

# The Dispatch

*"Provide Safe and Reliable Transportation by Promoting  
Improved Coordination and Consolidation of Available Resources"*

## Fresno EOC Transit News

Issue 5, March 2022

### **DISPATCHERS DIRECTING THE WORK FLOW**

Running a 24-hour transportation operation is not an easy task. Fresno EOC Transit Systems relies heavily on our team of dispatchers to guarantee all incoming and outgoing information flows to the drivers and management team members. Transit's 7-member dispatch team handles more than 5,000 calls each month. These skilled employees act as the program's nerve center to deliver goods and services to our clients. They remain busy during this latest pandemic outbreak, choreographing the movement of the agency's fleet of more than 30 school buses, paratransit vehicles, vans, and cars. Dispatch has a great responsibility to ensure that all drivers leave on time and to develop alternate plans when the unexpected happens. They also direct drivers in case of an emergency and inform management about the situation. Our hard-working Transit dispatchers are organized, quick-thinking, and good under pressure. We are proud to have them on board! Please meet Juanita Newell & Elizabeth Moreno.

Ever wonder how a business can spread its message or show off its product through multiple neighborhoods in just a few hours? It's easy. Fresno EOC Transit Systems is creating rolling billboards. Transit Systems is now in the business of wrapping buses, whether it is just one side of the bus or a full wrap, which is three sides. Let us "Drive Your Message Forward." Give us a call today at 800-235-7433. To view our competitive prices click [here](#).

## **INTRODUCING OUR NEW SAFETY AND TRAINING MANAGER**

Fresno EOC Transit Systems welcomes its new Safety and Training Manager, Joshua Bogdanov.

Joshua is a Fresno native and holds a Bachelor's degree in Business Administration from Fresno State. He brings more than 10 years of experience in transit services as a bus driver and has held various supervisory roles.

"Filling this critical position helps us maintain a safe and productive work environment and increase employee productivity through training" stated Thomas Dulin, Interim Transit Director. One of Joshua's goals is to help drivers with a Class C license to obtain a Class B license with passenger endorsement to address industry needs for qualified drivers in our community. We are excited to have Joshua on our Transit team.

## **FOOD EXPRESS BUS FEEDING CHILDREN DURING HOLIDAY BREAK**

Hundreds of children in Fresno County got a special delivery over the winter holiday break. Fresno EOC Food Services delivered lunches to a number of local communities (Biola, Firebaugh, Mendota, San Joaquin, Del Rey, and Fresno) via two colorful Food Express Buses with the support of Transit Systems drivers. They were able to provide more than 1,350 meals throughout urban and rural Fresno County to ensure children had plenty to eat during the holidays. According to the latest data from Feeding America, more than 61,000 children in Fresno County were food insecure in 2019. Many families struggle to fill the interruption of meals the children depend on while at school. Fresno EOC Food Services and Transit Systems programs not only provide meals to kids throughout the winter months to combat childhood hunger, but the summer months, as well. Be on the lookout for the Food Express Bus delivering meals during the summer.

Both Food Express buses are also designated Safe Place sites. Safe Place is a national outreach and prevention program for youth in crisis. It provides youth, ages 12 to 18, access to immediate help and safety through a network of sites that open their doors to at-risk youth. In partnership with National Safe Place Network, Fresno EOC Sanctuary and Support Services has operated a local Safe Place program for nearly 25 years.

In Fresno, Safe Place consists of a network of 25 partners, 162 physical site locations, and more than 100 mobile sites, including the Fresno Area Express, City of Clovis Transit, and the Food Express Buses, all of which display the black and yellow Safe Place signs. National Safe Place Week is March 20 – 26, 2022. Be sure to [click here](#) for local information.

If you need help, just text the word “safe” and your current location (address, city, state) to 4HELP (44357). To find out more about how it works, [click here](#).

## **DRIVERS GET LGBTQ+ COMPETENCY TRAINING**

Inclusiveness is important to Fresno EOC Transit Systems. From community members with special needs to others who are low income, our transit system welcomes people from all walks of life.

We are excited to announce that we are partnering with our sister program, the Fresno EOC LGBTQ+ Resource Center, to have inclusion training on sexual orientation, gender identity, and expression for all of our drivers. At Transit’s next quarterly in-service, our staff will be trained by LGBTQ+ presenters to destigmatize people who may identify differently and help with awareness, communication, respect, and more.

Our goal is to help everyone in the community feel safe using our services. We look forward to improving our awareness through this training. If your business or organization would like to offer the LGBTQ+ Competency training, [click here](#) for more information.

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## Message From Fresno EOC Transit Systems Director, Thomas Dulin



Summer will be upon us before we know it, and here at Fresno EOC Transit Systems, we are preparing our vehicles for the months ahead. As we know, here in the Fresno area, temperatures can reach well above 95 degrees. Transit Systems wants to make sure everyone is safe on the road.

Therefore, we perform several safety checks to provide a dependable trip for our clients. As a friendly reminder, you may want to check them to ensure your vehicle is ready for the road, too!

Here are a few ways we keep our vehicles in tip-top shape. Besides topping off all fluids, we check the air conditioning system as it is not uncommon for some Freon to leak out during the winter, which can cause your compressor to overwork itself. In addition, our mechanics check the coolant to ensure it is fresh and up to the proper level. Another critical area we check are the tires. Hot roads are hard on rubber. So, we ensure our tires have the correct amount of tread and proper air pressure. The last things we inspect are the belts and hoses under the hood. We check for cracks or minor cuts because, just like tires, the heat is hard on them, as well. And don't forget the air filter so your vehicle can breathe better.

Safe travels!

Thomas Dulin