

# AUTUMN IS A TIME FOR CHANGE

*Autumn is a time for change  
Red, orange, gold and brown  
Leaves scatter across the town*

*Autumn is a time for change  
Apple picking, pumpkin patch  
Choose your favourite from the batch*

As autumn approaches, more interesting projects are added to our work at Hópbílar. We continue to drive travellers across the country, we continue to drive Rio Tinto employees to and from work in Straumsvík, we continue to drive groups and individuals who use the countryside bus of Strætó Bs. and we continue to provide the Reykjavík driving service for PANT. In addition, Hagvagnar will take over driving of new routes for Strætó, on the yellow busses, on August 15th.

But in the fall, Hafnarfjordur school students are added, both in the school bus for sports and swimming, as well as driving the leisure bus, where students travel between schools and after-school leisure facilities.

There are many things to consider when such a large group joins the group of our service users. The project requires a lot of planning, as the schools send us their timetables for sports and swimming lessons, and the shift management arranges drivers and suitable sized cars for each drive. The second part of each day is then taken over by leisure driving. There students are driven from each primary school to practice at sports club, to music lessons at the town's music school, to art dance lessons and other leisure activities that the students have chosen to do.

It is important that the communication of everyone involved in the above projects is exemplary. To make it easier for students to prepare, the towns primary schools have received a poster about things to keep in mind in the school bus. The schools can thus hang the poster on the wall in their classrooms, as visual reminder of behaviour on the school bus. The poster can be seen on page 3 of this newsletter.



## In the newsletter

Autumn is a time for change .....	1
Driving behaviour and key numbers for August .....	2
School bus poster .....	3
Good and positive communication .....	4
Two new sprinters .....	4

# DRIVING BEHAVIOUR AND KEY NUMBERS FOR AUGUST 2024

Here you can see a complete overview of the driving behaviour and comparison statistics of Hópbílar and Hagvagnar drivers. The whole group is divided into four smaller groups. Group 100 is the travel department, group 200 is the yellow bus, group 400 are the ones driving the countryside bus and group 500 is the driving service for disabled and elderly people. Please note that group 200 is a little bit behind in installation of the system.





# HÖFUM Í HUGA Í SKÓLABÍLNUM

Öll hjálpumst við að svo öllum líði vel

Við erum komin á biðstöð að minnsta kosti 5 mínútum fyrir brottfarartíma. Við förum í einfalda röð og biðum kurteis og röleg.

Við göngum hægt og rólega um borð í bílinn og förum aðeins úr bílnum þegar hann hefur alveg numið staðar.

Við sýnum tillitssemi í skólabílnum og forðumst allan troðning.

Við sitjum kyrr í sætinu okkar með öryggisbelti spennt alla ferðina. Við förum aðeins úr sætinu eftir að bílstjóri eða fylgdarliði hefur gefið merki.



Í skólabílnum höfum við hendur og fætur hjá okkur.

Við erum kurteis í skólabílnum og notum bara falleg og vinalæg orð. Við tölum við aðra eins og við viljum að talað sé við okkur.

Í skólabílnum notum við ekki raftæki sem gætu truflað bílstjóra og aðra farþega.

Við tökum ekki með okkur stóra hluti eða farangur sem passar ekki í fangjö okkar.

Við göngum vel um skólabílinn og neytum hvorki matar né drykkjar um borð.

Við hlýðum alltaf bílstjóra og fylgdarliða ef hann er til staðar.

Ef þið valdið skemmdum á bílnum, t.d. sætisbaki, þá verðið þið að vera tilbúin að greiða fyrir þær skemmdir.

Það er miklu gófullegra að nota aurana í annað og því betra að fara gætilega í bílnum og ganga um af virðingu.

## HÓPBÍLAR

KEYRA KÁTA HAFNFIRSKA KRAKKA

# GOOD AND POSITIVE COMMUNICATION

## MUTUAL RESPECT MAKES PROBLEM SOLVING EASIER

### Eyrartröð 2

Hópbílar shift management is located at Eyrartröð 2.

### Our shift managers:

*Gunnar Þór Finnbjörnsson*

*Hörður Sveinsson*

*Slavomira Stateczna (Mira)*

*Víkingur Kristjánsson*

### Evening shift:

*Jóhann Kr. Berthelsen*

*Stefán Harðarson*

**599 6080**

**vakt@hopbilar.is**



## SUCCESSFUL COMMUNICATION

Communication characterized by mutual respect, deliberation and trust is the most promising for finding solutions. It is important to us to have good and purposeful communication with our customers. There may be changes in timings and cancellations, various events cancelled or changes in the program that affect school and leisure time driving. It is important to inform us in time if possible because changes in the program have a knock-on effect on our other projects, cars and drivers. It is also important for us to know if there are any changes to the waiting stations or the places where passengers are normally picked up. It is most successful if information reaches us in a timely manner so that our service is excellent.

Every communication regarding school bus and leisure drive goes through our shift management. The shift starts **at 06:00** each morning. Daily the shift works from **6:00-18:00**, after that the evening shift replaces them. If you choose to use our email, the shift email address is **vakt@hopbilar.is**. The quickest way is to connect to the shift management by phone—the number is **599 6080**.

Hópbílar hf.  
Melabraut 18  
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Project Manager



## TWO NEW SPRINTERS

Recently two new Mercedes Benz Sprinters were added to our fleet.

The cars have the internal numbers 117 and 118 and are already out driving our customers.

