

CCTA NEWS: “See You On The Bus!”

by Rose Getch of Chittenden County Transportation Authority

Driving a Bus Involves More Than What Meets the Eye!

I recently sat down with two CCTA employees – Gail Tisseur, Operations Trainer and Joe Chagnon, Field Supervisor. They started the year with what they consider to be the best jobs in the company. Both are happy to live in the new North End of Burlington, and to give back to their community by working with the men and women who serve our passengers on a daily basis.

Driving a bus for CCTA takes a special kind of person. Having both started as bus drivers before going into supervisory roles, they know first hand what it takes to drive for CCTA. A bus driver needs to be: travel agent, guidance counselor, address locator, magician navigating around tight street corners that become tighter as the mounds of snow get higher and wider. Let’s not forget the multi-tasking ability necessary to know what is going on to the left, the right, behind and in front of the bus, inside the bus as well as outside, negotiate traffic, anticipate what’s ahead, be friendly, funny, and welcoming, all with a cool head in high stress traffic situations. To summarize what it takes is simple – safety and customer service.

Gail and Joe remind us that they and all of the CCTA drivers never stop learning – new buses, equipment, policies, routes, stops, locations, and dispatch “jargon”. It’s all in a day’s work! Have you thanked your bus driver today?

For more information on getting where you need to go safely, call 864-CCTA or visit www.cctaride.org. See you on the bus!