cleaning of cars, time reports and out of pocket expenses, rules on mobile phone use and tobacco use and information on new clothing provided. There was also a discussion about responsibility in the drivers work and the importance of professional communication and interface.

Drivers were also introduced to the Traffilog system, but another presentation of the system will take place for all drivers on November 21st. The importance of key performance (KPI) within our team was discussed, the importance of paying attention to excellent driving, performance measurements, awareness of earth friendly driving and that drivers realize that comfortable driving reduces the emission of greenhouse gases.

The importance of participation to HR Monitor surveys was outlined. In those surveys important information about the work and activities is collected, progress is scrutinized and improvement plans are made where they are needed. Of course encouragement and praise are also recieved.

We all work as a part of the same team and respect our work, colleagues and our company. We are jointly responsible for a positive attitude, we are ready to give and recieve an honest feedback, show professionalism and professional awareness in all work. We have the ambition to do better every day.



*Focused at a drivers meeting*



*Concentrated*

# TELL ME AND I FORGET. INVOLVE ME AND I LEARN

## *SHIFT MANAGERS EDUCATION*

Our shift managers are attending four training courses during the autumn months. The courses cover the roles and responsibilities of shift managers, organization and management of driving and customer service department, response to suggestions, quality control, cost-effective operations, answering the phone and preparing trips, positive communication and great customer service.

We have had Sigríður Hulda Jónsdóttir from SHJ consulting to join us for the courses. Sigríður Hulda will work with shift managers on issues such as effective communication, communication skills, perseverance and resilience, stress and coping skills, working under pressure and ways to deal with demanding customers. Strengths and job satisfaction, challenges and attitudes will we discussed.

The courses will be held in September, October, November and December.

## THE JOY OF DRESSING IS AN ART

All our drivers must behave well and always remember that they represent the company. Drivers clothing must all be marked with the company logo and drivers must always be marked with our logo when they work for us. Drivers must ensure that their clothing is always clean and tidy, as they are the face of our company to the outside world. The company requires certain clothing when performing certain tasks.

### Smart clothing

Shirt Tie  
Jacket and/or sweater Pants

### When driving:

VIP transport Reception of groups at airports

### Lighter clothing (a neat combination of the clothing listed below)

Shirt or polo shirt  
Jacket Sweater  
Vest Pants

### When driving:

School bus Special dep.driving After school progr.  
Hafnarfjordur and Reykjavik driving service  
Rio Tinto Alcan driving, to and from Longer trips

### Shoes

Drivers provide their own footwear and ensure that it is neat and appropriate for each task.

### Caring

Drivers must always take good care of their clothing, as it is the property of the company. Clean and tidy clothing is required.

If a driver leaves the company, he must return all clothing, freshly laundered, to the shift managers.



*Shift managers course*

# BEING A BUS DRIVER IS NOT JUST A JOB, IT IS AN ADVENTURE

Safety is an important part of our operations. In 2014 a certified safety management system was implemented according to the international standard OHSAS 18001, which is now called ISO 45001. We always work systematically to promote the safety and health of our employees as well as passengers, and safety awareness has become well established among our employees. There are seat belts in all our cars. All cars are always prepared for the conditions and last, but not least, all cars undergo regular inspections at our workshop.

Hópbílar is a company that cares about the safety and health of employees and passengers. The company wants to be a leader in this field and therefore strives to offer competent and well trained drivers and good cars. This promotes safety and comfort as much as possible.

## The aim of Hópbílar

- Review the company's Health and Safety policy and work towards continuous improvement in the field of health and safety.
- Strengthen the security awareness of employees and other stakeholders.
- Identify risk factors in the employees work environment and work on improvements to reduce risk.
- Policy for an accident free working environment, i.e. that employees do not get injured or suffer health damage during their work.
- Implement active incident logging.
- Select suppliers and contractors based on their safety performance.
- Keep an close eye on the developments that take place in the legal environment with respect to health and safety and comply in all respects with the requirements that are made in each case.
- Meet the requirements of the international health and safety standard ISO 45001.
- Employees and stakeholders know the health and safety policy and participate in its implementation.

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*From the shift managers course*