

INTERNAL MEMO REGARDING REQUEST



INTER-OFFICE MEMO

DATE: July 10, 2024

TO: Maureen Anderson  
Analyst – Information Access

FROM: Aeryk deVries-Miller  
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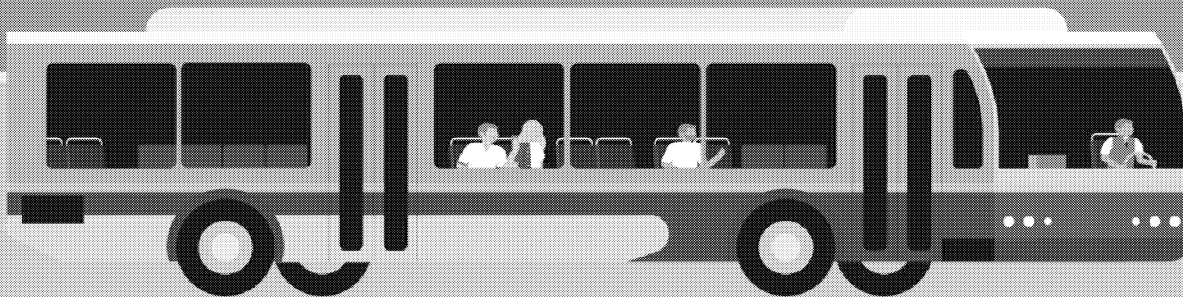
SUBJECT: **FOI Request – 2024/392**

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In response to the above-mentioned access-to-information request and pursuant to the *Freedom of Information and Protection of Privacy Act* (RSBC 1996, c. 165), Coast Mountain Bus Company encloses all known responsive records.

CMBC Training  
Department

Conventional  
**Policy &  
Procedures  
Manual**



Revision 2024.07.01

Revision	Section	Comments
Jul 1, 2024	Section 10.5 Fare Information Tables	Updated fares as per July 1, 2024, fare increases.
Feb 27, 2024	Section 2.45 Request Stops	<p><i>New line added:</i></p> <p>In the interest of Customer Service, Operators should use their discretion and allow passengers who are ill or use a mobility device that does not require an 'Accessible Stop' (i.e. canes or walkers) off at request stops outside of the hours noted above, if it is safe to do so. Customers <b>must</b> alight the vehicle by the front doors only.</p>

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# **1 CORPORATE STATEMENT**

## **1.1 VISION**

A better place to live built on transportation excellence.

## **1.2 MISSION**

Together we connect the region and enhance its livability by providing a sustainable transportation network embraced by our communities and people.

## **1.3 VALUES**

### **1.3.1 SAFETY**

The safety and security of our customers and employees is paramount. We will operate safely at all times.

### **1.3.2 CUSTOMER SERVICE**

We will provide excellent service to our customers. We understand that our customers expect accuracy, timelines and reliability. Delivering on these expectations is essential to our success. Our plans and actions will be driven by customer needs.

### **1.3.3 PEOPLE**

We value our employees and the contribution they make to serve our customers.

### **1.3.4 INCLUSIVENESS**

We value teamwork and partnerships. We recognize that our success depends on effective communication and consultation with our employees and stakeholders and the public.

### **1.3.5 INTEGRITY**

We will act honestly and with integrity at all times. We will treat others with dignity and respect and will conduct ourselves in a manner that will instill and foster trust.

### **1.3.6 EXCELLENCE**

We will strive for excellence in all that we do and will be a leader in enhancing sustainability through the transportation services we provide. We will encourage innovation and the implementation of best practices throughout our organization.

### **1.3.7 SUSTAINABILITY**

Sustainability will be a key factor in all our strategies, business plans, decisions, and operations. We will incorporate economic, environmental and social factors in our decision making.

### **1.3.8 ACCOUNTABILITY**

We will be results oriented and fiscally responsible. We will set measurable targets and hold ourselves accountable to achieve them.

## **1.4 CUSTOMER COMMITMENT**

### **1.4.1 CUSTOMER**

We will strive to make customers feel valued in their interactions with our people and organization. We will engage our customers, treat them fairly, and ensure that we understand their expectations of the services we provide.

**1.4.2 PEOPLE**

Employees are empowered through a strong mandate and training to act proactively in the best interests of our customers. They are responsible, accountable and engaged in delivering a positive customer experience and make continuous improvements to achieve results. Employees will be recognized for achieving customer satisfaction goals.

**1.4.3 ORGANIZATION**

With our strategic focus on cost and operational efficiency, we will demonstrate the Customer Commitment in the financial decisions we make. We will enhance our internal effectiveness to allow us to better focus on meeting customers' needs and continue to build effective and proactive relationships with stakeholders to earn their support in delivering our customer service commitments.

**1.4.4 SAFE**

The safety and security of our customers, employees and the public is paramount. Our goal is to operate safely and ensure that our investments are built and maintained to promote a safe environment for all.

**1.4.5 ACCOUNTABLE**

We hold our enterprise accountable for the commitments we make and demonstrate that in a transparent manner. We measure our performance, share the results and make improvements that benefit our customers. We are committed to operating efficiently and cost effectively to provide value to our customers.

**1.4.6 RELIABLE**

We strive to provide service customers can count on, by being on time and minimizing service disruptions. We are committed to maintaining a clean, comfortable and accessible environment for all customers.

**1.4.7 INFORMED**

We will strive to keep our customers informed of service changes or interruptions in a timely manner. We are professional, courteous and helpful in our interactions with customers and do our best to resolve their concerns at first point of contact. We listen to our customers and stakeholders and engage them in decisions that affect them.

## **2 GENERAL RULES FOR TRANSIT OPERATORS**

### **2.1 INTRODUCTION**

Coast Mountain Bus Company is a subsidiary of TransLink. Approximately 5,000 employees are responsible for providing the general public with a safe, reliable, and attractive transit system.

Many British Columbians rely on transit to get them where they want to go, quickly and efficiently. As a Transit Operator, you play a key role. You are the first line of contact with the traveling public and will be required to exercise all your professional skills as a Transit Operator, a communicator, and a person.

From time to time, Transit Operator information will be updated by means of issuing general instructions, bulletins or special notices to meet changing conditions. It is your responsibility to become familiar with this manual.

The transit system depends on the skills; professionalism and co-operative efforts of the entire transit team, and you are part of this team. Your duty as a Transit Operator is vital, and management expects and appreciates your contributions.

It is CMBC policy to conduct all operations safely, to prevent injuries to persons and prevent damage to property. Employees and customers are most important to us - their safety is our greatest responsibility.

This manual is not a complete procedural training manual. It is intended as a guide to behavior under most circumstances but cannot cover many exceptional circumstances that Transit Operators encounter. Used in conjunction with the training you have received and your professional judgment, the consistent application of policies in this book will make it easier for Transit Operators and customers alike to enjoy our transit system. For your safety and the safety of our customers, you have been trained as a professional and should know how to avoid confrontations.

### **2.2 MAJOR JOB RESPONSIBILITIES**

The following is a summary of the major job responsibilities of a Transit Operator. This summary is not intended to be a formal job description nor is it intended to be a full and complete list of all responsibilities of a Transit Operator.

A Transit Operator shall:

- Safely operate a transit vehicle in accordance with the Motor Vehicle Act of the Province of British Columbia, Regulations or By-laws of Municipalities within the CMBC operating area, and the rules and regulations of the Coast Mountain Bus Company.
- Provide general information and assistance regarding routes, schedules and fares, as requested.
- Issue and determine validity of fare media as established by the Authority.
- At all times demonstrate a respect for all Authority transit vehicles, equipment and facilities.
- Co-operate and communicate with fellow Transit Operators, staff, and management personnel in a professional manner.
- Be aware of changes and instructions that affect the transit system.
- Conform to the Authority's rules, regulations and instructions issued by management.



- Comply with WorkSafe B.C. regulations.

## 2.2.1 GENDER CLARIFICATION

Gender clarification, whenever used herein, (they or them) refers to a social identity such as man, woman, non-binary or two-spirit.

## 2.3 ADDRESS & TELEPHONE NUMBERS

CMBC Corporate Head Office	Vancouver Transit Centre	s.15(1)(l)
13401-108 Avenue, Surrey, BC V3S 5V2 Reception: 778-375-7500	9149 Hudson Street, Vancouver, BC V6P 4N5 Operations Office: 604-264-5410 Depot Office: * ( )	
Hamilton Transit Centre	Burnaby Transit Centre	
4111, Boundary Rd, Richmond, BC V6V 1T8 Operations Office: 604-953-3200 Depot Office: * ( )	3750 Kitchener Street, Burnaby, BC V5C 3L6 Operations Office: 604-293-4600 Depot Office: * ( )	
Port Coquitlam Transit Centre	Surrey Transit Centre	
2061 Kingsway Avenue, Port Coquitlam, BC V3C 1T2 Operations Office: 778-375-7000 Depot Office: * ( )	7740 - 132nd Street, Surrey, BC V3W 4M9 Operations Office: 778-593-6500 Depot Office: * ( )	
Richmond Transit Centre	Unifor Local 111	
11133 Coppersmith Way, Richmond, BC V7A 5E8 Operations Office: 778-375-7110 Depot Office: * ( )	326 - 12th Street, New Westminster, BC V3M 4H6 604-519-1110	

Service	Telephone No.
Operations Office/Dispatch:	604-953-3200
Customer Information	604-953-3333
Transit Communications (T-Comm) Non-Emergency	* ( )
Emergency	* ( )
Unifor	604-519-1110
Transit Security	604-515-8300
**Training Department	604-264-5420
Lost Property 590 Beatty Street (Mezzanine Level) Stadium Skytrain Station	604-682-7887
First Aid: Port Coquitlam Transit Centre	778-375-7029
First Aid: Hamilton Transit Centre	604-953-3232

**\*Note: Numbers marked by an asterisk (\*) are unlisted and MUST not be given to the public.**

**\*\* Visit our online resource library at [www://mycmbc.ca](http://www://mycmbc.ca) once you sign on click on the **Training** tab; follow this path; ***Transit Operator training/community shuttle or conventional bus***.**

## 2.4 PERFORMANCE

Transit Operators are selected for employment with the understanding that they are capable and willing to accept fundamental rules as prescribed by Coast Mountain Bus Company.

All Transit Operators will conduct themselves in a courteous, diplomatic and respectable manner. Rules and regulations are set per force of law, contractual obligation, administrative policy and public expectation. Transit Operators' performance will be governed by their compliance with such rules and regulations.

The rules and regulations set forth in this manual must be followed except when special instructions are issued to the contrary. Special instructions may be issued from time to time, both verbally by supervisors, or by notice posted on designated notice boards. In cases of conflict, instructions given by a supervisor will take precedence.

There are certain rules, which if contravened, may endanger the welfare and safety of yourself, your fellow employees or the public. Coast Mountain Bus Company takes a serious view of offences such as the following, which will result in discipline up to and including discharge:

- Bringing intoxicants into, or consuming intoxicants on any Company property;
- Reporting for or performing work while under the influence of an intoxicant;
- Consumption of intoxicants while in uniform;
- Disobedience or insubordination;
- Dishonesty;
- Deliberate destruction or unauthorized removal of Company property;
- Neglect of duty;
- Failing to report for work or rollcall without bona fide reasons;
- Engaging in disorderly conduct including horseplay, fighting, and practical jokes;
- Abandoning a transit vehicle;
- Discourtesy to customers;
- Refusing to comply with Company rules, regulations, or orders;
- Overriding/defeating emergency or safety devices.

Ignorance of these rules or of special instructions will not be a valid defense for an employee who fails to comply.

## 2.5 DRIVER'S LICENSE

Conventional Transit Operators are required to hold a valid British Columbia Class 2 drivers' licence with air brake endorsement. Community Shuttle Operators must hold a valid unrestricted class 4 driver's licence.

Transit Operators must report immediately to their Operations Supervisor the loss or suspension of their licence or any other change affecting the validity of their qualifications to operate equipment for which they are hired. Transit Operators must carry their drivers' licence with them at all times and produce it upon request of a supervisor.

Any Transit Operator who knowingly operates a company vehicle without the appropriate licence to legally operate that vehicle will be subject to immediate discharge. Any accidents/incidents while at work must be reported within 24 hours. Any traffic violations or convictions while at work must be reported within 24 hours using an Employee Incident Report form (M-60), checking the traffic violation box, and filling in the appropriate areas.

## 2.6 OFFICIAL TIME

The official time is determined by the dominion time signal as broadcast at 10:00 a.m. each day. All depot office and Transit Communication centre clocks are checked daily. Each Transit Operator must carry a reliable watch and check it for accuracy with the depot office, transit communication centre, or a Transit Supervisor daily.

## 2.7 EMPLOYEE ADDRESS AND TELEPHONE NUMBER

Each Transit Operator will promptly notify the Depot or Operations office of any change in address or telephone number by completing an Employee Change of Address form.

## 2.8 EMPLOYEE DRESS CODE POLICY

**PURPOSE:** The purpose of the Employee Dress Code Policy (the “Dress Code”) is to provide guidance on appropriate workplace attire.

**SCOPE:** This policy applies to **all** employees.

**POLICY:** CMBC strongly values a safe and professional environment for our employees and customers.

It is essential that all employees understand the importance of looking professional. A neat, tidy and clean presentation, including personal hygiene, reflects a professional image.

It is understood that variances to the Dress Code will occur based on location and/or work performed. Supervisors/Managers are expected to ensure their employees report to work dressed in clothing suitable for their environment. Clothing required for personal safety, e.g., hi-vis vests, overalls, etc. must be worn as required.

***Appropriate corrective measures will be taken with individuals who report to work dressed unsuitably which may include being sent home to change, without pay.***

### 2.8.1 EMPLOYEES UNIFORMS:

Appropriate Workplace Attire Includes:

#### **Business Professional (Monday – Thursday)**

- Suits
- Ties (optional)
- Jackets / Blazers
- Dress Pants
- Dresses / Skirts
- Dress Shirts
- Sweaters

#### **Casual (Fridays and Charity Days)**

In addition to business attire employees may wear:

- Jeans (no rips, tears or fraying)
- Collared shirts (e.g. golf shirts)

Business Professional attire is required anytime an employee is representing CMBC in a public or professional setting.

**INAPPROPRIATE WORKPLACE ATTIRE, AT ANY TIME, INCLUDES:**

- Torn or tattered clothing
- Evening wear / night-club wear, e.g. spaghetti straps, sheer fabrics, etc.
- Summer beach wear, e.g. halter-tops, flip-flops, shorts, etc.
- Track suits, sweatshirts, sweatpants
- Graphic T-shirts, e.g. large advertising statements
- Running shoes of any type

## **2.8.2 UNIFORMED EMPLOYEES**

The appearance and conduct of CMBC employees directly influences the way those employees and CMBC are perceived by others. Employees in company uniforms, whether on or off duty, represent CMBC and are required to conduct themselves in a manner that reflects positively on themselves and the company.

The procedure for all uniformed employees will be as follows:

**General** – Only company approved uniform items may be worn by CMBC uniformed employees while on duty.

Uniform items are to be repaired and maintained in a condition that is clean, neat, pressed and properly fitting in order to maintain a professional public image. Wrinkled, torn, stained, dirty, faded, discoloured, patched, ripped or frayed garments or garments with missing buttons must be cleaned, repaired or replaced.

For safety reasons the following footwear is not permitted on the job:

- Platform shoes
- Heels over 2 inches high
- Footwear exposing heels / toes
- Clogs, moccasins

Socks must be worn at all times.

**Specific** – Department specific dress regulations will meet the requirements of this Policy and are the responsibility of the individual department managers.

**Discontinued Uniform Items** – Over time, the approved lists of garments will change. As garment lists are added or removed from the approved list, all outdated items are to be disposed of or returned to CMBC.

**Special Event Days** – Some flexibility in this policy is available on the Special Event Days listed below. On those days only, Employees may deviate from the strict uniform requirements; however, they must continue to adhere to CMBC Safety and Respectful Workplace policies. Under no circumstances will masks be permitted.

**The Special Event Days and the authorized deviations are as follows:**

- **Christmas Season** – Seasonal costumes, hats, ties can be worn from December 15th to December 25th only. \*Employees must bring the proposed items in to their supervisor and obtain approval and a variance card prior to wearing.

- Halloween – Costumes can be worn. \*Employees must bring the proposed items in to their supervisor and obtain approval and a variance card prior to wearing. They must be tasteful and respectful to our customers and fellow employees.
- Pink Shirt Day (National Anti-Bullying Campaign) – Employees may wear a pink shirt if a button is purchased and worn to support the cause.
- Jeans Day – Employees can wear jeans if a button is purchased and worn to support the cause.
- Support of local professional sports teams – Team Jersey, shirt, hat, tie, pins are permitted to be worn during playoffs on game days only.
- Canada Day – Employees can wear a Canada shirt, hat, tie and/or pins.

**EXCEPTIONAL ITEMS** – Any exceptions to an approved list of uniform garments will be reviewed on a case-by-case basis. All exceptions must be approved by CMBC and obtained from a company-approved supplier. A record of the approved exception will be kept on file for confirmation and review.

***All uniform items are the property of CMBC and must be returned to CMBC upon request or termination of employment. No CMBC logoed clothing or accessory is to be donated to thrift shops or retail agents of any type. Donations of CMBC logoed clothing to charity require CMBC consent.***

## 2.9 MISREPRESENTATION

Misrepresentation, suppression, or falsification of facts contained in any verbal or written report to an Operations Supervisor or other company official or failure to submit a required report will result in discipline up to and including discharge.

## 2.10 DISHONESTY

Any instance of theft, unauthorized removal or misuse of company property or funds will result in immediate dismissal from service. Failure to turn in any property found on the bus will result in disciplinary action.

## 2.11 INTOXICANTS

Any instance where a Transit Operator brings or consumes intoxicants while on duty on any property in control of the company, or who reports for or performs work while under the influence of an intoxicant, will be subject to immediate discharge.

## 2.12 EMPLOYEE PASS MISUSE

Any employee found misusing their Employee Pass, including loaning their pass to any other person, will be subject to immediate discharge.

## 2.13 REPORTING SICKNESS

Transit Operators reporting sick prior to 08:00 must report their sickness at least thirty (30) minutes prior to normal report-in time. All other sick reports must be reported at least one (1) hour prior to normal report-in time. A Great West Life Disability Claim form must be completed for every absence due to sickness within thirty (30) days of the book-off.

If a short-term disability, long-term disability, or WorkSafe B.C. claim is denied or discontinued, the Transit Operator must notify their Operations Supervisor on the next available working day of the status of the claim.

### **2.13.1 BOOK OFF PROCEDURE**

Transit Operators must notify depot staff during depot office hours or Transit Communications when the depot office is closed, as their work will need to be covered. Transit Operators must contact their Operations Supervisor on the next available working day to discuss the book off and to obtain approval for the absence.

### **2.13.2 NOTICE OF RETURN TO WORK**

Transit Operators returning to work following a sickness absence shall notify their respective depot office prior to 14:30 on the day before their return to work in order to be restored to the run held prior to the absence.

Transit Operators on any other approved leave of absence shall be scheduled to resume their former run upon return to work without notice unless returning earlier than scheduled, in which case the provisions for returning to work from sick leave will apply.

### **2.14 CALL-IN PROCEDURE**

The call-in procedure is in place to provide a means for an Operations Supervisor to communicate with a Transit Operator. A Transit Operator must respond to their Operations Supervisor or, if unavailable, another Operations Supervisor, within seven (7) days of the date of issuance of the call-in slip.

### **2.15 SHIFT TRADE POLICY**

This Policy aims to provide Transit Operators with a degree of work flexibility for personal convenience while safeguarding National Safety Code regulations and preventing unacceptable exploitation of trading privileges. Transit Operators will be in violation of the shift trade policy where they:

- Work trades that interfere with their other CMBC work commitments and/or which contribute to a breach of National Safety Code regulations;
- Trade their CMBC work to engage in other employment;
- Trade shifts to mask poor attendance performance;
- Accept or provide any form of monetary payment for buying, selling, or brokering work.

**The following rules will apply to all Transit Operators participating in shift-trades:**

- Transit Operators may make up to 15 (fifteen) trades per calendar year. Each trade can be a maximum of one regular day's work. Where a full day's work is traded but split and worked by two other Transit Operators, it shall require a trade slip covering both pieces and will constitute (2) two trades. Permission may be granted in special circumstances, to exceed 15 (fifteen) trades in a calendar year or to arrange permanent work swaps, etc. Requests for same, stating reasons must be submitted, in writing, and receive approval from the employee's Operations Supervisor.
- Signed-up Transit Operators may trade their regular index work, only. Spare board Transit Operators may trade the work assignment(s) that represents their day's work.

- Trades must be return traded within 180 days of the initial trade or prior to the commencement of a new sheet following a consolidated sign-up, whichever period is shorter.
- Three-way trades are not permitted.
- Trades between Transit Operators assigned to different depots are not normally permitted.

Transit Operators are not permitted to work trades while they are on sick leave, banked statutory holidays, annual vacation or any leave-of-absence.

- Trades for cash are strictly prohibited. An imbalance between shifts traded and shifts worked may lead CMBC to conclude that an employee has participated in a cash trade.
- Trade Slips (M-88) must be completed and signed by both Transit Operators and submitted to the depot office not less than 24 hours prior to the first part of the described trade being worked. If any subsequent changes occur which alter the facts provided on the trade form, the original trade must be cancelled, and the Transit Operators must submit a new trade form.
- No trades will be processed through payroll.
- Any violation of this company policy will be considered a serious employment offence and subject to progressive discipline up to and including termination.
- New employees on probation must have their shift trades approved by an Operations Supervisor at least 24 hours prior to engaging in the trade.

## **2.16 SMOKING ADJACENT TRANSIT VEHICLES AND PROPERTY**

B.C.'s Tobacco and Vapour Products Control Regulations (TVPCR) and C.M.B.C policy prohibits Transit Operators and customers from smoking within 7.5 meters of a transit vehicle, bus shelter or entrance to other transit property at any time. On all other public or private property, CMBC employees must abide by TVPCR requirements, municipal bylaws and posted signage while at work or in uniform.

While on TransLink property, customers are bound by the TVPCR, municipal bylaws, and TransLink signage along with its associated rules. Please note that in case of a customer smoking at a bus stop that is *not* owned by TransLink, they would be subject to the applicable municipal bylaw/s.

## **2.17 AUDIO EQUIPMENT – USE BY CUSTOMERS**

No customer shall operate audio equipment, such as but not limited to, a CD or MP3 player, tape recorder, radio, or musical instrument in a transit vehicle or upon transit property unless the sound is audible only to that person by an earphone.

## **2.18 CELL PHONES AND ELECTRONIC DEVICE USAGE WHILE DRIVING ON DUTY**

This policy relates to the use of electronic devices by CMBC employees while driving on duty. The use of cell phones and other electronic devices is prohibited while driving on duty, except as described in this policy.



**Revenue Vehicles:**

The following is prohibited while driving:

- Using (“using” includes holding, operating functions, communicating orally, watching screens, listening to, by any method whatsoever) any hand-held electronic device.
- Using a device capable of sending or receiving text messages or email.
- Wearing of smart watches, smart glasses, or other similar technologies.
- Using any hand-held or hands-free audio or video players, musical instruments, game players, and other electronic devices having a similar function.

The following are exceptions to the prohibitions listed above:

- Using the TMAC radio and data terminal displays, and other company issued two-way radios that are securely fixed to the vehicle.
- Using a cell phone to call police, fire, or ambulance about an emergency.

**Non-revenue or Personal Vehicles:**

The following is prohibited while driving non-revenue or personal vehicles:

- Using (“using” includes holding, operating functions, communicating orally, watching screens, listening to, by any method whatsoever) any hand-held electronic device.
- Using a hand-held device capable of sending or receiving text messages or email.
- Interacting with smart watches, wearing of smart glasses, or other similar technologies.
- Using any hand-held or hands-free audio or video players, musical instruments, game players, and other electronic devices having a similar function.

The following are exceptions to the prohibitions listed above:

- Using the TMAC radio and data terminal displays and other company-issued two-way radios that are securely fixed to the vehicle or to the user (e.g., Security and Transit Supervisors)
- Making and receiving hands-free telephone calls.
- Navigation/GPS systems may be used if:
  - The navigation system is either built into or operated through the vehicle’s multi-media system and programmed before commencing vehicle operation.
  - The portable device being used for visual and/or audible navigation is securely fixed to the vehicle in a manner that does not obstruct the driver’s view and is programmed before commencing vehicle operation.

**2.19 HEARING PROTECTION**

Any hearing protection used must be WorkSafe B.C. approved. The following is an excerpt from the ‘Guide for Physicians in Determining Fitness to Drive a Motor Vehicle, edition 7’.

Passenger Buses and Taxis:

*“Both bus and taxi drivers should at least be able to hear what their customers are saying to them without having to turn their head and take their eyes from the road. The driver should also be able to hear approaching emergency vehicles and warning signals at railway crossings”.*

**2.20 PERSONS AUTHORIZED TO OPERATE TRANSIT VEHICLES**

Transit Operators will not permit any person to operate any vehicle in their charge except:

- Uniformed or identified Transit Supervisors or Training Department Instructors.
- Service personnel detailed to make mechanical repairs or adjustments.
- Trainees properly assigned by the Training Department.

## 2.21 DRIVER COMFORT STATIONS

Many of CMBC's authorized comfort facilities are located in service stations that are normally kept locked. To prevent unauthorized persons from entering, littering, or damaging these facilities, Transit Operators must make certain that doors are locked when leaving. Transit Operators are requested to leave the facilities neat and clean.

## 2.22 COMPANY ISSUED ITEMS

Transit Operators while on duty must carry the following items:

- Lost Property Tags (M-122)
- Courtesy Cards (M-353)
- Accident Information Cards (M-75)

## 2.23 SCHEDULE ADHERENCE

The 'Operator Trip Schedule' (paddle) is the official schedule for all runs. Transit Operators are to make every reasonable effort to maintain this schedule. Transit Operators shall pace themselves accordingly between timing points so as to arrive at a timing point in time to discharge and load customers and leave at the scheduled time as indicated on the paddle.

The first Transit Operator on any run must take the paddle out with the run. The last Transit Operator is responsible for returning the paddle to the depot office.

## 2.24 RELIEF ON THE ROAD

A relief Transit Operator must report at the designated relief point at the scheduled time.

Transit Operator being relieved:

2. Must ensure that any known mechanical defect is marked on the vehicle card (any serious defect needs to be communicated to T-Comm), the card is signed, one of the three checkboxes is checked; and
3. Must complete interior vehicle check prior to securing bus (per Section 9.5.9 of this Manual); and
4. Must contact T-Comm if a customer in a wheelchair or scooter wishes to stay onboard.

Transit Operator picking up:

1. Must check any mechanical defects marked on the vehicle Pre-Trip card; ensure that the card is signed and that one of the three checkboxes is checked; and
2. Must complete exterior vehicle check (per Section 9.5.7 of this Manual); and
3. Must test the parking brake alarm. If the alarm malfunctions, the Transit Operator is required to record it on the Vehicle Daily Status & Pre-Trip Report and report the malfunction to a relieving Transit Operator when the bus is handed over.

A relief Transit Operator who misses their relief assignment must phone the depot office (during depot office hours) or Transit Communications immediately.

A Transit Operator who is not relieved at the scheduled relief point will be required to do the following:

1. Transit Operators are no longer expected to call in missed reliefs.
2. Notify Transit Communications of the missed relief (TMAC canned message).
3. Carry on '**in service**' to the terminus or to a point as instructed by a Transit Supervisor or Transit Communications Supervisor, *unless the Transit Operator has a legitimate reason for not continuing*.

### **2.24.1 UNATTENDED RELIEF**

An Unattended Relief occurs when a run is scheduled to be relieved and there is a break before the next Transit Operator is scheduled to start. Unattended Reliefs will be utilized at some stations and loops (terminus only) from the first bus to 20:00 daily. Mid-route reliefs are not affected. Transit Operators will no longer be required to wait for their Relief, but instead need only to secure their Bus at the relief location after following the 'Transit Operator being relieved' procedures in Section 2.1.21 (Trolley Buses: lowering poles is not necessary).

### **2.25 OWL MEETS ON 'GRANVILLE MALL'**

There are four (4) Owl Meets scheduled every Monday to Friday night in the downtown core near the Granville Skytrain station. An Owl Meet is a 'definite' regular meet of buses designed to give customers a chance to transfer between various types of transit at a time when regular service is less frequent. The only indication on the paddle that there is a 'Meet' is a timing point with departure times at 24:09, 24:39, 25:09 and 25:39. Those bus routes operating on Granville Street during Owl Meet cycles will layover in the following areas:

#### **2.25.1 NORTHBOUND SERVICES**

All routes heading northbound on Granville Street will layover nearside Dunsmuir Street.

#### **2.25.2 SOUTHBOUND SERVICES**

All routes heading southbound on Granville Street will layover nearside Dunsmuir Street.

#### **2.25.3 EAST AND WESTBOUND SERVICE (MONDAY – FRIDAY)**

All routes heading eastbound on Pender will layover on Pender farside Seymour. All routes heading westbound on Pender will layover on Pender farside Howe.

### **2.26 OWL MEETS 'FRIDAYS & HOLIDAYS'**

On Fridays, Stat Holidays and days before a Stat Holiday, those bus routes that normally operate downtown on Granville Street will be routed via Seymour Street N/B or Howe Street S/B from 21:00 – 28:00 to accommodate V.P.D. street closures on Granville Mall during those hours.

Bus routes operating adjacent to the Granville Mall, northbound on Seymour Street and southbound on Howe Street during the Owl Meet cycles will layover in the following areas:

#### **2.26.1 NORTHBOUND SERVICES**

All routes heading northbound on Seymour Street will layover far side Robson Street.

#### **2.26.2 SOUTHBOUND SERVICES**

All routes heading southbound on Howe Street will layover far side Dunsmuir Street.

## 2.27 INJURED ANIMALS

If you are involved in an accident where a domesticated animal is injured or killed, with due regard for your own safety, either move the animal to a safe location at the side of the road or protect the area. Report to the Transit Communication Centre immediately if you require the S.P.C.A. or similar to attend the scene. Submit an Employee Incident Report (M-60).

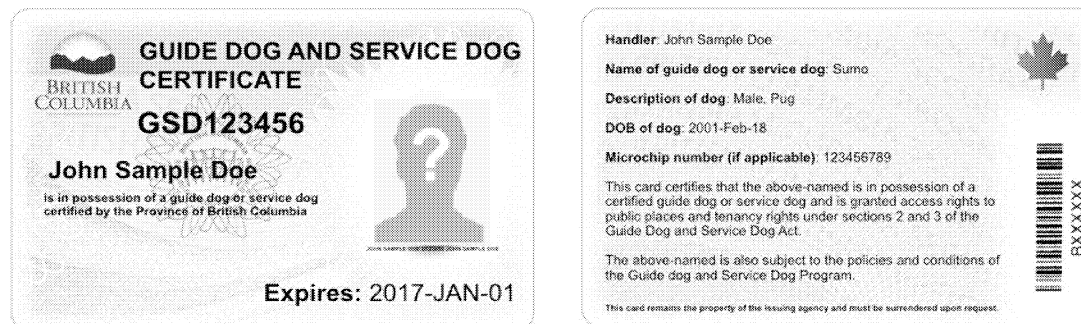
## 2.28 PETS ON TRANSIT

Small fur bearing and feathered pets, together with other like sized pets, are permitted to travel on CMBC Conventional and Community Shuttle vehicles. Each pet must be contained in an approved hard-shell or soft pet carrier and must contain the complete animal. The cage (one per customer) should be clean, free of odours, have no sharp edges and be small enough to fit in the customer's lap, however it may also be placed on the floor of the vehicle as long as it does not impede the aisle or block the exit. Dog strollers are NOT permitted onboard a transit vehicle.

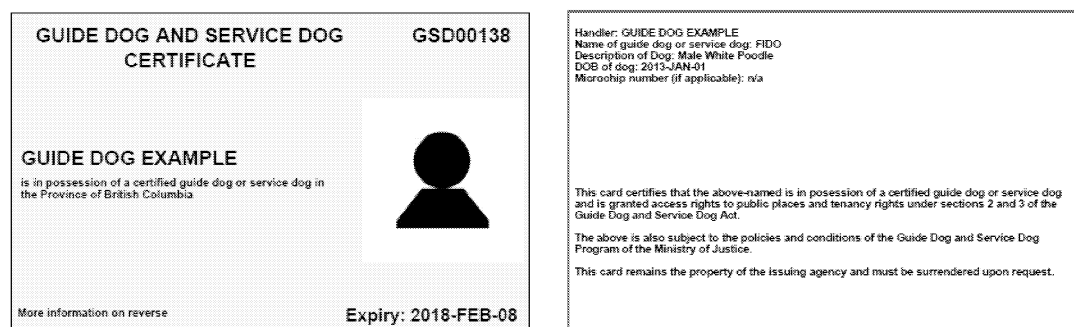
Customers travelling with a pet are advised to make their trips during off-peak hours. The Transit Operator, at their discretion, may not allow a customer to board with a pet if there is a concern for the safety or comfort of other customers onboard. If standing room only is available, the Transit Operator can refuse passage to the customer and their pet.

## 2.29 GUIDE DOGS AND SERVICE DOGS

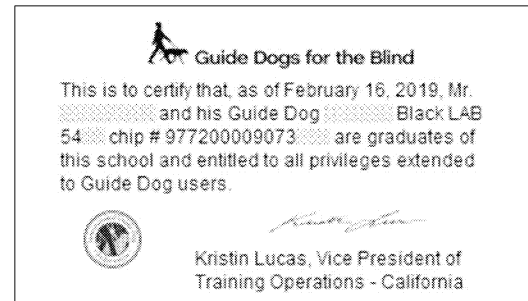
Guide Dogs and Service Dogs, assisting or being trained to assist a person with a disability, are permitted on a transit vehicle and are not required to be in a cage. Many different breeds are used to assist customers with a variety of disabilities and most Guide and Service dog owners carry identification for their animal or have identification affixed to a collar or a vest. Under the Guide Dog and Service Dog Act, the Government issues a driver's license sized Guide Dog and Service Dog Certificate (see sample below).



Certificates issued under the Act in the old style are valid until they expire. Those certificates look like the following:



Valid dog and handler teams exist outside of the BC certification process and are protected under the BC Human Rights Code. Transit Operators may receive cards from other jurisdictions as well and are thus acceptable. Some examples of certifying authorities are given below. Please note that these are for reference only:



As the first forward facing bus seats are designated as 'courtesy seats', these seats are particularly appropriate for blind customers accompanied by 'guide dogs' or other customers using Service Dogs.

'Service Dogs' applies to dogs used to assist individuals with specific tasks pertaining to visible and non-visible disabilities such as hearing impairments, seizure disorders or mobility issues. These dogs may not appear to be obvious or recognizable as Service dogs. If this is the case, identification may be requested prior to the person wishing to board with their Service Dog. Please accommodate them as you would with any person with an easily identifiable Guide or Service Dog.

## 2.30 REPORTS

### 2.30.1 EMPLOYEE INJURY REPORT (F-180)

The F-180 Worker's Report of Injury or Occupational Disease (formerly known as Worker's Report of Incident or Occupational Illness) is available on MyCMBC as part of the 'Recover at Work' package. This form must be completed when seeking medical attention or losing time from work a day after the injury. Note that medical attention does not include First Aid. Lost time only applies to time lost starting the day after the incident. Time lost on the day of the incident does not trigger an F-180.

### 2.30.2 EMPLOYEE'S INCIDENT REPORT (M-60)

Whenever involved in a collision, pedestrian contact, onboard accident, or wheelchair/scooter incident, however minor, litigation is to be anticipated. Transit Operators are required to complete the appropriate Company reports within 24 hours of the incident or accident. Obtain as many witnesses and provide as many details as possible.

### 2.30.3 TRANSLINK SECURITY INCIDENT REPORT (M-812)

The Security Incident Report (M-812) is used when reporting the following occurrences:

Assaults, Fare Disputes, Problem Passengers, and Vandalism. Incidents of violence must be reported and investigated as outlined in WorkSafe B.C. regulations 3.10. These include incidents that involved injury requiring medical attention or incidents that had the potential for causing injury. Submit the Security Report (M-812) within 24 hours.

## 2.31 ACCIDENTS

At the scene of an accident obtain the name and address from:

- As many witnesses as possible,
- Anyone sustaining loss or injury.

All '**hit and run**' incidents other than mirror contacts must be reported via TCOMM to the Police, who will then determine if there is sufficient information or circumstances to proceed with a complete police report. Complete an Employee's Incident Report (M-60) for our internal claims department to provide to ICBC.

If a Police Officer attends, then be sure to obtain:

- Name and badge number;
- Detachment;
- File number or case number.

Transit Operators are expected to confine their remarks to the exchange of particulars. Do not discuss the accident as to fault, liability or offer to pay for the damage to any other vehicle.

### 2.31.1 DUTY OF DRIVER AT ACCIDENT (SECTION 68 MVA)

The following laws are excerpts from the Motor Vehicle Act.

1. The driver or Operator or any other person in charge of a vehicle that is, directly or indirectly, involved in an accident on a highway must do all of the following:
  - a. remain at or immediately return to the scene of the accident;
  - b. render all reasonable assistance;
  - c. produce in writing to any other driver involved in the accident and to anyone sustaining loss or injury, and, on request, to a witness
    - i. his or her name and address,
    - ii. the name and address of the registered owner of the vehicle,
    - iii. the licence number of the vehicle, and
    - iv. particulars of the motor vehicle liability insurance card or financial responsibility card and, if applicable, blanket certificate for that vehicle, or such of that information as is requested.
2. The driver or Operator or any other person in charge of a vehicle that collides with an unattended vehicle must stop and must:
  - a. locate and notify in writing the person in charge of or the owner of the unattended vehicle of:
    - i. the name and address of the driver, Operator, or other person in charge,
    - ii. the name and address of the registered owner, and
    - iii. the licence number of the vehicle that struck the unattended vehicle, or
  - b. leave in a conspicuous place in or on the vehicle collided with a notice in writing giving the information referred to in paragraph (a).
3. The driver or Operator or any other person in charge of a vehicle involved in an accident resulting in damage to property on or adjacent to a highway, other than a vehicle under

subsection (2), must take reasonable steps to locate and notify in writing the owner or person in charge of the property of the fact of the accident and of the following:

- a. the name and address of the driver, Operator, or other person in charge of the vehicle;
- b. the name and address of the registered owner;
- c. the licence number of the vehicle.

### **2.31.2 COOPERATION WITH POLICE OFFICERS**

If a Transit Operator's bus is involved in an accident or incident that is attended by a police officer, the Transit Operator is expected to give all reasonable assistance to the officer and when requested by the officer, answer all questions that are pertinent to the accident. This would include supplying the names of witnesses. Transit Operators are advised not to 'guess' at an answer but to provide detail only when they are reasonably certain of accuracy. Any statement made to a police officer may be used as evidence in any legal proceedings arising from this accident /incident. Do not sign any document other than police or company reports. In the event that a Transit Operator is served with a writ of summons, and / or statement of claim, they must report to their Operations Supervisor with the writ within 24 hours.

### **2.32 FIRE OR EMERGENCY**

Transit Operators are expected to give full and immediate co-operation to persons responsible during emergency situations. These persons responsible include, but are not limited to the following:

- Police Officers, Jurisdictional Police
- Fire / Emergency Personnel
- Transit Supervisors or CMBC Safety Officers
- South Coast British Columbia Transit Authority; (Transit Police).

Always proceed with caution when traveling around or through an area where emergency equipment and personnel are working.

### **2.33 REPORTING DELAYS**

The Transit Operator of the first transit vehicle to be delayed by a fire, accident, or any other cause, is required to notify Transit Communications immediately. If a Transit Operator is unable to notify Transit Communications themselves and must relay the information through a third party, it is their responsibility to ensure that the party making the call understands the situation fully and the necessity for reporting the delay promptly. Ask the third party to report back if possible.

When Transit Operators are off duty and observe an accident that may cause a delay to our service, co-operation in informing Transit Communications will be greatly appreciated.

### **2.34 REPORTING TROUBLE ON ROAD**

The Transit Operator should ensure they have their paddle information available prior to contacting Transit Communications, and should be prepared to furnish information in the following sequence:

- Bus number
- Seniority number



- Line Group & Block Number
- Location
- Direction of travel
- Nature of the problem

If it is an emergency, confirm emergency equipment is required and verify that the Transit Communications Supervisor has all the necessary information.

### 2.35 LOADING POSITIONS

A Transit Operator of a bus in the first loading position at any terminus must load all intending customers immediately. A Transit Operator of a bus in the second loading position must immediately move into the first position when it is vacated.

Transit Operators must not take recovery time at any place other than their designated terminus unless otherwise instructed. *It is critical* that blind customers are let off at their expected designated stop, either on the street or at a designated bay in a loop, as they are trained to locate familiar landmarks to orient themselves when alighting. Where this is impossible, clear verbal instruction must be given regarding the location's relation to the expected, designated location.

### 2.36 NOT IN SERVICE (NIS)

All buses are 'in service' unless otherwise noted on the trip schedule. 'Not In Service' buses are to drop off any customers remaining on board at stops along the scheduled return routing.

### 2.37 MULTIPLE BUS ZONES

In bus zones with room for two or more buses, load, and alight customers in the first two positions. Once the first bus has departed, buses in the second **and third** positions must confirm that there are no customers with apparent visual or mobility challenges at the ID pole before leaving the bus stop area.

If you are the third bus, you may load or alight but are required to move up to the first position to load as required. Please be aware that blind customers may still be waiting at the bus I.D. sign, especially where installed accessible yellow pads are located.

### 2.38 LANE NUMBERING

Traffic lanes, including an unpainted curb lane, are to be referred to in all company reports by number. When facing in the direction of travel, the right curb lane will always be lane number (1) one. This applies whether the curb lane is marked with a lane line or not.

### 2.39 LEAVING BUS UNATTENDED

Stops mid-route to obtain food or beverages for consumption at a terminus should not unduly delay customers or cause customers to miss their connections. When leaving a bus unattended with customers on board, the Transit Operator must ensure the following steps are taken;

- Front tires are turned in the appropriate direction to accommodate the grade,
- Parking brake is applied,
- Air is bled from the doors,
- Master control is turned to the park position,
- Customers have been informed of how to leave the vehicle,

- Farebox secured
- Consider placing the wheel block at the right rear wheel to accommodate the direction of roll (recommended).

### 2.39.1 VEHICLE SECUREMENT

Transit Operators are responsible for ensuring their vehicle is adequately secured. Prior to leaving the vehicle the Transit Operator must secure the fare media. It is not required that a bus be empty for it to be considered secure. Do not leave vehicles unattended with the engine running at any time.

## 2.40 CUSTOMER SERVICE

The BC Human Rights Code states that, in general, no one shall discriminate against anyone with respect to any service customarily available to the public, because of the race, colour, ancestry, place of origin, religion, marital status, family status, physical or mental disability, gender or sexual orientation of that person. This means that CMBC and its employees must not discriminate against any intending customer in providing public transit (e.g., refusing to carry a customer just because they are of a particular colour or has a mental disability).

### 2.40.1 BOARDING AND ALIGHTING

On regular routes, a customer should not normally be let on or off, except at a designated stopping place. All transit vehicles should be stopped parallel to, and within six to ten inches from the curb. When request stop operation applies, alight customers at a safe location.

When a Transit Operator is unable to properly access a bus zone, due to circumstances such as snow, ice, potholes, construction, or vehicles blocking, they should stay parallel to the curb, and use a place where customers may board and alight with safety. Customers should be informed of position of bus in relation to curb, and warned of increased step height, and if necessary, specifics of the landing area (slippery, uneven etc.). If the area adjacent the designated zone is deemed unsafe, it may be necessary to choose another location or, failing that, the next designated stop.

### 2.40.2 INTERACTIONS WITH CUSTOMERS

When a Transit Operator is conversing with a customer, they should do it quietly and courteously. Allegations against Transit Operators regarding abusive or rude behavior will be investigated. If a customer or bystander requests a Transit Operator's name or any other personal information, the Transit Operator is expected to provide **only** their seniority number.

### 2.40.3 UNNECESSARY CONVERSATION

Transit Operators are to answer questions, give directions, and extend courtesies, in connection with the performance of their duties. However, lengthy conversations with anyone may give the impression that concentration on driving is adversely affected.

### 2.40.4 ANNOUNCEMENTS

In addition to Automatically Annunciated information by the TMAC System, Transit Operators are *expected* to make clear, audible, general announcements that will be of assistance to customers and **must** announce:

- a. Destination of a vehicle which has been re-routed or short-turned by a Transit Supervisor or Transit Communications Supervisor;
- b. Requests to move to the rear of a vehicle as conditions required; (may be a canned message)
- c. Express services when appropriate.
- d. Warnings as appropriate i.e.: Hold On / Clear the Doors / Watch Your Step / Move behind the Red Line / Clear the area for priority seating (accessible service). Some canned messages in the TMAC System.
- e. All relevant announcements in the event of a TMAC annunciator malfunction.

### **2.40.5 REFUSAL TO CARRY CUSTOMERS**

A Transit Operator may refuse to carry, or may cause to be removed from the vehicle, a customer who is guilty of dangerous, disorderly or abusive conduct. If the customer refuses to desist when asked to do so, the Transit Operator has the authority, under section 6 (2) of the South Coast British Columbia Transit Authority (SCBCTA) Act, to request that a customer leave the bus.

**The Transit Operator must not attempt to remove someone on their own.** Transit Communications should be contacted so that the proper authorities carry out this action.

The following is an excerpt from the Greater Vancouver Transit Conduct and Safety Regulations (Section 6):

Requirement to obey signs and rules:

6 (1) If the authority or one of its subsidiaries makes rules, or posts signs on transit vehicles or other transit property, for the safety, good order or convenience of persons while they are on, entering or leaving a transit vehicle or other transit property, a transit employee may require, as a condition of allowing any person to enter or remain on the transit vehicle or transit property, that the person obey the signs or comply with the rules.

(2) If a person does not obey a sign or comply with the rules when required to do so by a transit employee acting in accordance with subsection (1), any transit employee may do any of the following:

- a. refuse that person permission to enter the transit vehicle or other transit property;
- b. order that person to leave the transit vehicle or other transit property;
- c. order that person not to enter any transit property or not to enter specified transit properties for a period not exceeding 24 hours from the time the order was made.

### **2.40.6 CHILD ABUSE**

It is the responsibility of all Transit Operators to report any incident of child abuse to Transit Communications or a Transit Supervisor as soon as possible.

### **2.40.7 ENSURING SAFETY OF CHILDREN TRAVELLING ON A BUS ALONE**

In BC, parents/guardians remain responsible for providing adequate provisions for the safety and care of their children and determining if their children may take transit unaccompanied.

Parents/guardians are to ensure they make adequate provisions for the safety and care of their children whenever travelling on transit, including when travelling unaccompanied. CMBC Operators should contact T-Comm if a safety concern for unaccompanied children is identified.

#### 2.40.8 ACCOMMODATING CUSTOMERS

Transit Operators must make every effort to accommodate intending customers from other buses. On occasion this may require waiting beyond the scheduled leave time. A tap on the horn or a flash of the lights may be used to indicate to another Transit Operator that you have customers intending to transfer.

#### 2.41 FARES AND FARE COLLECTION

Transit Operators must be knowledgeable about the current Transit Tariff as it pertains to the Conventional Transit System. The role of the Transit Operator is to meet, greet and interact, answer questions, and review fare media. Transit Operators, if they feel safe to do so, may advise customers in a respectful and non-confrontational manner of invalid or expired transfers. **DO NOT SEIZE OR CONFISCATE PASSES OR COMPASS CARDS.** Otherwise, let them board and initiate the following P.A. announcement through the automated radio system:

*“This is a Fare Paid zone. Customers who have not paid the appropriate fare are subject to a fine.”*

***Do not get into a confrontation if they refuse to pay.***

If customers forget to obtain transfers/fare receipts when boarding, and return for one, issue the transfer and advise them that transfers are usually obtained at the time of paying fare.

Fare related problems such as ‘Fare Not Paid’ or ‘Fare Dispute’ may be reported to T-Comm using the Text Messaging function of the TMAC system

Transit Operators are never to handle cash unless a customer with a disability requests assistance.

**NOTE:** Buses are not to be taken out of service for non-payment of fare as this may escalate a situation. If a situation escalates or assistance is required:

- Contact T-Comm for assistance and direction.
- Complete a Security Incident Report Form (M-812).

#### 2.42 LOST PROPERTY

Normally, a Transit Operator who finds an article on a transit vehicle must attach a completed Lost Property Tag (M-122) and deposit the article in a depot office lost property box on the day that it is found. Be cautious with customers when discussing the length of time, it takes for found items to make it through the system to the Lost Property office as unavoidable delays sometimes occur.

If the apparent value of the item(s) does not exceed \$100, and the claimant can readily identify the article (or contents of the article), the Transit Operator may return the property to the claimant. However, the Transit Operator must complete a Lost Property Tag, which should include a description of the item(s) returned and the signature of the claimant. The signed Lost Property Tag will serve as a claim receipt for the property returned to the claimant. T-Comm

must be notified, and the completed tag must be deposited in a lost property box at the end of the Transit Operator's shift.

A Transit Operator **MUST NOT** attempt to contact potential claimants personally as it confuses the process at the Lost Property office. If the property is of a questionable nature (i.e. drugs, potential weapons, or large sums of money) or important documents such as a Passport, contact T-Comm or a Transit Supervisor for direction. Confrontations with claimants should be avoided. An item that is not retrieved by the owner within the retention period will be sent to a charity or auctioned for charity.

Customers who accidentally deposit items such as unusual coins or other objects into the farebox can reclaim the items at the Lost Property Office. The Transit Operator must fill out a Lost Article Tag specifying the bus number, description of the article, name and address of the customer concerned, and deposit the tag into a lost property box. The customer may call Customer Information (604 953-3333) who can alert the Farebox Department for the incoming item.

If a customer claims reimbursement for accidentally depositing a cash amount in the farebox in excess of the fare, the Transit Operator should complete a Lost Property Tag indicating the overpayment (i.e., fare of \$3.00, deposit \$4.00, overpayment equals \$1.00), and give it to the claimant as a receipt for overpayment. The customer should be advised to contact Compass Customer Service Centre at [support@translink.ca](mailto:support@translink.ca) for reimbursement.

## 2.43 LITERATURE

The distribution of religious, political or any other unauthorized matter by any person aboard a company vehicle is prohibited. Any such unauthorized material found placed on the seats of buses or made available on a 'take one' basis, is to be removed.

## 2.44 FOOD AND BEVERAGES

In consideration of customer safety and convenience, only food or beverage items that are properly wrapped or covered to prevent spillage will be permitted. If a customer fails to comply, after being politely and properly informed of the policy, contact Transit Communications for assistance. Care should be taken to avoid a confrontation.

## 2.45 REQUEST STOPS

Between the hours of 21:00 and 05:00, any customer may request to be let off at other than designated stopping places on all routes, except for express and limited stop sections. These requests may be granted if, in the opinion of the Transit Operator, it is safe to do so. Customers **must** alight the vehicle by the front doors only.

In the interest of Customer Service, Operators should use their discretion and allow passengers who are ill or use a mobility device that does not require an 'Accessible Stop' (i.e. canes or walkers) off at request stops outside of the hours noted above, if it is safe to do so. Customers **must** alight the vehicle by the front doors only.

Customers using the wheelchair LIFT must usually leave the bus at accessible stops, however, RAMP equipped vehicles are usually able to unload at a **safe** location other than designated stops. You may take the following steps when informing customers of transit system rules:

- Inform the customers of the rule and politely request compliance.

- If the customer refuses to comply with your request, contact Transit Communications for assistance and direction, take care to avoid confrontation.
- A Transit Operator will not be faulted for using reasonable judgment under these circumstances.

## 2.46 BIKE RACKS (CUSTOMER USE ONLY)

Single seat, two wheeled (non-motorized) bicycles, and electric bicycles with wheels that are a minimum of 16 inches, should be accommodated on exterior bike racks. Each bike rack can accommodate two bicycles at a time. Loading, unloading, and security of the bicycle are the responsibility of the cyclist. Loose items such as water bottles, air pumps, panniers, luggage or bags must be removed by the customer before loading the bicycle on the bike rack. To reduce weight on the bike rack lithium batteries should be removed when possible.

**SAFETY FIRST!** Transit Operators **must** apply the parking brake prior to allowing the customer to load or unload the bicycle from the bike rack. Customers loading bicycles should do so from in front of the bus or from the curbside of the bus **only**, never on the side with oncoming traffic!

Transit Operators should politely request that the customer inform the Transit Operator when they wish to alight from the bus and remove the bicycle from the rack. The cyclist removing the last bike should be politely reminded to stow the rack in the upright position.

## 2.47 MEDICAL OXYGEN EQUIPMENT

Some customers require oxygen. Transporting portable cylinders containing medical oxygen is not a hazard and those customers with containers are permitted to use the transit system.

## 2.48 STROLLERS

When a customer with a child in a stroller wishes to board the child may remain in the stroller while boarding and for the journey but may not obstruct aisles and doors. If the customer makes a request, the Transit Operator **MUST** lower the ramp/lift for the stroller, unless it is unsafe to do so. The parent/guardian then has the following options:

- a. Remove the child from the stroller, then fold the stroller up and place in the wheelchair location, or any other location, which does not obstruct the aisle or doorways.
- b. Leave the child in the stroller, and then place in either one of the wheelchair locations, or other approved space. It is not necessary to use the wheelchair restraints, but the parent, or person in charge must hold the stroller in place and set the stroller brakes.
- c. Transit Operators are required to ensure that the stroller is not blocking the aisle way and verbally confirm that the stroller brakes are applied.

Same guidelines as wheelchair measurement apply. Maximum 'footprint' is 2 feet by 4 feet.

**NOTE:** The maximum number of strollers that can be accommodated is limited only by bus type and the amount of space available on the bus.

## 2.49 BABY CARRIERS, BACKPACKS, SLINGS, & CAR SEATS

Children are secure when confined to carriers, backpacks, and slings as they are when secured in a stroller. Parents should be advised to be careful of other customers if they are negotiating through a crowded bus.

Customers boarding with children secured in car seats should be reminded to hold onto the car seat to minimize the effects of sudden directional changes or a sudden speed change, such as an emergency brake application.

**NOTE:** Play buggies such as plastic pull-along carts, 'red-flyer' carts etc., are not classed as strollers.

## 2.50 SHOPPING CARTS

Proprietary shopping carts, i.e., those usually used at, and owned by a supermarket, **cannot** be boarded. Personal shopping basket type carts used mainly by seniors **should** be accommodated.

## 2.51 ACCESSIBLE SERVICE

### 2.51.1 MOBILITY IMPAIRED CUSTOMERS

Normally, buses are not required to wait for customers to be seated before proceeding as sufficient handholds, straps, and stanchions have been provided to allow secure standing.

However, upon boarding, customers who are obviously in the following categories should be allowed an opportunity to find seating:

- Mobility impaired either by age or disability
- Blind
- Carrying a child or otherwise restricted from holding on
- Obviously impaired

Advise persons in these categories to hold on as they proceed through the vehicle and to take and remain in the first available seating until the vehicle stops at their intended destination.

## 2.52 MINIMUM VOLUME LEVELS (TMAC)

Recent Human Rights decisions concerning people with disabilities have made bus stop announcements compulsory throughout much of the North American public transit industry. Recognizing that automatic annunciators are now an integral part of our equipment makeup, representatives from CMBC, UNIFOR and Access Transit user groups have agreed upon guidelines that address the needs of the Transit Operator while still providing the required level of service to the accessible community. ***These guidelines stipulate that the minimum volume level for interior and exterior announcements be set to five (5) during peak and normal hours.*** Transit Operators can adjust the volume level only for exterior announcements from five (5) down to one (1) to mitigate noise on early and late trips in residential areas.

## 2.53 PRIORITY SEATING

The order of priority for the wheelchair/scooter positions (accessibility area) on **all CMBC vehicles** is:

1. Customers who use wheelchairs, scooters, or other mobility aids.
  2. Seniors or customers with other mobility issues (priority seating).
  3. Customers with strollers.
- When the wheelchair positions are required by a customer using a wheelchair, scooter or other mobility aid, and the position is occupied by a senior or a customer with a stroller, request the senior or the customer with a stroller move to another available seat and in the case of the customer with a stroller, to fold the stroller, and store the stroller between the seats, or in the wheel-well.
  - If the customer is unable to fold the stroller, or does not move to another seat, advise the customer using a wheelchair, scooter, or other mobility aid that you will contact T-Comm for assistance.

**NOTE: Persons using wheelchairs, scooters, or other mobility aids have *priority* in the Priority Seating Area.** If one of the aforementioned customers' needs that space politely ask the senior or the parent/guardian to vacate the space, remove the child, fold the stroller, and allow the mobility aid user access to the securement area.

### 2.53.1 RAMP/LIFT CARD

The RAMP/Lift Card alerts Transit Operators that the apparently ambulatory customer has difficulty climbing stairs and will need the ramp / lift to board the bus. Ramps / lifts may be used, at any bus stop decal with the international wheelchair symbol, by customers using walkers or crutches and by persons with disabilities who have difficulty climbing stairs. The ramp / lift should also be deployed when a customer with a disability does not have a RAMP/Lift Card, but requests that the ramp / lift be deployed. In some cases, the RAMP/Lift Card will merely alert the Transit Operator of the need to kneel a low floor bus.

### 2.53.2 ACCESSIBLE BUSES

A customer in a wheelchair/scooter may board an accessible bus providing that they are able to:

- a. Board the ramp / lift by themselves or with a companion's assistance.
- b. Prevent the wheelchair / scooter from rolling while on the moving platform, or inclined ramp, by themselves or with a companion's assistance.
- c. Maneuver into the accessible areas by themselves or with a companion's assistance.

### 2.53.3 WHO CAN USE THE RAMP / LIFT

**Anyone** who requests that the bus be knelt, or the ramp / lift be deployed should be accommodated. Individuals in the following categories should be offered the opportunity to use the ramp / lift and / or have the bus knelt.

- People in wheelchairs / scooters.
- People using walkers, crutches, canes, etc.
- People who walk unassisted but cannot exert themselves or bend their legs enough to climb steps (due to a heart condition or severe arthritis, etc.).
- Customers boarding with strollers or with laden collapsible grocery carts.



## 2.53.4 BOARDING PROCEDURES

When boarding customers in wheelchairs or scooters the Transit Operator should:

- Set the parking brake and select Neutral.
- Normally, Transit Operators should board customers in wheelchairs / scooters first, general practice is to allow other customers to alight first.
- Politely ask customers in seats located in the accessible securement area to move to other seats so that the customer in the wheelchair / scooter can be secured. If necessary, customers can be referred to the sticker adjacent the seats. If the customers in both accessible securement areas refuse to move, Transit Communications should be contacted for assistance.
- Ask if the person is familiar with boarding procedures.
- Caution all customers to stay five feet clear of front door so they are clear of ramp / lift while cycling. Caution the intending customer not to board until it is safe to do so. (The ramp / lift will extend 4 feet from outside of bus when fully deployed).
- On RAMP equipped buses, kneel the bus first to reduce the ramp angle.
- Ensure the jump seats are locked in the 'UP' position. Inform the customer in the wheelchair / scooter when it is time to move onto the ramp / lift. If necessary, customers already on the vehicle may be asked to move further back while the customer in the wheelchair / scooter is boarding.

It is preferred, **but not mandatory**, that a customer in a wheelchair / scooter backs onto the ramp / lift to minimize the maneuvering required to position the wheelchair for securing once it is on the bus (especially with a crowded bus). Factors including limited visibility, limited mobility, etc. may necessitate loading in a 'Front-First' position.

Experience has shown that scooters are more easily maneuvered boarding forward, but once on board, scooters are more difficult to turn around and back into designated areas. Customers should be cautioned once on the lift, to set the brake, grasp the handrails, and watch the clearance between their hands on the handrails and doors as the lift operates. Check whether the wheelchair is situated properly on the ramp / lift and make sure the safety gate (**lift only**) is up in order to prevent the wheelchair from rolling off.

Transit Operators should ask where customers wish to alight so the bus can be positioned for ramp / lift deployment.

**NOTE:** Some wheelchair/scooter customers may have difficulty verbally communicating their desired stop. They may have their destination written on a card to show the Transit Operator.

If operating a **lift** equipped bus, caution standees or attendants riding on the lift that they are required to hold onto at least one handrail and be careful that their head is low enough to avoid striking the top of the doorframe. 'Guide Dogs' for the blind and 'Assistance Dogs' are also permitted on the lift.

- Raise the ramp / lift.
- Alert the customers on side seats to potential hazards. Be alert for other customers with disabilities, such as blindness, who may be at increased risk during the boarding process.

- Check that the customer is a safe distance away from the ramp / lift before stowing it.
- Stow the lift before assisting with tie downs.

**NOTE:** Latex protective gloves are available for handling securement straps.

## 2.54 SECUREMENT STRAPS

For rear facing accessible locations, the Transit Operator is required to ensure that the mobility aid is as secure as is practicable under the circumstances; checking to ensure brakes are on, power is off, backed properly against backrest, and advising customer to hold on as appropriate.

For forward facing accessible locations, the Transit Operator is responsible for ensuring proper securement of the wheelchair or scooter by assisting customers with the Q-Straint securement straps provided **before** moving the bus. These straps must be used appropriately as provided. A forward facing, unsecured wheelchair or scooter on a moving bus is a safety hazard to the customer in the wheelchair or scooter as well as other customers onboard the vehicle.

The Transit Operator **MUST NOT** move the bus until the wheelchair or scooter is properly secured. The Q-Straint retractable securement straps must be fastened to the fixed **frame** of the wheelchair or scooter, not to the wheels or armrests. Any mobility device where the customer is seated in or on it should be secured in this manner.

**NOTE:** *The Q-Straint retractable securement straps are **NOT** enough to secure a scooter in a moving vehicle. Scooters **MUST** have the added protection of a 'Scooter Strap' secured across the platform of the scooter. These 'scooter straps' can be found with the other emergency equipment onboard the vehicle. Failure to secure a scooter properly could result in the scooter tipping over and serious injury to the customer in the scooter or other customers onboard the vehicle.*

## 2.55 SEAT BELTS

It is recommended that all wheelchair/scooter customers wear the seat belt provided at all times when riding the bus. This may provide an extra measure of safety during sudden or rapid vehicle deceleration. Customers under the age of sixteen (16) however, are required by law to wear a seat belt.

**The following is an excerpt from the BC Motor Vehicle Act (Section 220 Subsection 6)**

"A person must not drive on a highway a motor vehicle in which there is a customer who has attained age six but is under age sixteen and who occupies a seating position for which a **seat belt assembly** is provided unless that customer is wearing the complete **seat belt assembly** in a properly adjusted and securely fastened manner".

**The following is an excerpt from the BC Motor Vehicle Act (Section 220 Subsection 1)**

"In this section, '**seat belt assembly**' means a device or assembly **suitably fastened to the motor vehicle** composed of straps, webbing or similar material that restrains the movement of a person in order to prevent or mitigate injury to the person and includes a pelvic restraint, an upper torso restraint or both of them."

**NOTE:** Customers sixteen (16) and older are **not** required to wear the seat belt provided on the bus however, it should be noted that the belts attached to most wheelchairs are not strong

enough to withstand the forces of a crash and are usually not positioned correctly to restrain the occupant safely in a crash. If a customer is wearing the seatbelt that is an existing part of the mobility device they are using, and refuses the seat belt assembly in the bus, the Transit Operator should inform them of this fact.

## **2.56 TYPES OF MOBILITY DEVICES**

### **2.56.1 MANUAL WHEELCHAIRS**

As the wheel clamp (crab claw) has been disabled on most Hi-Floor buses, both retractable straps must be used.

### **2.56.2 NON-STANDARD / ELECTRIC WHEELCHAIRS**

Non-standard or electric wheelchairs should be secured by attaching both retractable straps to a point on the **frame** of the wheelchair as close as possible to a 45-degree angle.

### **2.56.3 ELECTRIC THREE / FOUR WHEELED SCOOTERS**

Electric three/four wheeled scooters must be secured using both retractable straps attached to a point on the scooter chair (usually an armrest) and a 'scooter strap' across the platform of the scooter. CMBC recognizes many persons who are mobility impaired may also have reduced upper body strength.

## **2.57 UNLOADING PROCEDURE**

When alighting customers in wheelchairs/scooters, the Transit Operator should:

- Set the parking brake and select Neutral;
- Check to see if the customer needs assistance in releasing the securement devices;
- Normally allow other customers to get on and off first and, when the lift is in position, have the customer in the wheelchair/scooter move onto the lift;
- Caution customers and pedestrians on the street to stay clear of lift/ramp;
- Make sure the customer stays clear of the cycling lift. Make sure the wheelchair/scooter is positioned appropriately (facing out, not backing out, is preferred);
- Remind the customer to set the brakes and grasp the handrails. Have standing customers move to the outer edge of the platform (watching doorway clearance), and grasp the handrails firmly;
- Lower the lift (if deploying RAMP, kneel bus first to reduce the ramp angle).
- Ensure the customer alights from the lift/ramp and is clear before stowing. Complete the stowing procedure before allowing any further customers to board;
- Store securement devices off the floor to prevent soiling. Report worn or dirty securement devices on the Vehicle Daily Status and Pre-trip Report card.

## **2.58 BUS STOP OBSTRUCTION**

If the bus zone is obstructed, the Transit Operator may deploy the lift/ramp at an alternate location which in their judgment is a safe location. The transit Operator will not be faulted for exercising reasonable judgment in accommodating wheelchair/scooter customers under these circumstances.

## 2.59 RECOVERY LOCATIONS AND TERMINUS

Never leave a customer in a wheelchair/scooter on an unattended bus without their consent. Let the customer know where you are going and how soon you will be returning. Give the customer the opportunity to leave the bus.

## 2.60 EMERGENCY PROCEDURES

Notify Transit Communications immediately. In the event of an accident with no imminent danger do not remove the customer in a wheelchair/scooter. If the customer is injured help as necessary and wait for the emergency response agencies.

### 2.60.1 EMERGENCY EVACUATION

The Transit Operator should remove the customer from the bus only if it is more dangerous to leave the customer on the bus. Examples of such situations include:

- Fire
- Explosion
- Bomb Threat
- Physical peril

### 2.60.2 LIFT FAILURE

It is unsafe to attempt to 'unjam' a stuck lift when it is occupied. The Transit Operator should try stowing the lift and if cycling the lift does not work call Transit Communications immediately if the vehicle has a lift failure or securement device malfunction.

In the event of lift breakdowns, maintenance staff and Transit Supervisors will manually override controls or provide an exit ramp to assist.

### 2.60.3 RAMP FAILURE

In the event of a ramp failure the Transit Operator is only required to deploy it manually, using the strap provided, in order to allow a customer already on board to alight at their stop. A ramp failure must be reported to Transit Communications.

## 2.61 PASSING UP PASSENGERS (USING MOBILITY AIDS)

If a wheelchair customer, a customer with a scooter, or a customer with a mobility aid requiring a seat in the accessibility area has to be left behind **for any reason**, then:

- Request the customer's name and destination and advise the customer that you will contact T-Comm. who will usually dispatch an accessible taxi to the bus stop.

## 2.62 PARCELS AND OTHER BAGGAGE

CMBC shall not be obliged to carry any package or baggage exceeding 10 kilograms (22.5lbs) for any one customer (Tariff). Transit Operators should ensure that entrances and exits are kept clear, that customers are not inconvenienced by obstructions in the aisle or tripping hazards, and that nothing soils or damages CMBC's property, restricts visibility, or obstructs the safe operation of the vehicle.

## 2.63 DISCRETIONARY ITEMS

These items may be allowed on board the bus at the Transit Operator's discretion with due regard for customer safety. Time of day, route and customer volume will determine acceptability.

- Articles longer than the distance from floor to bus ceiling;
- Ski poles not sandwiched between skis or points covered;
- Ice skates not fitted with guards;
- Saws and other sharp tools with the cutting edges not covered;

Allowed to be carried onboard, but prohibited from use, are roller blades, skates, skateboards or other similar wheeled conveyances.

These items may be allowed on board the bus at the Transit Operator's discretion with due regard for customer safety. Time of day, route, and customer volume may determine acceptability.

## **2.64 DANGEROUS / PROHIBITED GOODS**

- Lawn mowers, \*bicycles in the bus, and similar equipment;
- Uncovered glass or sharp objects;
- Gasoline, propane and other flammables;
- Explosives;
- Guns – except law enforcement officers.

If a Transit Operator observes a customer carrying a prohibited item, they should advise the customer that the item may not come on board the bus.

\*Folding bicycles are allowed. Two-wheeled stand-up electrical scooters are also allowed but should be folded.

### **2.64.1 EXPLOSIVE DEVICE**

Transit Operators are expected to proceed as directed when approached by a police officer, TransLink security personnel or a Transit Supervisor, regarding an explosive device in the area. The safety of yourself and customers may depend upon your immediate cooperation. Radio transmitters must not be operated within the area.

### **2.64.2 WEAPONS**

Transit Operators are advised that the carrying of weapons concealed or otherwise, is strictly prohibited. Guns, knives, blackjacks, mace, pepper spray and tear gas are just some of the articles that are considered weapons. For your own protection, this policy will be strictly enforced.

### **2.64.3 HYPODERMIC SYRINGES**

Syringes found onboard buses or on CMBC property, must not be handled by Transit Operators. Ensure all customers are moved away from the needle and park the bus. Contact Transit communications who will send a Transit Supervisor who is trained and equipped to dispose of the syringe safely. If requested, offload customers and drive the bus N.I.S. to a location where a supervisor can be met to safely remove the syringe.

There is potential for used syringes to be deposited in the Transit Operator's garbage bag. These bags are normally emptied by maintenance personnel and are made of heavyweight material. However, if the Transit Operator must empty the garbage bag, it should only be handled by the upper edges.

Transit Operators must never handle the bottom or the sides of the bag. Lost property such as clothing or baggage may contain syringes; therefore, items should be lifted by the handles or in a manner which will prevent the contents from pockets falling out.

**NOTE:** Refer to Section 7.1.5 'Exposure to Blood and Body Fluids' for more complete information on exposure to blood or body fluids.

### **3 INCIDENT ANALYSIS PROGRAM**

#### **3.1 PREVENTABLE – NON-PREVENTABLE ACCIDENTS**

It is sometimes difficult to unearth all the facts surrounding a collision, but it can be made easier by training drivers to report the collision/incident in which they are involved completely and accurately. Of course, this does not absolve management from thoroughly investigating the incident/accident. These investigations are conducted by Incident Analysts who are in the employ of Coast Mountain Bus Company.

These Incident Analysts are trained professionals and highly skilled at interpreting the data collected from all incidents that are reported to their department. For any review to be consistent, it is essential to determine if the driver involved adhered to the basic 'Defensive Driving Code'. That is, did the driver drive in such a way that they did everything reasonable to prevent the incident/accident.

- Did the driver control their vehicle so as to make due allowance for conditions of road, load, weather, traffic, their condition and the vehicle's condition?
- Was the driver assured that errors made by other road users would not involve them in a collision?

Acknowledging the fact that each collision must be judged individually, experience over the years in fleet safety indicates that certain types of collisions are generally non-preventable on the part of the professional driver, and certain other types, which in the absence of extenuating circumstances, could have been prevented by using defensive driving techniques. The types of occurrences listed cannot address every collision which may occur, but they are intended to provide guidance in determining preventable or non-preventable accidents.

Please remember that fault is not the determination, but whether the professional Transit Operator did everything reasonable to prevent the incident/accident. Eligibility for a safe driving award will be determined on the preventable/non-preventable criteria and includes collisions and on-board accidents. An accident appeal process has been established by Coast Mountain Bus Company and Unifor and will handle any disputed decisions handed down from an Incident Analyst. A request for decision review should be made to your Operations Supervisor.

#### **3.2 NON-PREVENTABLE COLLISIONS**

##### **3.2.1 COLLISION TO THE REAR BY OTHER VEHICLE**

Non-preventable if:

- Driver's vehicle was legally and properly parked;
- Driver was proceeding in their own lane of traffic at a prudent and lawful speed;
- Driver was stopped in traffic due to existing conditions or was stationary in abeyance of a traffic sign or signal or persons legitimately controlling traffic;
- Driver was in a correct position waiting to make a turn.

##### **3.2.1.1 STRUCK WHILE PARKED**

Non-preventable if:

- Driver was properly parked in a location where parking was permitted;

- Vehicle was protected by emergency warning devices or if driver was in the process of setting out or retrieving reflectors, flares, flags, etc. These provisions shall apply to the use of turn signals as emergency warning devices (four-way flashers).

### **3.2.2 PREVENTABLE COLLISIONS**

#### **3.2.2.1 AT INTERSECTIONS**

Preventable if:

- Driver failed to control speed so that stopping safely was not possible within the available sight distance;
- Driver failed to recognize the cross-traffic flow and to delay their movement into the intersection until clear to do so;
- Driver entered from a side street in the face of oncoming traffic;
- Driver collided with a person, vehicle or object while making right or left turn;
- Driver collided with vehicle making a turn in front of them.

#### **3.2.2.2 COLLIDING WITH OTHER VEHICLE'S REAR END**

Preventable if:

- Driver failed to maintain an adequate following distance and to have their vehicle under control;
- Driver failed to anticipate traffic flow and conditions ahead and failed to note slowdown;
- Driver failed to ascertain whether the vehicle was proceeding slowly, was stationary or was slowing down for any reason;
- Driver misjudged their rate of overtaking;
- Driver came too close to the vehicle ahead before pulling out to pass;
- Driver failed to wait for vehicle ahead to move before proceeding;
- Driver failed to allow sufficient space for a passing vehicle to safely position itself in the lane.

#### **3.2.2.3 SIDESWIPE & HEAD ON COLLISIONS**

Preventable if:

- Driver was overtaking slower traffic near an intersection and had to make a sudden stop;
- Driver did not move to the right as far as was safe to do so, did not slow down as rapidly as safe to do so, or did not stop for a vehicle encroaching on their lane of travel when such action could have been taken without additional danger to themselves or their customers.

#### **3.2.2.4 STRUCK IN THE REAR BY OTHER VEHICLE**

Preventable if:

- Driver was passing slower traffic near an intersection and had to make a sudden stop;
- Driver made a sudden stop to park, load or unload;
- Vehicle was improperly parked;
- Driver rolled back into the other vehicle while starting on a grade.



### 3.2.2.5 SQUEEZE PLAYS & SHUT OUTS

Preventable if:

- Driver failed to yield the right of way when necessary to avoid a collision.

### 3.2.2.6 BACKING COLLISIONS/INCIDENTS

Preventable if:

- Driver backed up when backing could have been avoided by better planning of their route;
- Driver backed into traffic flow when such an action could have been avoided;
- Driver failed to get out of their vehicle and check their path of travel to the rear;
- Driver depended solely on mirrors when it was practicable to look to the rear;
- Driver failed to check to the rear on unusually lengthy backing distances;
- Driver failed to give an audible warning while reversing;
- Driver failed to check behind vehicle parked at the curb before leaving parking space;
- Driver relied solely on a guide to assist them in reversing;
- Driver reversed from the blind side when they could have used the sight-side approach.

### 3.2.2.7 COLLISIONS INVOLVING RAIL OPERATED VEHICLES

Preventable if:

- Driver attempted to cross tracks directly ahead of oncoming train;
- Driver ran into the side of train or rolling stock;
- Driver stopped or parked on or too close to tracks.

### 3.2.2.8 COLLISIONS WHILE PASSING

Preventable if:

- Driver passed where view of road ahead was obstructed by hill, curve, foliage, traffic, adverse weather conditions etc.;
- Driver attempted to pass in the face of closely approaching traffic;
- Driver failed to warn driver of vehicle being passed;
- Driver failed to communicate a lane change;
- Driver pulled out in front of other traffic overtaking from rear;
- Driver cut in short while returning to right lane.

### 3.2.2.9 COLLISIONS WHILE BEING PASSED

Preventable if:

- Driver failed to stay in their own lane and hold speed or reduce it to permit safe passing.

### 3.2.2.10 COLLISIONS WHILE ENTERING TRAFFIC STREAM

Preventable if:

- Driver failed to signal or communicate intentions when pulling out from curb;
- Driver failed to check traffic before pulling out from curb;
- Driver failed to look back to check traffic if they were in a position where mirrors did not reflect the traffic conditions;
- Driver attempted to pull out in a manner which forced other vehicle(s) to change speed or direction;
- Driver failed to make a complete stop before entering from a side street, alley or driveway;
- Driver failed to make a complete stop before crossing the sidewalk;
- Driver failed to yield right of way to approaching traffic.

### 3.2.2.11 PEDESTRIAN COLLISIONS/INCIDENTS

Preventable if:

- Driver did not reduce speed in area of heavy pedestrian activity;
- Driver was not prepared to stop;
- Driver failed to yield right-of-way to a pedestrian.

### 3.2.2.12 MECHANICAL DEFECT COLLISIONS

Preventable if:

- Defect was of a type which driver should have detected in making pre-trip or enroute inspection of vehicle(s);
- Defect was of a type which driver should have detected during the normal operation of the vehicle(s);
- Defect was as a result of driver's abusive operation of the vehicle(s).

### 3.2.2.13 ALL TYPES OF COLLISIONS

Preventable if:

- Driver was not operating at a speed consistent or prudent regarding the existing conditions of the roadway, weather, visibility and traffic;
- Driver failed to control speed so that they could stop within assured clear distance;
- Driver misjudged available clearance, front or rear, top or underside, each side;
- Driver failed to yield the right-of-way to avoid contact;
- Driver failed to accurately observe existing conditions, and failed to adjust speed accordingly;
- Driver was operating in violation of company operating rules or special instructions, or any federal or provincial regulatory agencies, or any applicable traffic laws or ordinances;
- Passenger Incidents: Passenger incidents are preventable when they are caused by faulty operation of the vehicle;
- Parking: Roll-away collisions from a parked position are normally classified as preventable. Failure to properly secure the vehicle from movement (wheels chocked; parking brake set properly);

- Collisions involving slippery road surfaces will be deemed preventable if driver did not take all reasonable steps to minimize their risk of loss of control.

### 3.2.3 CONCLUSION

The following definition of Defensive Driving will apply to all collisions/incidents;

- **A Defensive Driver:** is one who commits no driving errors and makes allowances for the lack of skill or improper driving practice of the other person; adjusts their own driving to compensate for unusual weather, road and traffic conditions, and the unsafe actions of pedestrians and drivers; is always alert to collision/incident-producing situations and recognizes the need for preventive action in advance and takes the necessary precautions to prevent an involvement; knows when it is necessary to slow down, stop or yield the right-of-way, thereby removing oneself from the conflict zone.
- **A preventable collision/incident** is defined as, a contact between a motor vehicle and anything where the driver of the vehicle did not take reasonable action(s) to avoid a collision.

When determining a reasonable action, the above definition of a defensive driver will apply.

## 3.3 THE APPEAL PROCESS

### 3.3.1 PREAMBLE

Coast Mountain Bus Company Ltd. (CMBC) and Unifor, Local 111 ("the Parties") agree to establish an Appeal Process to render final determinations of accidents adjudicated by CMBC as "preventable" that have been appealed by CMBC employees.

The mandate of the Appeal Panel is to consider individual Appeals filed by CMBC employees in a fair, professional and expeditious manner, respecting the principles of Defensive Driving, the ICBC Fleet Safety Manual, and the Smith System of Space Cushion Driving.

### 3.3.2 APPEAL PANEL MEMBERSHIP

The Appeal Panel will be comprised of 2 Members from each Party and the Chair. The Parties will each nominate their (2) Members and one (1) Alternate to sit as a Member of the Appeal Panel. The Chair of the Appeal Panel will be the Manager, Training or designate. CMBC will pay Appeal Panel members for time spent at the Appeal Panel meetings.

### 3.3.3 TRAINING FOR PANEL MEMBERS

The Parties will agree on appropriate training for all Appeal Panel members (Alternate Panel members will also receive this training). It is understood that this training will be completed as soon as possible. The cost of all training will be paid by CMBC.

### 3.3.4 PROCEDURE FOR APPEAL PANEL

- i. The Appeal Panel will meet to consider all outstanding Appeals. The Appeal Panel will consider each case according to the terms of reference (attached). The Panel Members will attempt to come to consensus on the merits, relating to preventability, of each Appeal.
- ii. If the Panel Members cannot reach a consensus, the Chair of the Panel will make a decision.

- iii. The possible Decisions for the Panel will be to "uphold" or "deny" or "reclassify" each Appeal. Decisions of the Panel are final and binding and are not subject to the grievance procedure.
- iv. Employees will be notified of the decision of the Appeal Panel.

### 3.3.5 THE APPEAL PROCESS:

The following process will be applied for all Appeals:

#### 3 Step One: Request for Reconsideration

- In the event an employee receives a "preventable" adjudication, they will have ten (10) working days to request reconsideration of this decision by the Incident Analyst involved in the case. This request must be made in writing and should detail the reasons for such reconsideration (evidence of an inconsistent practice, and/or where there are significant, material disputes of fact or more/new information is found).
- The employee will submit this request to their supervisor and the supervisor will arrange for any available video to be available to the employee and/or the employee's representative as indicated on the form. If, after review of the video, the employee intends to proceed with the reconsideration request, they will advise the Supervisor, who will advise the Incident Analyst.
- In cases where the supervisor has decided to not conduct an investigation and the employee subsequently elects to view the video, the employee will not be subject to discipline for the particular incident under review or for any driving errors or customer service issues identified in the video previous or subsequent to the particular incident.
- The Incident Analyst will meet with the employee to discuss and clarify their decision prior to the employee proceeding to the Appeal Panel.
- Within ten (10) working days, the Incident Analyst will prepare a written response to the employee's request for reconsideration.

Note: reasonable time extensions shall not unreasonably be denied.

#### Step Two: Referral to Appeal Panel

- If the employee is unsatisfied with the response at Step One of the Appeal process, they may refer the matter to the Appeal Panel for considerations within fifteen (15) working days of the issuance of the reconsideration decision. The employee will forward their Appeal through their supervisor to the Training Department office Attn: Manager, Training.
- The Appeal Panel will review the case. If the Appeal Panel reaches consensus, it will prepare a written response, including a final determination of the preventability of the accident, to the employee within ten (10) working days of the committee meeting.

Note: In the event a disciplinary investigation is initiated, the appeal process shall be expedited, including an immediate referral to the Appeal Panel.

## **4 AMBER ALERT PROGRAM (CMBC)**

### **4.1 WHAT IS THE AMBER ALERT PROGRAM?**

Amber Alert is a tool used by law enforcement agencies in certain child abduction cases. When an Amber Alert is issued, local radio and television stations interrupt programming to broadcast information about the abducted child and/or abductor. Citizens are asked to be on the lookout for a particular vehicle or licence plate and report any sightings to police.

### **4.2 WHAT ARE THE PROCEDURES TO BE FOLLOWED?**

In the event an Amber Alert is initiated, T-Comm will be advised, and a fleet wide text message sent out on TMAC. Details and other pertinent information will be transmitted including to some route shelters. When the message is received, Transit Operators are asked to announce to their customers that an Amber Alert has been issued.

Transit Operators will also display the Amber Alert public relations message on the front and side destination signs of their bus. The destination sign code for this message is PR 4 for both Conventional and Community Shuttle buses.

The on-shift T-Comm Duty Manager will also send via email a similar CMBC wide notification to ensure maximum effectiveness.

## 5 GREATER VANCOUVER TRANSIT CONDUCT & SAFETY REGULATIONS

### 5.1 INTERPRETATION

In this regulation,

1. **S.C.B.C.T.A.** is the South Coast British Columbia Transit Authority.

- a. **'Act'** means the South Coast British Columbia Transit Authority Act;
- b. **'Fare Paid Zone'** means any transit property to which access is restricted by signs to those persons who possess proof of payment;
- c. **'Proof of Payment'** means a valid transfer, valid fare receipt or other valid evidence of payment established under the tariff;
- d. **'Tariff'** means the applicable fare structure from time to time established by the authority;
- e. **'Transit Employee'** means an employee of the authority or a related party; such as an agent or contractor of the authority. Or an agent or contractor of the subsidiary authority;
- f. **'Transit Property'** means property that is used to provide revenue transit services and that is owned or controlled by the authority or a related part
- g. **'Transit Vehicle'** means any vehicle operated by or on behalf of the authority or one of its subsidiaries for the transportation of customers, goods or both.

### 5.2 APPLICATION

Sections 5.1.3, 5.1.4 and 5.1.8 (1) to (3) (d) do not apply to transit employees acting in the course of duty.

### 5.3 REQUIREMENT TO PAY FARE

A person boarding a transit vehicle that is not a fare paid zone shall:

In the presence of a transit employee pay the fare required by the tariff, or  
Present proof of payment to a transit employee.

### 5.4 FARE PAID ZONE

A person entering a Fare Paid Zone must;

- 1. Pay the fare required by the tariff and obtain proof of payment, or
- 2. Possess proof of payment.

A person must, while in a fare paid zone, retain the proof of payment and produce it for inspection at the request of a transit employee.

### 5.5 PROOF OF PAYMENT NOT TRANSFERABLE

Except, as may be permitted by the tariff, a proof of payment is not transferable.

A person must not use a proof of payment unless it was purchased for their use at the fare required of them by the tariff.

## 5.6 REQUIREMENT TO OBEY SIGNS AND RULES

If the authority or one of its subsidiaries makes rules, or posts signs on transit vehicles or other property, for the safety, good order or convenience of persons while they are on, entering or leaving a transit vehicle or other transit property, a transit employee may require, as a condition of allowing any person to enter or remain on the transit vehicle or transit property, that the person obey the signs or comply with the rules.

If a person does not obey a sign or comply with the rules when required to do so by a transit employee acting in accordance with subsection (1), any transit employee may;

Refuse that person permission to enter the transit vehicle or other transit property, or  
Order that person to leave the transit vehicle or other transit property.

## 5.7 RESTRICTIONS ON ACCESS TO TRANSIT PROPERTY

No person shall, unless authorized to do so;

- Park or operate a vehicle on transit property;
- Enter or remain on or in tracks, docks, bridges, guide ways, tunnels, roads or rights of way that are used or intended for use only by transit vehicles, or
- Go on or through any transit property other than a portion of it provided by the authority or one of its subsidiaries as public access to a transit vehicle.

## 5.8 PUBLIC SAFETY AND PROTECTION OF PROPERTY

1. A person must not operate or use an alarm or any emergency device or equipment in a transit vehicle or on other transit property except in an emergency.
2. A person who operates or uses an alarm or any emergency device or equipment in a transit vehicle or on other transit property shall, as soon as possible, report the operation or use and the circumstances:
  - a. In accordance with any posted rules or sign, or
  - b. To the first available transit employee
3. A person must not:
  - Place any object or obstacle on or in a track, dock, bridge, guide way, tunnel, road or right of way used by a transit vehicle,
  - Damage, tamper with or remove any equipment or device on a transit vehicle or transit property,
  - Prevent or interfere with the operation of a transit vehicle,
  - In a transit vehicle, occupy any place not intended for public use,
  - Impede a transit employee in the operation of a transit vehicle.
  - Prevent or delay the closing of a transit vehicle door,
  - Extend or project any part of the person's body or any object through the window of a transit vehicle,
  - Ride or stand on or hold onto the exterior of a transit vehicle, or
  - Use an emergency exit in a transit vehicle or on transit property except in an emergency.

## 5.9 OFFENCE

A person who contravenes section 5.1.3, 5.1.4 (1) or (2), 5.1.5 (2) or 5.1.7 (a), (b), or (c) commits an offence and is liable on conviction to a fine not exceeding \$150.

If permission to enter a transit vehicle or other transit property is refused under section 5.1.6 (2) A person who enters the transit vehicle or other property despite the refusal commits an offence and is liable on conviction to a fine not exceeding \$150.

A person who disobeys an order under section 5.1.6 (2) (b) to leave a transit vehicle or other transit property commits an offence and is liable on conviction to a fine not exceeding \$150.

A person who contravenes section 5.1.8 (1) or (3) (a), (b), (c), or (e) commits an offence and is liable on conviction to a fine not exceeding \$500.

## 5.10 TRANSIT SAFETY RULES

Pursuant to Section 6(1) Transit Conduct and Safety Regulation, Order in Council No. 2191:

- No person shall board or leave any transit vehicles except by means of the doors authorized by Transit for that purpose.
- No person shall ride on, stand on, or hold on to the exterior of any transit vehicle.
- No person shall extend nor project any part of their body or any other object through any window or closed door on a transit vehicle.
- No person shall enter or leave or attempt to enter or leave any transit vehicle while such a vehicle is in motion.
- No person shall trespass upon, loiter, or use profane, insulting, abusive, foul or obscene language or act contrary to public order while in or upon a transit vehicle or transit property.
- No customer shall smoke or carry any lighted smoking material in or upon a transit vehicle, or in a designated no-smoking area.
- Unless first authorized by a transit employee and in due consideration of the safety and comfort of other customers, no person shall bring any goods or objects onto a transit vehicle which may obstruct or interfere with other customers or cause damage to the transit vehicle.
- No person shall ride or operate any bicycle, tricycle, skates, or skateboard on a transit vehicle or transit property, unless first authorized by TransLink or its employees.
- No person shall operate a tape recorder, radio or similar device or musical instrument in or upon a transit vehicle or transit property unless the sound there from is audible only to that person by an earphone.
- No person shall sell or offer any newspapers, magazines, pamphlets, leaflets, printed matter or merchandise of any kind, or beg or solicit for any purpose whatsoever in or upon transit vehicles or transit properties, unless authorized by a transit employee.
- No person shall deposit any litter in or upon a transit vehicle or transit property except in the receptacles provided for litter.
- No person shall remove from a transit vehicle or transit property any property found thereon.



## 6 NATIONAL SAFETY CODE

### 6.1 DEFINITION

The National Safety Code (NSC) is a set of national standards supported by provincial regulations. The program establishes management and performance requirements for commercial carriers. The NSC standards establish **minimum** safety standards for commercial vehicles and Transit Operators. The NSC is included in the Motor Vehicles Act regulations as Section 37.

### 6.2 PART 1 – INTERPRETATION (NSC 37.01)

**‘Adverse driving conditions’** means:

- Snow, sleet, fog or other adverse weather conditions,
- A highway covered with snow or ice, or
- Unusual adverse road and driving conditions, which were not known to the driver or the person dispatching the driver before the driver began the driving time.

**‘Carrier’** means, in relation to a commercial motor vehicle,

- The owner of a commercial motor vehicle including a person in possession of the commercial motor vehicle under a contract by which the person may become the owner on full compliance with the contract,
- Any other person having management of the commercial motor vehicle or determination of the uses to which it is put, and
- The lessee of the commercial motor vehicle if the lease for the commercial motor vehicle has a term of at least one month.

But a person is not a carrier merely because he or she is the driver of the commercial motor vehicle.

**‘Commercial motor vehicle’** means a motor vehicle, used in the course of business for the transportation of persons or freight, that is one or more of the following:

- A truck or truck tractor, including a trailer, if any, attached to the truck or truck tractor, having a licensed gross vehicle weight of more than 5000 kg;
- A bus;
- A commercial customer vehicle operated under a licence or temporary operating permit issued under the Passenger Transportation Act;
- A business vehicle within the meaning of section 237 of the Act having a licensed gross vehicle weight of more than 5 000 kg;

**‘Driver’** means a person who drives a commercial motor vehicle.

**‘Driving time’** means the period of time that a driver is at the controls of a commercial motor vehicle when the engine of the motor vehicle is in operation.

**‘Duty status’** means, in respect of a driver,

- a. off duty time other than off duty time under paragraph (b),
- b. off duty time spent in a sleeper berth,
- c. driving time, or

d. on duty time other than driving time.

**‘Home terminal’** means, in relation to a driver, the place of business of a carrier where the driver normally reports for work.

**‘Off duty time’** means any period other than on duty time.

**“On duty time”** with respect to a driver and "on-duty time" means the period that begins when a driver begins work or is required by the carrier to be available to work, except when the driver is waiting to be assigned to work and ends when the driver stops work or is relieved of responsibility by the carrier and includes driving time and time spent by the driver.

- inspecting, servicing, repairing, conditioning or starting a commercial motor vehicle,
- travelling in a commercial motor vehicle as a co-driver, when the time is not spent in the sleeper berth,
- participating in the loading or unloading of a commercial motor vehicle,
- inspecting or checking the load of a commercial motor vehicle,
- waiting for a commercial motor vehicle to be serviced, loaded, unloaded or dispatched,
- waiting for a commercial motor vehicle or its load to be inspected,
- waiting at an enroute point because of an accident or other unplanned occurrence or situation.

## 6.3 PART 2 – HOURS OF SERVICE

### 6.3.1 APPLICATION OF THIS PART (SECTION 37.11 NSC)

#### 6.3.1.1 THIS PART DOES NOT APPLY TO A DRIVER WHO IS DRIVING:

- a. A 2 or 3 axle commercial motor vehicle that is being used for the transportation of primary products of a farm, forest, sea, or lake where the driver or his employer is the producer of the products,
  - i. a 2 or 3 axle commercial motor vehicle that is being used for a return trip after transporting the primary products of a farm, forest, sea or lake, if the vehicle is empty or is transporting products used in the principal operation of a farm, forest, sea, or lake,
- b. Repealed. [B.C. Reg. 36/2007, s. 2 (b)]
- c. An emergency vehicle,
- d. A commercial motor vehicle transporting customers or goods for the purpose of providing relief in the case of an earthquake, flood, fire, famine, drought, epidemic, pestilence or other disaster,
- e. A road building machine as defined in the Commercial Transport Act, a farm tractor or an implement of husbandry,
- f. A commercial motor vehicle that is equipped with a mounted mobile service rig, or equipment that is directly used in the operation or the transportation of a mounted mobile service rig,
- g. A commercial motor vehicle within the definition of "commercial motor vehicle" in section 37.01 but for personal use if:

- i. the vehicle has been unloaded,
- ii. any trailers have been unhitched,
- iii. the distance travelled does not exceed 75 km in a day,
- iv. the driver makes a notation in the daily log indicating the odometer reading at the beginning and end of the personal use, and
- v. the driver is not the subject of an out-of-service declaration, or
- vi. vehicles and other equipment while engaged in highway or public utility construction or maintenance work on, under or over the surface of a highway while at the site of the work but does apply to him or her while travelling to or from that site.

#### **6.3.1.2 DAILY DRIVING AND ON-DUTY TIME (MVAR 37.13.01)**

1. A carrier must not request, require or allow a driver to drive and a driver must not drive after the driver has accumulated 13 hours of driving time in a day.
2. A carrier must not request, require or allow a driver to drive and a driver must not drive after the driver has accumulated 14 hours of on-duty time in a day.

#### **6.3.1.3 MANDATORY OFF-DUTY TIME (NSC 37.13.02)**

1. A carrier must not request, require or allow a driver to drive, and a driver must not drive after the driver has accumulated 13 hours of driving time unless the driver takes at least 8 consecutive hours of off-duty time before driving again.
2. A carrier must not request, require or allow a driver to drive, and a driver must not drive after the driver has accumulated 14 hours of on-duty time unless the driver takes at least 8 consecutive hours of off-duty time before driving again.
3. A carrier must not request, require or allow a driver to drive, and a driver must not drive after 16 hours of time have elapsed between the conclusion of the most recent period of 8 or more consecutive hours of off-duty time and the beginning of the next period of 8 or more consecutive hours of off-duty time.
4. A carrier must not request, require or allow a driver to drive, and a driver must not drive if the driver has not taken at least 24 consecutive hours of off-duty time in the previous 14 days.

#### **6.3.1.4 DAILY OFF-DUTY TIME (NSC 37.13.03)**

1. A carrier must ensure that a driver takes at least 10 hours of off-duty time in a day.
2. Off-duty time other than the mandatory 8 consecutive hours may be distributed throughout the day in blocks of no fewer than 30 minutes each.
3. The total amount of off-duty time taken by a driver in a day must include at least 2 hours of off-duty time that does not form part of a period of 8 consecutive hours of off-duty time required by section 37.13.02.

**6.3.1.5 DEFERRAL OF DAILY OFF-DUTY TIME (NSC 37.13.04)**

Despite sections 37.13.01 and 37.13.03, a driver who is not splitting off-duty time in accordance with section 37.16 or 37.16.01 may defer a maximum of 2 hours of the daily off-duty time to the following day if;

1. the off-duty time deferred is not part of the mandatory 8 consecutive hours of off-duty time,
2. the total off-duty time taken in the 2 days is at least 20 hours,
3. the off-duty time deferred is added to the 8 consecutive hours of off-duty time taken in the second day,
4. the total driving time in the 2 days does not exceed 26 hours, and
5. there is a declaration in the 'Remarks' section of the daily log that states that the driver is deferring off-duty time under this section and that clearly indicates whether the driver is driving under day one or day two of that time.

**6.3.1.6 EMERGENCIES AND ADVERSE DRIVING CONDITIONS (NSC 37.17.03)**

1. The requirements of this Part in respect of driving time, on-duty time and off duty time do not apply to a driver who, in an emergency, requires more driving time to reach a destination that provides safety for the occupants of the commercial motor vehicle and for other users of the road or the security of the commercial motor vehicle and its load.
2. A driver who encounters adverse driving conditions while operating the vehicle may extend the allowed 13 hours of driving time specified in sections 37.13.01 and 37.13.02 and reduce the 2 hours of daily off-duty time required by section 37.13.03 (3) by the amount of time needed to complete the trip if;
  - a. the driving, on-duty and elapsed time in the elected cycle is not extended more than 2 hours,
  - b. the driver still takes the required 8 consecutive hours of off-duty time, and
  - c. the trip could have been completed under normal driving conditions without the reduction.
3. A driver who extends his or her driving, on-duty or elapsed time because of an emergency or adverse driving conditions must record the reason for doing so in the 'Remarks' section of the daily log.

**6.3.1.7 OUT-OF-SERVICE DECLARATION (NSC 37.19.01)**

1. A director or peace officer may issue an out-of-service declaration in respect of a driver if;
  - a. the driver contravenes section 37.12 (a) or (b),
  - b. the driver fails to comply with any of the driving time or off-duty time requirements of sections 37.13.01 to 37.16.06 or the conditions or requirements of an exemption,
  - c. the driver is unable or refuses to produce his or her daily logbook in accordance with section 37.20,
  - d. there is evidence that shows that the driver has completed more than one daily log, has entered inaccurate information in the daily log or has falsified information in the daily log, or
  - e. the driver has mutilated or defaced a daily log or a supporting document in such a way that the director or peace officer cannot determine whether the driver has complied with the

driving time and off-duty time requirements of sections 37.13.01 to 37.16.06 or the conditions or requirements of an exemption.

2. An out-of-service declaration applies;
  - a. for 10 consecutive hours, if the driver contravenes section 37.12 (a) or (b),
  - b. for 10 consecutive hours, if the driver contravenes section 37.13.01,
  - c. for the number of hours needed to correct the failure, if the driver fails to comply with the off-duty time requirements of any of sections 37.13.01 to 37.16.06, and
  - d. for 72 consecutive hours, if the driver contravenes section 37.18.06 or 37.20.
3. The out-of-service declaration in respect of a driver who contravenes section 37.18.06 or 37.20 continues to apply beyond the 72 hours until the driver rectifies the daily log, if applicable, and provides it to the director or peace officer so that the director or peace officer is able to determine whether the driver has complied with this Part.

## **6.4 PART 3 TRIP INSPECTION**

### **6.4.1 PART 4 - TRIP INSPECTION**

#### **Pre-Trip Inspection (Section 37.22 NSC)**

1. No carrier shall permit a driver to drive, and no driver shall drive a commercial motor vehicle unless the requirements of this section are met.
2. The driver or a person specified by the carrier shall satisfy themselves that the commercial motor vehicle is in a safe operating condition including, but not limited to, the operating condition of the following items:
  - a. Service brakes, including trailer brake connections and brake adjustments;
  - b. Parking brake;
  - c. Steering mechanism;
  - d. Lighting devices and reflectors;
  - e. Tires;
  - f. Horn;
  - g. Windshield wipers;
  - h. Rear vision mirrors;
  - i. Coupling devices;
  - j. Wheels and rims;
  - k. Emergency equipment;
  - l. Load securement devices.
3. The inspection referred to in subsection (2) shall be performed daily before the first trip of the day.
4. If a trip lasts more than one day, the inspection required by subsection (2) shall be carried out on the second and every subsequent day of the trip no later than the first rest stop of the day.
5. If a commercial motor vehicle's first trip of the day is to provide relief from an earthquake, flood, fire, famine, drought, epidemic, pestilence or other disaster by transporting

customers or goods, the inspection required by subsection (2) shall be carried out before the commercial motor vehicle's first trip that is not for that purpose.

6. The driver or the person specified under subsection (2) shall,
  - a. At the end of the final trip of the day, or
  - b. Where a trip lasts more than one day, on every subsequent day of the trip at the final rest stop of the day,

Inspect the commercial motor vehicle and record in the trip inspection report defects observed as a result of this inspection or while in charge of the commercial motor vehicle.

#### **6.4.1.1 TRIP INSPECTION REPORT (NSC 37.23)**

1. This section applies to a commercial motor vehicle to which Part 1 of Division 25 of this regulation applies under section 25.01 (2), but does not apply to
  - a. commercial motor vehicles rented for a single trip,
  - b. an emergency vehicle,
  - c. a two-axle vehicle with a licensed gross vehicle weight not exceeding 14 600 kg, excluding a bus, school bus, special activity bus or special vehicle, or
  - d. a taxi where the carrier requires the driver of the taxi to immediately notify the carrier of defects found in the inspections under section 37.22 and defects that come to the driver's attention while operating the taxi.
2. A carrier shall require every driver employed or otherwise engaged by the carrier or a person specified by the carrier to prepare the trip inspection report in accordance with this section.
3. The driver or the person specified by the carrier under subsection (2) shall prepare, for each commercial motor vehicle driven, the trip inspection report in accordance with this section in legible writing before driving the commercial motor vehicle for the first time in a day.
4. The trip inspection report shall:
  - a. state the licence plate or unit numbers for the commercial motor vehicle,
  - b. specify any defect in the operation of each item listed in section 37.22 (2),
  - c. specify any defect in the operation of the commercial motor vehicle if that defect, not otherwise described under paragraph
  - d. may affect the safe operation of the commercial motor vehicle,
  - e. state that no defect was discovered or came to the attention of the driver, should that be the case,
  - f. state the date the report is made, and
  - g. contain the signature of the driver or other person making the report.
5. No carrier shall permit a driver to drive, and no driver shall drive, a commercial motor vehicle unless the driver has the current trip inspection report in his possession.
6. A driver shall, on the request of a peace officer, produce to the peace officer for inspection the current trip inspection report.
7. The director may exempt a class of persons or vehicles from this section unconditionally or on conditions the director considers desirable and may substitute other requirements if the director considers it desirable for the purpose of more effectively promoting and securing road safety.

**6.4.1.2 MULTIPLE DRIVERS (SECTION 37.24 NSC)**

Where two or more drivers are employed or otherwise engaged to drive a commercial motor vehicle, only one driver is required under section 37.23 (4) (e), to sign the trip inspection report, provided all drivers agree as to the defects to be reported, but where there is a disagreement over the defects to be reported, all drivers shall sign and indicate the nature of the disagreement.

**6.4.1.3 DELIVERY OF REPORT (SECTION 37.25 NSC)**

A driver who prepares a trip inspection report shall deliver the original report to the carrier responsible for the commercial motor vehicle referred to in the trip inspection report, or to its agent, within twenty days after completing the trip inspection report.

**6.4.1.4 CORRECTIVE ACTION (SECTION 37.26 NSC)**

A carrier shall not permit a driver to drive, and a driver shall not drive, a commercial motor vehicle unless, before doing so, the carrier or the carrier's agent has:

- a. Repaired or corrected items listed on the trip inspection report which may affect the safe operation of the commercial motor vehicle and certified on the trip inspection report that the defect has been corrected, or
- b. Certified on the trip inspection report that correction is unnecessary.

**6.4.1.5 RETENTION OF RECORDS (SECTION 37.27 NSC)**

- a. A carrier shall keep the original of each trip inspection report for at least three months from the date the document was prepared and shall, during that period, make the document available for inspection by a peace officer.
- b. A carrier shall, within thirty days after receiving the trip inspection report, place them at the location where the carrier retains its records relating to its drivers or at another place approved in writing by the Insurance Corporation of British Columbia.

**6.4.1.6 MAINTENANCE OF RECORDS (SECTION 37.29 NSC)**

Subject to subsection (2), the carrier shall maintain at its principal place of residence in the Province or at another place approved by the Insurance Corporation of British Columbia a transcript of the driving record of each driver employed or otherwise engaged by that carrier within the Province, issued by the responsible agency in the jurisdiction in which the driver received their driver's licence, and dated not later than the later of;

- i. The driver's date of employment, and
- ii. One year from the date of the previous transcript,

Copies of records that are required of the carrier by laws of any jurisdiction respecting the use of commercial motor vehicles by each driver employed or otherwise engaged by that carrier, including but not limited to;

- iii. Records required under Part 3 and 4 of this Division, and
- iv. Records of the notification of the carrier of accidents, violations and convictions relative to each driver while in the employ of or engaged by that carrier,

The driver shall deliver the records referred to in subsection (1) (b) (ii) to the carrier by whom the driver was employed or otherwise engaged within 15 days of the accident, violation or conviction referred to in that subsection.

## **6.5 PART 4 OFFENCES**

### **6.5.1 UNSAFE VEHICLE (NSC 37.35)**

A carrier shall not authorize or permit the operation of a commercial motor vehicle on a highway unless the vehicle complies with all the requirements of the Act and this regulation.

### **6.5.2 FALSE RECORDS (SECTION 37.36 NSC)**

- A person shall not alter, deface or destroy a record required to be maintained under this regulation.
- A person shall not:
  - Make, participate in, assent to or acquiesce in the making of a false or deceptive statement in a record made or required by or under this regulation, or
  - Omit, assent to or acquiesce in the omission of an entry in a record made or required by or under this regulation.

### **6.5.3 OFFENCES (NSC 37.37)**

A person who commits an offence is liable, on conviction, to a fine of not more than \$2,000 or to imprisonment for not more than 6 months, or to both.

## **6.6 SAFETY CODE AS IT APPLIES TO CMBC**

As a Motor Carrier, Coast Mountain Bus Company is legally responsible for all vehicles that operate under its Safety Certificate and for all drivers who drive those vehicles. This means that drivers must be qualified to drive commercial vehicles, CMBC must monitor their hours of work under certain parameters and that vehicles are safe to operate.

### **6.6.1 CMBC NATIONAL SAFETY CERTIFICATE**

CMBC Transit Operators are expected to;

- hold a valid driver licence
- perform pre-trip inspections
- report vehicle defects
- understand that it is dangerous to drive when tired
- in compliance of all hours-of service regulations
- turn in a copy of each violation ticket, Notice and Order and road-side inspection report received while operating a CMBC vehicle within 15 days
- immediately report any accidents, convictions and violations received while operating a CMBC vehicle
- refrain from the use and/or abuse of alcohol or drugs when in control of a vehicle operating under CMBCs safety certificate
- report any driver suspension they receive (understand that CMBC is required to get an up-to-date driver abstract when a driver is hired and once a year after that)
- provide accurate hours of service records to CMBC if driving for another Carrier



When volunteering for overtime, Transit Operators are required to inform the Depot of the maximum hours they can work.

#### **6.6.2 CMBC TRANSIT OPERATORS ARE EXPECTED TO WORK WITHIN THE FOLLOWING LIMITS;**

- 14 hours of maximum **on-duty** time in a day.
- 13 hours of maximum **driving time** in a day.
- Maximum 16 hours of Total Elapsed Time (TET) in a day.
- 8 consecutive hours of **off-duty time** in a day before the initial start of the Transit Operator's first shift of the day.
- No deferral of off-duty time to the next day.
- At least 24 consecutive hours of **off-duty time** in the previous 14 days.
- Maximum of 70 hours of on-duty time during any period of 7 days.
- A Transit Operator may reset and begin a new cycle after first taking at least 36 consecutive hours of off-duty time. After taking the off-duty time, a new cycle begins, the accumulated hours are set back to zero and the on-duty hours begin to accumulate again.
- Duty Time will be the only time monitored. 'Paid Time' will no longer be used.

#### **6.6.3 WHAT IS DUTY TIME?**

Any time spent working for CMBC including:

- Report time (Pre-Trip only)
- Lay-up
- Standby
- Meetings
- Training
- Working overtime
- Vehicle, acting time
- Working a trade
- Sheet exam
- Sign-up representative
- Working for other carriers

The Depot monitors Duty Time.

#### **6.6.4 DUTY TIME DOES NOT INCLUDE**

- Travel
- Make-up
- Union leave

- Defuser
- Grievance book-off (with pay)
- Banked overtime
- Annual vacation
- Attending roll call
- Attending the sign-up (to sign for work)
- Work traded with another Transit Operator (not worked)
- Writing reports (Accident/Incident/Security/Overtime)

#### **6.6.5 WHAT IS DRIVE TIME?**

- Drive time is the time that a Transit Operator actually 'drives' a vehicle.
- Drive time would not include time like report, lay-up, meetings, standby, pole pulling, or recovery time spent away from the vehicle. (The only person who really knows the 'drive time' is the Transit Operator.)

#### **6.6.6 WHAT IS THE 16 HOUR TOTAL ELAPSED TIME (TET)?**

A Transit Operator must complete their day within 16 hours.

The 16-hour period begins at the start time of the first piece of work until the end time of the last piece of work.

#### **6.6.7 WHAT ABOUT OPERATOR TRADES?**

A Transit Operator must be in compliance with the Safety Code when submitting a trade slip.

Probationary Transit Operators must receive approval from their Operations Supervisor prior to arranging a shift trade.

#### **6.6.8 LOG BOOK EXEMPTION**

CMBC is exempt from the requirement to have Transit Operators complete a daily log provided that:

- a. Transit Operators are driving buses for transit service within 160 km of the home terminal.
- b. CMBC retains accurate time records for each Transit Operator for a period of six months.

#### **6.6.9 NOTIFICATION (FROM DEPOT) OF SAFETY CODE VIOLATIONS**

The Depot Staff are responsible for monitoring possible NSC Hours of Work violations. Once the depot has investigated and confirmed whether a violation took place, they will inform Depot Standards and Procedures as well as sending a copy to the Operations Supervisors.

#### **6.6.10 EXCESS HOURS REPORT**

The Safety Code provides that Transit Operators are limited to maximums of fourteen (14) hour duty time and thirteen (13) hour drive time within a day.

PLEASE NOTE: Section **37.17.03** applies for EMERGENCIES ONLY and does not apply for delays due to traffic, loads, etc.

Transit Operators may exceed on duty and drive time only when section **37.17 .03** of the National Safety Code apply.

- The Safety Code requires that detailed records of these exceptions be kept for audits by the Motor Vehicle Branch. Transit Operators exceeding on duty or drive time limits are required to complete this form within 24 hours of the occurrence.
- (This form is used in conjunction with the Audit Reports.)
- When Transit Operators receive a copy of this report forwarded by the Depot Office, they must confirm whether the report is legitimate.
- If **legitimate** – forward a copy to Depot Standards and Procedures (C565)
- If **NOT legitimate** – Transit Operator will be interviewed and provided an explanation of the correct process to be followed.

#### **6.6.11 DRIVING FOR OTHER NSC CARRIERS**

Transit Operators who drive for other NSC Carriers are required to maintain daily time records that include the most recent 14-day period of on-duty time. On-duty time recorded must include work performed both at CMBC and other NSC Carriers.

#### **6.6.12 NSC OTHER CARRIER – MASTER LIST**

The 'NSC Other Carrier – Master List' is a record of all Transit Operators who have reported (or declared) that they drive for another carrier(s) besides Coast Mountain Bus Company.


When a Transit Operator reports to the Depot Office or Operations that they drive for a carrier(s) other than Coast Mountain Bus Company their name is added to the NSC Master List: (or removed if the Transit Operator is no longer working for that carrier)

#### **6.6.13 NSC OTHER CARRIER – MONTHLY TIME RECORD (F-1036)**

CMBC is exempt from the requirement to have Transit Operators complete a daily log provided that:

- a. Transit Operators are driving buses for transit service within 160 km of the home terminal.
- b. CMBC retains accurate time records for each Transit Operator for a period of six months.

Transit Operators will contact their Operations Supervisor and report that they are working for another NSC carrier.

		<b>NSC Other Carrier - Monthly Time Record F1036</b>		MONTH		YEAR		
<i>(See instructions on back. Be sure to fill in all fields before submitting form)</i>								
<b>Operator Name</b> <i>(please print name and sign back of sheet)</i>		<b>Seniority/Employee #</b>		<b>Contact #</b>		<b>Depot</b>		
<input type="checkbox"/> Conventional <input type="checkbox"/> Community Shuttle		<b>Name of the other carrier you are working for</b> <i>(must be provided)</i>						
Day of Month	CMBC <i>Check (✓) days you work, or write 'OFF'</i>	Other Carrier	Start time <i>The time lapse between the Start and End of your day - must not exceed 16 hours</i>	End time	Consecutive rest break time <i>Indicate all time in hours and minutes</i>	Total time worked on this day	Total time worked in the last 7 days	Actual hours driving for the Other Carrier <i>(start to finish) of each piece</i> <i>Indicate actual hours worked if different from Start of day and End time of day</i>
1								
2								
3								

Transit Operators are required to maintain daily time records and submit monthly. On-duty time records must include work performed both at CMBC and other NSC Carriers. (The NSC Other Carrier – Monthly Time Record (F-1036) is available from the Depot Office or Operations OR online under Forms – Operations).

At the end of the month, Transit Operators will submit the signed original NSC Other Carrier – Monthly Time Record (F-1036) to the Depot Office and retain a copy for their records.

**NOTE:** Transit Operators working a shift trade must record their 'on duty time' in the 'Hours on duty during shift' column on the log. Time should not be recorded if the Transit Operator did not work.

#### 6.6.14 EMPLOYEE DRIVING RECORDS

Under the National Safety Code (NSC), CMBC is required to maintain a transcript of the driving records of all Transit Operators. If a Transit Operator is given a ticket, a violation notice, convicted of an offence and/or involved in an accident **while operating a CMBC vehicle**, he or she must notify CMBC within 15 days.

The NSC places requirements on both CMBC and Transit Operators to comply with its provisions and contains penalties for non-compliance.

#### 6.6.15 NOTIFYING CMBC OF MOVING TRAFFIC VIOLATIONS

In compliance with the National Safety Code, Transit Operators are required to notify their Operations Supervisor of any moving traffic violation they receive while operating a CMBC vehicle (exceeding 5,000 kg).

Violations during off-duty time while driving a personal vehicle must be reported to CMBC if the violation affects the Transit Operator's ability to legally operate a vehicle. Additionally, Transit Operators must report to CMBC if they have accumulated 6 or more active points against their driver's license. Any traffic violations or convictions while at work must be reported within 24 hours using an Employee Incident Report form (M-60), checking the traffic violation box, and filling in the appropriate areas.

The Employee Incident Report (M-60) is used to record a moving traffic violation and is available from the Depot Office.

Record the information on the Employee's Incident Report in the areas as shown below:

M-60 (R-09/08)		<b>Coast Mountain Bus Company Ltd.</b>		<b>OFFICE USE ONLY</b>	
		<b>EMPLOYEE'S INCIDENT REPORT FOR:</b>		VEHICLE NO. NO:	
<input type="checkbox"/> Conventional Bus Operator <input type="checkbox"/> Community Shuttle Operator <input type="checkbox"/> Other				FILE NO:	
FOR SERVICE DELIVERY SUPERVISORS USE ONLY:					
<input type="checkbox"/> COLLISION <input type="checkbox"/> ONBOARD <input type="checkbox"/> EMPLOYEE WITNESS <input type="checkbox"/> DEWIREMENTS *		<input type="checkbox"/> TRAFFIC VIOLATION <input type="checkbox"/> OTHER (Not Security Related)		<input type="checkbox"/> WRONG FORM USED (send to Security C10A)	
<b>REPORTS AND ASSISTANCE OR MOVING TRAFFIC VIOLATIONS</b>					
T. COMM CALLED YES <input type="checkbox"/> NO <input checked="" type="checkbox"/>		POLICE ATTENDED YES <input checked="" type="checkbox"/> NO <input type="checkbox"/>		POLICE DETACHMENT <b>VCR</b>	
SUPERVISOR ATTENDED YES <input type="checkbox"/> NO <input checked="" type="checkbox"/>		NAME OF OFFICER <b>John Smith</b>		POLICE REPORT OR CASE NO. <b>12345</b>	
NAME OF SUPERVISOR		BADGE NO. <b># 915</b>		TICKETS ISSUED? TRANSIT DRIVER <input checked="" type="checkbox"/> MOTORIST <input type="checkbox"/> NONE <input type="checkbox"/>	
				IF SO CHARGE? <b>Speeding</b>	

### 6.6.16 MEDICAL FREQUENCY FOR COMMERCIAL DRIVERS

Transit Operators are required to take and submit to the Office of the Superintendent of Motor Vehicles, a Driver's Medical Examination form at the following intervals:

1. Every five years for drivers 18 – 45 years of age
2. Every three years for drivers 46 – 65 years of age
3. Every year for drivers aged 66 and older

Transit Operators will be required to pay a processing fee of each time they renew their five-year driver's licence, which is in addition to the regular renewal fee. Reimbursement for this expense is not covered under their Extended Health Care Plan.

The Motor Vehicle Department will send the Transit Operator the Driver's Medical Examination forms when they are required. The cost of the medical examination will be reimbursed through the Pacific Blue Cross Extended Health Care Plan for Reduced and Full-Time employees.

## 7 OCCUPATIONAL HEALTH & SAFETY POLICY

Every person who is employed by Coast Mountain Bus Company has the right to a safe and healthy workplace.

Every person who is employed by CMBC has a duty to work safely and to promote safe working conditions, safe work practices and positive attitudes towards accident prevention.

### 7.1 SAFETY AND HEALTH RESPONSIBILITIES

Every manager within the Company is accountable to maintain the standards that are required to meet these basic principles. Managers, at all levels, are responsible for preventing occupational accidents, injuries and diseases. They shall provide a safe workplace by ensuring investigations are conducted; training is provided; procedures are developed and implemented; and all facilities and equipment are maintained.

Every supervisor is responsible for ensuring that workers receive training, follow safe work practices and comply with pertinent regulations. They will actively support safety initiatives and the prevention of accidents by conducting regular inspections, accident investigations and hands-on instruction.

Every worker is responsible to know how to work safely and shall work safely. Workers will actively participate in a Safety Program and contribute to the achievement of a safe and healthy workplace. Workers are expected to report unsafe conditions and point out unsafe behaviour. Everyone is expected to work positively and cooperatively towards a safe and healthy workplace. If an employee encounters a situation in which they feel unsafe, they should complete an Employee Safety Issue Report (F-430) to have the unsafe issue investigated.

### 7.2 OCCUPATIONAL RISKS

Occasionally Transit Operators may be exposed to blood or body fluids accidentally or through a deliberate act (assault). There is a risk of exposure to HIV, Hepatitis B and C through contact with certain body fluids under certain conditions.

According to the BC Center for Disease Control, nasal secretions, sputum, sweat, tears, vomitus, urine and / or feces are not considered infectious body secretions unless they contain visible blood.

In order to contract an infectious disease, the infectious material must have a means of entering a person's body such as:

1. Puncturing the skin with a sharp object contaminated with infectious material.
2. Splashing blood or infected body fluids into the tissues lining the eyes, nose or mouth (the mucous membranes)
3. Splashing infected material on non-intact skin (fresh open cuts, nicks, wounds, skin abrasions, chapped and damaged skin and skin with diseases such as eczema and dermatitis).
4. Receiving a bite from an infected person resulting in breakage of the skin.

The risk of contracting an infectious disease is dependent on the type of virus and the method of exposure. For example, Hepatitis B is relatively easily spread (30% chance of contracting Hepatitis B from a needle stick exposure to Hepatitis B) while HIV is relatively difficult to spread (0.1% chance of infection when HIV contaminated blood or body fluids come in contact with

mucous membranes or non-intact skin). HIV and Hepatitis B and C are NOT transmitted through casual contact such as between a bus driver and his or her customers unless infectious material is involved.

### 7.3 PREVENTION/PRECAUTIONS

In order to minimize the risk of contracting an infectious disease, Transit Operators should take the following precautions:

#### 7.3.1 HEPATITIS B VACCINATION

Immunization for Hepatitis B is voluntary and is provided at no cost to frontline CMBC employees on a reimbursement basis through the Occupational Health Group (OHG). Employee must arrange their appointments to receive the three-series vaccines with their doctor, have their doctor complete the 'Hepatitis B Vaccination Form' and submit the form and prescription receipts for the vaccines to the OHG to receive reimbursement. This form is available from the employee's Operations Supervisor and is also available on MyCMBC.

If you have any questions about the program, contact the CMBC Occupational Health Group at 778-375-6441 or contact your physician.

#### 7.3.2 HYPODERMIC SYRINGES

Syringes found onboard or on CMBC property must **NOT** be handled by Transit Operators. Ensure all customers are moved away from the needle and park the bus. Contact T-Comm who will send a Transit Supervisor who has been trained and is equipped to dispose of the syringe safely. If requested and safe to do so, drive the bus N.I.S. to a location where a supervisor can be met to safely remove the syringe.

#### 7.3.3 SPILLS OF BODY FLUIDS

Contact T-Comm to send a supervisor who is trained and equipped to properly decontaminate the bus. If the spill is too large for the supervisor to clean you will receive a bus change. If requested, drive the bus N.I.S. to the depot for cleaning. The spill must be written up on the Vehicle Daily Status & Pre-Trip Report.

### 7.4 EXPOSURE TO BLOOD OR BODY FLUIDS

In the event a Transit Operator is exposed to blood or body fluids, the following steps must be taken to reduce the chance of contracting HIV, Hepatitis B or C:

1. Ensure your immediate safety (call T-Comm / emergency services as required for assaults or other injuries and get first aid for injuries).
2. Get first aid immediately for all potentially harmful exposures.
3. Potentially harmful exposures are indicated by exposure to any body fluids (including saliva) occurring in the following fashion:
  - Skin is punctured with a contaminated sharp - allow the wound to bleed freely (allow the wound to bleed on its own - do not try to force it to bleed) and then wash the area with water and non - abrasive soap.
  - Mucous membrane (eyes, nose or mouth) is splashed - flush the areas with large amounts of clean water.
  - Non-intact skin (fresh open cuts, nicks, wounds, skin abrasions, chapped and damaged skin and skin with diseases such as eczema and dermatitis) is splashed - wash the area with water and non-abrasive soap.

4. If no washing facilities are immediately available, use the antiseptic wipes available at all depot offices and then wash with soap and water as soon as possible.

If a potentially harmful exposure has occurred, T-Comm will either advise you to proceed to the closest hospital emergency ward or they will send a Transit Supervisor to drive you. You **MUST** attend a hospital within **TWO** hours of the exposure. At the hospital, you will be given an assessment and if necessary, anti-viral treatment and testing. Follow the advice of the treating medical staff. It also recommended that you follow up with your physician if any anti-viral treatment is given.

If you are sent to hospital, a defuser will be offered. It is your choice whether to accept the defuser, however, it is strongly recommended, as the defusing process may help you cope with the incident. The hospital may also have special counseling services available.

If the exposure did not involve a skin puncture, mucous membranes, or non-intact skin, you may return to work after thoroughly washing exposed areas with soap and water and changing any soiled clothing. A Transit Supervisor will disinfect any body fluids spilled onboard or you will be given a bus change. Report the incident to your Operations Supervisor on an F-180 Workers Report of Incident or Occupational Illness.

## 7.5 ASSISTING CUSTOMERS

Whenever there is a chance of exposure to body fluids while assisting customers, such as when securing wheelchairs and scooters, waterproof gloves and antiseptic wipes are available at all depot offices and may be used at the driver's discretion.

## 7.6 FIRST AID

Transit Operators are required to render all reasonable assistance to customers injured on the bus. Transit Operators are not required to perform any first aid that they are not qualified for. Waterproof gloves **MUST** be worn for any first aid conducted. Replacement gloves and antiseptic wipes are available from all depot offices.

## 7.7 WASTE AND LOST PROPERTY HANDLING

Lost property such as clothing or baggage may contain syringes; therefore, items should be lifted by the handles or in a manner which will prevent the contents of pockets from falling out.

## 7.8 SUSPICIOUS SUBSTANCES ON BUS

If you are exposed to a suspicious substance while operating your bus:

1. Do not touch, smell or in any way make contact with the substance.
  - a. If you inadvertently make contact with the substance do not risk further contaminating other areas of the bus. Keep track of anything with which you may have come in contact.
  - b. If possible, secure the bus in a safe location and disembark all customers. Request that your customers not leave the scene as they may be required as a witness and/or may have come in contact with the substance. Move yourself and customers uphill and upwind from the area.
  - c. Report the incident to T-Comm. and advise them that you are securing the bus. Provide a location that the Transit Supervisor can meet you and if possible, give T. Comm. an alternate telephone number to contact you. Do not under **ANY** circumstances re-enter the bus.



Some signs of a suspicious substance are:

- a. an unexplained or pungent odour, a suspicious package emitting a vapour or odour;
- b. an abandoned or out-of-place aerosol or manual spray containers, a dissemination device that has residue or a threatening note attached;
- c. a cloud, mist, fog, fine powder, dust, liquid or oily residue with no explainable source;
- d. people experiencing difficulty breathing, uncontrollable coughing, nausea, seizures, blurred vision, disorientation, or loss of consciousness and/or;
- e. small animals, such as birds, that appear to be dead or dying in the area.

## 7.9 EXPOSURE TO HAZARDS OF VEHICLE MOVEMENT

WorkSafe BC's regulations require **High Visibility Apparel** to be worn by all workers, regardless of position, when their work leaves them exposed to the hazard of vehicle movement. **This includes all CMBC staff when working in Transit Centre yards as well as public areas where there is exposure to the hazard of moving vehicles.**



**NOTE:** Refer to WCB Standards: PPE 2 High Visibility Garment – Personal Protective Equipment Standard 2 on the [WorkSafe BC](https://www.worksafebc.com) website for further details.

From CMBC's perspective, the WorkSafe BC requirement for high visibility apparel is to meet the standard for 'Type 2' High Visibility Apparel. The High Visibility Apparel must be worn while working. Examples of what qualifies as 'working' under the regulation are:

- Pre-Trip Inspections
- Trolley pole pulling/pole setting
- Walkabout inspections of any kind, by any person, in transit centre yards or on public roads where vehicles may travel
- Any kind of work performed while walking on public roadways.
- Any time the Transit Operator is exiting the driver's door on a Community Shuttle

Examples of when High Visibility Apparel is NOT required are:

- Crossing a transit centre property for the purpose of gaining access to the workplace at the start of the shift or leaving work at the end of the shift. WorkSafe BC expects employees to maximize the use of the marked routes or crosswalks for pedestrian travel, where they exist.

Note that safety apparel **MUST** be worn on the outside of other clothing.

## **7.9.1 STOPPING BEHIND OR PASSING A BUS WITH PERSONNEL BEHIND OR BESIDE THE BUS**

### **7.9.1.1 STOPPING BEHIND POLE PULLERS**

When pulling up and stopping between 25 and 5 meters behind a bus where the operator of the bus in front is in the process of either pulling or setting the trolley poles, the Operator of the rear bus must apply the parking brake and not release the parking brake until the front Operator completes the task and has returned to the curb or other safe place away from the back of the bus. This policy applies to 'pole pulling' as well as 'de-wirement' and 'BO' bus situations. Operators should avoid stopping with less than 5 meters (15 feet) of space behind a bus with personnel working behind or beside the bus in front.

### **7.9.1.2 CHANGING LANES TO PASS BUS STOPPED IN FRONT**

Where company personnel or other authorized persons are performing any task behind or beside the bus in front, Operators approaching from behind must not attempt to change lanes and pass if there are less than 25 meters (two 40' bus lengths) of space between the two buses. If within 25 meters stop and follow procedure 7.9.1.1

### **7.9.1.3 PASSING BUSES STOPPED IN LANE 1**

CMBC Company vehicles must reduce speed to 8 kph when operating in lane 2 and passing a company vehicle in lane 1 where company or other authorized personnel are working behind or on the left side of the curbside bus. The passing vehicle should make every effort to ensure the personnel being passed is made aware they are being passed.

### **7.9.1.4 MOVING BETWEEN BUSES DURING PRE-TRIP**

When conducting a pre-trip, the person conducting the pre-trip must stop before passing between their bus and the bus behind to determine if the driver's compartment of the vehicle behind is occupied. If the driver's compartment of the rear bus is occupied, the person doing the pre-trip on the front bus must ensure that the person in the rear vehicle is aware of their presence and confirm that the rear bus is in 'neutral' before moving between the two buses.

## 8 VIOLENCE PREVENTION

### 8.1 FARE RELATED DISPUTES

Disputes arising from attempted fare collection have been identified as a primary risk factor for violence against Transit Operators. It is critical that the Fare Collection Procedures in Section 2.41 is applied consistently to avoid escalation of fare disputes.

### 8.2 FARE COLLECTION PROCEDURES

Transit Operators must be knowledgeable about the current Transit Tariff as it pertains to the Conventional Transit System. The role of the Transit Operator is to meet, greet and interact, answer questions, and review fare media. Transit Operators, if they feel safe to do so, may advise customers in a respectful and non-confrontational manner of invalid or expired transfers. **DO NOT SEIZE OR CONFISCATE PASSES OR COMPASS CARDS.** Otherwise, let them board and initiate the following P.A. announcement through the automated radio system:

*“This is a Fare Paid zone. Customers who have not paid the appropriate fare are subject to a fine.”*

***Do not get into a confrontation if they refuse to pay.***

If customers forget to obtain transfers/fare receipts when boarding, and return for one, issue the transfer and advise them that transfers are usually obtained at the time of paying fare.

Fare related problems such as ‘Fare Not Paid’ or ‘Fare Dispute’ may be reported to T-Comm using the Text Messaging function of the TMAC system.

Transit Operators are never to handle cash unless a customer with a disability requests assistance.

**NOTE:** Buses are not to be taken out of service for non-payment of fare as this may escalate a situation. If a situation escalates or assistance is required;

1. Contact T-Comm for assistance and direction
2. Report incident on Security Report form (M-812)

### 8.3 APPLICATION OF TRANSIT SYSTEM RULES

Disputes relating to enforcement of transit system rules expose Transit Operators to risk of violence. While consistent application of these rules system wide is important to avoid misunderstandings. Transit Operators must always remember to use discretion if requesting compliance may escalate into violence.

### 8.4 DANGEROUS/PROHIBITED GOODS

- Lawn mowers, \*bicycles in the bus, and similar equipment;
- Uncovered glass or sharp objects;
- Gasoline, propane and other flammables;
- Explosives;
- Guns (except law enforcement officers).

If a Transit Operator observes a customer carrying a prohibited item, they should advise the customer that the item may not come on board the bus.

\*Folding bicycles are allowed. Two-wheeled stand-up electric scooters are also allowed but should be folded.

## 8.5 DISCRETIONARY ITEMS

- Articles longer than the distance from floor to bus ceiling;
- Ski poles unless sandwiched between skis or points covered;
- Ice skates not fitted with guards;
- Saws and other sharp tools with the cutting edges not covered;

Allowed to be carried on board, but prohibited from use are, roller blades, skates, skateboards, or other similar wheeled conveyances.

These items may be allowed on board the bus at the Transit Operator's discretion with due regard for customer safety. Time of day, route, and customer volume may determine acceptability.

## 8.6 STROLLERS

Transit Operators should inform customers when strollers do not meet the current guideline in Section 2.50. If assistance is required, contact T-Comm.

## 8.7 FOOD AND BEVERAGES

In consideration of customer safety and convenience, only food and beverage items that are properly wrapped or covered to prevent spillage will be permitted. If a customer fails to comply, after being politely and properly informed of the policy, contact T-Comm. for assistance. Care should be taken to avoid a confrontation.

## 8.8 SMOKING ON BOARD TRANSIT VEHICLES

Transit Operators and customers are prohibited from smoking in a Transit Vehicle at any time. Refer to Section 2.16 for more information.

## 8.9 REQUEST STOPS

Between the hours of 21:00 and 05:00, customers may request to be let off at other than designated stopping places on all routes, except for express and limited stop sections. These requests may be granted if, in the opinion of the Transit Operator, it is safe to do so. Customers must leave the Transit Vehicle by the front doors only.

**NOTE:** Customers using the wheelchair **lift** must leave the bus at accessible stops due to equipment limitations.

You may take the following basic steps when informing customers of Transit System Rules:

- Inform the customer of the rule and politely request compliance.
- If the customer refuses to comply with your request, contact T-Comm. for assistance and direction.
- Take care to avoid a confrontation.

## 8.10 REFUSAL TO CARRY CUSTOMERS

In certain situations, as a result of non-compliance with Transit System rules, a customer may be refused service.

A Transit Operator may refuse to carry, or may cause to be removed from the vehicle, a customer who is guilty of dangerous, disorderly, or abusive conduct. If the customer refuses to desist when asked to do so, you have the authority under section 6 (2) of the 'Greater Vancouver Transit Conduct & Safety Regulations' to request that a customer leave a bus. Refusal becomes an offence under section 9 (2).

**The Transit Operator must not attempt to remove someone on their own.** Transit Communications should be contacted so that the proper authorities carry out this action.

The following is an excerpt from the Greater Vancouver Transit Conduct and Safety Regulations (Section 6):

Requirement to obey signs and rules:

6 (1) If the authority or one of its subsidiaries makes rules, or posts signs on transit vehicles or other transit property, for the safety, good order or convenience of persons while they are on, entering or leaving a transit vehicle or other transit property, a transit employee may require, as a condition of allowing any person to enter or remain on the transit vehicle or transit property, that the person obey the signs or comply with the rules.

(2) If a person does not obey a sign or comply with the rules when required to do so by a transit employee acting in accordance with subsection (1), any transit employee may do any of the following:

- a. refuse that person permission to enter the transit vehicle or other transit property;
- b. order that person to leave the transit vehicle or other transit property;
- c. order that person not to enter any transit property or not to enter specified transit properties for a period not exceeding 24 hours from the time the order was made.

The Transit Operator should get the assistance of the police, a supervisor, or security, in cases of non-compliance. Failure on the part of the Transit Operator to first 'request compliance' and then 'order to leave' the bus will seriously hinder police authority to assist.

**Do not be enticed into leaving the vehicle or chase an offender after they have left.**

A person refused, or caused to be removed from the bus, must not be left at a point where they are likely to be exposed to danger. Extreme caution must be observed during cold or inclement weather, late at night or when the person is intoxicated. Intoxication alone is not sufficient justification for refusal or removal. The Transit Communication Centre must be informed as other agencies may be required to respond (Police, Security, EHS or Transit Supervisor).

A small child, a person of unsound mind or a person unable to take care of themselves must not be removed from the vehicle unless placed in the care of an appropriate person (Supervisor, Police, Security, or Medical Personnel).

The Transit Operator must report all incidents of this nature and secure names and addresses of witnesses.

## 8.11 TRAFFIC OR 'ROAD RAGE' RELATED DISPUTES

Anger directed at Transit Operators from other motorists puts them at risk of violence. In order to avoid assaults related to road rage, the following is suggested:

- If a motorist becomes angry and yells and gestures towards you, do not react. Most often, if you do not participate, the incident will end at this point.
- If a situation escalates to a point that you are unable to move your bus, or you are being confronted by a motorist, close your window and all doors and contact T-Comm. using the PRTT button on the radio.

## 8.12 MANAGING DIFFICULT CUSTOMERS

Three types of customers have been identified that pose a particular risk of violence to Transit Operators:

### 8.12.1 PEOPLE UNDER THE INFLUENCE OF ALCOHOL OR DRUGS:

- Customers under the influence of alcohol or drugs may be disoriented and need extra assistance with directions or finding their stop. Always treat all customers politely and courteously. Do not approach an intoxicated customer, as their behavior is unpredictable.
- Do not approach an apparently sleeping customer to determine their level of consciousness. Open all doors and use caution as they may be under the influence of drugs and/or alcohol. Use a loud voice or the intercom system to attempt to awaken the customer. If the customer becomes unruly and the situation escalates to the point that you think you may be assaulted, contact T-Comm. If a customer appears to be unconscious, notify T-Comm. immediately. This may be a medical emergency.

### 8.12.2 UNRULY GROUPS:

- When dealing with unruly groups you should always speak to the group unless there is a problem with only one individual. If you feel that the situation has escalated to the point that you may be assaulted, contact T-Comm.
- If the problem is ongoing, request assistance from your Operations Supervisor, Transit Centre Liaison Officer (TCLO), or CMBC Security.

### 8.12.3 ANGRY INDIVIDUALS:

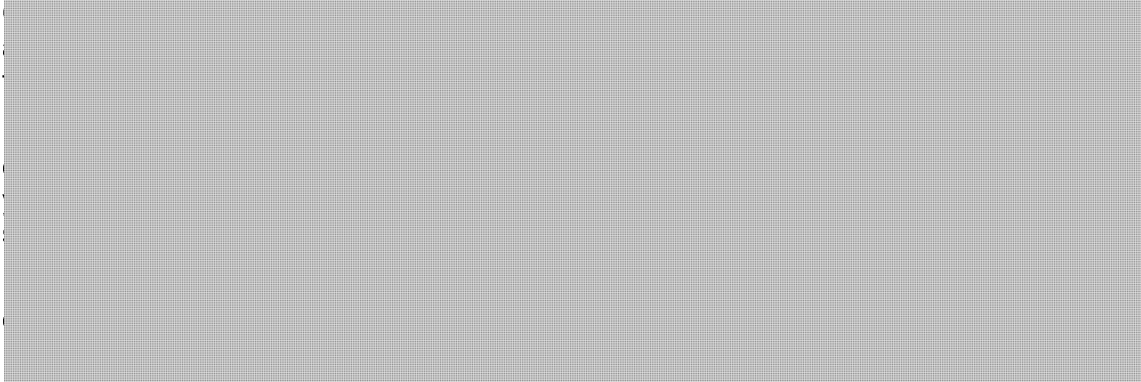
- When dealing with an angry individual, try to remain calm;
- Listen to the complaints and try to provide options;
- If the situation continues or escalates, offer to obtain a supervisor, and notify T-Comm.

## 8.13 WEAPONS

Weapons brought on board transit vehicles present a significant risk to Transit Operators. Weapons may be obviously threatening (such as guns or knives) or weapons of opportunity (almost anything such as sports equipment, tools, hypodermic syringes, or umbrellas).

If a customer boards with a clearly threatening weapon such as a gun or open knife, the most important concern is not to alert the suspect. Notify T-Comm. by one of the following methods to ensure an appropriate police response:

- 
- 
- 



s.15(1)(l)

**NOTE:** In order to ensure a priority police response this procedure must not be used for any other type of emergency situation.

- If a customer becomes unruly and attempts to assault you with a weapon, contact T-Comm and follow the procedures in Section 8.16 Assault Mitigation and Response.

Transit Operators should be familiar with the following procedures from this manual relating to Weapons;

- Dangerous / Prohibited Goods
- Transit Operator Exposure to Blood and Body Fluids (in case a syringe is used as a weapon)

Refer to sections 2.64 and 7.4 for more information.

## 8.14 COMMUNICATION PROBLEMS

Some Transit Operator assaults begin as verbal confrontations with customers. When you encounter difficulty communicating with customers, it is important to avoid escalating situations that may result in violence. The Transit Operator must treat each customer with respect regardless of the communication barrier. If the communication problems can't be resolved, contact T-Comm.

## 8.15 WASHROOMS AND TELEPHONES IN ISOLATED AREAS

Most washrooms and telephones are located at the end of the transit route. At certain times (usually at night or when there are no other buses around) and in certain locations, Transit Operators may have a concern for their safety.

Transit Operators should be alert and aware of their surroundings at all times. Check the route between your bus and the telephone or washroom.

Do not leave the bus to access washroom or telephone in an isolated area if there is reason to be concerned for personal safety.

If no other washroom options are available, contact T-Comm. and notify them that you are leaving the vehicle and the anticipated time of return. If no further contact is made to T-Comm, the supervisor will attempt to contact the Transit Operator. If unsuccessful, a Transit Supervisor will attend.

If the Transit Operator has repeated concerns for personal safety at a particular location, he or she should report the location and concern to a supervisor or Safety Committee representative.


If a Transit Operator identifies a concern with a specific location, it will be investigated with Corporate Safety and a representative of the Safety Committee.

If a telephone is not working, report it to T-Comm.

## 8.16 ASSAULT MITIGATION AND RESPONSE

There will be times when Transit Operators cannot prevent an escalation of violence. If the Transit Operator suspects that the situation is escalating beyond the Transit Operator's control, the Transit Operator should immediately ask for assistance and try to disengage from the situation.

However, if you feel that assault is imminent, the following steps should be taken:

- 
- If possible, pull over as quickly and safely as possible, regardless of the location. Open all doors to allow the assailant and customers an opportunity to exit. **YOUR SAFETY IS THE PRIMARY CONCERN.**
- Try to get away from direct contact with the assailant, if possible. Only leave the bus if there is a safe, preferably public, area to escape to. Remember that by leaving the bus, communications with T-Comm. via the radio system is lost.
- Transit Operators must never leave their seat to confront any member of the public. Even if the Transit Operator is assaulted first, this does not justify leaving the seat. In situations where an assault seems imminent, a Transit Operator may leave the seat only if they are in danger of immediate physical harm, in which case, any use of force beyond necessary protection is unacceptable.
- Transit Operators commit an assault if they engage in any physical altercation with a member of the public for any reason. Transit Operators must not touch members of the public or engage in any aggressive conduct that escalates to a physical assault.
- Contact T-Comm. as soon as it is safe to do so and provide updated information. Give a detailed description of the assailant and direction of escape.
- If safe to do so, assist the remaining customers until help arrives. If anyone is injured, determine his or her condition and provide this information to the T-Comm. Supervisor.
- Distribute witness cards (courtesy cards) and encourage customers to stay until authorities arrive.
- If police attend, cooperate with the investigation and get a case number, if possible.
- Transit Operators are encouraged to talk to a DEFUSER to assist with coping with the occurrence.

s.15(1)(l)



- If necessary, make use of support available. Discuss your concerns with fellow employees, your Operations Supervisor, Transit Centre Liaison Officer, or make an appointment with the Employee & Family Assistance Program or your family physician.
- File a Security Report (M-812)

## 8.17 EMERGENCY RADIO COMMUNICATION



s.15(1)(l)

## 8.18 ASSAULT ALARM



## 8.19 EMERGENCY COMMUNICATIONS



## 8.20 REPORTING PROCEDURE

Any incident involving an act of violence must be reported to your Operations Supervisor using an M-812 (CMBC Security Incident Report) form located at each operating centre. If the Transit Operator is injured an accompanying F-180 (Employee Injury Report) form must also be completed.

## 8.21 INVESTIGATION PROCEDURE FOR VIOLENT ACTS

Incidents of violence must be investigated as outlined in the Occupational Health & Safety (OHS) Regulations of British Columbia 4.27 - 4.31. These include both incidents that resulted in injury requiring medical treatment, or did not involve injury, but had the potential for causing serious injury. Transit Operators must complete the appropriate form(s) reporting the incident to the employer. The employer will investigate the incident to determine what caused the incident and determine the corrective action.

- Transit Operator completes report (F-180 and M-812, if required) and submits to your Operations Supervisor.
- Supervisor/Security initiates investigation with the Transit Operator.
- The incidents leading up to the injury and any other contributing factors are identified and recommendations for corrective action are determined.
- A copy of the report is forwarded to the Safety Committee for review and further recommendations. A copy of the report is filed for follow up information.

### 8.21.1 COORDINATED RESPONSES OF TRANSIT SUPERVISORY GROUP

**Transit Supervisors** are also exposed to the risk of Violence in The Workplace.

Following is the expected sequence of events subsequent to a call for assistance on a person with a weapon, a fare dispute, or a customer who may be intoxicated or asleep:

## 8.22 WEAPONS

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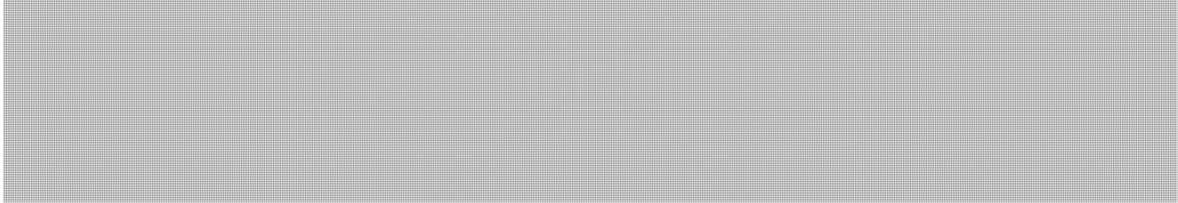


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## 8.23 FARE DISPUTE



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## 8.24 INTOXICATED – DRUGGED – ASLEEP

- Supervisor dispatched to mutually convenient location
- Additional area car advised
- Attending car advises T-Comm. of arrival and bus number
- Transit Operator secures bus, opens all doors, discusses details off bus
- Supervisor boards bus (as needed) ready to radio for help if needed
- Supervisor approaches the individual, from the side or behind, to establish level of consciousness and possible cause:
- Sick and unconscious = ambulance
- Inebriated, conscious and capable of walking = supervisors escort from bus;
- Too intoxicated for removal = leave on bus until police can remove at a mutually agreed location;
- Customer awakened by Supervisor and safe to continue = Supervisor to follow bus to customer destination;
- Customer refuses to leave at destination = supervisor calls police;
- Remaining customers accommodated on other service.
- It is imperative that your TMAC radio is turned on and your information (Seniority Number and Line/Block) are correctly logged in at all times or the AVL (Automatic Vehicle Locator) System will not function, and T-Comm will be unable to locate you in the event of an Emergency.

## 8.25 ON BOARD CAMERA SYSTEM

Video cameras have been installed or are being installed on all buses in the fleet that are built from 2006 and newer. The installed cameras are meant to increase the Safety and Security of Transit Operators and customers.

The system is initiated when the Master Control is turned to the Night/Day Run position. The cameras will start recording digital video after a 90 second self-check. While the bus is in operation, the cameras will continuously record video. Up to seven days of video is stored on a hard drive inside the vehicle. When the Master Control is turned to the 'Off' or 'Night Park' position, the cameras will continue to record for an additional 15 minutes. After the bus has been returned to the yard, the camera system will remain 'on' for an additional five minutes to allow for uploading of any data (tagged events).

### 8.25.1 TAGGED EVENTS



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### **8.25.2 HOW TO TAG AN EVENT:**

**8.25.3 ADMINISTRATIVE QUERY**

An Administrative Query is a request to the Security Department for digital footage from a particular bus (providing it is within the 7-day window).

**8.25.4 SCENARIOS: TAG VIDEOS**

**Below are some scenarios where a Transit Operator should 'tag' an incident for upload:**

**8.25.4.1 CRIMINAL ASSAULTS OR ACTIVITIES:**

- Any criminal assault involving a weapon and/or object or a physical and/or verbal assault between a customer and a Transit Operator;
- Any criminal assault involving a weapon and/or object or a physical and/or verbal assault between Customers;
- Vandalism, internally or externally, to the bus.

**8.25.4.2 OPERATOR INCIDENT:**

- Immediately after a Customer has fallen or been injured, or claims to have fallen or been injured;
- Immediately after an Emergency Braking activity (hard braking);
- Any accident involving the bus hitting a stationary object, another moving vehicle or persons;
- Accident occurring around the bus (not involving the bus).

**8.25.5 SCENARIOS: NOT TAG VIDEOS**

**Below are some scenarios where a Transit Operator should NOT 'tag' an incident for upload:**

- Rear door Boarding;
- A 'Sleeper' – onboard;
- Anything outside of the above 'tagged' events.

**Note: Transit Operators are reminded not to use the presence of the camera system as a 'threat' towards customers, as it may escalate the situation.**

**8.25.6 NUMBER OF CAMERAS PER BUS:**

- 5 cameras on each 40ft bus
- 7 cameras on each 60ft bus

Some buses are equipped with an additional camera mounted on the left exterior side facing rearward. Community Shuttle buses are not equipped with cameras.

### 8.25.7 HIT & RUN CONTACT BY THIRD PARTY VEHICLE WITH BUS' DRIVER-SIDE MIRROR

If your bus is involved in a hit and run contact with the bus' driver-side mirror, follow the procedure below:

- Honk your horn to alert other motorist before contact.
- If contact is still made and your bus is video equipped, call out the ***licence plate number***, it will be captured on audio.
- Buses are video equipped--call out a ***description of the vehicle***, it will be captured on audio.
- Obtain witness names where possible.

## 9 VEHICLE OPERATING PROCEDURES

### 9.1 GENERAL

It is the Transit Operator's responsibility to keep informed of current operating procedures and equipment revisions posted by notice. Transit Operators must also be aware of all safety and emergency procedures as well as any road closures or reroutes affecting their bus route.

#### 9.1.1 PUSHING TRANSIT VEHICLES

Under normal circumstances, pushing a transit vehicle with another is not permitted, contact T-Comm and request assistance.

#### 9.1.2 RACING ENGINE

Do not race the engine. When warming up the engine, use approximately 1/3 throttle or, if equipped, use the 'Fast Idle' switch. Some newer buses will not permit throttle use, door operation, or wiper operation until reservoir air reaches 90 PSI or greater.

#### 9.1.3 LIGHTS AND ENGINES OFF AT TERMINUS

On arriving at a terminus or layover, engines on diesel buses are to be shut off when layover is longer than three minutes. All headlights, interior and clearance lights, heaters, fans, etc. are to be switched off, except those necessary for the safety of the Transit Operator, customers and vehicle.

#### 9.1.4 CLOSING BARRIER DOOR BEFORE MOVING BUS

On vehicles equipped with hinged door type barriers, Transit Operators must ensure the barrier door is closed and latched before moving the bus in any direction.

#### 9.1.5 UNUSUAL NOISE OR VIBRATION WHILE DRIVING

If an unusual noise or vibration is noted while driving a bus, pull over as soon as possible at the nearest safe location.

Contact T-Comm and notify them of the condition.

If safe, secure and exit the bus and check all the wheels for loose or missing lug nuts.

**NOTE:** Look for missing lug nuts or space between the back of the lug nut and wheel rim. The wheel may be hot, avoid touching the wheel or lug nuts.

If a safe location that will allow access to all the wheels is not immediately available, pull over, activate the four-way flashers and contact T-Comm for assistance.

**DO NOT CONTINUE TO DRIVE IF UNUSAL NOISE OR VIBRATION IS NOTED.**

Continue only if advised it is safe by a Transit Supervisor or Road Services.

#### 9.1.6 MANDATORY USE OF WHEEL BLOCK

The use of wheel blocks, while not always mandatory, is recommended at all times the vehicle is left unattended away from the garage. Consider the following policy:

- Wheel blocks **MUST** be carried on all buses.

- Wheel blocks **MUST** be used in the event of a mechanical failure or an emergency where a bus will be parked on an incline.
- If the parking brake alarm malfunctions during a Transit Operator's shift, the use of the wheel block is mandatory whenever the Transit Operator leaves the bus, until the problem is corrected, or a bus change has been completed.

#### Use of Parking Brake

- The bus parking brake **MUST** be set before leaving the Transit Operator's compartment.
- All employees taking a bus from a garage **MUST** ensure the bus ***parking brake alarm*** is functioning as part of the pre-trip inspection. Transit Operators taking over a bus on the road **MUST** test the parking brake alarm at the time of taking over the bus.

### 9.1.7 VEHICLE BACKING PROCEDURE

- Ask a responsible person to check behind your vehicle before and as you back up. If there is no one available to assist, walk to the rear of your vehicle and check conditions before backing. Be alert for any vehicle or persons that may get in behind your vehicle while you are returning to your seat.
- Activate four-way flashers.
- Sound horn 3 times before moving and once every bus length as you back up.
- Check outside and inside mirrors frequently. Look over right shoulder - alternate the procedure as you back up.
- Keep speed to a walking pace.
- When changing directions, check front-end overhang clearances.
- Check overhead clearances.
- Transit Operators must not back a Trolley Bus through special work, except in an emergency and then only if a qualified person is there to assist them (refer to the next section).

#### 9.1.7.1 QUALIFIED PERSONS ARE:

- Another Transit Operator
- A supervisor
- A trolley overhead line person
- A mechanic
- An instructor

### 9.1.8 PASSING WORK CREWS / STOPPED EMERGENCY VEHICLES

Transit Operators are required to operate transit vehicles within the speed limits as shown on signs posted by any work crews. Where no speed limit is posted, Transit Operators must not exceed 8 km/h (5 mph).

This ruling applies especially (and in both directions) to crews working on or about trolley overhead. If a dewirement occurs - **STOP IMMEDIATELY**.



When passing trolley overhead crews using EPU, poles must be hooked, never pass crews with the poles in the elevated position.

Maintenance personnel attending bad order vehicles on the road should be given special attention as they are often moving around the vehicle and may find it necessary to partially occupy travelled lanes.

**ADDITIONALLY:** as of June 1, 2009 , The Motor Vehicle Act Regulations have been amended to create Division 47 – ‘Speed Limits and Traffic Rules if Official Vehicle Parked on a Highway.’, which states in part:

#### 9.1.8.1 WHEN AN OFFICIAL VEHICLE IS STOPPED (47.02)

1. Subject to subsection (2), if an official vehicle with illuminated flashing red or blue lamps or lights, or both, or flashing amber lamps or lights is stopped on the side of a highway, a person driving a motor vehicle on the highway in either direction must drive the motor vehicle at the following rate of speed when approaching or passing the official vehicle:
  - a. 70 km/h if signs on the highway limit the rate of speed to 80 km/h or more;
  - b. 40 km/h if signs on the highway limit the rate of speed to less than 80 km/h.
2. Subsection (1) does not apply to a driver who approaches or passes an official vehicle from the opposite direction on a highway that contains a laned roadway or is divided by a median.
3. In addition to the requirements of subsection (1), a driver travelling in a lane adjacent to the stopped official vehicle or in the same lane in which the official vehicle is stopped must, if it is safe to do so, and unless otherwise directed by a peace officer, move their motor vehicle into another lane of the laned roadway, if any.

#### 9.1.9 RAILWAY CROSSINGS

Transit Operators approaching a track of a railway must always proceed with caution to avoid a collision between the bus and an approaching train.

BC Motor Vehicle Act Section 185 describes the rules governing stopping at Railway crossings

As Transit Operator you must: (Motor Vehicle Act – summarized)

**Stop** at controlled railway crossings if signaled to do so. A controlled crossing has a flag person, stop sign, crossing gate or an electric or mechanical device.

**Stop** if a railway train is approaching and is within approximately 500m of a crossing or by reason of speed or nearness to the crossing is an immediate hazard.

#### When you stop for the railway crossing:

1. Stop 5 to 15 meters from the railway crossing
2. Look both ways and listen for any approaching trains
3. Ensure you have space on the far side of the track (vehicle length plus 5 – 15 meters) prior to starting your crossing and give yourself at least 10 seconds time to cross safely.
4. Move forward when safe

**Don't ever cross a railway track if the railway crossing gate is down. It is an offence to pass a barrier at a railway crossing when it is closed or being closed or opened.**

Buses carrying customers are required to stop at all uncontrolled main railway crossings. Transit Operators are only required to stop at all other lines...spur lines-feeder lines, residential and those found in business areas if a train is approaching and is perceived as a hazard by being within 500m, has sounded its horn and/or is visible to the Transit Operator.

#### **9.1.9.1 RAILWAY CROSSING WARNING DEVICES**

The following procedures are to be followed when it has been established that there is a malfunction of a railroad crossing, gate or physical barrier.

- A peace officer will be requested to attend. They and/or their designate, which may be a Transit Supervisor, will direct traffic around, through, or under the malfunction.
- If a peace officer is unable to attend, or will not delegate their authority, the Transit Supervisors responsibility will be to re-route the service around the scene.
- A railway repair crew or a peace officer or their designate are the only ones who have the authority to direct traffic around railroad barriers.

There is no compulsory stop at a railway spur line or an industrial track in a business or residence district unless controlled by gates, signal lights, or signs.

When facing a solid (not alternate flashing) red light, all buses will stop and remain stopped until the light changes to green. If a faulty light is suspected, follow faulty barrier procedure above.

#### **9.1.10 CLOSING WINDOWS AND DOORS**

It is the responsibility of each Transit Operator to ensure that all windows, hatches and doors are closed before leaving vehicle in the yard.

#### **9.1.11 DOORS OPEN WHEN OPERATING**

Transit vehicles are **NOT** to be operated at any time with the doors open.

#### **9.1.12 INTERIOR LIGHTING**

We must provide as much interior light as possible for our customers, many of whom may have trouble seeing clearly, or feel less secure in darkened areas. Providing a well-lit environment will significantly enhance the personal safety and convenience of customers. It may also reduce the occurrence of vandalism.

Interior (fluorescent) lights on transit vehicles will be on from the first bus entering service in the a.m. until one hour after dawn, and from one hour before dusk until completion of service.

In certain areas or conditions where lighting causes reflective glare, (i.e. fog, heavy rain, long stretches of dark road, etc.) transit vehicles equipped with separately controlled rear dome lights may operate with rear dome lights only when travelling under these conditions. Your customers will appreciate announcement regarding your reasons for turning lights off. When loading and unloading, all dome lights must be turned on.

#### **9.1.13 HOLDING BUSES WITH REAR DOOR INTERLOCK**

The parking brake must always be applied prior to leaving the driver's seat. Relying on the rear door interlock is unsafe.

#### **9.1.14 FOUR WAY FLASHER & TURN SIGNAL LIGHT USE**

In normal stopping situations, please indicate a customer stop with the right signal only, leaving it activated until ready to depart. Do not use 4-way flashers in multiple bus zones or at terminuses as the rear buses obscure the right flasher of the bus in front and it appears the forward bus wishes to leave the curb. This can be extremely confusing for other motorists, who, with the advent of the bus priority legislation, may feel compelled to yield when there is no need to do so. ***Bus priority legislation does not apply to merges, lane changes or turns.***

Use of the left turn signal when proceeding straight ahead from a bus stop is to be minimized as it also may send a confusing signal to motorists. However, use your professional discretion at nearside stops if you believe there is a chance traffic will be making a right turn in front of you.

Please use your professional discretion in limiting usage of four-way flashers to locations where confusion is minimized, such as:

- Backing;
- Blocking traveled lanes for customer stops where only one traveled lane exists;
- Stopping in known hazardous locations, or protecting accident scenes;
- Trolley dewirements or bad order buses.
- When you are moving much slower than the normal flow of traffic or driving up-hill at a slow rate of speed.

Be alert to large vehicles behind, obscuring 4-ways and sending motorists a false message.

Most buses have the right rear clearance lights modified to flash when the parking brake is applied (referred to as LAYOVER LIGHTS) as a signal to following Transit Operators that the bus may not be pulling out right away, as in the case of boarding a person in a mobility device (4 - ways have been disconnected from lifts/ramps)

#### **9.1.15 TRANSIT OPERATOR'S DAILY TIME RECORD**

The Operator's Daily Time Record is a daily record of each Transit Operator who drove a CMBC vehicle on a particular day. These records are built through the Transit Management and Communications system (TMAC) and stored in a database at a central location. Each Transit Operator must sign into the TMAC system with their seniority number before driving a CMBC vehicle (refer to Section 11.1.4.1 Operator Login for more information on logging in to the TMAC system).

##### **9.1.15.1 BUS CHANGES**

When a Transit Operator requires a bus change for any reason, they must be sure to logoff their seniority number from the TMAC in the bad order (B/O) bus and login with their seniority number on the TMAC in the replacement bus. This will record the time of the change and the new vehicle number on the Operator's Daily Time Record (refer to Section 11.4.1 Operator Login for more information on logging in to the TMAC system).

#### **9.1.16 ANTI-LOCK BRAKING/RETARDER OPERATION**

All newer buses, 1998 and newer low floor Artic, 1999 and newer low floor D40'S and Orion V buses are equipped with anti-lock brakes.

When the ABS system is activated, the transmission retarder is de-activated to ensure the retarder does not interfere with the brake modulation. The retarder operation will return to normal 4 seconds after the ABS event is over. The ABS may activate because of slippery roads from causes such as rain, leaves, washboard road surfaces, or painted white lines. Transit Operators should be aware of this and be prepared, if necessary, to compensate by applying additional brake pedal effort to compensate.

The retarder can also cut out when a Transit Operator has their foot off the power pedal to engage the retarder (throttle activated retarder) but is still covering the power pedal. If the bus goes over a bump causing the foot to contact the accelerator pedal, the retarder will disengage.

### 9.1.17 ALL DOOR BOARDING (RAPID MODE SWITCH)

All Door Boarding is designed to assist in efficiently loading large numbers of customers quickly by using front and rear doors simultaneously. The All-Door Boarding procedure is to be followed only on designated routes and times.

When operating as All Door Boarding, the Rapid Mode Switch must be activated before operating the door controller. The Rapid Mode Switch is located on the side console switch panel.

With the Rapid Mode Switch activated, and the door controller is the most rearward position, all the doors will be open.

When closing the doors, move the door controller forward one position. This will close the front doors only, allowing an unobstructed outside view of the rear doors. After determining all customers are clear of the rear doors, move the door controller to the neutral position. This will start a timed sequence with a warning chime and the closing of the rear doors (total time delay approx. 3.5 seconds).

On Low Floor buses, if the rear door motion sensor beam is blocked, or the sensitive edge is triggered as the rear doors are closing, the closing sequence will cycle again until the obstruction is cleared.

### 9.1.18 PARKING POLICIES

The following procedures are mandatory and must be followed without exception:

- The parking brake **MUST** be set and must be holding, before the employee operating the bus leaves the driver's seat, even if the employee remains in the vehicle.
- All employees taking a bus from a garage **MUST** ensure that the ***parking brake alarm*** is functioning as part of the pre-trip inspection. Employees taking over a bus on the road must test the parking brake alarm at that time. If the alarm malfunctions, the employee is required to report that malfunction when the bus is handed over to another employee and on the Vehicle Daily Status & Pre-Trip Report. If the parking brake alarm malfunctions during a Transit Operator's shift, the use of the wheel block is mandatory whenever the Transit Operator leaves the bus, until the problem is corrected, or a bus change has been completed.
- Wheel blocks **MUST** be carried on all buses and must be used in conjunction with the parking brake in the event of a dewirement where a trolley bus is parked on an incline. Wheel blocks are optional in all other circumstances. The parking brake must be set whether or not the wheel block is used.

- Wheel blocks must not be used when buses are parked in depot yards unless there are identified mechanical problems with the braking system that necessitate such use.

#### **9.1.18.1 PARKING AT CURBS**

At all locations where a curb of six inches or higher exists at the point of parking on downhill locations, the leading edge of the front right tire should be turned (right) toward and positioned to rest against the curb. On uphill locations, the trailing edge of the front right wheel should be turned (left) toward and positioned to rest against the curb. In addition:

1. Apply the parking brake;
2. Release foot brake slowly to make sure the parking brake will hold the vehicle;
3. Put bus in neutral;
4. Shut off bus or trolley;
5. Use of wheel block (recommended). Place wheel block, wide side down, against the right rear tires, in front of the tires on a downgrade or level surface, and at the rear of tires on an upgrade.

#### **9.1.18.2 PARKING WHERE NO CURB EXISTS**

1. Front wheels turned to the right uphill or downhill;
2. Apply the parking brake;
3. Release foot brake slowly to make sure the parking brake will hold the vehicle;
4. Put bus in neutral;
5. Shut off bus or trolley;
6. Use of wheel block (recommended). Place wheel block, wide side down, on the pavement, up against the right rear tires, in front of the tires on downgrade, and at the rear of tires on upgrade. On a level surface place, the block against the front of the rear tire.

#### **9.1.18.3 UNATTENDED VEHICLES**

Do not leave the engine running at any time you are leaving a vehicle unattended. Fare media must also be secured.

#### **9.1.18.4 PARKING IN THE YARD – TROLLEYS**

Transit Operators returning trolleys to the yard will park their vehicles four feet from the bus ahead and when required, place poles under roof hooks when securing their vehicles.

#### **9.1.18.5 PARKING IN THE YARD – DIESELS AT VTC**

Follow posted signs and do not drive through the Carbon Rack unless specifically instructed to do so.

#### **9.1.18.6 CHECKING THE BUS AT THE LAST SERVICE STOP**

Transit Operators are to complete a thorough check of the bus at the last service stop before returning to the depot at the end of their shift.

- Ensure that there is no one remaining on the bus. For their own safety and the safety of the staff, customers must not be brought into the yard. Refer to Section 8.24 for dealing with Intoxicated, Drugged or Sleeping Customers.
- Ensure that lost articles are identified and removed from the bus after it is parked in the yard. Place applicable items in the 'Lost and Found' in the depot.
  - Do not place perishable or rotting items in the 'Lost and Found'. Please dispose off these items in the garbage bins.
- If a suspicious package as described in Corporate Safety's 'First 10 Minutes' brochure is discovered, then secure and exit the bus. Move away from the bus and call T-Comm at 778-593-5505 for direction and assistance.
  - Do not bring suspicious packages into the depot or the yard.
  - Refer to sections: 2.64 – Dangerous/Prohibited Goods, 2.64.1 – Explosive Device, 2.64.2 - Weapons & 2.64.3. – Hypodermic Syringes for additional information.

Contact T-Comm for assistance should you encounter a sleeping or intoxicated customer during your check. Refer to Section 8.24 for more information.

### **9.1.19 YIELD TO BUS LEGISLATION (MOTOR VEHICLE ACT SEC. 169.1)**

Subject to subsection (2), the driver of a vehicle on a highway, on overtaking a bus that is stopped, standing or parked, must yield the right of way to the bus if:

- The bus displays a sign or other signal device (our 'YIELD to BUS' sign) requiring the driver of the vehicle to yield to the bus, and
- The bus driver has signaled an intention to move into the traveled portion of the highway.

Subsection (1) applies if, at the point on the highway where the driver overtakes the bus, the applicable speed limit is not more than 60 km/h.

Despite subsection (1), a bus driver must not move a bus into the traveled portion of the highway unless it is safe to do so.

### **9.1.20 WHEELCHAIR AND SCOOTER SECUREMENT**

#### **9.1.20.1 TO SECURE**

Extend the lap belt and attach it to the bolt on the raised courtesy seat for later use. Ask the customer to back toward the seat but leave a wide enough gap to attach the restraint hooks to the lower frame of the wheelchair or scooter.

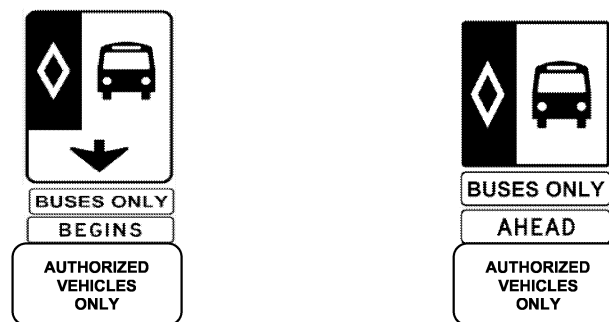
The customer then backs in until the wheelchair or scooter wheels touch the seat. Lastly, the customer moves slightly forward to ensure retractor has locked. If the customer is in a scooter, a scooter strap MUST be installed correctly as required by company policy.

#### **9.1.20.2 TO RELEASE**

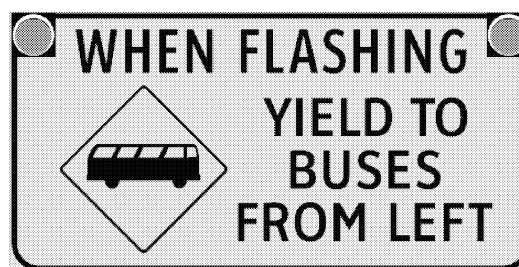
- If the customer is in a scooter, remove the scooter strap.
- Use the remote lever to unlock the strap and ask the customer to move forward.
- The driver now has enough space to remove the hooks while keeping the lever pressed.

### 9.1.21 SHOULDER BUS LANE (SBL)

- NB - Located on Hwy 99 between King George Boulevard on ramp and Bridgeport Rd. off ramp (interspersed with HOV lanes).
- SB - Located on Hwy 99 between Sea Island Way on ramp and the Massey Tunney (interspersed with an HOV lane).
- Restricted to buses (but watch for motorists who think it is HOV);



- While in the SBL the posted speed limit applies, however do not travel more than 20 km/h over the flow of adjacent traffic.
- Buses will have to cross three on-ramps. Ensure that merging is done safely, exercise due diligence at these cross-over points.



**NOTE:** Northbound buses on Highway 99 heading for Oak Street Bridge merge left far side of Cambie overpass. Buses heading for Bridgeport Station merge right for Bridgeport off-ramp.

#### 9.1.21.1 BUSES TRAVELLING PAST SLOW MOVING OR STATIONARY TRAFFIC INCLUDING OPERATING IN RESERVED AND HOV LANES (OTHER THAN SHOULDER BUS LANE)

When travelling in lanes including Reserved or HOV lanes next to slow moving or stationary traffic (other than parked vehicles) Operators must reduce speed to the following:

Posted Area Speed	Reduced Speed for Conditions
90 or 100 kph	60 kph
70 or 80 kph	50 kph
60 kph	40 kph
50 kph	30 kph

Speed must be reduced further when any of these conditions (road, weather, light, driver, or vehicle) are not ideal.

## 9.1.22 ADVERSE WEATHER

### 9.1.22.1 WINTER WEATHER HAZARDS

- Poor traction reduced ability to stop (friction)
- Roads made slippery by traffic/leaves/sand/gravel
- Reduced visibility
- Fog/rain
- Freezing of wiper blades
- Freezing of pedals, brake linings, parking brake, etc.
- Ice or snow on step wells and foot pedals
- Freezing of doors and side windows
- Ice in air brake system
- Loss of depth perception during a snowstorm

### 9.1.22.2 WINTER DRIVING PRACTICES

Allow cold engine and transmission to warm up before putting vehicle in motion.

Avoid skidding by:

- Reducing speed
- Accelerating gently
- Braking gently (on/off braking making sure brakes are released before reapplying). Consider turning throttle-activated retarder off on buses so equipped.
- Increasing the following distance
- Watching shaded areas
- Anticipating other vehicles having difficulty stopping
- Paying close attention to the instrument panel for an early warning of trouble
- Anticipating poor visibility for you and every other driver



- Watching out for pedestrians that may slip and fall boarding or alighting from the bus
- Watching for snow/ice buildup on front and rear steps and floor of bus. (Clear as necessary). Do not use sand on the stairs or lifts of wheelchair accessible buses.
- Ensuring you have proper tire tread before leaving garage (pre-trip)
- Checking safe landing area for customers at bus stops

### 9.1.23 MANUALLY SETTING DESTINATION SIGNS

These signs are characterized by their bright orange display. The Transit Operator can select route number and destination with one entry, similar to the Luminator I destination sign. Ensure that the Master Control is in the DAY RUN, NIGHT RUN, or PARK position. Enter the destination code and press ENTER. The destination codes are located above or beside the interior rear-view mirror.

Example: to make the sign read NIS, press 7 and then press ENTER.

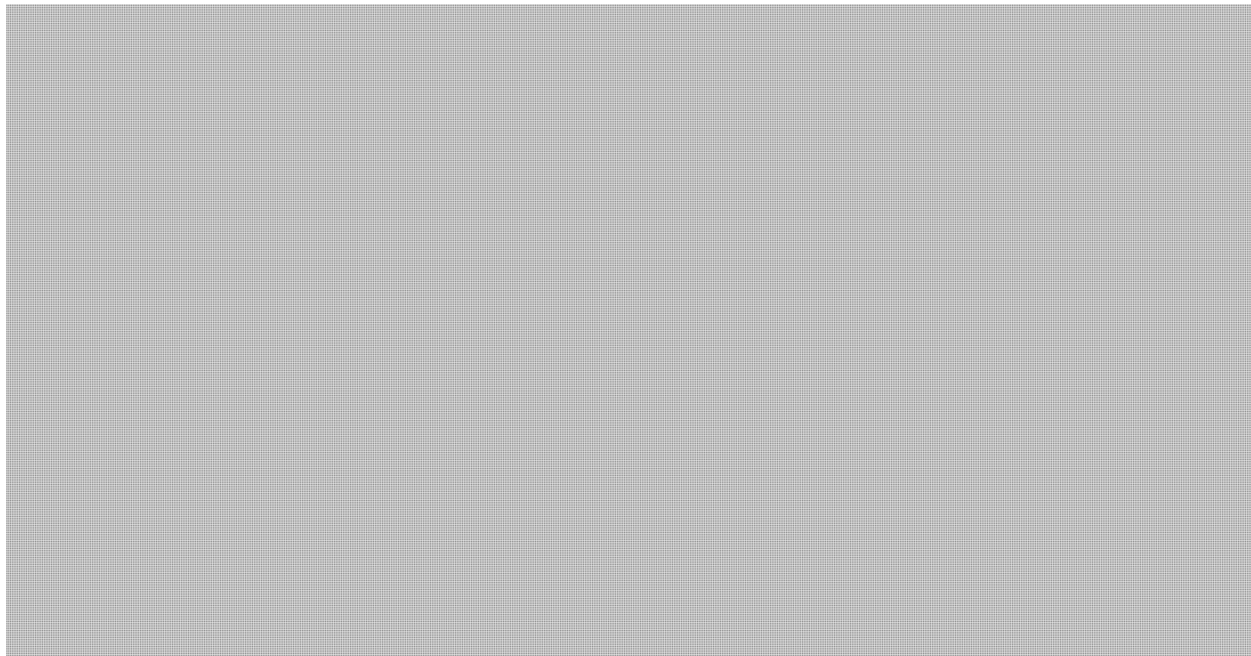
The sign will stay illuminated for approximately 1 minute after the Master Control is turned off.

### 9.1.24 DESTINATION SIGNS AND BLOCK NUMBERS

You are responsible for displaying the correct route (Line Group) number (both front and rear), destination signs and block number on your vehicle, both to and from the garage and in regular service, either by T-Mac log-on or manually, if T-Mac is not operating properly.

#### 9.1.24.1 LUMINATOR SIGN

s.15(1)(l)



#### 9.1.24.2 AXION SIGN

**s.15(1)(l)**

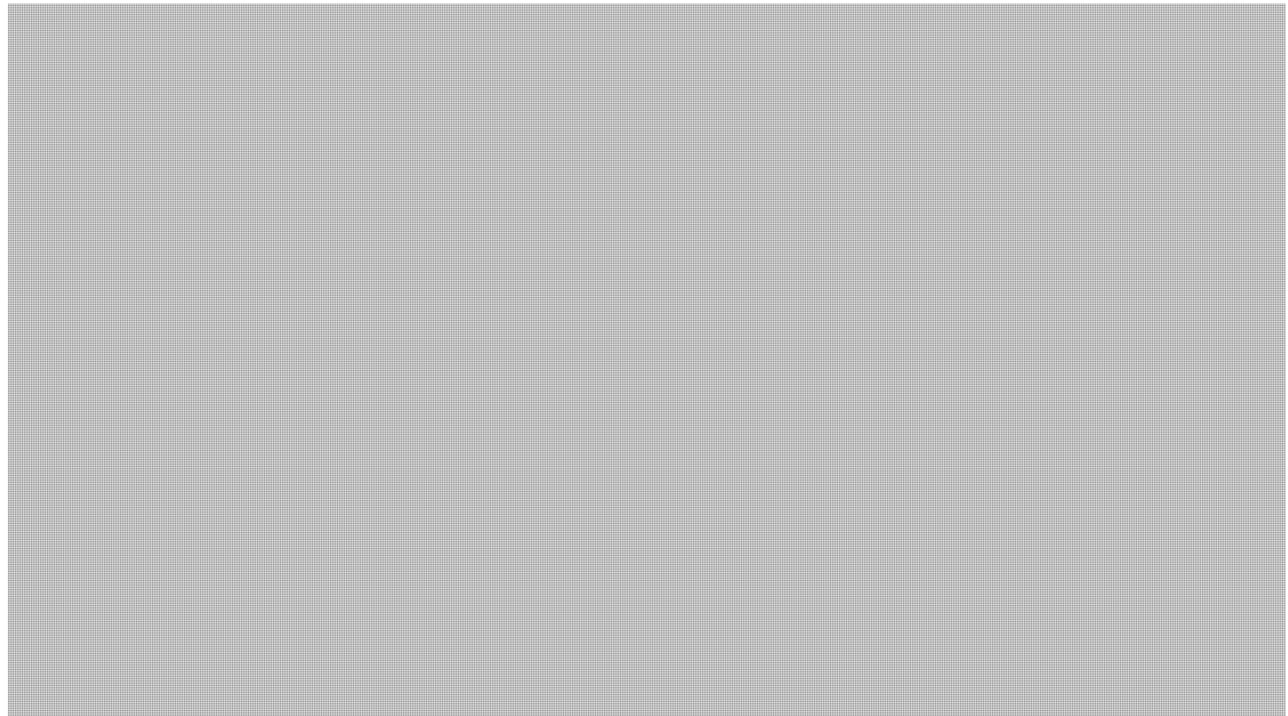
### **9.1.24.3 BALIOS SIGN**

### **9.1.25 USE OF THE CONTROL CONSOLE**

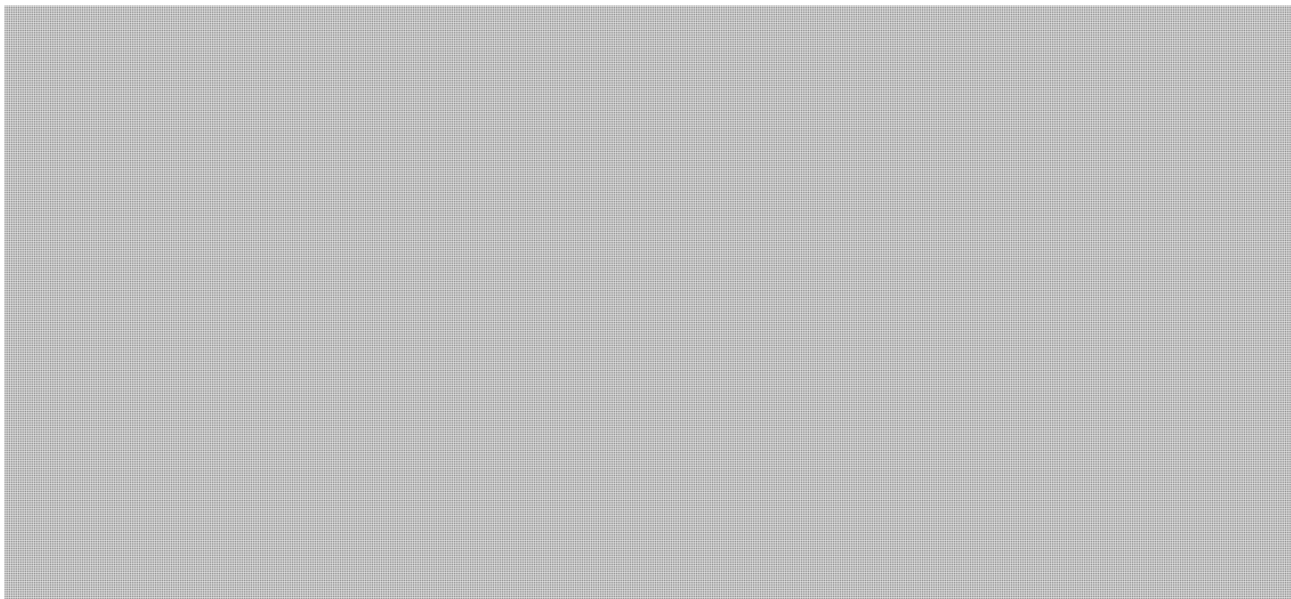
#### **INTRODUCTION TO THE USER INTERFACE**

Management of EDSS is performed through the Control Console user interface

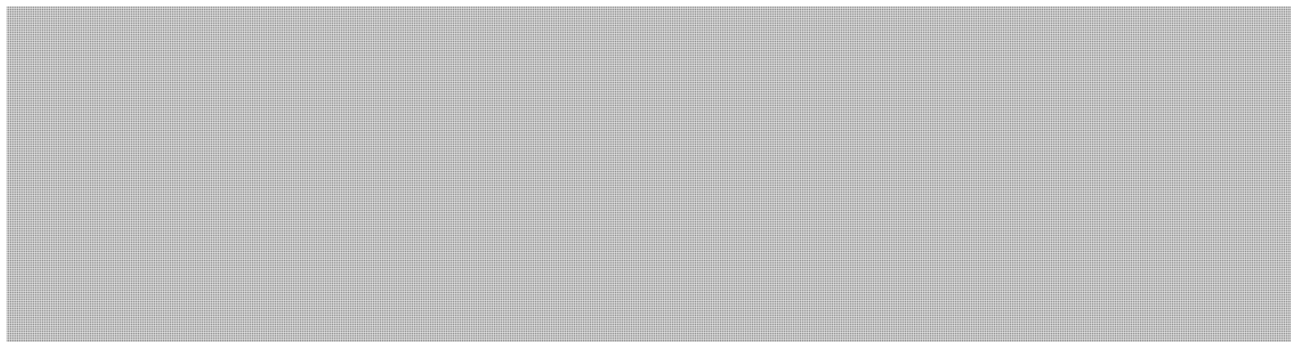
**s.15(1)(l)**



#### **9.1.25.1 KEYPAD DEFINITION**



#### **9.1.25.2 USER INTERFACE DEFINITION**



**s.15(1)(l)**

### **9.1.25.3 ENTERING A LINE GROUP**

### **9.1.25.4 LINE GROUP DISPLAY ON AN LCD**

s.15(1)(l)

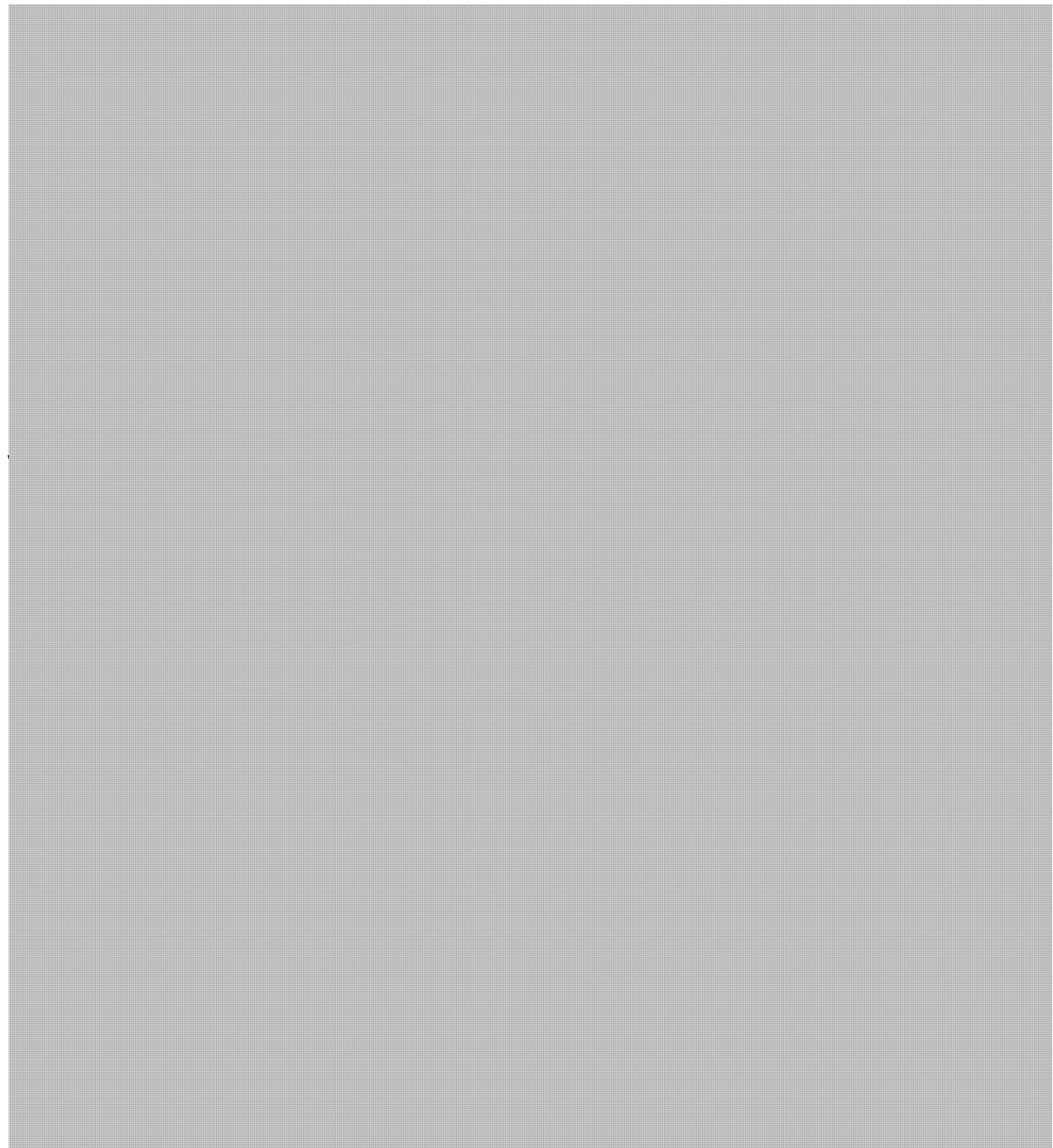
9.1.26 ENTERING A PUBLIC RELATIONS (PR) MESSAGE

- Consult your Transit Authority code list for the Public message to be displayed
- 
- 
- 
- 

9.1.26.1 PR MESSAGE CODES

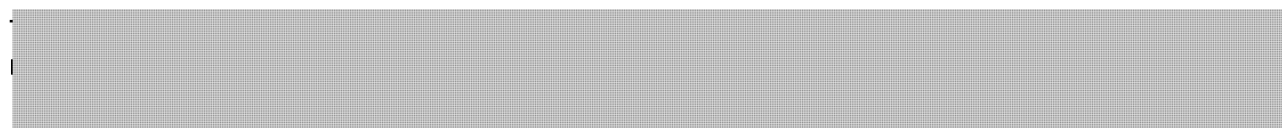
Code	Description	Code	Description
1	GO TEAM GO!	9	LEST WE FORGET
2	SORRY, BUS FULL	10	REAR BOARDING ONLY
3	HAPPY HOLIDAYS!		
4	AMBER ALERT, LISTEN TO RADIO		
5	EMERGENCY BUS		
6	TRAINING VEHICLE		
7	MASKS RECOMMENDED		
8	SKYTRAIN DELAYS		

**s.15(1)(l)**



#### **9.1.26.2 DISPLAYING A PUBLIC MESSAGE ON AN LCD (EXAMPLE)**

**NOTE:** Verify that all of the Signs display the correct information.



## 9.2 TROLLEY PROCEDURES

### 9.2.1 TROLLEY SAFETY PROCEDURES

#### 9.2.1.1 HOT COACH PROCEDURE: DEALING WITH A HOT COACH ON THE ROAD

At the first indication that a customer has received an electric shock, no matter how slight, while boarding or alighting from a trolley bus AND/OR if the “HOT COACH” alarm lights, follow the procedure given below:

1. Advise customers to stay clear of the doors and stop any customers from boarding or alighting.
2. Wave off nearby pedestrians.
  - a. \*Lower the poles by using the *Current Collector Down Switch* on the side console to dewire the poles. Note: this will only work if the green “+/- 10” indicator or the “Hot Coach” indicator is illuminated.
  - b. Visually confirm that the poles have dewired.
3. EPU to a safe location (if required).
4. Apply the parking brake.
5. Hook the poles.
6. Tie both the trolley pole ropes in a knot to prevent anyone from rewiring the poles.
7. Please refer to the video and brochure on My CMBC for more information on the knot tying procedure:  
My CMBC > Training > Operator Training > Conventional Bus > Hot Coach  
Hot Coach: Tying the Ropes of a Trolley Bus into a Knot\_Demo
8. Call T-Comm.
9. Ask all customers to leave the bus and provide necessary information to continue their journey.
10. Get the name, address, and phone number of any person(s) who has received an electric shock and submit an Employee Incident Report (M-60).
11. Note the problem on the Vehicle Daily Status and Pre-Trip Report Card.

**\*Note: In case one or both poles remain on the wires despite using the *Current Collector Down Switch*, please follow the steps given below to dewire them:**

- a. Apply the parking brake.
- b. Ask all customers to remain on board, while you pull the poles.
- c. Ask someone to stay near the front doors to warn anyone trying to board while you are at the back of the bus.
- d. Open the front doors.
- e. Jump clear without touching the ground and the bus simultaneously.
- f. Pull the poles using the ropes and place the poles in the hooks. **Be careful not to touch the body of the bus when grasping the rope.**

- g. **Important: While outside the trolley, DO NOT TOUCH any part of the trolley other than the ropes until both poles are dewired.**

Once the poles have been successfully dewired and placed in the hooks, continue from step number 6.

**Remember: Do not attempt to return a Hot Coach to the yard even if operating 'NIS'.**

#### 9.2.1.2 HOT COACH: DEALING WITH A HOT COACH IN THE YARD

If you discover a Hot Coach in the yard, your first priority must be to make the bus safe.

1. Wave off nearby personnel
2. Apply the parking brake.
3. \*Use the *Current Collector Down Switch* on the side console to dewire the poles. Note: This will only work if the green "+/- 10°" indicator or the "Hot Coach" indicator are illuminated.
4. Visually confirm that the poles have dewired.
5. Exit the bus and hook the poles.
6. Tie both of the trolley pole ropes in a knot to prevent anyone unauthorized from rewiring the poles. Please refer to the video and brochure on My CMBC for more information on the knot tying procedure: Hot Coach: Tying the Ropes of a Trolley Bus into a Knot\_Demo
7. Call T-Comm.
8. Move the bus on EPU power to the B.O. track.
9. Apply the parking brake again.
10. Turn "OFF" the Master Control and bleed air from the doors.
11. Note the problem on the Vehicle Daily Status and Pre-Trip Report Card.

**\*Note: In case one or both poles remain on the wires despite using the *Current Collector Down Switch*, please follow the steps given below to dewire them:**

- a. Open the front doors.
- b. Jump clear without touching the ground and the bus simultaneously.
- c. Pull the poles using the ropes and place the poles in the hooks. Be careful not to touch the body of the bus when grasping the rope.
- d. **Important: While outside the trolley, DO NOT TOUCH any part of the trolley other than the ropes until both poles are dewired.**

Once the poles have been successfully dewired and placed in the hooks, continue from step number 6.

#### 9.2.1.3 HOT WIRE PROCEDURE (OVERHEAD TOUCHING THE BODY OF THE BUS)

When there is a possibility that overhead wire could be in contact with the bus:



- **STOP!** Analyze the problem.
- Radio T-Comm.
- If at all possible, stay on the bus and inform your customers that there is no danger as long as they remain on board.
- Attempt to warn approaching outsiders to stay clear.
- If it becomes necessary for you to leave the bus, assign a responsible person to keep others on the bus. Warn outsiders to stay away.
  - When leaving make sure you exit by jumping from the bottom step, not coming in contact with the bus.
- Do not touch any wire for any reason!

#### 9.2.1.4 DAMAGED OVERHEAD OR DOWNED TROLLEY WIRE

If during the course of their duties a Transit Operator encounters significant damage to the overhead such as downed wire or wire hanging low enough for other vehicles or pedestrians to contact, and it is not apparent that the damage has been reported (there is not another bus stopped or Transit Supervisor on scene) the driver is required to contact T-Comm via PRTT as soon as safely possible to report the damage.

#### 9.2.2 OPERATING THROUGH WATER / DC POWER FAILURE

When operating through standing water keep speed down to a walking pace.

If the (direct current) power fails, trolley bus Transit Operators will stop, at the curb if possible, and notify T-Comm. When power is restored, care must be exercised that all trolleys do not attempt to start at the same time (to prevent power overload).

#### 9.2.3 TROLLEY OPERATIONS

##### 9.2.3.1 PRE-TRIP CHECKS AND ADJUSTMENTS

A daily routine inspection of the vehicle should reveal any required repairs or adjustments. These need to be reported to service personnel to maintain the best operating condition of the vehicle.

##### 9.2.3.2 ELECTRO-DYNAMIC BRAKING

Electro-dynamic braking is supplemental to the vehicle's mechanical braking system and is similar in effect to a brake treadle activated retarder system on a diesel or hybrid bus. It activates and increases in effect with the first few degrees of brake treadle application. Further application of the brake treadle applies the service brakes as well. This arrangement helps to regenerate as much energy as possible.

Electro-dynamic braking also takes effect automatically if the vehicle is driven at speeds greater than 67 km/h. This effect will cease if the accelerator treadle is released and vehicle speed is reduced to below 60 km/h. The electro-dynamic braking effect is gradually reduced to zero at lower speeds (10 down to zero km/h).

**NOTE:** Electro-dynamic braking is always available (even at intersections or switches) except when the vehicle is in EPU mode. Electrical energy that cannot be fed back to the trolley overhead lines is absorbed by the roof-mounted brake resistor.

### 9.2.3.3 ANTI-LOCK BRAKING SYSTEM

The Anti-Lock Braking System (ABS) functions to bring the vehicle to a safe, controlled stop during emergency braking situations. Through computer monitoring of wheel speeds the system controls brake pressure to prevent wheel lock-up. If during brake application the ABS system senses imminent wheel lock-up it engages automatically thus increasing vehicle stability and control. The ABS is inactive (no ABS event) whenever wheel deceleration difference remains within programmed limits.

An ABS tell-tale on the dash indicates any active faults and is also used by service personnel to retrieve codes.

To operate under normal conditions, use the standard braking technique. For emergency braking apply firm and constant pressure to the brake treadle. If required, the ABS system will activate automatically producing a pulsing sensation to the brake treadle and a hissing sound. These are normal indications of ABS system operation. During emergency braking avoid 'pumping' the brakes as this defeats the pulsing action of the ABS system and will increase your stopping distance.

If the ABS on one-wheel malfunctions the System will retain normal braking on that wheel. Should the entire ABS system malfunction the system will also retain normal braking. The ABS Fail indicator on the instrument panel will illuminate if a malfunction occurs.

**NOTE:** After ABS System service the ABS Fail indicator will remain illuminated at vehicle start-up. Driving the vehicle above 4 kph should extinguish the indicator. If the indicator remains illuminated, active faults are still present; contact service personnel.

### 9.2.3.4 AUTOMATIC TRACTION CONTROL

The vehicle Automatic Traction Control (ATC) System activates automatically to prevent drive wheel spin when accelerating or starting the vehicle from a stand still.

## 9.2.4 TROLLEY OVERHEAD WIRE

Vancouver & parts of Burnaby have a system of trolley overhead wire on most major routes to facilitate the use of our 'New Flyer' trolley *zero emission* buses. The trolley overhead wire is laid out in a network of power 'grids' and makes use of '**Special Work**' as described below.

### 9.2.4.1 POWER OFF/POWER ON SWITCH (PO/PO)

This switch is used wherever one wire separates into two, usually prior to a left or right turn. The switch is identified in the trolley overhead wire by a sign with the word **POWER** on it and an arrow pointing either left or right. Speed should be kept to 8 km/h through the switch. (Refer to Section 2.2.5 in the CMBC Conventional Transit Operator - Vehicle Characteristics Manual for more detailed information on operating a trolley bus through this switch).

### 9.2.4.2 PRE-SELECT SWITCH

This switch operates in the same manner as a Po/Po switch with the exception that the contacts which activate the switch have been moved away from the switch, usually 40 feet back. These switches are located in areas where it is considered safer for the Transit Operator to have both hands on the wheel, usually when the switch is situated right at the turn.

#### 9.2.4.3 SELECTRIC SWITCH

This switch, which has staggered contacts, is located at an intersection on left or right turns where there is also a straight-through wire in the intersection. The switch is activated by the position of the bus during the turn (the poles will stagger).

#### 9.2.4.4 TURN WIRE (WITH TRAILING FROG)

A **Turn Wire** is located on any turn from a Selectric Switch. It is the wire segment that joins with the main wire of the street you are turning onto. The junction where the **Turn Wire** joins to the main wire is referred to as a '**Trailing Frog**'. Speed should be kept to 8 km/h until the bus is on the main wire.

#### 9.2.4.5 BYPASS WIRE

Bypass wire is a wire placed to allow a trolley bus to pass other trolley buses that are stopped at a terminus. Normally, there will be a Po/Po switch to select whether the trolley poles will move to the terminus wire or the bypass wire.

#### 9.2.4.6 POWER OFF

Identified by a small sign in the trolley overhead wire with the words **POWER OFF** on it, this is an insulator between two power grids of the trolley overhead network.

#### 9.2.4.7 TROLLEY SPEED THROUGH 'SPECIAL WORK'

**Maximum Speed through special work will be as follows**

<b>Through intersections</b>	<b>15km/h (10 mph)</b>
<b>Switches</b>	<b>8 km/h (5 mph)</b>
<b>Turns</b>	<b>8 km/h (5 mph)</b>

### 9.2.4.8 DEWIREMENTS

Stop your bus as soon and safely as possible then:

**B – Apply Parking Brake**  
**B – Bleed Doors**  
**M – Turn Master Control 'OFF'**  
**4 – Activate 4-way flashers**

- Always wear your High Visibility Vest (see NOTE below);
- Tell customers to stay on board;
- Exit the bus (watching for traffic) and push door closed behind you; hook poles and EPU to a safer location if necessary.
- Rewire poles if location is safe (refer to Section 9.2.5.2). Ensure retrievers have worked (poles not stuck in wire)
- If the location is unsafe for rewiring, hook the poles and move to a safer location
- If the location is unsafe for hooking the poles, move slowly to a safe location after visually confirming the poles are clear of the overhead wire. Avoid sharp turns or abrupt maneuvers to avoid pole swing.
- Stowing Poles: To lower a pole from the trolley overhead line, pull on its rope until the pole is lower than its hook. Move the pole laterally and allow it to slip up into the hook. Always lower the positive pole first (usually the left side pole).

All Trolley Buses are equipped with an Emergency Power Supply (EPU). Both poles must be pulled and hooked if safe before using EPU mode.

**NOTE:** In all cases, when a pole is stuck in the trolley overhead wire, T-Comm. must be notified immediately.

**NOTE:** Refer to WorkSafe BC Standards: PPE 2 High Visibility Garment – Personal Protective Equipment Standard 2 on the [WorkSafe BC](#) website for further details.

**NOTE:** Wheel blocks **MUST** be used in conjunction with the parking brake in the event of a dewirement where a trolley bus is parked on an incline. Wheel blocks are optional in all other circumstances. The parking brake must be set whether or not the wheel block is used.

**NOTE:** The following systems are not functional in EPU-mode:

- Heating and ventilation system
- Air compressor
- LVPS (Low Voltage Power System) and EPU battery charger
- Electro-dynamic braking

## 9.2.5 REWIRING THE POLES

### 9.2.5.1 REWIRING THE POLES FROM STOWED POSITION

If the poles are not snagged on the trolley overhead lines, pull them down below the height of the hooks (using rope) to release air pressure. The air pressure will automatically bleed out of the cylinders when the pole is lower than the hook.

- NEVER wind the rope around your hand.
- WHENEVER POSSIBLE connect the negative (usually curbside) pole first and then connect the positive pole. WHENEVER POSSIBLE disconnect the negative (curbside) pole last.
- Ensure all auxiliary systems are switched off (Master Run switch in the OFF position) before lowering the poles to prevent arcing which could damage the trolley overhead line or electrical equipment.

**NOTE:** The poles are in the stowed position when they are locked under the hooks.

1. Apply parking brake.
2. Select neutral [N] on the Operating Mode Selector, Turn Master Control off.
3. Pull the rope of the negative (curbside) pole to move the pole down and laterally to release it from the hook.
4. Release the rope carefully to allow the pole to lift the harp's head into contact with the trolley overhead line. If the trolley head does not align with the line, touch it gently against the line to align it.
5. Connect the positive pole using the same method as the negative pole.

### 9.2.5.2 RELEASING POLES STUCK IN OVERHEAD AFTER DEWIREMENT

- Do not use one pole as a lever to release the other pole that may be entangled in the trolley overhead line.
- Do not use the end of one pole to strike and release the other pole as this could cause damage to the equipment.
- **NOTE:** The poles are said to be dewired whenever they have become disconnected from or entangled in the trolley overhead lines, regardless of cause.
- If the poles are snagged on the trolley overhead lines or other obstructions like tree branches, hold the rope and press the respective air release button (left button for left pole, right button for right pole) on the bus rear compartment door to allow the poles to lift and clear the trolley overhead line. Pull the poles down into the hooks.
- Connect poles to overhead lines. Refer to 9.2.5.1 'Connecting Poles from Stowed Position' in this manual for the proper procedure.

## 9.3 POLE PULLING PROCEDURES

**NOTE:** In order to provide maximum safety for the pole pullers, they **must** wear their safety vest, hard hat and gloves that are provided in the pole pulling kit.

### 9.3.1 POLE PULLING

- Be aware of the environment (weather, light, traffic, road conditions, etc.).
  - Avoid distractions – always be alert for approaching trolleys.
- Raise **both** arms to indicate you will be pulling the poles.
- Signal the Transit Operator to stop **exactly** where you want them to stop. (If possible centred under the wire).
- Stay **close** to the coach, but not so close that you may be contacted by the coach should it move unexpectedly.
- Always be aware of traffic.
- The Pole Puller **MUST** verbally communicate the following points with the Transit Operator:
  - Explain the problem with the overhead and what the reason is for the pole pulling (temporary construction etc.).
  - Tell the Transit Operator to apply the parking brake.
  - Activate the Hazard Lights.
  - Confirm that the coach has full air pressure and full EPU battery before the poles are pulled.
  - If not, have the Transit Operator fan down the brakes to activate the governor/compressor and build air until unloaded before pulling the poles.
  - NEVER ask the Transit Operator to use the Current Collector to lower the poles.
  - Ensure Master Control is in the 'Off' Position.
  - Clarify with the Transit Operator what AUDIBLE signals will be used on the side of the coach;
  - 1 LOUD rap means 'STOP', 2 LOUD raps mean 'FORWARD', and 3 LOUD raps means 'REVERSE'.

When possible, face traffic and stay close to the side of the coach while de-wiring (do not stand directly under the shoe due to the possibility of falling objects, like the shoe, carbon and other trolley parts).

- Both poles must be under the hooks before the 'FORWARD' signal (2 raps) is given.
  - Be prepared to let go of the ropes quickly if the bus begins to move unexpectedly.
  - The Pole Puller should move away from the coach and ensure that the Transit Operator can verify they are in a safe location before proceeding. It is a good practice to wave to the Transit Operator in the right mirror that you are clear of the coach.
  - The Transit Operator will then place the Master Control in the 'NIGHT RUN' position, select EPU mode and 'FORWARD' (F) and release parking brake before proceeding.

### 9.3.2 POLE SETTERS

- Be aware of the environment (weather, light, traffic, road conditions, etc.).
  - Avoid Distractions - Always be on alert for approaching trolleys.
- Signal the Transit Operator to stop **exactly** where you want them to stop. (If possible centered under the wire).
  - Stay close to the coach, but not so close that you may be contacted by the coach should it move unexpectedly.
  - Always be aware of traffic.
  - Tell the Transit Operator to apply the parking brake.
  - Activate the Hazard Lights.
  - Ensure Master Control is in the 'OFF' position until the AUDIBLE signal to go 'FORWARD' (2 raps) has been given.
- When possible, face the traffic and stay close to the side of the coach while rewiring (do not stand directly under the shoe due to the possibility of falling objects, like the shoe, carbon and other trolley parts).
  - Be prepared to let go of ropes quickly if bus begins to move unexpectedly
- Once the poles have been rewired, the 'FORWARD' signal (2 raps) may be given.
- The Pole Setter should move away from the coach and ensure that the Transit Operator can verify that they are in a safe location before proceeding. It is a good practice to wave to the Transit Operator in the right mirror that you are clear of the coach.

### 9.3.3 INSTRUCTIONS FOR THE OPERATOR DRIVING THE COACH DURING POLE PULLING/ SETTING

When approaching a Line Crew working on the overhead, Transit Operators will reduce speed and pay close attention to the directions of the Line Crew's Flag Person controlling the area. If it's necessary to de-wire the coach, the 'Pole Puller' will indicate exactly where they want the Transit Operator to position the coach.

**\*\*For the safety of the pole pullers/setters, operators MUST follow the directions of the pole pullers/setters \*\***

#### COACH POSITION

Transit Operators will stop the coach exactly where the Pole Puller indicates. This may be marked by an orange traffic cone. The Pole Puller will verbally provide more detailed instructions. Current Collectors are **NEVER** to be used to pull poles, as inconsistent use may pose an unnecessary risk to Pole Pullers! Current Collector use can result in significant wire movement that puts the line crew at risk.

**Transit Operators need to reduce the risk to the Pole Puller/Setters by following Safety Procedures:**

- Watch for the Pole Puller wearing safety vest and yellow hard hat.
- Wherever possible, for safety of the Pole Puller, **position the bus centered under the overhead.**
- Activate Hazard Lights.

- Ensure the Parking Brake is applied.
- Listen to Pole Puller Instructions.
- Confirm that the coach has full air pressure and full EPU battery before the poles are pulled. If not, fan down the brakes to activate the governor/compressor and build air until unloaded before pulling the poles.
- Turn Master Control to the 'OFF' Position.
- Wait for signal to move 'FORWARD' (2 Raps) **before** turning the coach to 'NIGHT RUN'.
- Watch for the Pole Puller to move away from the coach.
- After receiving signal to move 'FORWARD' place the Master Control to 'NIGHT RUN'.
- Select 'EPU' and 'F' on the gear selector pad.
- Release the Park Brake.
- Turn **off** hazards so that turn signals can be used if necessary.
- After confirming it is safe to move, proceed to Pole Setter.

**NOTE:** While operating in 'EPU Mode' (with the poles down), the compressor does not run. Increase your following distance and lower your speed to reduce brake use and conserve system air pressure.

After passing the obstruction, Transit Operators must **look** for the Pole Setter who will rewire the coach. Operators will then:

- Watch for Pole Setter wearing safety vest and yellow hard hat.
- Wherever possible, for safety of the Pole Setter, **position the bus centered under the overhead.**
- Ensure the hazard lights are on.
- Ensure the parking brake is applied.
- Listen to the Pole Setter's instructions.
- Turn the Master Control to the 'OFF' Position.
- Wait for the signal to move 'FORWARD' (2 Raps) **before** turning the coach to 'NIGHT RUN'.
- Watch for the Pole Setter to move away from the coach.
- After receiving the signal to move 'Forward' place the Master Control to 'NIGHT RUN'.
- Select 'F' on the gear selector pad.
- Release the park brake.
- Turn off the hazard lights.
- Proceed when safe.

**Note:** Do not move into the curb to board or alight customers while the coach is being rewired.



### 9.3.4 INSTRUCTIONS TO THE UTILITY OPERATOR OR POLE PULLER/SETTER

Pole Pulling/Setting duties are generally the responsibility of a Spareboard Operator and may be a full or part shift. This work is also available to signed-up Transit Operators as overtime.

The Pole Puller/Setter's main function is to dewire and rewire trolley buses in areas where; the overhead is being repaired or is damaged and awaiting repair or, due to construction or other obstacles where trolley will be rerouted further than 12' from the overhead.

When a Transit Operator is assigned Pole Pulling/Setting duties, they may travel with the Line Crew Truck or simply meet the Crew(s) at a predetermined location. When reporting for work at any pole-pulling assignment, especially one that involves a City of Vancouver work crew, the Transit Operator is required to notify the site supervisor that they are present and available for duty.

#### **Transit Operators must wear their safety vests while Pole Pulling/Setting.**

Prior to leaving the depot, the Transit Operator will be required to pick up a Pole Pulling Kit, available from the depot office. The complete kit includes:

- Hardhat
- Gloves
- Raincoat
- Job aid

The kit must be returned to the depot office as soon as possible after completing the assignment. It is imperative that these kits be available for other pole-pulling assignments that arise unexpectedly.

***Note: In order to provide maximum safety for the Transit Operator, Pole Pullers must wear the safety vest, hard hat and gloves that are provided in the kit.***

In most cases, two utility Operators (Pole Puller/Setters) are dispatched to a location. One Transit Operator will dewire and rack or secure the trolley poles (the Pole Puller), while the second Transit Operator positions themselves past the obstruction, to rewire the poles (Pole Setter).

### 9.3.5 STOPPING BEHIND POLE PULLERS

When pulling up and stopping between 25 and 5 meters behind a bus where the Operator of the bus in front is in the process of either pulling or setting the trolley poles, the Operator of the rear bus must apply the parking brake and not release the parking brake until the front Operator completes the task and has returned to the curb or other safe place away from the back of the bus. This policy applies to 'pole pulling' as well as 'de-wirement' and 'BO' bus situations. Operators should avoid stopping with less than 5 meters (15 feet) of space behind a bus with personnel working behind or beside the bus in front.

### 9.3.6 USE OF ELECTRONIC DEVICES WHILE POLE PULLING

When pulling or setting poles while performing 'Pole Pulling' duties, Transit Operators must disengage from any conversation or communication on their personal electronic device/s by:

1. Placing the electronic device/s in an area where it cannot be seen or interacted with.

2. Removing any earbuds, earpieces, headphones, or similar devices that allow interaction with electronic device/s.
3. Exceptions would include wearing a hearing aid or other medically supported device/s required by the Transit Operator to safely perform their duties.

## **9.4 OPERATING THE E60 TROLLEY VS. THE E40 TROLLEY**

### **9.4.1 EXTERIOR**

- Length – (over bumpers) 60.7 ft. + 2'11" when bike rack is down.
- Width – 8.5ft. + 17" for mirrors. (7" left mirror, 10" right mirror.)
- Height – 11.83ft.
- Wheelbase Front – 19.0ft.
- Wheelbase Rear – 25.2ft.
- Turning Radius – 42.5ft.
- Vehicle Weight (approx.) 41,000 lbs.
- Block Center Axle for pre-trip – center axle is pivot point; rear axle is drive axle.
- Spring Brakes (parking brakes) – 2 locations, center and rear axles.
- Joint – Check articulated joint for Hydraulic fluid leaks under bus.
- Accordion Joint – Check for cracks/tears/loose stripping. Write up small tears in accordion less than 1". Check stripping is secure.
- Poles – 20ft further back.
- Overhead – Can't see ropes or hear poles in overhead. Joint prevents sound travel. Must be careful to ensure on correct wires.
- Tear Drops – Triangular shaped tear drops 20' beyond regular tear drops.
- Center and rear doors – Check sensitive edge on both.

### **9.4.2 INTERIOR**

- Touch-less Door – 3 motion sensors per exit door, no 'touch bar required'
- Leaning Posts – Not seats, to avoid leaning against accordion joint.

### **9.4.3 DRIVERS CONSOLE**

- Rapid Mode Loading – 2 position switch located left side driver's console. Opens rear exit doors when door controller activated and delays closing for 3 seconds. Used for 'All Door Boarding'.
- Air Pressure Gauges – Use all 3 gauges for fan down during air portion of pre-trip. Front and rear gauges only for leak test, as center gauge does not function when Master Control is in the Night Park position.

#### 9.4.4 DRIVING/HANDLING

- Kickout – occurs at the centre Artic joint, with full turning radius 11 inches.
- Increase Following Distance to 6 sec. – 1 second for every 10ft of vehicle under normal driving conditions.
- Distance when Stopping behind – 15ft stopping distance minimum to hazards or cars, both on roadway and in stops to avoid max joint angle when pulling around hazards.
- Vehicle Weight – Empty weight difference approximately 10,000 lbs. more than 40ft. Trolley. With a capacity of 120 customers (an additional 6,000 lbs.) the Operator **MUST** adjust speed and space to maintain safe stopping distance. Up hills the vehicle may feel sluggish. Downhill the rear portion feels like it is 'pushing' forward. There is both a 'Pushing and Pulling' (jerky) sensation going over bumps as front tires and rear tires contact bumps at different times.
- Maneuverability – In turns, think of Artic as 30ft + 30ft, not 60ft.
- Turns – same set-up as 40ft bus.
- Off-Track – In turns, off-track of rear wheels to center wheels should be minimal. Total off track is similar to 40ft bus.
- Joint Angle – Max 52 degrees. Alarm (audible and visible) will sound at 39 degrees as bus approaches max angle. When in forward gear, joint will lock up at 49 degrees. When in reverse, joint will lock up and interlocks will apply at 49 degrees to avoid damage to joint when max angle is reached.
- Joint Override Switch – This switch is located behind the destination sign access door. It is a two-position momentary switch that controls the articulated joint electrical system circuits. Momentarily pressing the switch to the override position will activate a 10 second timer to temporarily override the interlocks that apply at maximum angle. ***This is only to be used to move in a forward direction to lessen the joint angle*** on approval from T-Comm or Transit Supervisor

**Warning: Do not continue to reverse.**

- Joint Fail Indicator (Red) – The joint fail indicator illuminates and flashes if the articulating joint electronic controller detects a system fault.
- Antilock Braking System/Traction Control/Anti-Jackknifing – sensors activate when loss of traction detected at rear wheels and stiffens the hydraulic joint to avoid jackknifing. When accelerating, must ease off accelerator to release joint.

#### 9.4.5 BUS STOPS

Entering – try to keep vehicle straight to avoid the rear being angled into traffic, as this would reduce sightlines when leaving. Rear doors will not be visible if bus is angled into stop. **Extreme hazard** if vision of customers exiting through rear door is blocked.

Leaving – bend will reduce sightlines to the curb when leaving. Make sure to check right side mirror before moving bus and again while leaving stop. As soon as the bus pulls away from the curb, sightlines to the curb and anyone beside the bus will disappear.

## 9.5 DAILY PRE-TRIP INSPECTION

### 9.5.1 AM PRE-TRIP INSPECTION (BEFORE 12:00 PM)

#### 9.5.1.1 'NEW FLYER' LOW FLOOR DIESEL 'ICBC' PRE-TRIP

(Block drive wheel in both directions)

#### 1. Engine Compartment (*verbalize only*)

- a. Check under bus for any leaks that may have occurred overnight.
- b. Check overall condition of the engine compartment.
- c. Check oil, coolant and all other fluid levels.
- d. Check all belts for tension and wear (cracks).
- e. Check all hoses for bulges or leaks.
- f. Check the compressor and governor for securement and inspect the main discharge line.

#### 2. Inspect One-Way Check Valve (*verbalize only*)

- a. Close drain cocks on all tanks, start engine and charge system.
- b. Open drain cock on wet tank and drain air (if applicable).
- c. Inspect *air pressure gauge* on dash to ensure *needles* are NOT moving.
- d. This ensures that the *one-way check valve* is functioning.
- e. Close drain cock on wet tank.

#### 3. Begin Exterior Walk-around *From Right Front Corner*

During walk-around, inspect exterior of bus looking for cracked windows, ensure emergency window exits are closed, all compartments are secure, all lights and reflectors are intact and affixed, and any body damage that could affect the safe operation of the vehicle.

##### • Front of vehicle

Right mirror secure, glass intact. Check destination sign glass and windshield for cracks or chips, wipers for tension, blades for condition, wiper nuts secure, safety inspection decals are valid, licence plate, front bumper, bicycle rack, left mirror secure, glass intact and driver's window functions.

##### • Inspect Front Wheel Components (*both sides*)

- a. Wheel moulding/mud flap.
- a. Tires for even wear and no less than 3mm tread depth.
- b. Sidewall for cuts more than 2.5cm, bulges or exposed cord.
- c. Rim for cracks or dents.
- d. Ensure all lug nuts are present and appear tight. Look for rust streaks or 'spidering' at each wheel bolt. Look for space between the back of the lug nut and the tire rim. When in doubt, use fingers to check that the lug nut is secure.
- e. Grease cap affixed and no leaks.

- f. Inspect Foundation Brakes
- g. Brake chamber, push rod, slack adjuster, linings & drums, and ensure push rod travel does not exceed  $\frac{3}{4}$ " ( $\frac{1}{2}$ " is ideal).
- h. Check suspension, air lines, steering mechanism.
- i. \*Verbalize manual brake adjustment at the front right tire.
- **Check under bus (both sides)**
  - a. Check for loose air lines or electrical wires.
  - b. Check the body mounts, frame and structural supports.
- **Inspect Dual Rear Wheel Components (both sides)**
  - a. Wheel moulding, mud flap.
  - b. Tires for even wear and no less than 1.5mm tread depth.
  - c. Nothing stuck or caught between tires.
  - d. Sidewall for cuts more than 2.5cm, bulges or exposed cord.
  - e. Rim for cracks or dents.
  - f. Ensure all lug nuts are present and appear tight. Look for rust streaks or 'spidering' at each wheel bolt. Look for space between the back of the lug nut and the tire rim. When in doubt, use fingers to check that the lug nut is secure.
  - g. Inspect axle cover, ensure all bolts are present and appear tight and there are no oil leaks in the wheel well.
  - h. Inspect Foundation Brakes
  - i. Brake chamber, push rod, slack adjuster, linings & drums, and ensure push rod travel does not exceed  $\frac{3}{4}$ " ( $\frac{1}{2}$ " is ideal).
  - j. Check rear axle, driveline and differential, suspension and air lines.
- **Rear of vehicle**  
Check exhaust pipe intact and no obstructions, rear window glass, 'Yield to Bus' decal affixed, engine compartment secure, licence plate and rear bumper affixed.
- **Right Rear of vehicle - Check Battery Compartment (verbalize only)**  
Check batteries for *securement*, cables are *secured* to terminals and no *corrosion*, check for *leaks*.
- **Right side of vehicle**  
Fuel cap on and secure, rear exit doors secure, glass for cracks or chips, front doors secure, glass for cracks or chips and check for tripping hazards before entering.

#### 4. Start Engine Procedure

- a. Turn *Master Control* to 'Night Run', ensuring that 'No Gen' and 'Low Oil' lights on dash come on, if only briefly.
- b. Start engine; ensure 'No Gen/Low Oil' lights go out.

- c. Press both turn signal switches at the same time to activate the Pre-Trip feature.
- d. Charge the door with air and using door handle, activate both doors.

## **5. Second Walk-around**

- a. Begin 2<sup>nd</sup> walk-around from right front corner of bus.
- b. Ensure all destination signs are working.
- c. Ensure *all* exterior lights are operational.
- d. Check exhaust for leaks and excessive smoke.
- e. Check for leaks under the engine now that it is pressurized.

## **6. Inspect Interior of Vehicle**

- a. Check interior mirrors, forward emergency exit, emergency equipment: Fire extinguisher (ensure yellow seal is affixed and the inspection card is current), three safety triangles and two scooter straps.
- b. Ensure aisle is free of obstructions; all advertising signs secure, all emergency window exits are closed and locked.
- c. Check Priority Seating Area; ensure seats lock in upright position, check securement straps, seat belts and wheelchair chimes.
- d. During interior walkthrough check all stanchions, all customer seats secure, all customer chimes operational, look for previous damage (graffiti), lost property, sharp objects (such as needles) and courtesy lights on rear step.
- e. Check rear emergency exit, rear door mirror, courtesy lights and 'door active' (green) light over rear door, test both touch bars to activate doors, check infra-red beam holds door open for 3 seconds.
- f. Avoiding the infra-red beam, place your foot (or arm) in the doorway. Allow the door to close and check that the sensitive edge recycles the door open once it contacts your foot (or arm).
- g. Check sensitive edge alarms on rear doors.
- h. Check the Air Release (Butterfly) Valve at the rear door is secured.

## **7. Check driver's compartment**

Check *all* switches and controls in cab. Inspect vehicle documentation (ensure it is current and matches the bus#), check for 'First Ten Minutes' pamphlet, ensure drivers' seat is secure and seat belt works.

- a. Emergency door open, door master, aux flasher, fast idle.
- b. Drivers light, all interior lights.
- c. Check four-way flashers and turn signal switches.
- d. Kneeler, ramp, panel lights dimmer.
- e. Fans, body heat, defroster and 'Arm Alarm'.
- f. Wipers, washer, intermittent and panel lights.
- g. Steering wheel tilt, telescope, horn, no more than 10 cm free play.
- h. Sun visors.

## 8. Air Brakes (Pre-Trip Air)

- a. Ensure Compressor is Governor unloaded (apply 1/3 throttle, ensure needles on Air Pressure Gauge are NOT moving).
- b. Release Parking Brake to avoid compounding, test Parking Brake Alarm.
- c. Use Brake Pedal to fan down air pressure to ensure Governor places the Compressor in loading stage at no less than 80 PSI (apply 1/3 throttle, ensure needles on Air Pressure Gauge are moving UP).
- d. Continue to fan down air pressure to ensure that the Low Air Warning devices (audible & visual) activate at no less than 60 PSI.
- e. Continue to fan down air pressure to ensure Parking Brake applies automatically.
- f. Continue to fan down air pressure to 30 PSI to simulate a complete air loss and test the Emergency Release Valve; press and hold the valve, ensuring that the Parking Brake Light on dash goes out.
- g. Build air pressure using 1/3 throttle (or Fast Idle switch) from 50-90 PSI within 3 minutes to test efficiency of Compressor.
- h. Ensure that the Low Air Warning devices (audible & visual) deactivate above 60 PSI.
- i. Continue to build air pressure to ensure that the Governor places the Compressor in the unloaded stage between 105-135 PSI (ensure needles on Air Pressure Gauge STOP moving).
- j. Perform Leak Test. Ensure parking brake is released, turn Master Control to Night Park and make full brake application (minimum 90 PSI) and ensure no more than 3 PSI loss of air in one minute.
- k. Re-apply parking brake and confirm parking brake alarm doesn't sound.

## 9. Brake Adjustment (verbalize)

### • Free Stroke Method

- a. Block rear wheel in both directions - release parking brake.
- b. Benchmark pushrod position.
- c. Using pry-bar to pry against the slack adjuster, measure pushrod travel which should not exceed  $\frac{3}{4}$ " on both Manual and Automatic Slack Adjusters. Ideal measurement is  $\frac{1}{4}$ " less.

### • Applied Stroke Method

- a. Block rear wheel in both directions - release parking brake.
- b. Benchmark pushrod position.
- c. Have someone make a brake application of between 90-100 PSI and measure pushrod travel. Make note of which way the camshaft (S-cam) turns.
- d. Pushrod travel must not exceed  $1\frac{3}{4}$ " on manual slack adjusters and must not exceed 2" on automatic slack adjusters. Ideal measurement is  $\frac{1}{4}$ " less.
- e. Check brake adjustment at each wheel.



## • Brake Adjustment

- a. If brake adjustment is required on a vehicle equipped with manual slack adjusters, use 9/16 wrench to press down on locking collar and tighten the adjustment bolt fully, ensuring that the *camshaft* rotates in the same direction as if a brake application was being made. Use a prybar to confirm that the pushrod will not move.
- b. Back off the adjusting bolt  $\frac{1}{4}$  to  $\frac{1}{2}$  a turn. Re-measure pushrod travel.
- c. Ensure locking collar is in the 'up' and locked position.
- d. If brake adjustment is required on a vehicle equipped with automatic slack adjusters, make 4-5 full brake applications on the service brake.
- e. Re-test at each wheel to check pushrod travel again.

## 10. Complete Pre-Trip

- a. Exit vehicle and retrieve wheel blocks.
- b. Put on seat belt; turn Master Control to 'Night Run', start vehicle.
- c. Make a slight service brake application, place transmission in 'Drive', release parking brake.
- d. Ensure it is safe to move the vehicle by looking ahead, checking mirrors and doing shoulder checks.
- e. Roll vehicle to 5 km/h and make a service brake application checking for responsiveness and pull to either side. ***\*\*It is not necessary to "spike" the brakes.***
- f. Roll vehicle to 5 km/h and apply emergency brake to test responsiveness and condition of springs.
- g. Complete and sign the *Vehicle Daily Status and Pre-Trip Report* card.

### 9.5.1.2 'NOVA' PRE-TRIP

#### (Block drive wheel in both directions)

#### 1. Engine Compartment (*verbalize only*)

- a. Check under bus for any leaks that may have occurred overnight.
- b. Check overall condition of the engine compartment.
- c. Check oil, coolant and all other fluid levels.
- d. Check all belts for tension and wear (cracks).
- e. Check all hoses for *bulges or leaks*.
- f. Check the compressor and governor for *securement* and inspect the *main discharge line*.

#### 2. Inspect One-Way Check Valve (*verbalize only*)

- a. Close drain cocks on all tanks, start engine and charge system.
- b. Open drain cock on wet tank and drain air (if applicable).
- c. Inspect *air pressure gauge* on dash to ensure *needles* are NOT moving.
- d. This ensures that the *one-way check valve* is functioning.

- e. Close drain cock on wet tank.

### **3. Begin Exterior Walk-around From Right Front Corner**

During walk-around, inspect exterior of bus looking for any significant body damage, cracked windows, ensure emergency window exits are closed, all compartments are secure, all lights and reflectors are intact and affixed.

- **Front of vehicle**

Right mirror secure, glass intact. Destination sign glass and windshield for cracks or chips, wipers for tension, blades for condition, wiper nuts secure, safety inspection decals are valid, licence plate, front bumper, bicycle rack (leave down), left mirror secure, glass intact and driver's window functions.

- **Inspect Front Wheel Components (both sides)**

- a. Wheel moulding/mud flap.
- b. Tires for even wear and no less than 3mm tread depth.
- c. Sidewall for cuts more than 2.5cm, bulges or exposed cord.
- d. Rim for cracks or dents.
- e. Ensure all lug nuts are present and appear tight; no rust spray which might indicate a loose nut.
- f. Grease cap affixed.
- g. Inspect Foundation Brakes
  - Brake chamber, push rod, slack adjuster, linings & drums.
- h. Check suspension, air lines, steering mechanism.

- **Check under bus (both sides)**

- a. Check for loose air lines or electrical wires.
- b. Check the body mounts, frame and structural supports.

- **Inspect Dual Rear Wheel Components (both sides)**

- a. Wheel moulding, mud flap.
- b. Tires for even wear and no less than 1.5mm tread depth.
- c. Nothing stuck or caught between tires.
- d. Sidewall for cuts more than 2.5cm, bulges or exposed cord.
- e. Rim for cracks or dents.
- f. Ensure all lug nuts are present and appear tight. Look for rust streaks or 'spidering' at each wheel bolt. Look for space between the back of the lug nut and the tire rim. When in doubt, use fingers to check that the lug nut is secure.
- g. Inspect axle cover, ensure all bolts are present and appear tight and there are no oil leaks in the wheel well.
- h. Inspect Foundation Brakes

- i. Brake chamber, push rod, slack adjuster, linings & drums.
- j. Check rear axle, driveshaft and differential, suspension and air lines.
- **Left rear of vehicle - Inspect Battery Compartment**  
Check batteries for *securement*, cables are *secured* to terminals and no *corrosion* or *leaks*.
- **Rear of vehicle**  
Check exhaust pipe intact and no obstructions, rear window glass, 'Yield to Bus' decal affixed, engine compartment secure, licence plate and rear bumper affixed.
- **Right side of vehicle**  
Fuel cap on and secure, rear exit doors secure, glass for cracks or chips, front doors secure, glass for cracks or chips and check for tripping hazards before entering.

#### 4. Start Engine Procedure

- a. Check for tripping hazards before entering vehicle.
- b. Inspect vehicle documentation (ensure it is current and matches the bus#), check for 'First Ten Minutes' pamphlet, ensure drivers' seat is secure and seat belt works.
- c. Turn Master Control to 'Night-Run', ensuring that all of the dash warning lights come on briefly and then go out, especially the 'Wait to Start' light.
- d. Start engine; ensure 'Stop Engine' and 'Alternator Not Charging' lights stay off.
- e. Confirm the bike rack light works and activates the high beams.
- f. Press both turn signal switches at the same time to activate the Pre-Trip feature. Using door handle, activate the rear-door.

#### 5. Second Walk-around

- a. Begin 2nd walk-around from right front corner of bus.
- b. Stow the bike rack.
- c. Ensure all destination signs are working.
- d. Ensure all exterior lights are operational.
- e. Check exhaust for leaks and excessive smoke.
- f. Check for leaks under the engine now that it is pressurized.
- g. Check sensitive edge alarms on rear doors.

#### 6. Inspect Interior of Vehicle

- a. Check interior mirrors, forward emergency exit, emergency equipment: Fire extinguisher (ensure yellow seal is affixed and the inspection card is current), three safety triangles and one scooter strap.
- b. Ensure aisle is free of obstructions; all advertising signs secure, all emergency window exits are closed and locked.
- c. Check Priority Seating Area; ensure seats lock in upright position, check cargo straps, seat belts and wheelchair chimes.

- d. During interior walkthrough check all stanchions, all customer seats secure, all customer chimes operational, look for previous damage (graffiti), lost property, sharp objects (such as needles) and courtesy lights on rear step (if applicable).
- e. Check rear emergency exit, rear door mirror, courtesy lights and 'door active' (green) light over rear door, test both touch pads to activate doors, check infra-red beam holds door open for 3 seconds.
- f. After first checking that it is safe, step outside and place your foot (or arm) in the doorway. Allow the door to close and check that the sensitive edge recycles the door open once it contacts your foot (or arm).

## **7. Check driver's compartment**

Check all switches and controls in cab.

- a. Fast idle, emergency door open, door master.
- b. 'Arm Alarm', 'Next Stop Reset', mirror defrost.
- c. Mirror controls, kneeler, wheelchair/scooter ramp.
- d. Check four-way flasher and turn signal switches.
- e. Wipers, washer, intermittent, panel lights dimmer, door air supply.
- f. Drivers light, all interior lights, fans, body heat, defroster.
- g. Steering wheel tilt, telescope, horn, no more than 10 cm free play.
- h. Sun visors.

## **8. Air Brakes (Pre-Air)**

- a. Ensure Compressor is Governor unloaded (apply 1/3 throttle, ensure needles on Air Pressure Gauge are NOT moving).
- b. Release Parking Brake to avoid compounding, test Parking Brake alarm.
- c. Use Brake Pedal to fan off air pressure down to 80 to 85 PSI to ensure Governor places the Compressor in loading stage at no less than 80 PSI.
- d. Continue to fan off air pressure to ensure that the Low Air Warning devices (audible & visual) activate at no less than 60 PSI.
- e. Continue to fan off air pressure to ensure Parking Brake applies automatically.
- f. Continue to fan off air pressure to 30 PSI to simulate a complete air loss and test the Emergency Release Valve by pushing down on the Emergency Release Valve then pulling up on the Park Brake Valve; ensure that the Parking Brake Light on dash goes out.
- g. Build air pressure using 1/3 throttle (or Fast Idle switch) from 50-90 PSI within 3 minutes to ensure efficiency of Compressor.
- h. Ensure that the Low Air Warning devices (audible & visual) deactivate above 60 PSI.
- i. Continue to build air pressure to ensure that the Governor places the Compressor in the unloaded stage between 105-135 PSI (needles STOP moving).

- j. Turn Master Control to Night Park.
- k. Perform Leak Test. Ensure parking brake is released and make full brake application (minimum 90 PSI) and ensure no more than 3 PSI loss of air in one minute on a long-wheelbase vehicle.
- l. Re-apply parking brake and test parking brake alarm.

## 9. Brake Adjustment (verbalize)

### • Free Stroke Method

- a. Block rear wheel in both directions - release parking brake.
- b. Benchmark pushrod position.
- c. Using pry-bar to pry against the slack adjuster, measure pushrod travel which should not exceed  $\frac{3}{4}$ " on both Manual and Automatic Slack Adjusters. Ideal measurement is  $\frac{1}{4}$ " less.
- d. Check brake adjustment at each wheel.

### • Applied Stroke Method

- a. Block rear wheel in both directions - release parking brake.
- b. Benchmark pushrod position.
- c. Have someone make a brake application of between 90-100 PSI and measure pushrod travel. Make note of which way the camshaft (S-cam) turns.
- d. Pushrod travel must not exceed  $1 \frac{3}{4}$ " on manual slack adjusters and must not exceed 2" on automatic slack adjusters. Ideal measurement is  $\frac{1}{4}$ " less.
- e. Check brake adjustment at each wheel.

### • Brake Adjustment

- a. MANUAL SLACK ADJUSTERS: If brake adjustment is required on a vehicle equipped with manual slack adjusters, use 9/16 wrench to press on locking collar and tighten the adjustment bolt fully, ensuring that the camshaft rotates in the same direction as if a brake application was being made. Use pry-bar to confirm that the pushrod will not move.
- b. Back off the adjusting bolt  $\frac{1}{4}$  to  $\frac{1}{2}$  a turn. Re-test.
- c. Ensure locking collar is in the 'up' and locked position.
- d. AUTOMATIC SLACK ADJUSTERS: If brake adjustment is required on a vehicle equipped with automatic slack adjusters, make 4-5 full brake applications on the service brake. The brakes should self-adjust. If they do not and an emergency adjustment is required, the brakes can be adjusted manually by following the

manufacturer's instructions; however, the slack adjusters must be repaired or replaced at the earliest opportunity.

- e. Re-test at each wheel to check pushrod travel again.

## **10. Complete Pre-Trip**

- a. Exit vehicle and retrieve wheel blocks.
- b. Put on seat belt; turn Master Control to 'Night Run', start vehicle.
- c. Make a slight service brake application, place transmission in 'Drive', release parking brake.
- d. Ensure it is safe to move the vehicle by looking ahead, checking mirrors and doing shoulder checks.
- e. Roll vehicle to 5 km/h and make a service brake application checking for responsiveness and pull to either side.
- f. Roll vehicle to 5 km/h and apply emergency brake to test responsiveness and condition of springs.
- g. Complete and sign the Vehicle Daily Status and Pre-Trip Report card.

### **9.5.2 PM PRE-TRIP INSPECTION (AFTER 11:59 AM)**

When taking a diesel bus or trolley from garage after 11:59 AM and only if a prior pre-trip has been completed, use the following pre-trip inspection procedure. The index will include thirteen minutes of report time to complete this task.

- Start engine (if applicable); turn 'ON' all switches.
- During outside check, the operation of all exterior lights should also be noted.
- Board bus and check interior for any unreported damage.
- Release parking brake, check parking brake alarm, move bus forward a few feet (5 km/h) and check service brakes.
- Move bus a further few feet (5 km/h); apply parking brake to check application.

\*If a prior pre-trip has not been completed on this bus, it must be completed before you leave the garage. Inform T-Comm immediately.

### **9.5.3 TRIP INSPECTION REPORT (MOTOR VEHICLE ACT REQUIREMENTS)**

The *Motor Vehicle Act* as administered by ICBC states that all commercial vehicles must be inspected daily in fulfillment of the requirements set out by the *National Safety Code*. The following is a description of how to correctly fill out the CMBC *Vehicle Daily Status and Pre-Trip Report*.

Since it is a legal document, the Vehicle Daily Status and Pre-Trip Report must be filled out in ink. Please make an effort to make the writing as legible as possible as others may need to refer to the document to effect repairs. Illegible writing may cause unnecessary delays.

Please refer to Section 9.5.5 Vehicle Daily Status and Pre-Trip Report below for a detailed description of each field.

**NOTE:** The Transit Operator or Maintenance person completing the Pre-Trip inspection must sign and note either seniority number or employee number respectively.

**Section 37.23 (4) (e) B.C. MVA Safety Code states:**

"The trip inspection report shall contain the signature of the driver or other person making the report."

Note: The signature on the Pre-Trip Card should match that on the driver's license of the person signing it.

The Report will also remain with the bus for the entire service day so that an Operator will know the nature of the problem corrected (if any) when the bus came off the road after the first shift.

**Section 37.26 B.C. MVA Safety Code states:**

". . . a driver shall not drive, a commercial motor vehicle unless, before doing so, the carrier or the carrier's agent has;

(a) Repaired or corrected items listed on the trip inspection report that may affect the safe operation of the commercial vehicle. . . ."

If the vehicle is defective or in need of attention, check appropriate defect and provide a brief explanation of the nature of the defect in the space provided on the Vehicle Daily Status Card.

If the vehicle has been involved in an accident, the Transit Operator must note this fact on the Vehicle Daily Status Card and report any defect or damage.

#### **9.5.4 VEHICLE DAILY STATUS AND PRE-TRIP REPORT**



If you are the first person completing the pre-trip, fill in the top area in ink (shown below with gray shading).

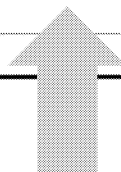
The following information must be completed:

- Date
- Bus Number
- Place an X in the box if no defects are found which would affect the safe operation of the vehicle
- Line Number
- Block Number
- Time On
- Time Off
- Transit Operator Signature
- Transit Operator Seniority
- Description of Defects (*include code(s) listed on the reverse side of the card*)

M-17(R-9/19)

## VEHICLE DAILY STATUS AND PRE-TRIP REPORT

		DATE: <u>Feb 28, 2020</u> BUS#: <u>9489</u>		<input checked="" type="checkbox"/> I have detected no defect or deficiency in this vehicle which would likely affect the safety of its operation.		
		PRE-TRIP COMPLETED BY:				
LINE <b>033</b>	BLOCK <b>018</b>	TIME ON <b>04:30</b>	TIME OFF <b>11:18</b>	SIGNATURE 	SENIORITY <b>64400</b>	DESCRIPTION OF DEFECTS (Incl. codes) <hr/>
<p><b>Only defects in the following categories need to be recorded on the front of the card.</b>                  Brakes Park/Service, Steering Mechanism, Lights/Reflectors, Horn, Tires, Wheels/Rims, Emergency Equipment, Wheelchair/Scooter securement devices, Mirrors, Artic Joint, Windshield/Wipers</p> <p><b>Any other defects need to be recorded on the reverse of this card</b></p> <p>CMBC Authorized Agent: <input type="checkbox"/> Above defects corrected <input type="checkbox"/> Above defects need not be corrected for the safe operation of the vehicle</p> <p>Signature: _____ Date: _____</p>						
IN SERVICE DEFECT CODE(s)	TIME	DRIVER'S SIGNATURE			SENIORITY	Description of in service defects noted on reverse of this card



This area is reserved for in-service defects found during the service day.



**9.5.5.1 IN SERVICE DEFECT(S)**



If your bus has previously been pre-tripped, but you find a defect or deficiency that has not been documented, the bottom portion of the card must be filled in (shown below with gray shading).

The following information must be documented.

- In Service Defect Code(s) (*found on the reverse side of the card*)
- Time
- Driver's Signature
  - Note: The signature on the Pre-Trip Card should match that on the driver's license of the person signing it.
- Seniority Number
- Defects must be noted on the inside portion of the Pre-Trip Card including the specifics such as the component involved and its location on the coach where applicable.

M-17(R-9/19)

**VEHICLE DAILY STATUS AND PRE-TRIP REPORT**

		DATE: <u>May 23, 2020</u> BUS#: <u>9489</u>		<input checked="" type="checkbox"/> I have detected no defect or deficiency in this vehicle which would likely affect the safety of its operation.		
PRE-TRIP COMPLETED BY:						
LINE	BLOCK	TIME ON	TIME OFF	SIGNATURE	SENIORITY	DESCRIPTION OF DEFECTS (Incl. codes)
033	018	04:30	11:18		64400	
<u>Only defects in the following categories need to be recorded on the front of the card.</u> Brakes Park/Service, Steering Mechanism, Lights/Reflectors, Horn, Tires, Wheels/Rims, Emergency Equipment, Wheelchair/Scooter securement devices, Mirrors, Artic Joint, Windshield/Wipers <u>Any other defects need to be recorded on the reverse of this card</u> CMBC Authorized Agent: <input type="checkbox"/> Above defects corrected <input type="checkbox"/> Above defects need not be corrected for the safe operation of the vehicle Signature: _____ Date: _____						
IN SERVICE DEFECT CODE(s)	TIME	DRIVER'S SIGNATURE		SENIORITY	Description of in service defects noted on reverse of this card	
0112	14:30	John Doe		53490		

This is how a defect is recorded when the bus is in service.

## 9.5.5.2 BAD ORDER BUS (FIRST PRE-TRIP)

- Pre-Trip Completed:


If, during the first pre-trip inspection of the day, you discover a defect that would affect the safe operation of the vehicle and **are able to complete the Pre-Trip**, fill in and sign the front of the Vehicle Daily Status & Pre Trip Report ensuring that the defect and appropriate code are noted in the correct box. DO NOT CHECK ANY OF THE THREE CHECKBOXES.

- Pre-Trip not completed:

If, during the first pre-trip inspection of the day, you discover a defect that would affect the safe operation of the vehicle and **do not complete the Pre-Trip**, note the defect and appropriate code in the correct box on the front of the Vehicle Daily Status & Pre Trip Report and then, you **MUST** also write '**Not Pre-Tripped**' on the front of the card. In this case, DO NOT SIGN THE CARD.

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## VEHICLE DAILY STATUS AND PRE-TRIP REPORT

		DATE: <u>Feb 28, 2020</u> BUS#: <u>9489</u>		<input type="checkbox"/> I have detected no defect or deficiency in this vehicle which would likely affect the safety of its operation.	
PRE-TRIP COMPLETED BY:					
LINE	BLOCK	TIME ON	TIME OFF	SIGNATURE	SENIORITY
Leave blank				102 – Bus will not start	
<u>Only defects in the following categories need to be recorded on the front of the card.</u> Brakes Park/Service, Steering Mechanism, Lights/Reflectors, Horn, Tires, Wheels/Rims, Emergency Equipment, Wheelchair/Scooter securement devices, Mirrors, Artic Joint, Windshield Wipers <u>Any other defects need to be recorded on the reverse of this card</u> CMBC Authorized Agent: <input type="checkbox"/> Above defects corrected <input type="checkbox"/> Above defects need not be corrected for the safe operation of the vehicle Signature: _____ Date: _____					
IN SERVICE DEFECT CODE(s)	TIME	DRIVER'S SIGNATURE		SENIORITY	Description of in service defects noted on reverse of this card

### 9.5.5.3 THICK BLACK OUTLINED BOX

The thick black outlined box on the front of the '**Vehicle Daily Status and Pre-Trip Report**' is only for the use of the person (Transit Operator or Maintenance personnel) who completed the first pre-trip of the day on that vehicle.

### 9.5.5.4 CHECK BOXES

If a Pre-Trip Inspection is successful, one of the three checkboxes on the front of the card **MUST** be checked for the Pre-Trip Inspection to be considered as completed! If a relieving Transit Operator finds all three checkboxes blank, they must immediately perform a pre-trip inspection of the 11 categories listed on the front of the card (see items 4 & 5 in the next section below) with every consideration for safety.

### 9.5.5.5 LOSS OR ABSENCE OF VEHICLE DAILY STATUS AND PRE-TRIP REPORT

If the Vehicle Daily Status and Pre-Trip report is lost or a Transit Operator is unable to locate it within the vehicle, the following procedures should be followed:

1. Contact T-Comm. immediately and advise bus has no vehicle card
2. T-Comm will dispatch a Transit Supervisor to meet the bus with a new Vehicle Daily Status and Pre-Trip Report as soon as possible
3. If the Transit Operator knows that a pre-trip inspection has been performed on the bus, then the Transit Operator should state that '**this bus has been pre-tripped to CMBC standards**' on any available piece of paper, sign and date it and carry on.
4. If the Transit Operator does not know if the bus has been pre-tripped, they must immediately perform a pre-trip inspection of the 11 categories listed on the front of the card with every consideration for safety.
 

a. Brakes (Park/Service roll test)	g. Emergency Equipment
b. Steering Mechanism	h. Mirrors
c. Lights/Reflectors	i. Artic Joint
d. Horn	j. Windshield Wiper
e. Tires	k. Wheelchair/Scooter Securement device
f. Wheels/Rims	
5. The Transit Operator should then state that '**this bus has been pre-tripped to CMBC standards**' on any available piece of paper, sign and date it and carry on. A full Pre-Trip Inspection to CMBC standards, including the air brake system, must be completed at the first opportunity (usually the next terminus or other safe location).
6. Once the Transit Supervisor arrives with the new Vehicle Daily Status and Pre-Trip Report, the Transit Operator should complete the card and sign it.

### 9.5.5 CMBC PRE-TRIP REPORT FORMS

The Vehicle Daily Status & Pre-Trip Report forms that CMBC uses are designated as M-17 (white paper stock) for all Diesel and Hybrid buses, M-33 (green paper stock) for Trolley buses and M-85 (blue paper stock) for CNG buses.

### 9.5.6 LIFT/RAMP INSPECTION

Full cycle, down, up and stow, of all wheelchair-lift equipped vehicles is also required at designated areas. LOW FLOOR vehicles may check Kneeler and Ramp operation on the tracks, as it is only necessary to lift the ramp 90 degrees to check proper operation. (Use stow switch, as allowing the ramp to float down may not disengage interlock)

### 9.5.7 RELIEF ON THE ROAD

The Transit Operator being relieved must inform the relieving Transit Operator of any defect noted on the bus during their shift. ***Transit Operators taking over a bus on the road must test the parking brake alarm at the time the relief is made.*** If the alarm malfunctions, the Transit Operator is required to record it on the Vehicle Daily Status & Pre-Trip Report and report the malfunction to a relieving Transit Operator when the bus is handed over.

As per ICBC testing standards, due to the potential of a parking brake failure, drivers should not exit a vehicle while **in gear** with the engine running. It is the responsibility of the relieving Transit Operator to ensure that the bus has been placed into gear before releasing the parking brake.

**Note:** When a vehicle is taken over on the road, the relieving Transit Operator should conduct an outside check at the first terminus.

### 9.5.8 REPORTING PREVIOUS DAMAGE

Transit Operators are not required to report previous damage unless it presents a safety issue.

### 9.5.9 VEHICLE CHECK AT TERMINUS

- Inspect the interior of your vehicle at each terminus for lost property, sickness and vandalism.
- Report sickness to T-Comm., tag lost property, and record any vandalism on Vehicle Daily Status Card. Complete a security incident report for vandalism if more information is available i.e. the person responsible, the location and/or time it was done.
- Contact T-Comm for assistance should you encounter a sleeping or intoxicated customer during your check. Refer to Section 8.1.24 for more information.

### 9.5. 10 BATTERY ACID (SULPHURIC ACID)

Battery acid can be a very dangerous and toxic substance. Transit Operators are most commonly exposed to this in the form of a rotten egg smell. Should this occur, the bus is to be parked immediately and shutdown. Call T-Comm. and advise them of the situation. Do **NOT** continue to drive the bus.

### 9.5.11 GLYCOL (ANTIFREEZE)

Glycol is a very toxic substance used in the cooling system of a bus (radiator and heating system). If a bus develops a leak in the system a Transit Operator might notice an oily film on the windows after the blowers have been used. There might also be an odour noted. Call T-

Comm and advise. Under no circumstances should a Transit Operator drive a bus with a Glycol leak. Park the bus immediately and shut it down.

## 9.5.12 NATIONAL SAFETY CODE: PRE-TRIP INSPECTION REQUIREMENTS TO PERFORM A PRE-TRIP

### (Motor Vehicle Act Regulations (37.22)).

No carrier shall permit a driver to drive, and no driver shall drive a commercial motor vehicle unless the requirements of this section are met. (NSC 37.22 (1)).

The driver or a person specified by the carrier shall satisfy themselves that the commercial motor vehicle is in a safe operating condition. (NSC 37.22 (2)).

### 9.5.12.1 PRE-TRIP & ROAD CALL GUIDE

The **Pre-Trip & Road Call Guide** on the next few pages suggests a course of action for most circumstances that may occur with equipment during the pre-trip or on the road. Deviations *may* take place depending on the situation. Refer to the Guide for the proper procedure to follow in these situations.

#### LEGEND

- P** Park in a Safe Location
- N** 'Not in Service' to a Change Point
- I** In-service to a Change/Attention (arrange with T-Comm)
- B** Bad Order Bus in Yard
- W** Write Up on 'Vehicle Daily Status & Pre-Trip Report'

#### GLOSSARY

Mins	Minutes
RS	Road Services (by maintenance truck)
*	Change will be done within 60 minutes or during return trip
Replace	Road Services truck or pick-up from Stores
Peak Hours	6:00 – 9:30 & 15:00 – 18:30 (generally)
Slippery	Ice, snow or rain
Attn	A visit by a Transit Supervisor and/or mechanic
Trolley	Only applicable to trolley
>	More than
<	Less than

**NOTE: Write up lights if more than 25% of LED's are out.**

## 9.5.12.2 BUS CHANGES AND ROAD CALLS

### Transit Centre Bus Changes

During your shift it may become necessary to have a defective coach repaired or replaced. The following are some suggestions that will make the task easier.

It is the driver's responsibility to ensure the vehicle he/she has been assigned is roadworthy before it leaves the Transit Centre.

During your morning Pre-Trip inspection, you may find a defect that would prevent you from placing that vehicle in service. Under such circumstances:

1. Contact T-Comm by radio (RTT). It is not necessary to 'log on' the vehicle number will appear on the TComm Supervisor's computer screen.
2. When T-Comm returns your request to talk, state: your seniority no., location i.e.: (VTC track 9 East), line & block number, time out of garage and what defect prevents that coach from leaving the Transit Centre.
3. The co-ordinator will assign you a replacement coach.
4. Mark any defects on the Vehicle Daily Status and Pre-Trip report and leave it with the vehicle. Remember to take your paddle and personal belongings with you to the assigned replacement vehicle.
5. After the Pre-Trip of the replacement coach is completed, 'log on' to the radio system and farebox and contact (RTT) T-Comm to inform them you are ready to leave the garage.

#### NOTE:

If a minor defect is found during the morning pre-trip, repairs to correct the defect may be made immediately on your defective coach. Defects such as burnt-out bulbs, defective wiper blades, fire extinguishers without tags, etc. can be repaired immediately. Contact T-Comm as described above, and they will inform maintenance. In most cases you may be late leaving the transit centre. T-Comm will give you necessary instructions to place you back in service in the proper sequence. This may require the use of alternate routes or short cuts to return you to your schedule.

\* Should you be assigned a coach that is not radio equipped and you require a bus change, it will be necessary to return to the depot office and inform the depot clerks. He/she will contact the dispatcher and they will assign you a new coach. If your defective coach is blocking the track, advise the depot clerk and they will arrange to have maintenance personnel move it.

### Bus Changes (On the Road)

While in service it may become necessary to replace a coach. Such defects as intermittent power failure, slack brakes, transmission slipping or transmission failing to shift properly etc. would warrant a bus change. See the Pre-Trip and Road Call Checklist for a complete list. (The Pre-Trip and Road Call Checklist is also located in all Operators Paddle inserts)

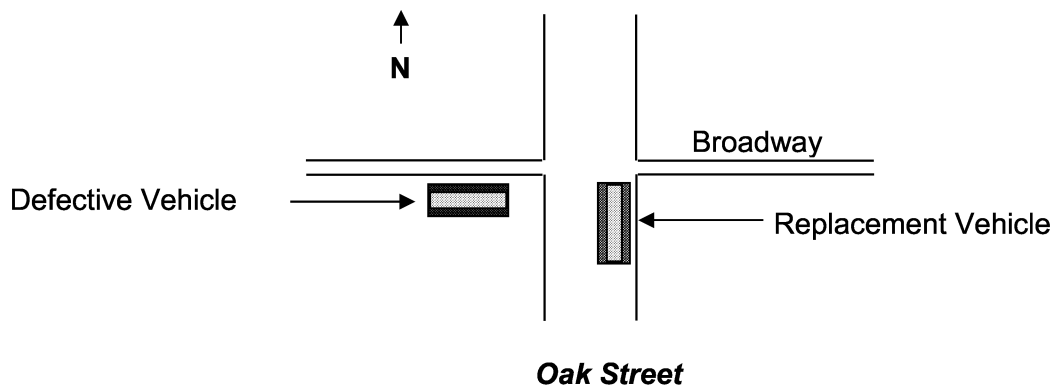
The following steps are necessary in completing a smooth exchange of vehicles:

1. Contact (RTT) T-Comm when you have decided the defect is interfering with the safe and proper operation of the vehicle.
2. Tell the TComm Supervisor what the defect is and request a bus change.
3. Decide upon a mutually agreeable exchange point and advise them of your expected time of arrival at that point.
4. As you approach the agreed-upon exchange point, look for your replacement bus.
5. \*Watch for a coach waiting in the stop with the hazard flashers on, or in the case of trolleys, with the poles down and the hazard flashers on.
6. \*Should you arrive at the exchange point and the replacement coach is not there, contact T-Comm (RTT) and advise them of your situation, but do not leave this point until the TComm Supervisor has advised you what to do. There may be a delay due to traffic or other unforeseen problems. If necessary, dewire your coach (in the case of a trolley) to allow following service to pass.
7. If you see your replacement coach inform your customers that a bus change is about to be made. For example: *"Ladies and Gentlemen we are going to be making a bus change. Please gather your belongings and be prepared to move to the bus directly ahead"*. Activate your hazard flashers to warn following coaches that you are going to be delayed.
8. While customers are boarding the replacement coach, gather your paddle and personal belongings. Ensure the Vehicle Daily Status and Pre-Trip Report has been completed (with defects noted) and leave it on the vehicle.
9. Sign Off your seniority number from the MDT.
10. You may wish to give the maintenance person recovering your vehicle a verbal description of the problem.

After boarding the replacement bus, ensure the destination signs and block number have been changed to their appropriate settings. Login your Line / Block and seniority numbers to the TMAC and the farebox ODI. Adjust your drivers' seat & mirrors. When the coach is set to your satisfaction, return to service. If any undue delay has caused you to become late, contact (RTT) T-Comm and advise them of your situation. They may give you a short turn or advise a road supervisor of your status and he/she will deal with you at a later time.

In some cases, replacement coaches may be left on a street adjoining your route. For example: the E/B #9 Boundary replacement coach will be left on Oak street facing northbound, nearside Broadway. This will make it necessary for you to move your customers from the bus stop eastbound Broadway nearside Oak Street; to the bus stop northbound Oak Street nearside Broadway. By leaving the disabled coach on Broadway eastbound, this enables maintenance personnel to take the shortest route to the VTC garage (A right turn from Broadway to southbound Oak Street).

Example diagram:



### Road Calls for Minor Repairs

It is not uncommon to have minor defects such as loose mirrors, poor wiper blades or various burnt-out light bulbs which can be dealt with without the necessity of a bus change.

When you decide that you have such a minor defect and it doesn't compromise the safe operation of your vehicle, simply contact T-Comm (RTT) and advise them of your situation. They will have a maintenance vehicle dispatched to intercept you at a convenient location. Remember you must allow sufficient time in order for the maintenance department to dispatch a vehicle to the agreed upon location.

### Service Trucks on the Road

CMBC has implemented an On-the-Road Service Truck Program with six trucks available to assist in quick repairs in many locations. They are strategically placed around Mid-Town (Broadway area), Downtown, Burnaby / Metrotown, POCO – Coquitlam Center, Surrey Central and 22<sup>nd</sup> St. Skytrain Stations.

This service is available from 06:00 to 23:00 hrs.

### How it works:

If you require some mechanical repair on the road, you can either call T-Comm and you will be advised where you can meet a truck, or, if you see a service truck you can pull over and have the repair made on the spot.

Any disruption in service should be reported to T-Comm. If there is no disruption, then the service person will document the repair and that's it.

If the operator has documented a defect on the *Vehicle Daily Status and Pre-Trip Report* and the repair was performed on the road, the service person will sign off on the card. Service Trucks are on the road to assist you, answer any questions you may have and to help you provide safer, more reliable and efficient service to our customers.



### 9.5.13 HIGH VISIBILITY VEST

WorkSafe BC requires **High Visibility Vests** to be worn by all Transit Operators when their work leaves them exposed to the hazards of vehicles or mobile equipment movement. **This includes all CMBC staff when working in Transit Centre yards as well as public areas where there is exposure to the hazards of moving vehicles or equipment.**



A High Visibility Vest **MUST BE WORN** while working. Examples of what qualifies as 'working' under the regulations are:

- Pre-Trip Inspections
- Trolley pole pulling/pole setting
- Walkabout inspections of any kind, by a Transit Operator, in transit centre yards or on public roads where vehicles may travel
- Any kind of work performed while walking on public roadways.

Examples of when High Visibility Apparel is NOT required are:

- Crossing a transit centre property for the purpose of gaining access to the workplace at the start of the shift or leaving work at the end of the shift. WorkSafe BC expects employees to maximize the use of the marked routes and crosswalks for pedestrian travel, where they exist.

Note that safety apparel **MUST** be worn on the outside of other clothing.

### 9.5.14 MOVING BETWEEN BUSES DURING PRE-TRIP

When conducting a pre-trip, the person conducting the pre-trip must stop before passing between their bus and the bus behind to determine if the driver's compartment of the vehicle behind is occupied. If the driver's compartment of the rear bus is occupied, the person doing the pre-trip on the front bus must ensure that the person in the rear vehicle is aware of their presence and confirm that the rear bus is in 'neutral' before moving between the two buses.

## 10 COMPASS CARDS & FARES

### 10.1 PROOF OF PAYMENT

A customer who enters a fare paid zone or boards a transit vehicle shall either pay the applicable fare and obtain proof of payment or possess proof of payment. A customer may deposit the exact fare in coins, FareSaver ticket or transfer in to a farebox. Alternatively, a customer may produce the applicable Compass Card(s) or Compass Tickets, U-Pass, DayPass, MultiPass, Special Events Tickets that are tapped on the bus validator

**Transit Operators have discretion in providing free rides if attempting to collect fare would compromise safety or adversely delay service.**

### 10.2 CUSTOMER CATEGORIES

Customer categories are divided into three groups.

#### 10.2.1 ADULT

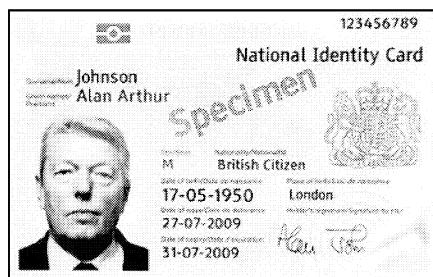
An adult category customer applies to customers between the ages of 19 and 64, inclusive, unless they qualify under a discount category as described in the transit tariff. t

#### 10.2.2 CONCESSION

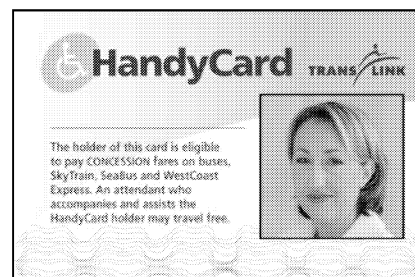
A concession category customer is a person who belongs to one of the groups below. Concession category customers are required to show proof of eligibility to a fare inspector when requested unless they are under the age of 13.

- Passengers between the ages of 13 to 18 years inclusive;
- Proof of eligibility includes photo identification issued by a school or government. Passenger does not need to be Canadian. Senior Citizen 65 years of age or over.
- Proof of eligibility includes government issued photo identification.
- HandyCard Holders.

For more information on HandyCards see section 10.9.6.1.



Example: National ID card



Example: HandyCard

#### 10.2.3 GRATUITOUS CATEGORY (FREE)

Children 12 years of age and under ride free on the bus system. Children 12 years of age and under must be accompanied by a customer possessing Proof of Payment to ride SkyTrain, SeaBus or West Coast Express. (Children travelling alone must pay fare on the gated system). A maximum of 4 children per adult or student may ride accordingly. The number in excess of 4

children must pay the applicable concession fare. Children 12 and under who are registered HandyDART users may ride for free.

**Attendants accompanying HandyCard holders:** For more information on the HandyCard program see section 10.9.6.1.

### 10.3 FARE CATEGORIES

The SCBCTA Transportation Service Region is divided into the following three fare zones for SkyTrain and SeaBus

#### 10.4 BUS ONLY ONE ZONE

Customers are charged a 1 Zone fare at all times on all days.

##### 10.4.1 REGULAR FARES

Customers are charged regular fares when they board SkyTrain, SeaBus or enter a fare paid zone unless it is a discount period. Regular fares paid periods are in effect Monday to Friday from the first bus in the a.m. until 18:30.

##### 10.4.2 DISCOUNT FARES

Customers can travel across all zones for the price of a 1 zone fare when they board SkyTrain, SeaBus or enter a fare paid zone after 18:30 on weekdays and all day Saturday, Sunday and statutory holidays.

### 10.5 FARE INFORMATION TABLES

Single Fares & Compass Tickets	Zones	Adult	Concession
Regular Hours	1 Zone	\$3.20	\$2.15
	2 Zone	\$4.65	\$3.15
	3 Zone	\$6.35	\$4.35
Discount Hours	All Zones	\$3.20	\$2.15
SkyTrain / SeaBus AddFare	1 – 2 Zone Upgrade	\$1.45	\$1.00
	2 – 3 Zone Upgrade	\$1.70	\$1.20
	1 – 3 Zone Upgrade	\$3.15	\$2.20

**NOTE:** 2 Zone and 3 Zone cash fares and Compass fares apply to SeaBus, SkyTrain and Canada Line.

**NOTE:** 1 Zone Monthly FareCards and FareSaver tickets are only available for purchase at HandyDART but customers may use them on CMBC buses.

**Note:** The Airport Zone is part of Zone 2. There is a \$5 surcharge for customers leaving Sea Island.

<b>Compass Stored Value</b>	<b>Zones</b>	<b>Adult</b>	<b>Concession</b>
Regular Hours	1 Zone	\$2.60	\$2.15
	2 Zone	\$3.85	\$3.15
	3 Zone	\$4.90	\$4.35
Discount Hours	All Zones	\$2.60	\$2.15
SkyTrain / SeaBus	1 – 2 Zone Price Difference	\$1.25	\$1.00
	2 – 3 Zone Price Difference	\$1.05	\$1.20
	1 – 3 Zone Price Difference	\$2.30	\$2.20

<b>Passes</b>	<b>Zones</b>	<b>Adult</b>	<b>Concession</b>
Monthly Passes	1 Zone	\$107.30	--
	2 Zone	\$143.50	--
	3 Zone	\$193.80	\$61.35
Day Passes	All Zones All Day	\$11.50	\$9.05

## 10.6 FARE ZONES

The SCBCTA Transportation Service Region is divided into the following three fare zones.

### 10.6.1 ZONE 1

- The City of Vancouver; and
- The University Endowment Lands.

### 10.6.2 ZONE 2

- The District of West Vancouver;
- The District of North Vancouver;
- The City of North Vancouver;
- The City of Burnaby;
- The City of New Westminster;
- The City of Richmond;
- Bowen Island;
- Lions Bay.

### **10.6.3 ZONE 3**

- The Corporation of Delta
- The City of Surrey;
- The City of White Rock;
- The City of Langley;
- The Township of Langley;
- The Village of Belcarra;
- The Village of Anmore;
- Electoral Area 'C' east of Indian Arm;
- The City of Port Moody;
- The City of Coquitlam;
- The City of Port Coquitlam;
- The District of Pitt Meadows;
- The District of Maple Ridge.

## **10.7 COMPASS CARD BUSINESS RULES**

### **10.7.1 FEATURES**

- Stored Value (Pay as you go \$175.00 maximum);
- Monthly Passes;
- Day Passes;
- Up to three fare products can be loaded at once;
- Products can be reloaded online, by phone, at a walk-in centre or at a Compass Vending Machine (CVM);

### **10.7.2 BENEFITS**

- Customers can register their cards for AutoLoad;
- Register for balance protection;
- Stored Value fares discounted compared to cash fares.

### **10.7.3 DEPOSIT**

Customers pay a one-time \$6.00 deposit to acquire a Compass card. This amount will also act as a 'reserve' and provides these benefits;

- The deposit is fully refundable;
- Cardholders are more likely to keep the card and re-load it rather than throwing it away;
- Cardholders may dip into reserve to complete a journey but will have to reload the card before the next use;

- Minimum Stored Value balance to enter the system is \$0.01.

#### **10.7.4 REGISTRATION**

Compass Cards can be registered by creating an account and linking the card to the account.

- Cards can be registered online, by phone or at a walk-in centre;
- Cards can be linked to a credit card or bank account for AutoLoad;
- The account holder's personal information is stored in a separate and secure database;
- Up to 25 Compass Cards can be linked to an account.

#### **10.7.5 RETAILERS**

Compass fare media is available at the following locations;

- Compass Vending Machines;
  - SkyTrain and Canada Line;
  - West Coast Express;
  - SeaBus;
  - London Drugs (18 stores);
  - BC Ferries (Tsawwassen & Horseshoe Bay);
- Online;
- By phone or e-mail;
- Walk-in Centres (Stadium/Waterfront Stations);
- Compass Retailers (Safeway, Mac's, etc.).

#### **10.7.6 LOADING FARES**

- Compass Cards, minis and wristbands can be reloaded. Compass readers include mobile validators on the bus, faregates on SkyTrain and SeaBus, rail station validators on the West Coast Express. Rail station validators are also available in some SkyTrain station locations. Readers are also present on Compass Vending machines (CVM) and at walk-in centres. For a fare to be loaded onto a Compass card it must make contact with a reader. Tickets or cards issued from a vending machine or at a walk-in have the product loaded onto the chip. To reload a card or upgrade a ticket, a reader must be involved. At CVMs and walk-in centers, the customer can pay and have the product or Stored Value loaded immediately.
- When purchasing products or Stored Value by phone, or online, the product must first be sent to the reader and then uploaded to the chip. This frequently takes as little as 20 minutes; however, in busy times it can take 2 hours. In order to encourage the public to prepare ahead, we inform them that it can take up to 2 hours. Customers can easily avoid being caught without a fare by registering for auto load. This is available for generic fares. This ensures that the customer's next fare is available before the last one has expired.

#### **10.7.7 TAPPING IN AND OUT**

- Customers Tap In to pay their fare, Tap Out on buses is not required;
- Customers must Tap Out on SeaBus and SkyTrain to open the faregates and to ensure the correct fare is charged;

- Customers in a Fare Paid Zone must be 'Tapped In' to be compliant with the Transit Tariff;
- If a fare is available, the Adult customer sees a white checkmark on the Mobile Validator and hears an audible acceptance tone.

### 10.7.8 LOW BALANCE OR INSUFFICIENT FUNDS

If a fare is available in a **Low Balance** situation, the customer sees an exclamation-mark on the Mobile Validator and hears an audible acceptance tone. In this case, the customer is notified of a **Low Balance** on the card on the Mobile Validator

**Low Balance** is less than \$5.00 in Stored Value on the Compass Card

If a fare is not available or insufficient fare, the customer sees an exclamation mark on the Mobile Validator and hears an audible alert tone.

## 10.8 COMPASS CARDS, MINIS & WRISTBANDS

### 10.8.1 ADULT COMPASS CARD (BLUE)



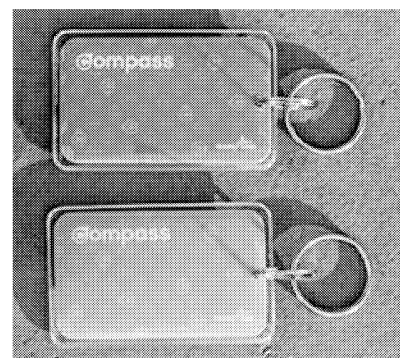
to this generic card.

- Adult One, Two or Three Zone Monthly Pass;
- Adult Day Pass;
- Stored Value;
- This compass card is transferable so long as it does not contain a U-Pass BC pass (see program cards below). All of the features, and benefits listed in section 10.1 apply

- Also available as a Compass mini or wristband.



Example: Concession (Orange) & Adult (Blue)  
Compass Wristbands



Example: Concession (Orange) & Adult (Blue)  
Compass Mini

### 10.8.2 CONCESSION COMPASS CARD (ORANGE)

- Concession Monthly Pass;
- Concession Day Pass;
- Stored Value;
- Transferable.
- This compass card is transferable amongst eligible customers. All of the features and benefits listed in section 10.1 apply to this generic card.
- Also available as a Compass mini or wristband.



### 10.8.3 U-PASS COMPASS CARD

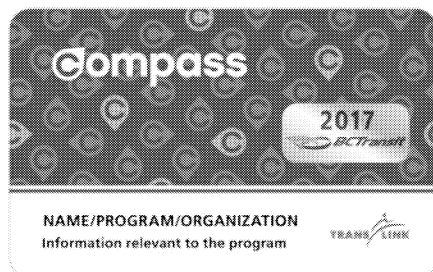
The U-Pass BC program provides eligible students at participating schools with lower transit fares while they are taking courses. Participation is open to all publicly funded, post-secondary institutions in Metro Vancouver. TransLink organizes the U-Pass BC program with participating schools and their student societies. Valid student ID must be presented with the U-Pass BC pass upon request by a fare inspector.



The "U" in U-Pass BC stands for "universal". All eligible students must pay a set monthly amount. By having all eligible students contribute to the U-Pass BC program, the cost per student is significantly lower.

- Identical appearance as Adult Compass Card
- Program Card;
- Yellow circle around the check mark when tapping in;
- Not Transferable.

### 10.8.4 BC BUS PASS COMPASS CARD (MAGENTA)



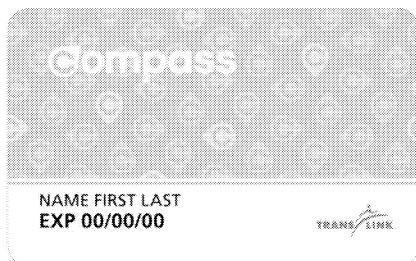
- Eligible persons as determined by the Ministry of Social Development & Social Innovation of the Province of British Columbia;
- Not transferable;
- Valid for travel in all zones at all times;
- Valid in both Vancouver and Victoria Transit Systems.
- Valid for travel on West Coast Express at CONCESSION rates.



### 10.8.5 OTHER PROGRAM COMPASS CARDS AND PROGRAM PASSES (MAGENTA) (MAGENTA)

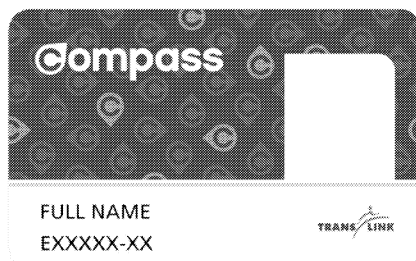
- Non-transferable cards containing program passes are issued to eligible individuals. There may be other program cards and passes in the future.
- Burkeville Residents;
- War Amputees
- Special Educators
- West Coast Express Contract Staff and Dependants

### 10.8.6 CONTRACTOR COMPASS CARD (YELLOW)



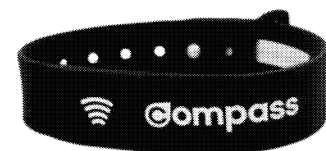
- This non-transferable card is for access to Fare Paid Zones for non-transit workers.
- This card is not valid for travel to and from work. It is used for work location access only on the gated system. Secondary ID is required when inspected.

### 10.8.7 TRANSIT EMPLOYEE COMPASS CARD



Full-time employees of TransLink, its subsidiaries, and employees of designated contractors as approved by the SCBCTA are issued photo-identity Compass Cards. These cards are not transferable and do not need to be renewed. They are valid in the TransLink service area on all modes of transit except HandyDART.

Transit Operators may opt to receive a Compass wristband to use for travel. Transit Operators who do so will have their Compass card deactivated but must still carry it for identification purposes.



### 10.8.8 SPOUSAL AND DEPENDENT CHILD COMPASS CARD

A photo-identity Compass Card is available to the spouse *or* designated dependent child of each full-time employee. These cards are not transferable. They are valid for travel on all modes of transit in the TransLink service area except HandyDART

Dependant wrist bands are not yet available

### 10.8.9 RETIRED TRANSIT EMPLOYEE COMPASS CARD

A photo-identity Compass Card is available to retired employees of CMBC, including their spouses. These cards are not transferable. They are valid for travel on all modes of transit in the TransLink service area except HandyDART.

#### 10.8.10 CNIB COMPASS CARD

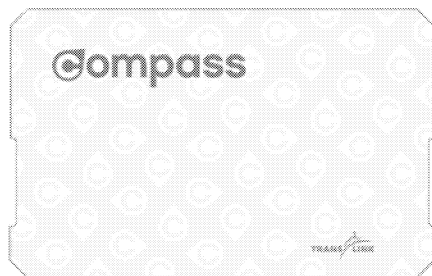


The Canadian Institute of the Blind issues non-transferable identity cards to their clients. CNIB clients who live within the TransLink service area receive cards that have a Compass chip imbedded in it. These cards are eligible for travel in all zones, at all times, in TransLink's and Victoria's service areas. Customers are not required to tap into the bus. CNIB customers may be accompanied by a guide animal.

### 10.9 COMPASS TICKETS

Compass Tickets are not reloadable and must be tapped in to be validated. Single use (1, 2 and 3 zone) tickets expire 90 minutes after tap in. One and two zone tickets can be upgraded for travel in further zones.

#### 10.9.1 ROLL STOCK COMPASS TICKETS



Compass Tickets can be purchased at a Compass Vending Machine. Adult and Concession tickets will both have a blue logo. They are only valid on the day of purchase and expire at 0400 the next service day if unused.

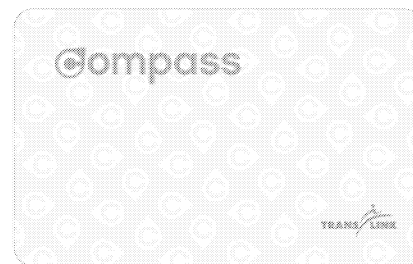
These tickets come in:

- Adult and Concession fares
- 1 zone, 2, zone and 3 zones
- Daypasses

#### 10.9.2 BULK COMPASS TICKETS



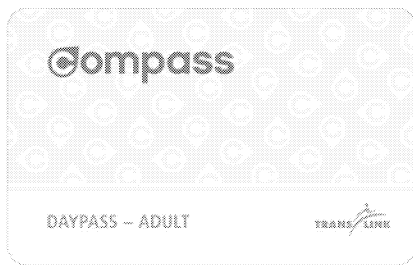
Example: Adult Bulk Compass Ticket



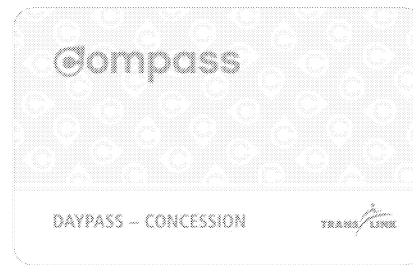
Example: Concession Bulk Compass Ticket

- Bulk purchases of Compass tickets can be ordered through Compass Customer Service.
- These can be purchased as Adult or Concession
- 1 zone, 2 zone and 3 zone fares
- Daypasses

Daypasses are available at Compass retailers for single purchase as well.



Example: Adult DayPass Compass Ticket



Example: Concession DayPass Compass Ticket

Bulk Compass Tickets can be used up to one month after purchase; Bulk Adult tickets have a blue logo and Concession tickets have an orange logo.

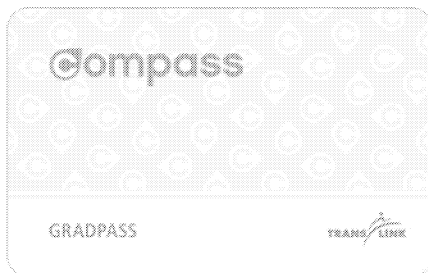
### 10.9.3 SERVICE RECOVERY COMPASS TICKET

TransLink reserves the right, at its absolute discretion to issue a Service Recovery Ticket in emergency or exceptional circumstances where a customer is unable to tender all or part of the required fare.

The Service Recovery Ticket is a 3 zone Compass ticket. There are a variety of scenarios in which it is appropriate to offer Service Recovery tickets to customers experiencing exceptional service or situational problems. If you are dealing with a vulnerable customer who requires one you may direct them to a Transit Supervisor, or SkyTrain Attendant, for further assistance.

### 10.9.4 GRAD PASS COMPASS TICKET

Example: GradPass Compass Ticket



Two Grad Pass Daypass compass tickets are available to each Grade 12 student in the S.C.B.C.T.A Transportation Service Region through their Secondary School. Each ticket is valid for one day of travel between May 15 and June 30<sup>th</sup>.

Students must present a valid photo ID proving age when requested by a fare inspector.

#### 10.9.4.1 OTHER COMPASS TICKETS

During special events and eligible conferences, Compass tickets with specific expiry dates and times may be issued by Compass Fare Dealer. In some cases, these tickets will remain valid for more than one day. Customers are required to tap in using these tickets.

## 10.9.5 WEST COAST EXPRESS TICKETS

With the exception of the Compass one-way ticket, all WCE Compass tickets are valid for a round trip on any West Coast Express train, plus transfer and unlimited travel on all CMBC services from the time of issuance until midnight on the date of expiry.

### 10.9.5.1 TRANSFERRING

Customers with West Coast Express fare products can transfer to, and between, conventional transit modes (e.g., bus, SeaBus and SkyTrain) within the designated time periods for transfers and in-system times at no extra charge.

### 10.9.5.2 FARE MEDIA CREDIT

A customer who wishes to transfer from a CMBC bus, Skytrain, or SeaBus to a West Coast Express train will receive a credit toward the fare payable when using Compass or Credit Card payments. Customers receive a credit for one zone Adult fare and Concession category customers receive one zone credit at concession prices (refer to 'Fare Information Table' in Section 10.5).

## 10.9.6 FARE IDENTIFICATION CARDS

### 10.9.6.1 HANDYCARD

A photo identification card issued by the GVTA to eligible customers residing in the GVTA Transportation Service Region.

- Not transferable
- A HandyCard holder is eligible to pay concession fares on buses, Skytrain, and SeaBus. This fare may be paid in cash or by concession Compass card. The HandyCard must be carried and produced for inspection if requested by a fare inspector.

**NOTE:** The HandyCard entitles an accompanying attendant of a HandyCard holder to travel without payment (free) however; a transfer should not be issued to the attendant. When travelling with an attendant the HandyCard holder should present their HandyCard to the Transit Operator to indicate eligibility for the attendant to travel for free.

## 10.9.7 PAYMENT

### 10.9.7.1 PAYMENT METHODS

Customers may pay in one of three methods:

- **Tap onto the mobile validator:** The mobile validator will respond with a positive or negative sound. Transit Operators should, when safe to do so, watch that customers do tap into the front mobile validator and ask the customer to tap again if the negative sound is heard. Some customers may require direction from the Transit Operator as to where to tap or how to tap. Infrequent users or tourists may be confused about what is required. When time and circumstances allow, Transit Operators should assist the customer in understanding why their fare is not valid.
- **Credit Card & Smart Phone Payment:** Customers can use contactless Visa, MasterCard, American Express cards, Interac®-based debit cards or Smart Phones using Apple Pay, Google Pay or Samsung Pay. Registration is not required. Customers can only pay one fare per card and cannot double tap. These are 'account based' payments

which operate under the same rules as the Compass cards but do not have a product loaded onto their chip. Customers pay adult cash rates and can transfer between modes (e.g., from bus to SkyTrain or SeaBus without paying separate fare). For assistance, bus customers can call Customer Information at: 604-953-3333.

- **Pay with cash at the farebox:** Transit Operators should, when safe to do so, ensure that the funds are appropriate to the fare category for that customer. Ensure that transfer for no less than 90 minutes is provided. Transfer now becomes a flash pass for use on the bus system only.

### **10.9.8 PROOF OF PAYMENT**

A customer who enters a fare paid zone or boards a transit vehicle shall either pay the applicable fare and obtain proof of payment or possess proof of payment. All transit vehicles (including buses, SeaBus, SkyTrain and WCE) are designated as 'Fare Paid Zones' by TransLink. Failure to present valid Fare Media may result in a \$173 fine.

### **10.9.9 TRANSFERS**

#### **10.9.9.1 CONVENTIONAL BUS & COMMUNITY SHUTTLE BUS TRANSFERS**

Transfers are used for bus-to-bus transfer and as a fare paid receipt. They are not valid on SkyTrain or SeaBus. Colour and symbol on transfers changes daily. These serve as fare receipts for both Adult and Concession transfers. As with Compass Tickets, they are not transferable, when a cash fare is paid. There is no difference between the adult and concession transfers.

## 11 TMAC (TRANSIT MANAGEMENT AND COMMUNICATIONS)

The TMAC system is a sophisticated voice and data communications system specifically designed for the safety and convenience of Transit Operators and their customers. It also provides CMBC with a reliable means of managing the hundreds of buses on the road at any given time. T-Comm (Transit Communications) located in Surrey, uses the TMAC system to monitor the location of each bus operating throughout the Lower Mainland.

In an emergency, Transit Operators are no longer required to call out their location as the fleet is equipped with an advanced **AVL** (Automatic Vehicle Locator) system. Using this system, T-Comm is able to instantly locate the vehicle and provide the necessary support in a more efficient and timely manner. The system also makes use of **GPS** (Global Positioning System) technology to provide Transit Operators with their exact route location on the **MDT** (Mobile Data Terminal).

The TMAC system must remain '**ON**' at all times. Part of the system provides an audible enunciator function to aid blind customers, and others, in locating their stops. The high-tech design of the system enables Transit Operators to instantly communicate with T-Comm in the event of an emergency or operational difficulty; the handset must only be used when it is safe to do so.

The following procedures will give Transit Operators an understanding of the system and enable them to successfully operate the system.

### 11.1 GPS TRACKING

- GPS Tracking is personal information.
- It is in all non-revenue vehicles, Conventional and Community Shuttle buses.
- It may be used for;
  - Managing workforce productivity.
  - Safety and development.
  - Asset protection and management.

### 11.2 TMAC COMPONENTS

During 'normal' use, Transit Operators use the:

- Handset
- Mobile Data Terminal (MDT)
- Assault Button

### 11.3 TURNING TMAC ON

The TMAC system turns on automatically when the bus is started.

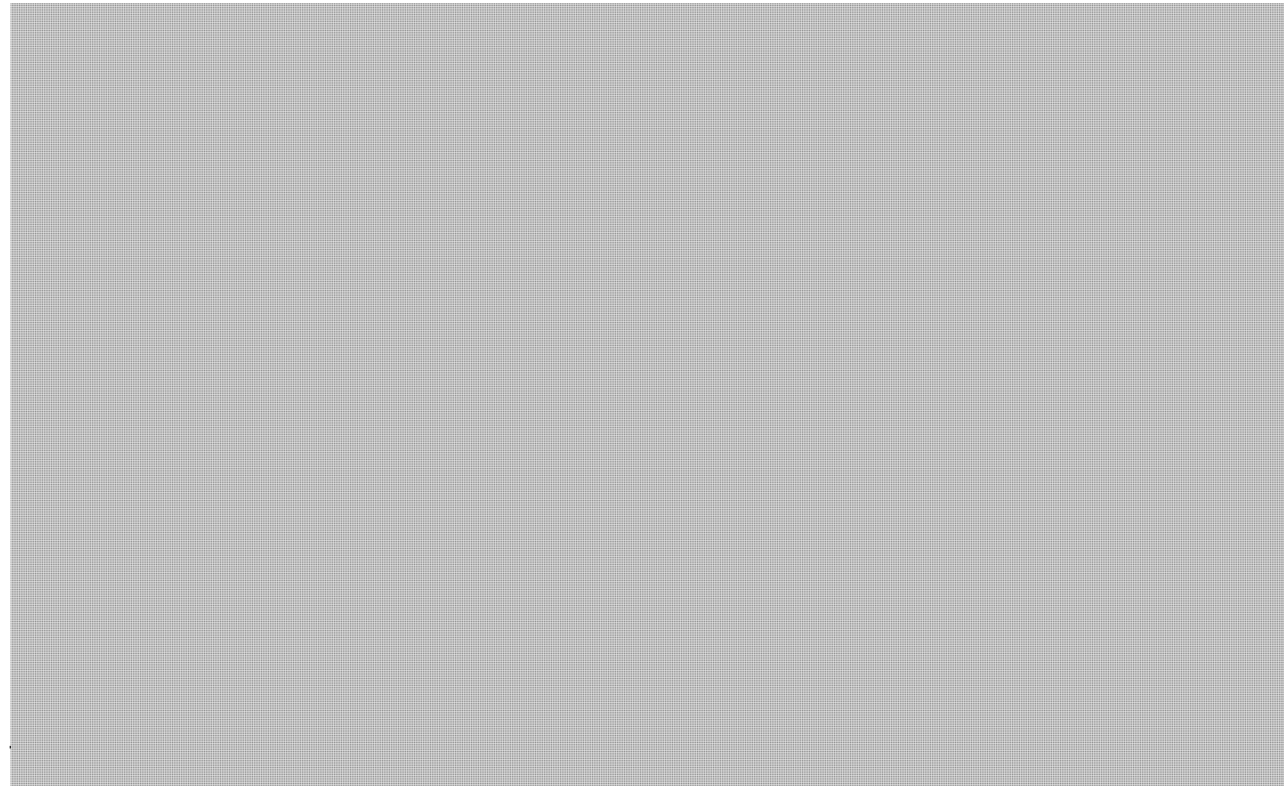
- Adjust the MDT for comfortable viewing.
- A small Green light appears on the display while the system does an internal self-check. (The radio is ready to use at the successful completion of this check).
- On successful completion of the self-check (which takes 3 to 5 minutes), the Operator Log In screen will appear.

**NOTE:** Bus **MUST BE STATIONARY** in order to access **MENU** or **RADIO** functions.

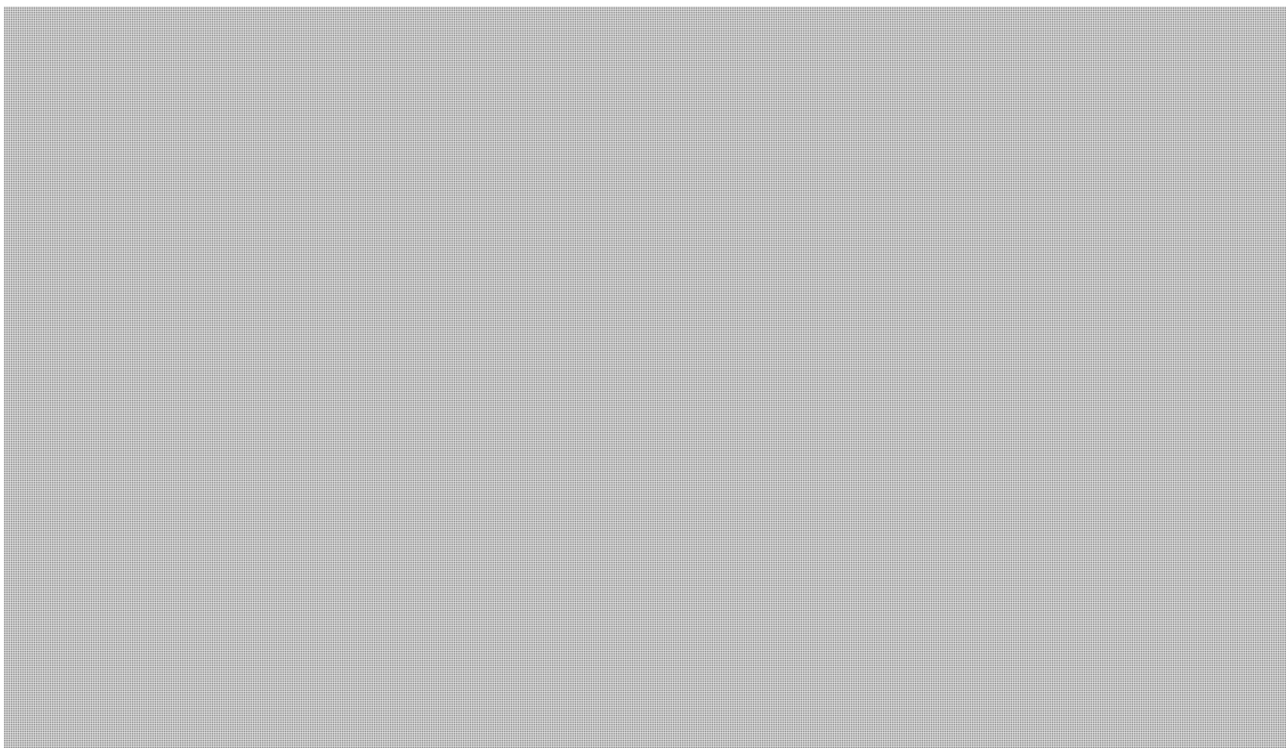
## **11.4 SIGNING ON**

### **11.4.1 OPERATOR LOGIN**

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### **11.4.2 LINE/BLOCK LOGIN**

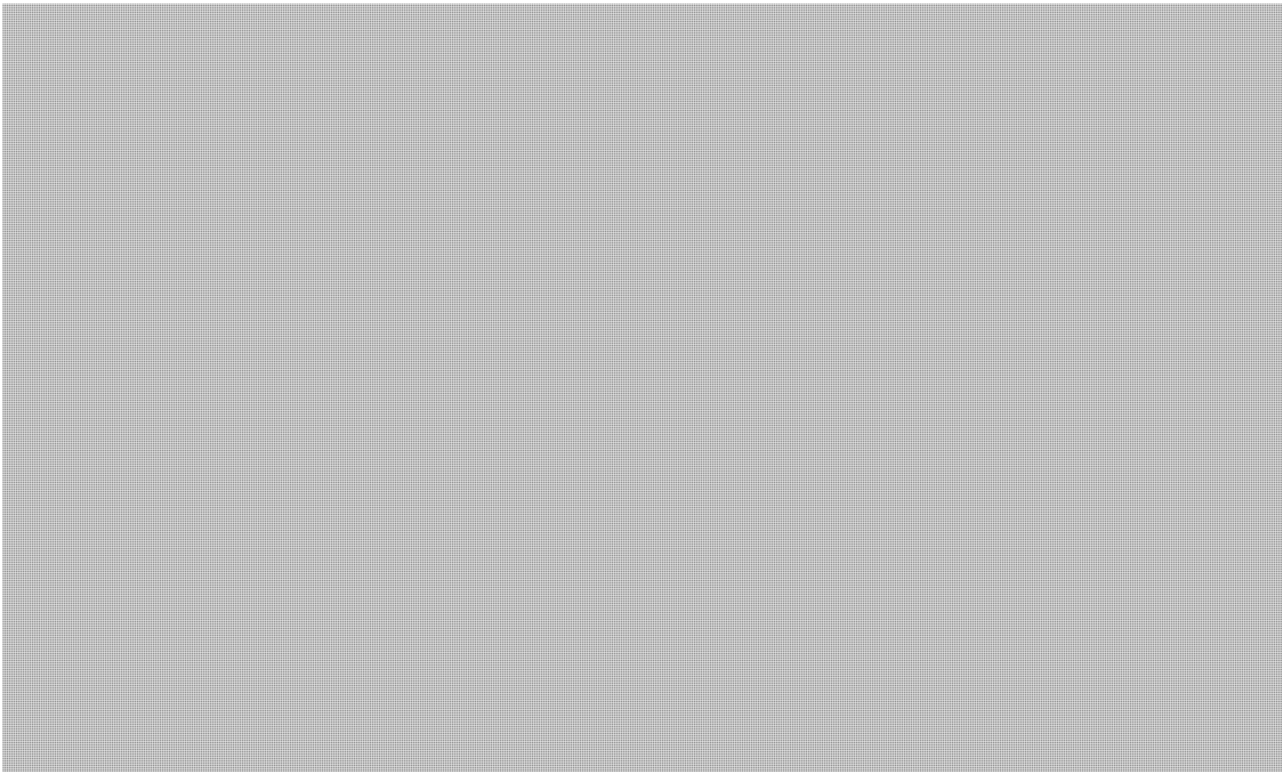


### 11.4.3 CHOOSE TRIP



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### 11.4.4 STATUS INFORMATION





## 11.4.5 ERROR MESSAGES

You may receive an ERROR message when attempting to logon to the TMAC system.

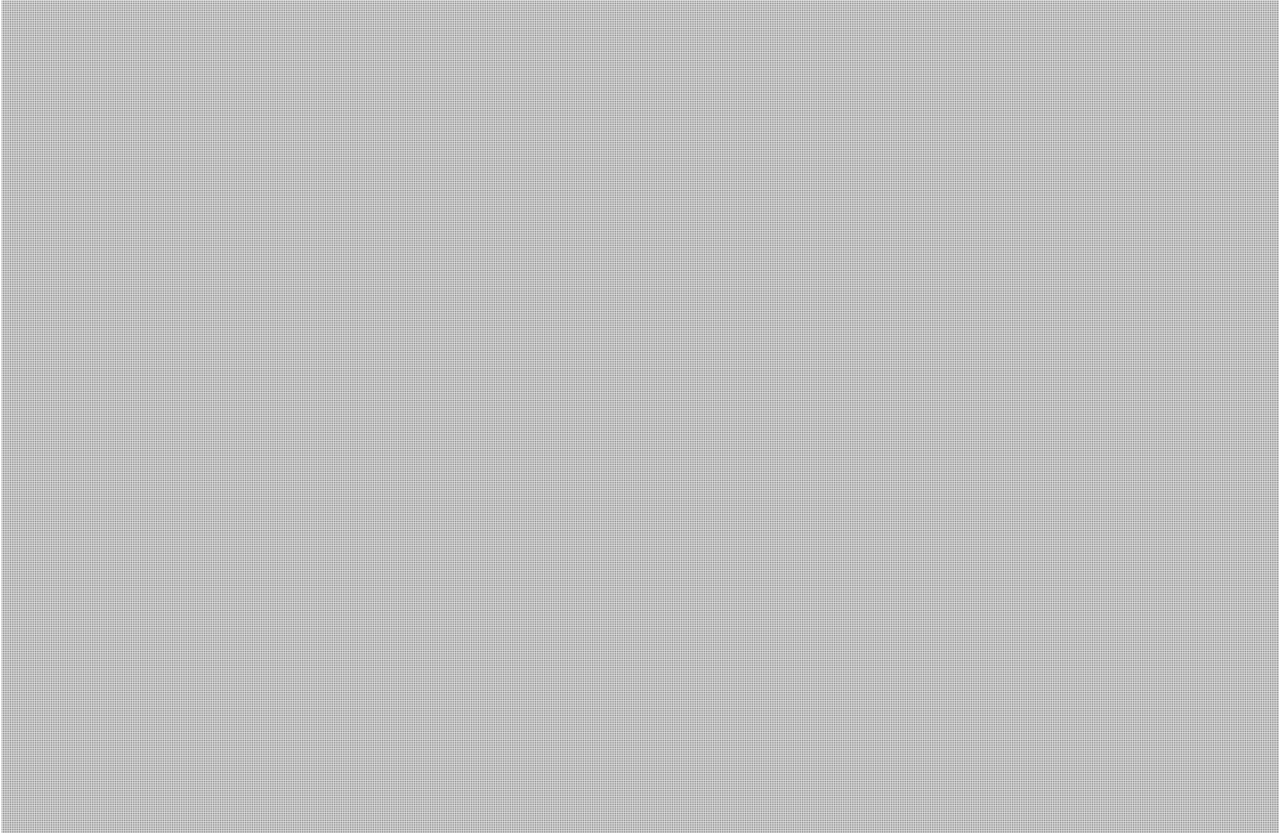
### 11.4.5.1 INVALID OPERATOR ID

This will occur if you entered your seniority incorrectly or, another Transit Operator has signed on to the system with the identical employee number that you entered. Check your seniority and re-enter, if the error message shows again press OK and your number will be temporarily stored.

### 11.4.5.2 INVALID LINE/BLOCK

## 11.4.6 POSITIONING

## 11.5 MAIN SCREEN



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### 11.5.1 FARE NOT PAID

The **FARE NOT PAID** button is to be used, if the Transit Operator feels safe to do so, after a customer has boarded the bus with paying the appropriate fare.

### 11.5.2 PASS UP

The **PASS UP** button is to be used when the bus is full, and customers are being left behind at bus stops. It is the same as sending a message but is a designated button for that message only. (The Transit Operator is asked only to send this once per stop passed up, not per customer passed up.)

### **11.5.3 MENU SCREEN**



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### **11.5.4 LINE/BLOCK LOGIN**

Refer to section 11.4.2 for more information.

### **11.5.5 OPERATOR LOGIN**

Refer to section 11.4.1 for more information.

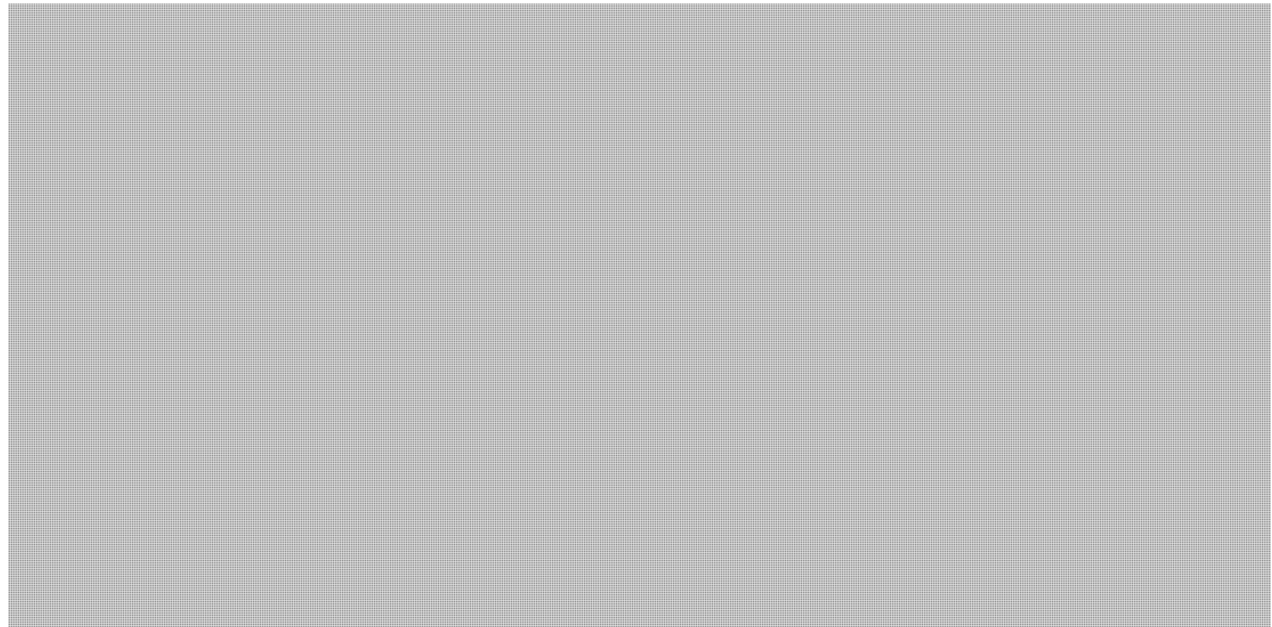
### **11.5.6 STATUS INFORMATION**

Refer to section 11.4.4 for more information.

### **11.5.7 POSITIONING**

Refer to section 11.4.6 for more information.

### **11.5.8 CANNED ANNOUNCEMENTS**



### 11.5.9 DESTINATION

To manually change the destination signs to something other than what is programmed:

- From the **MENU** screen, select **DESTINATION**
- Using the arrows, scroll up/down, or enter the destination code (i.e., “7” for “Not in Service”) and press **OK** to select desired sign. The main screen will show the sign selected in **BLACK**.

### 11.5.10 TURN OFF/ON SCHEDULE ADHERENCE

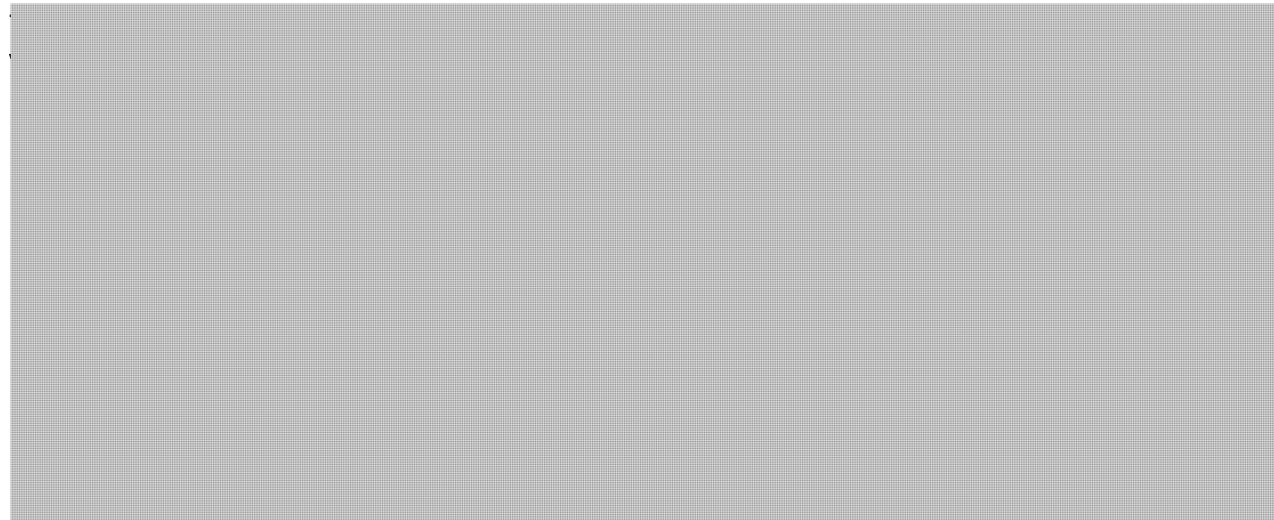
Turn off Schedule adherence to remove the +/- (late/early) indicator in at the top right corner of the MDT screen, turn on schedule adherence to view the +/- (late/early) indicator at the top right corner of the MDT.

### 11.5.11 TEST FUNCTIONS

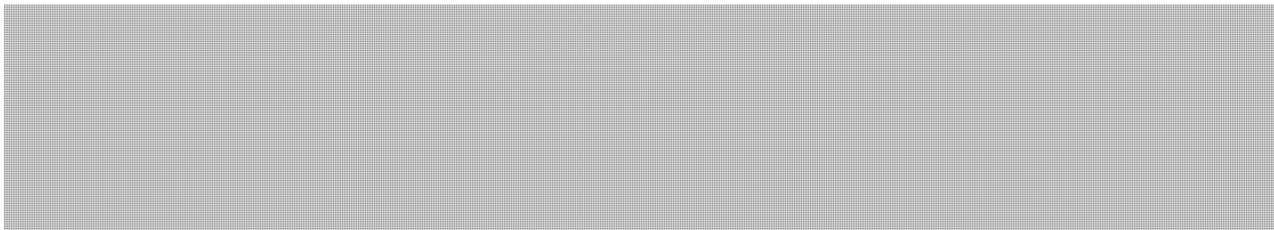
This screen is for Maintenance use **ONLY**.

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## 11.6 SETTINGS SCREEN

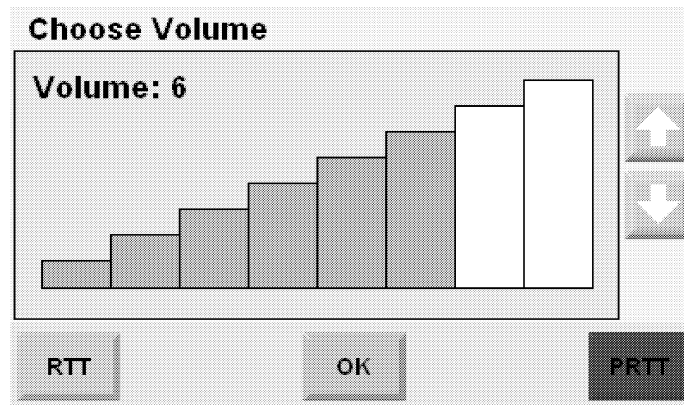


### 11.6.1 NIGHT PANEL



### 11.6.2 VOLUME CONTROLS

Touch **MENU – SETTINGS** to access the settings screen. All of the volume screens (**INTERIOR VOLUME**, **EXTERIOR VOLUME**, and **PA VOLUME**) have the same look.



The UP/DOWN arrows on the right side of the screen are used to adjust the volume. (The volume cannot be turned off, '1' is the lowest it will go).

### 11.6.3 INTERIOR VOLUME

Controls volume levels for the **NEXT STOP** and **CANNED ANNOUNCEMENTS**. TMAC will announce the next approaching stop and will also display the name of the next stop on a ceiling mounted electronic display inside the bus.

### 11.6.4 EXTERIOR VOLUME

Controls volume levels for the **ROUTE NUMBER** announcement. When the doors open, TMAC will announce the 'destination' to the outside of the bus. If the front door remains open, TMAC will announce the 'destination' every 30 seconds, until the doors are closed.

### 11.6.5 MINIMUM VOLUME LEVELS (TMAC)

Recent Human Rights decisions concerning people with disabilities have made bus stop announcements compulsory throughout much of the North American public transit industry. Recognizing that automatic annunciators are now an integral part of our equipment makeup, representatives from CMBC, CAW and Access Transit user groups have agreed upon guidelines that address the needs of the Transit Operator while still providing the required level of service to the accessible community. ***These guidelines stipulate that the recommended minimum volume level for interior and exterior announcements be set to five (5) during peak and normal hours.*** Transit Operators are able to adjust the volume level down to one (1) for exterior announcements to mitigate noise only on early and late trips in residential areas.

### 11.6.6 PA VOLUME

Controls the volume levels for announcements the Transit Operator makes using the PA system handset.

Press **OK** to exit any of the volume screens.

### 11.6.7 REPEAT INTERIOR/EXTERIOR ANNOUNCEMENTS

- To repeat the last **NEXT STOP** announcement that was made touch **REPEAT INTERIOR ANN.**
- To repeat the last 'route number' announcement that was made touch **REPEAT EXTERIOR ANN.** NOTE: Doors must be open for this feature to work.

### 11.6.8 CHANGE PA TO EXTERIOR

Touch this button to switch the PA functionality to the exterior speaker. This is useful when making announcements to any customers waiting outside at the bus stop.

### 11.6.9 LOCK DESTINATION

In order to lock in the Destination Sign, from the MAIN screen, touch **MENU** and then **SETTINGS**.

Touch **LOCK DESTINATION**. The main screen will now show the sign in **RED ITALICS**, indicating that it is locked. The destination sign is now locked until the Transit Operator returns to the **MENU** screen and selects **UNLOCK DESTINATION**.

### 11.6.10 DISABLE COMPASS CONTROL

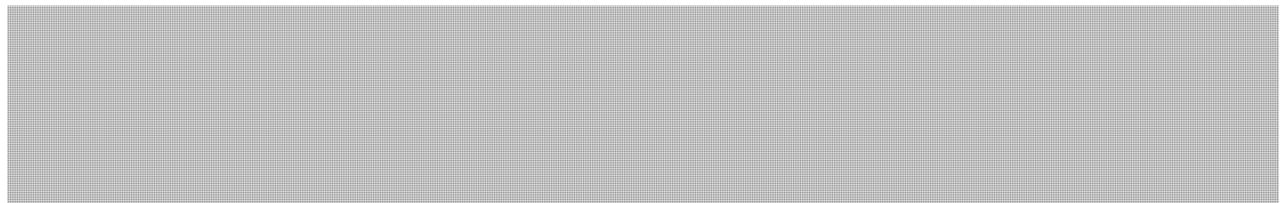


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## 11.7 RADIO MENU

From the main screen, touch the **RADIO** button to access the radio screen.

### 11.7.1 SEND MESSAGE (PRE-SET TEXT MESSAGES)



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**NOTE:** To leave the screen without sending a message, press 'Cancel'.


**NOTE:** The bus **MUST** be stationary to access and use this feature.

In the centre portion of the main screen, the letters **MT** (message transmitting) will be briefly displayed in an orange box, while the message is being transmitted to T-Comm.

### Examples of Text Messages:

- Require cleanup – carrying on
- Require cleanup – stationary



- 
- No Relief – please call (appears in blue script at T-Comm)
- Need route information
- Road closed – need detour route
- Farebox problem – moving, need assistance
- Minor mechanical problem – moving, need assistance
- Major mechanical problem – moving, need assistance (blue at T-Comm)
- Handset not working

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## 11.7.2 READ MESSAGES

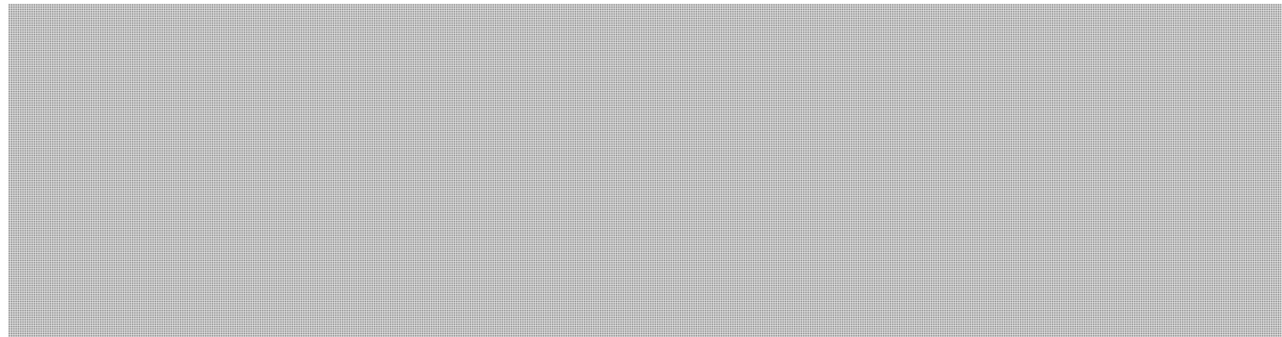
Incoming text messages from T-Comm will come up automatically on the MDT. They will appear on the screen as black letters on an orange background and will stay there until the Transit Operator touches **OK** to clear it. The messages are stored on this screen after the Transit Operator clears them from the main screen and may be viewed at any time while the vehicle is stationary, but the Transit Operator cannot delete them. To read the messages press **RADIO – READ MESSAGES**. Use the UP/DOWN arrows to highlight a message and then touch **OK** to read the full message.

## 11.7.3 RADIO VOLUME

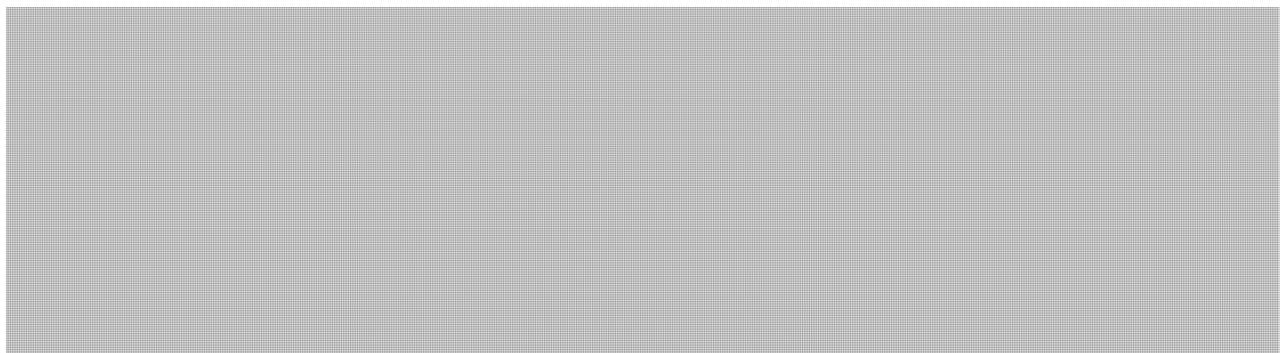
This button is for the radio handset volume when communicating with T-Comm and is used to adjust volume levels in the same manner as the other volume controls.

## 11.8 TMAC RADIO PROCEDURES

### 11.8.1 CALLING T-COMM

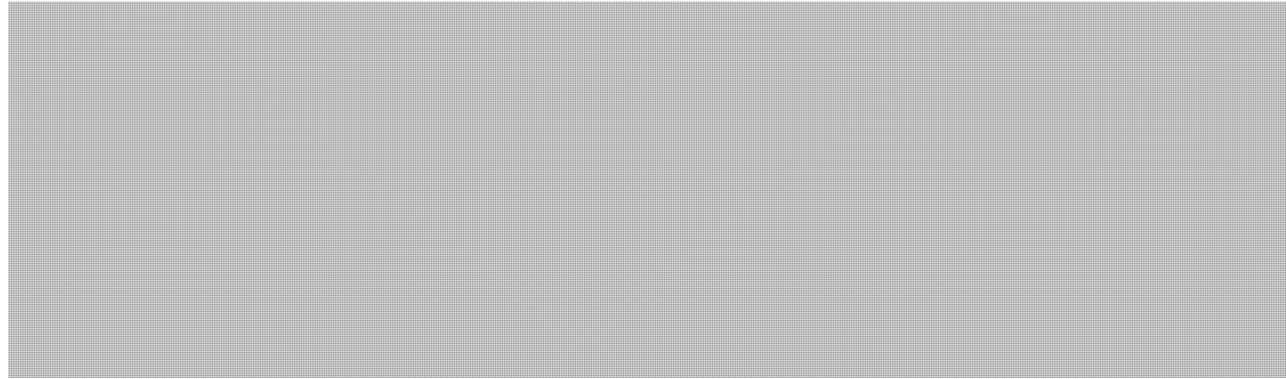


### 11.8.2 NORMAL CALL - RTT (REQUEST TO TALK)

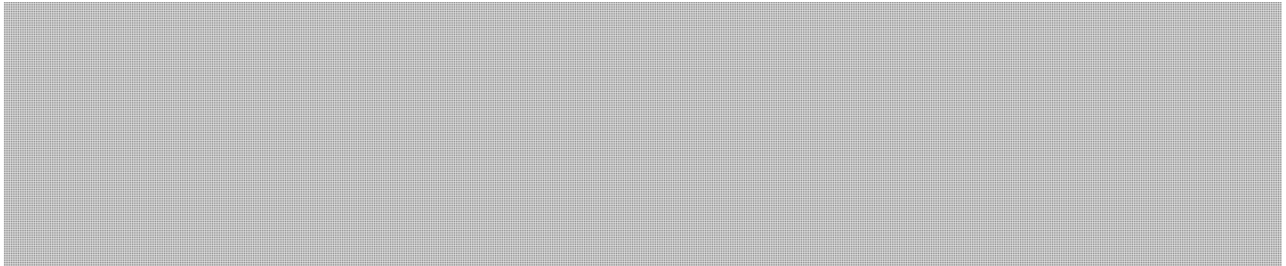




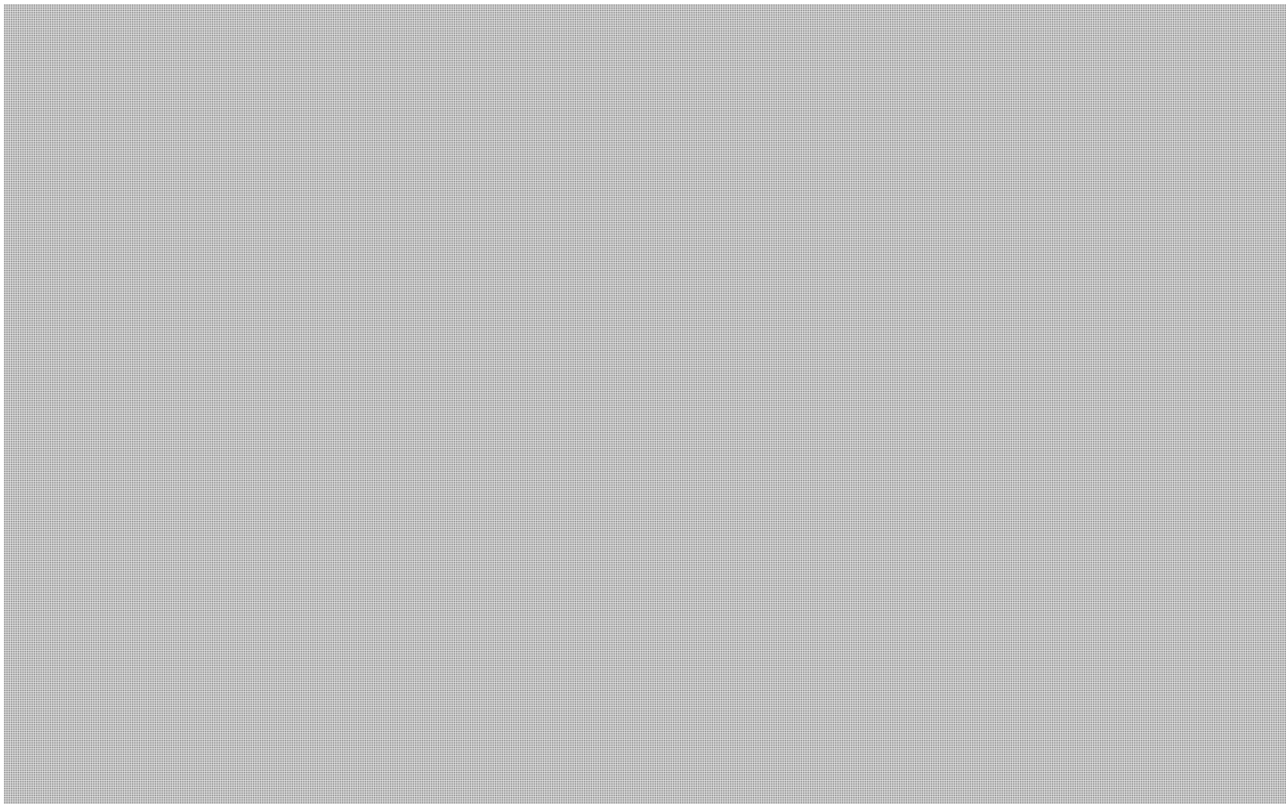
**s.15(1)(l)**



### **11.8.3 EMERGENCY CALL - PRTT (PRIORITY REQUEST TO TALK)**



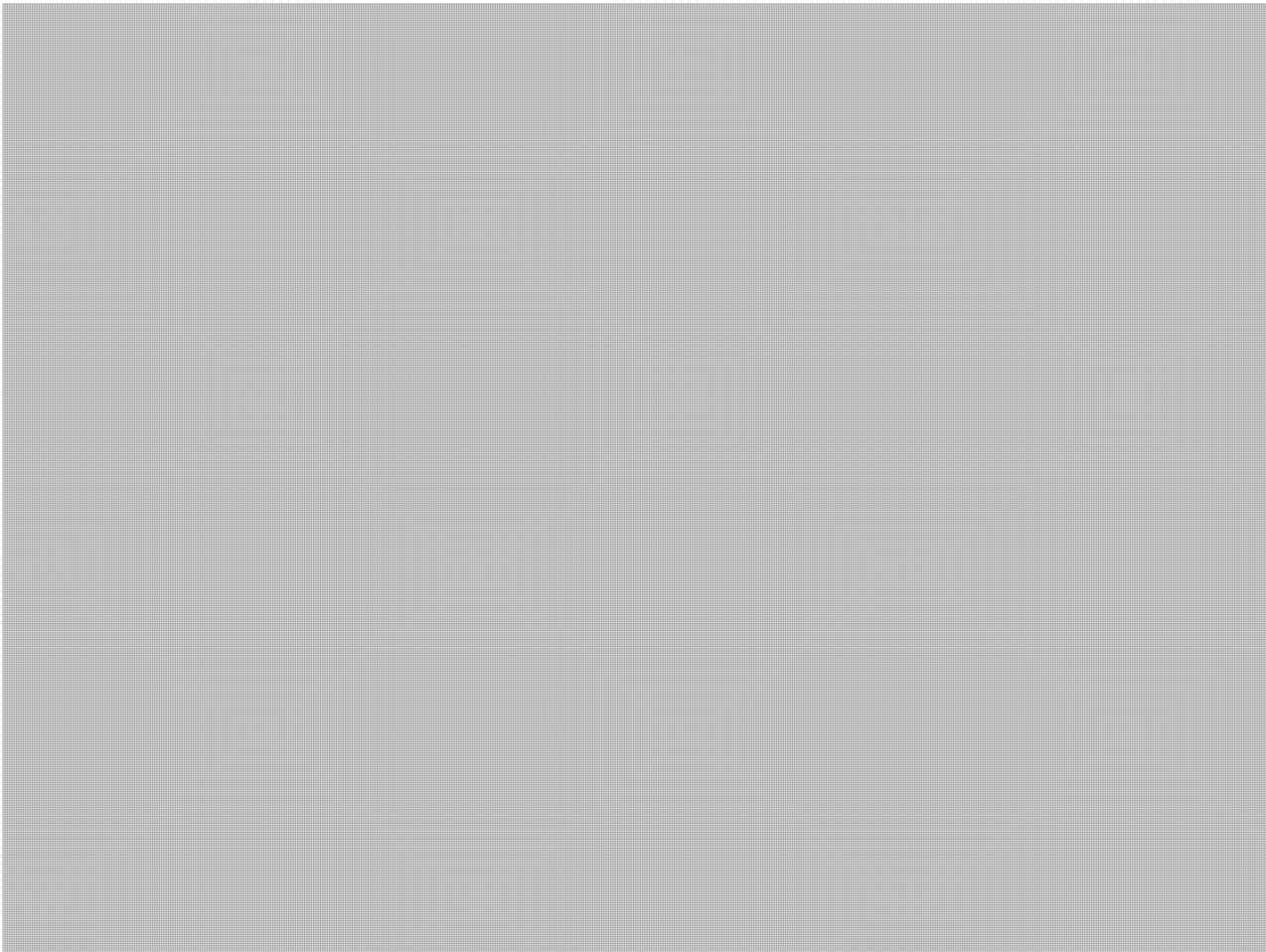
### **11.8.4 T-COMM RESPONSE TO CALLS**





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#### **11.8.5 ASSAULT ALARM**





## 11.9 ON SCREEN TEXT MESSAGES

T-Comm can send out text messages to an individual bus, all buses on a certain route, or all buses system-wide. These messages are to advise of detours, possible delays or other operational situations. This message is limited to numerical, capital letters and spaces.

When you receive a text message, the MDT will display the message automatically in black letters on an orange background. The message can be viewed and then stored for reference at a later time. In the interest of safety, **never** read a text message while your bus is in motion.

Messages will be short (the system is capable of up to 255 characters including spaces) so they can easily be read whenever the bus is at a bus stop, or a terminus. To review a text message touch **RADIO** on the MDT, then **READ MESSAGES** to display the stored message.

## 11.10 PUBLIC ADDRESS ANNOUNCEMENTS FROM T-COMM

The Current fleet and all future bus acquisitions will be equipped with a Public Address System (PA). T-Comm can make an announcement over the PA to a single bus, a group of coaches or all buses system-wide. A 'beep' will be heard before the announcement is given. If a bus is NOT equipped with a PA, the announcement will be heard on the Transit Operator's speaker. While receiving a PA announcement, no action is required by the Transit Operator.

## 11.11 PUBLIC ADDRESS SYSTEM ANNOUNCEMENTS BY A TRANSIT OPERATOR

All buses are equipped with a PUBLIC ADDRESS SYSTEM which Operators can use to make PA announcements through the handset.

Remove the handset from the holder and check the status of the PA button. If it reads OFF then the P/A is activated, whereas if it reads ON then the P/A is deactivated.

This connects the handset to the PA System, and you can now make an announcement by depressing the Press to Talk button. To adjust the PA volume, press MENU-SETTINGS-PA VOLUME. Press the arrow up to increase the volume, down to decrease the volume. (PA volumes are pre-set to 4 on a scale of 1 - 8.)

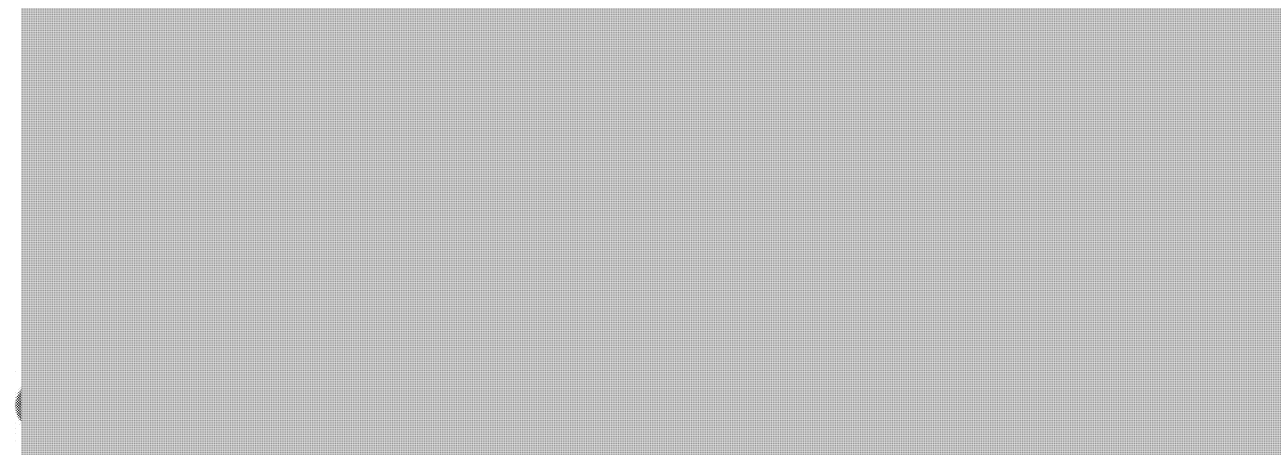
On completion of your announcement, return the handset to its cradle.

## 11.12 FALLBACK COMMUNICATIONS



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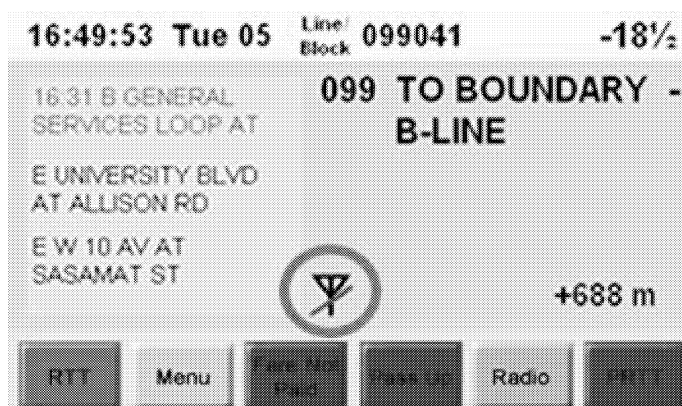
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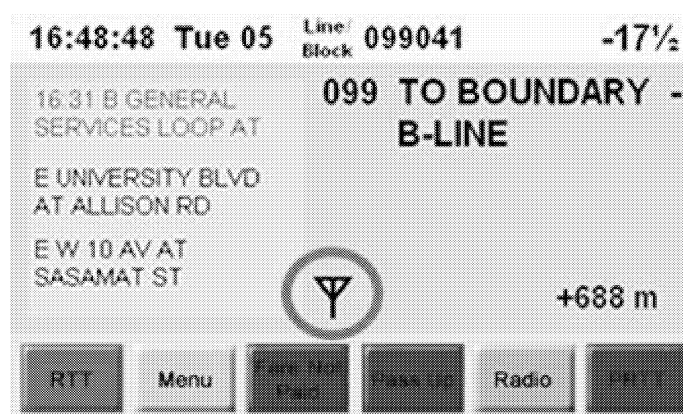
### 11.13 CONNECTION STATUS DISPLAY

In the lower centre of the main screen is an icon representing an antenna which will give the Transit Operator a graphical view of the TMAC system status.

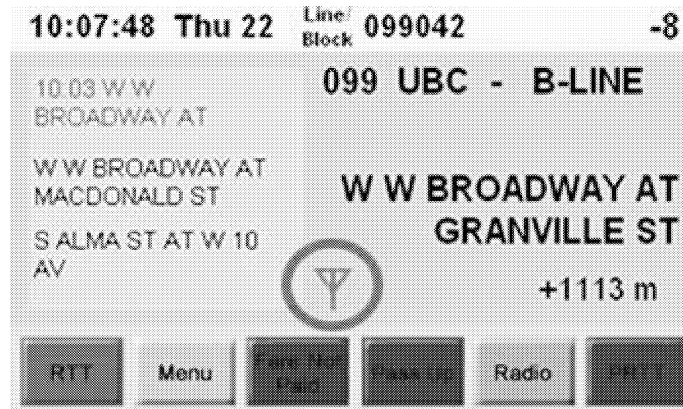
If the antenna icon is black with a red line through it, there is no radio coverage and no AVL (Automatic Vehicle Locator) or data connection to T-Comm.



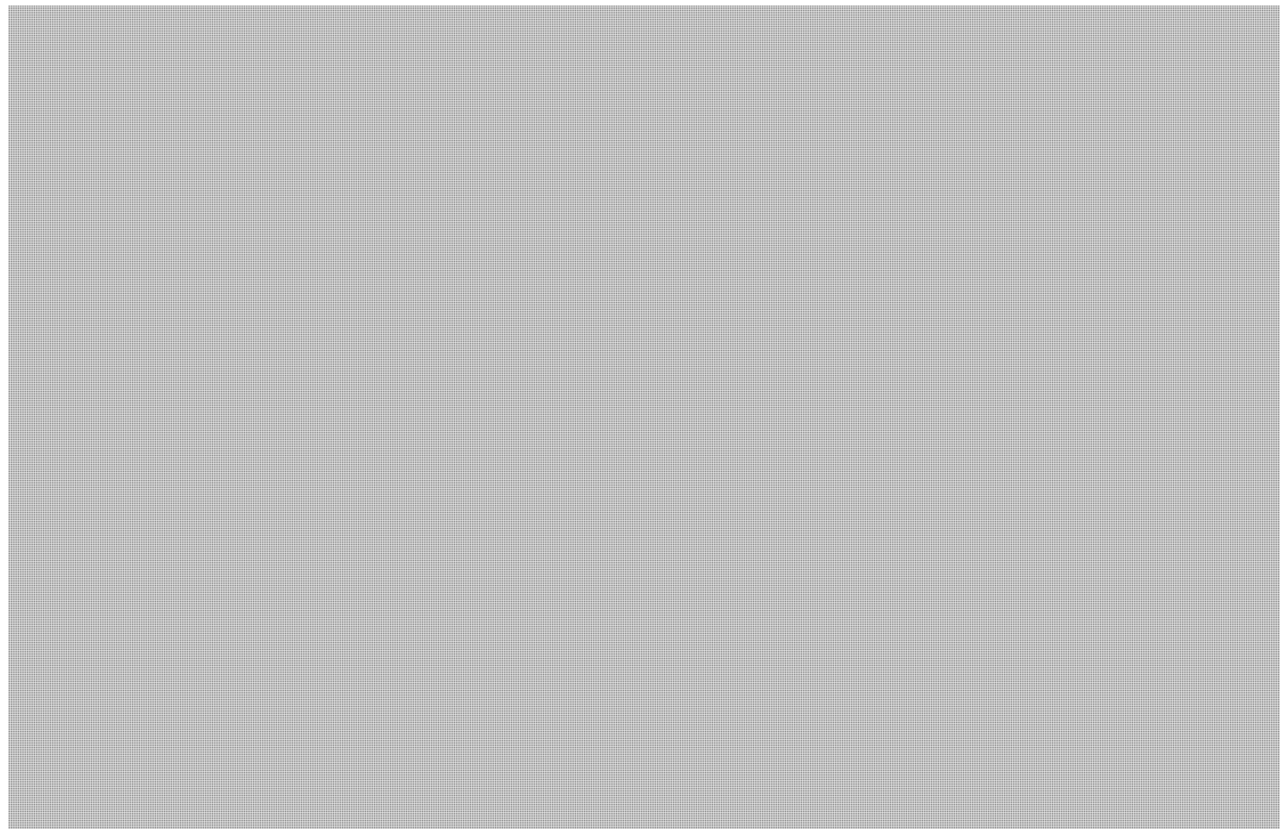
If the antenna icon is black without the red line through it, there is radio coverage but no AVL or data connection to T-Comm.



If the antenna icon is green, there is full radio coverage, AVL, and data connection to T-Comm.

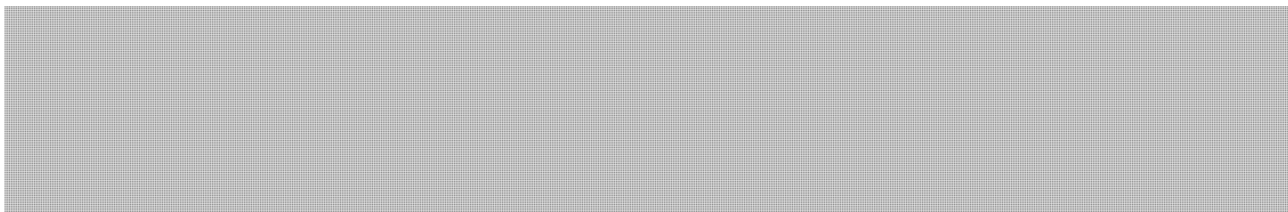


#### 11.14 T-COMM CONTROL SCREEN DISPLAY INFORMATION



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#### 11.15 LOGGING OFF



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### 11.16 AUTO SIGN OFF

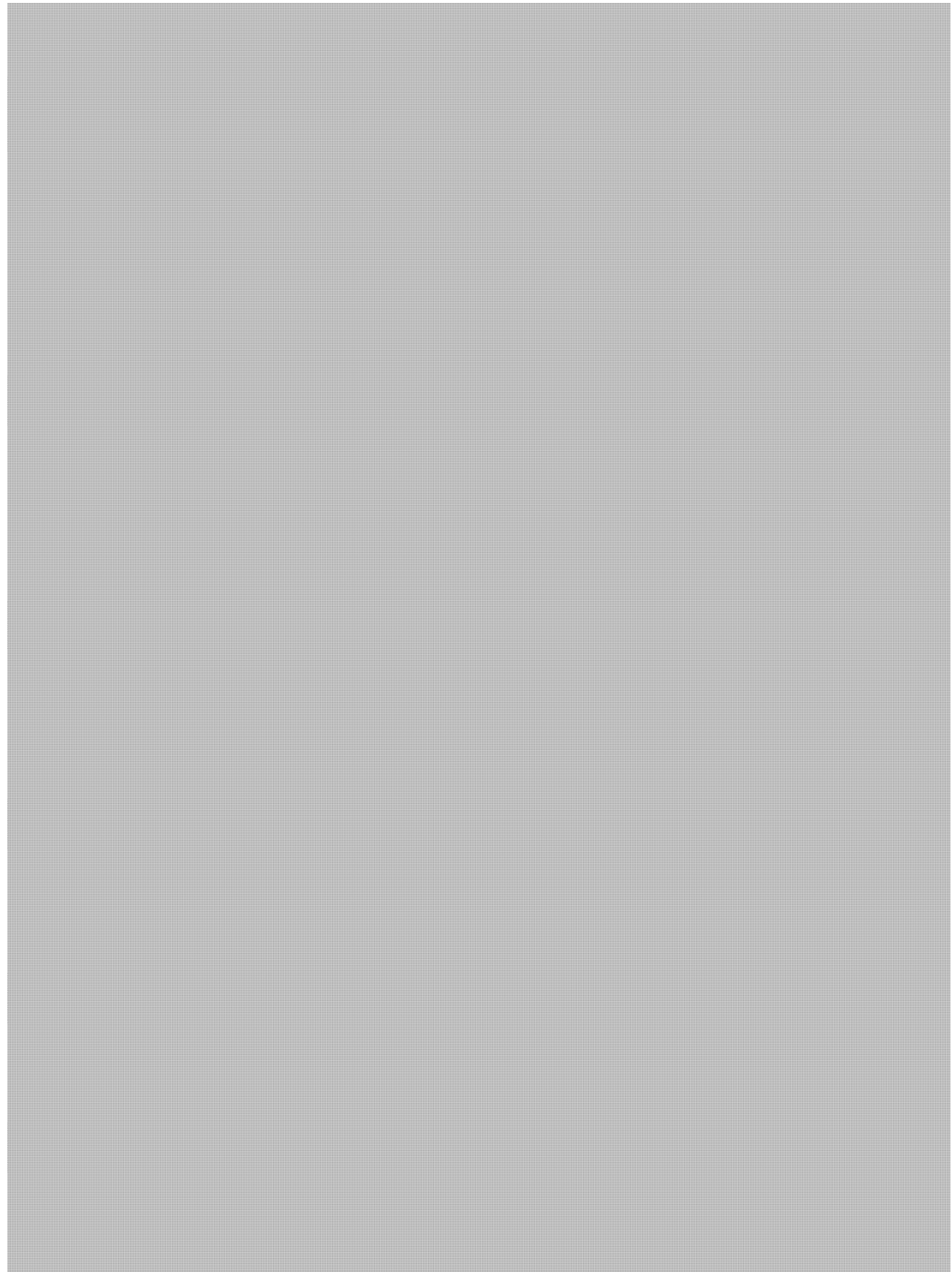
TMAC automatically “Logs Off” your line/block according to the Transit Operator’s paddle upon return to the Depot and/or, having the Farebox ‘probed.’

### 11.17 TURNING TMAC OFF

### 11.18 QUESTIONS & ANSWERS

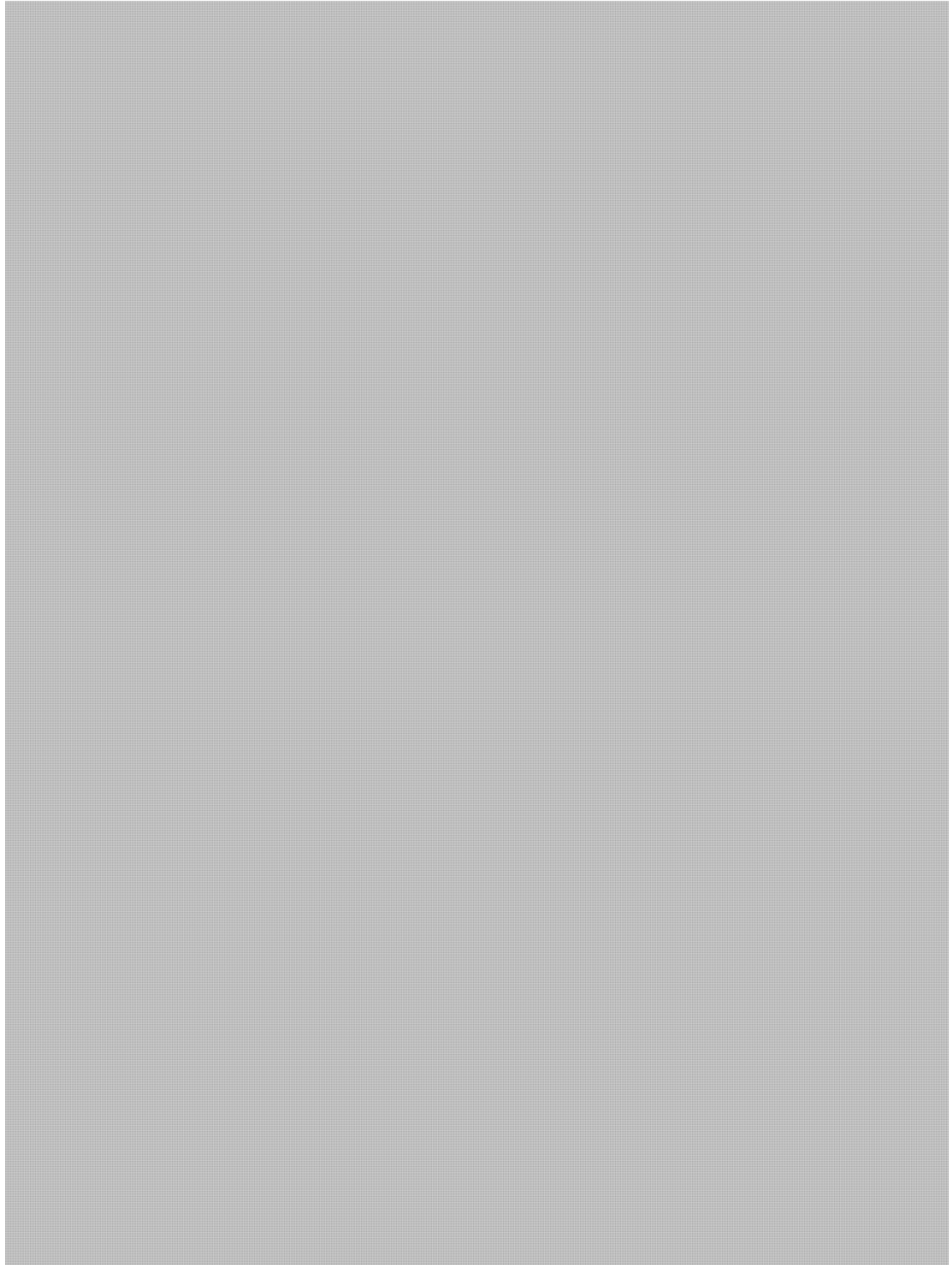


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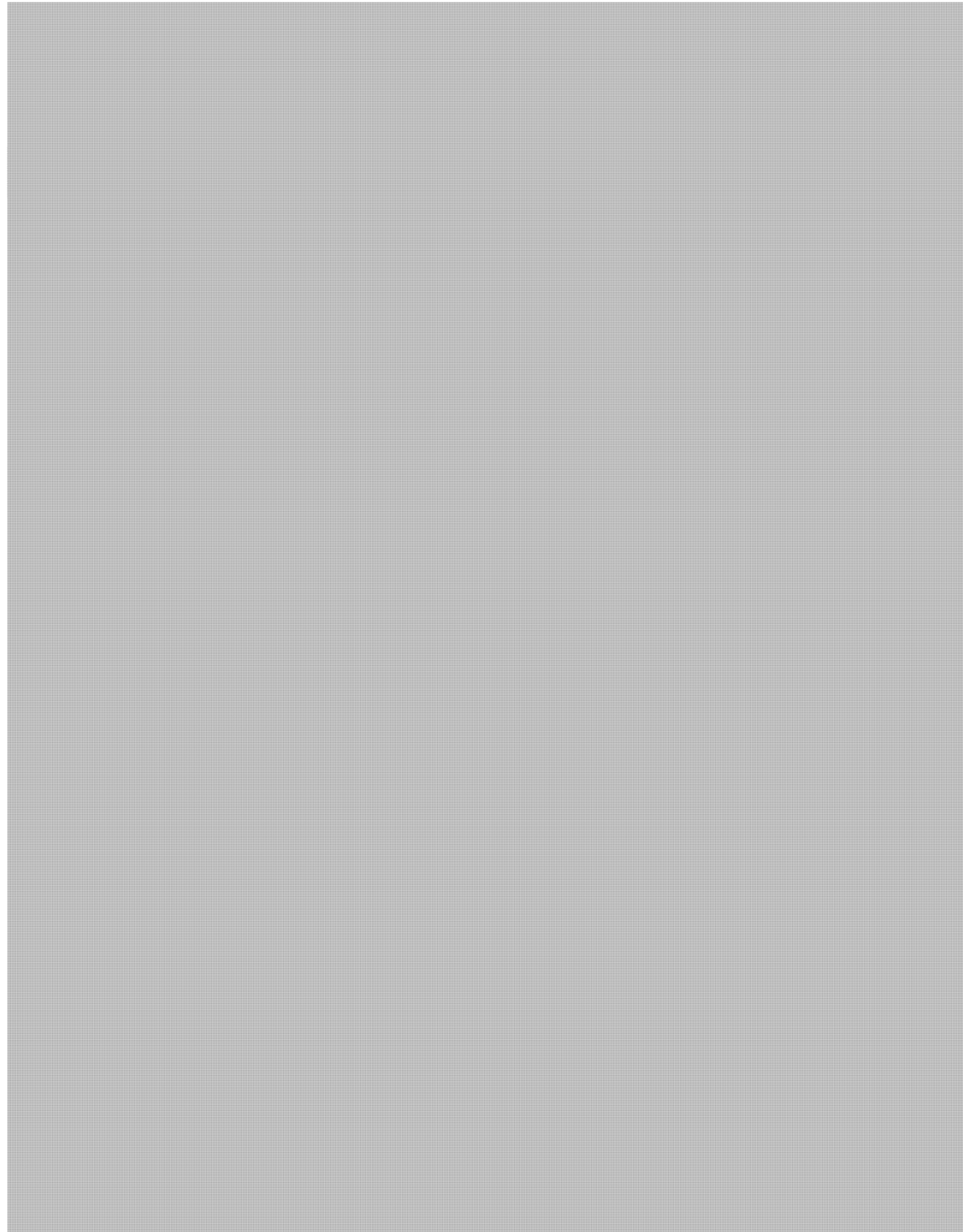




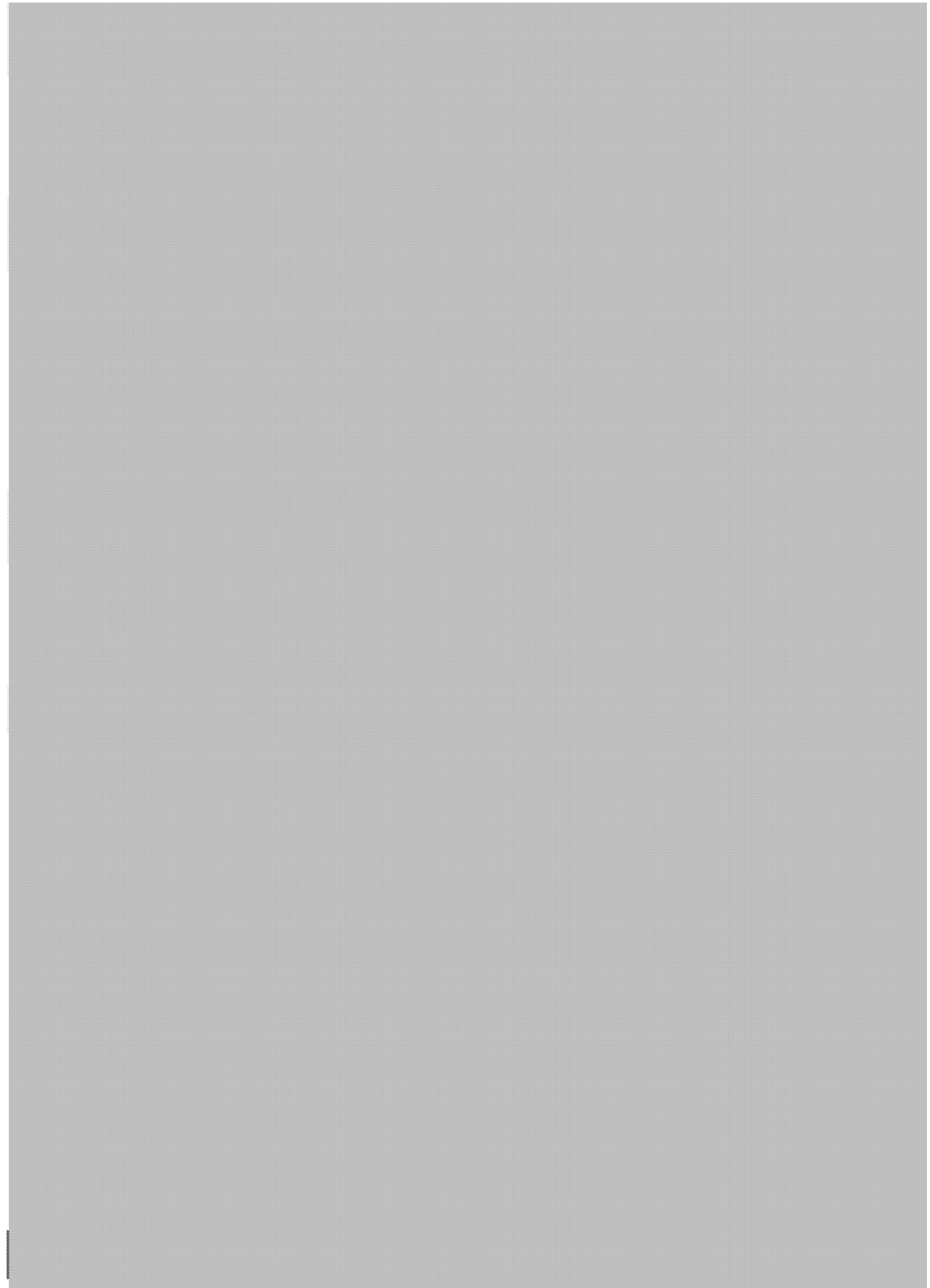
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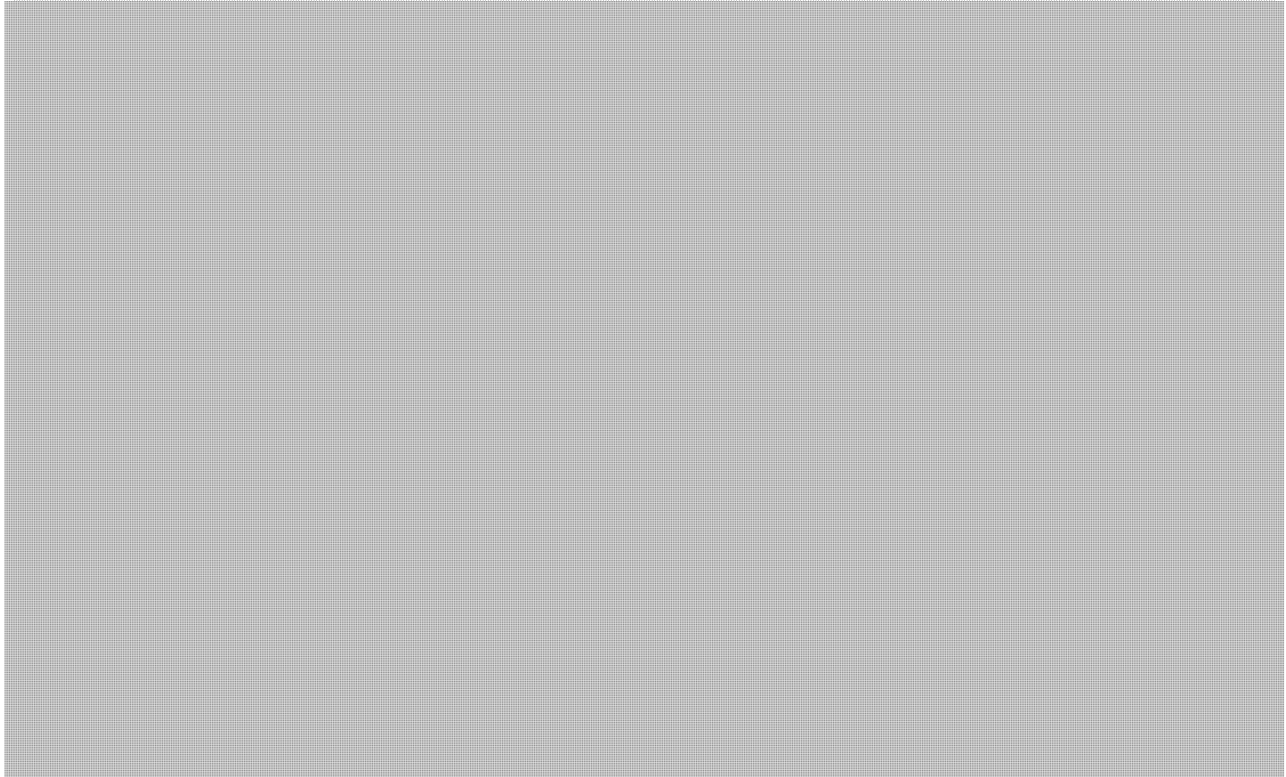


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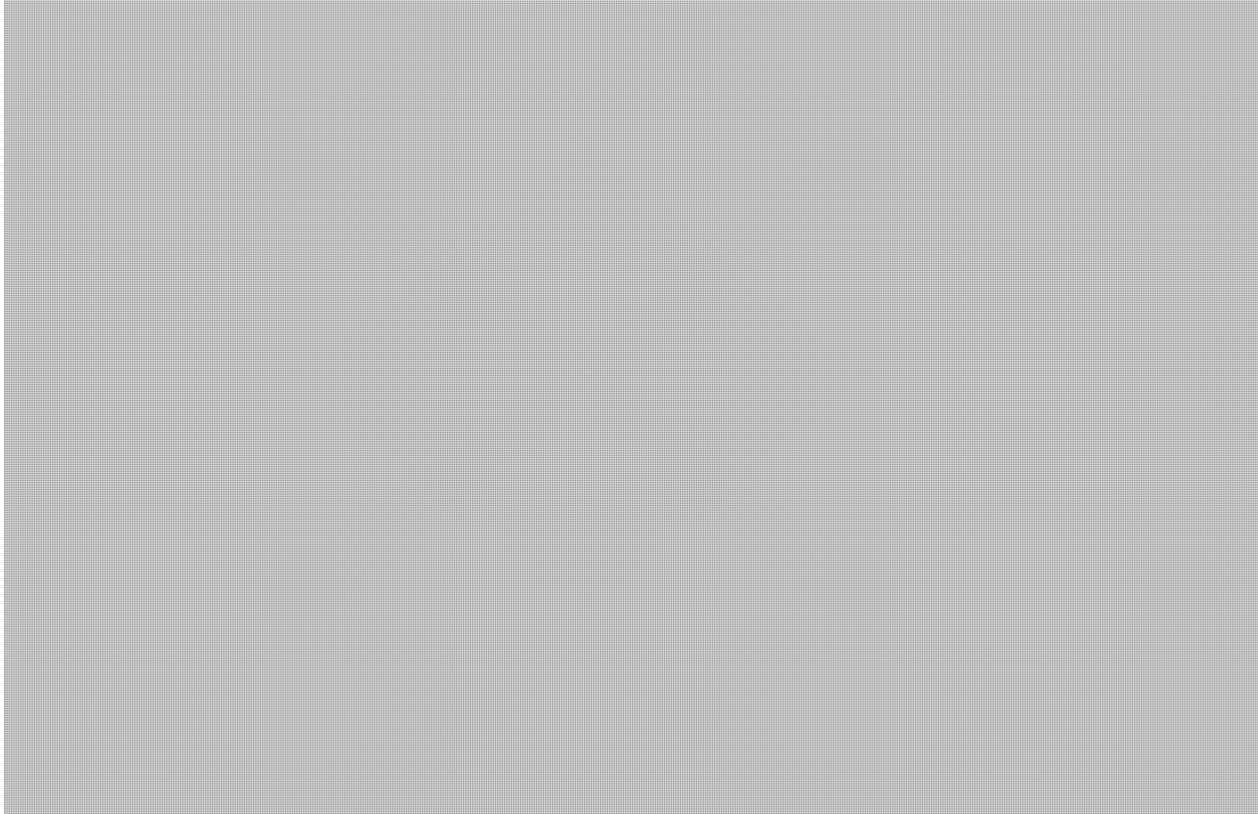




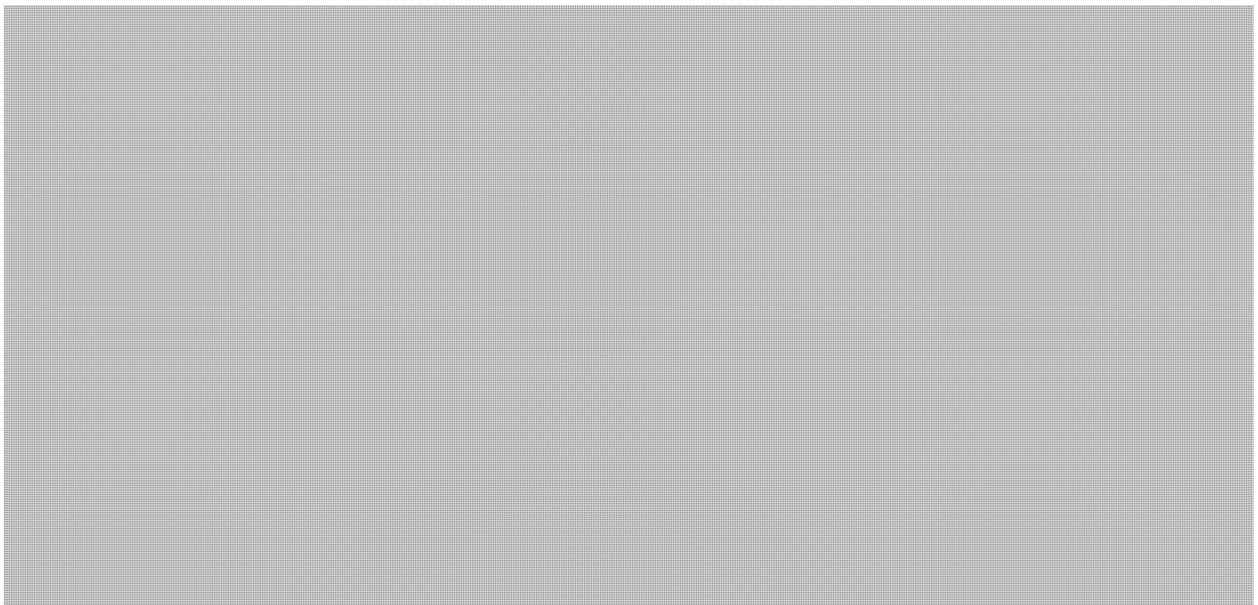
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## 11.19 DRIVER CONTROL UNIT (DCU)

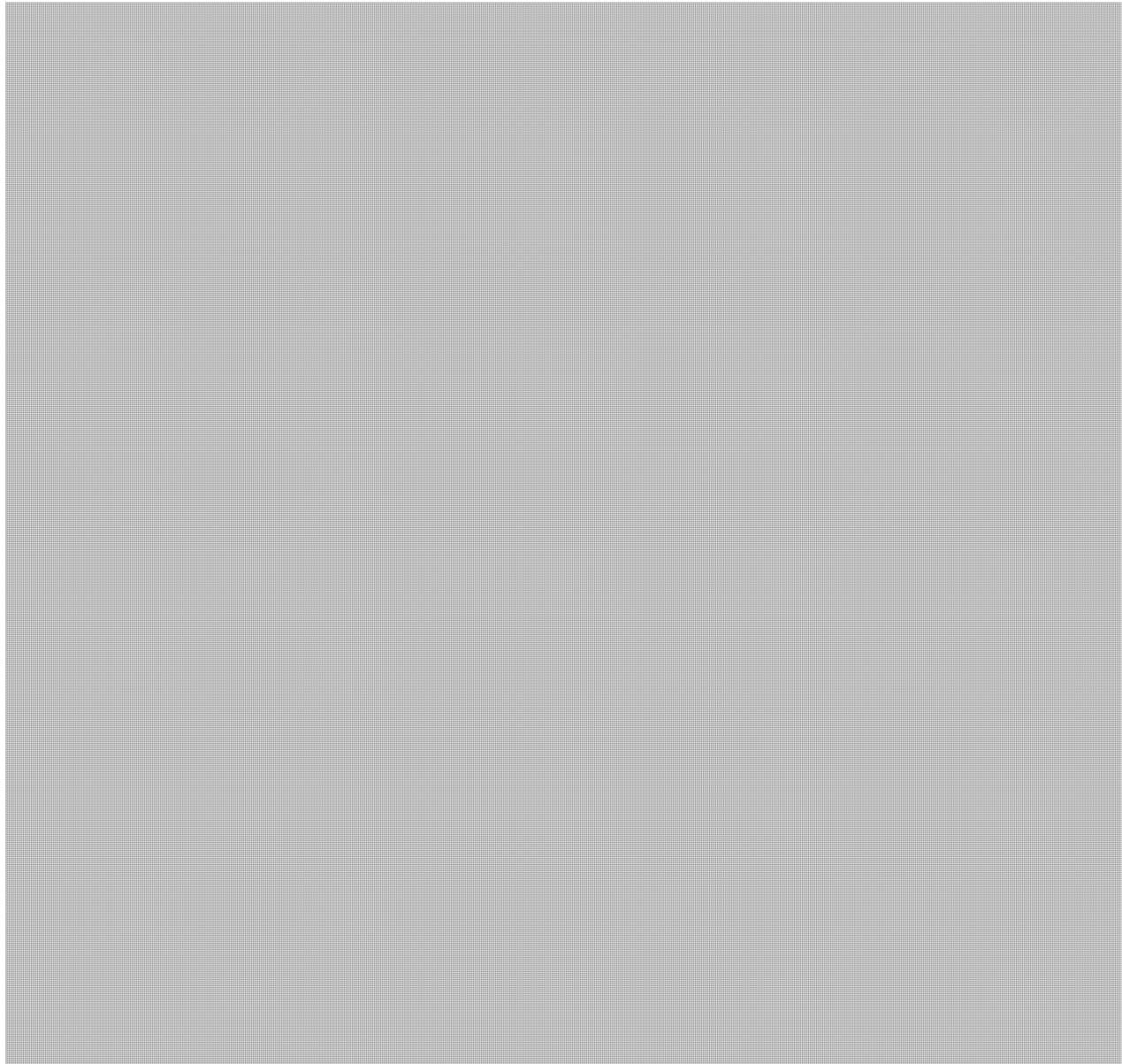
s.15(1)(l)



### 11.19.1 DCU SCREEN LAYOUT



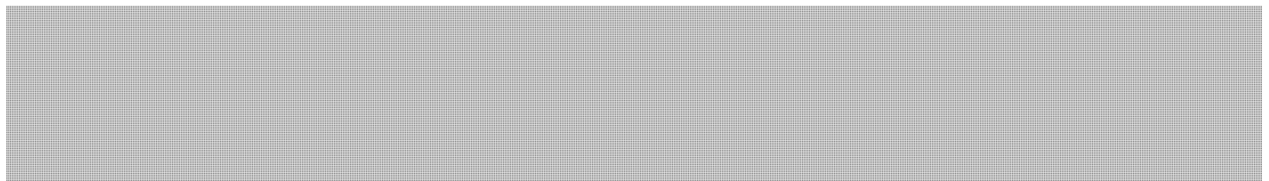
## 11.19.2 SCREEN TEXT



**s.15(1)(l)**

**Figure 3 Screen Text**

## 11.19.3 INIT SYSTEM



## 11.19.4 FAREBOX

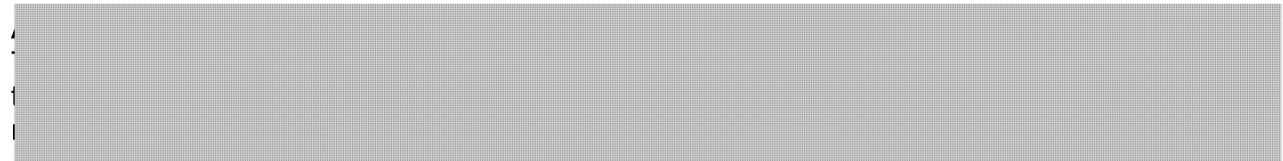
Customers paying by cash board the vehicle at the front of the vehicle to deposit coins into the farebox.

### **11.19.5 SIGN ON**

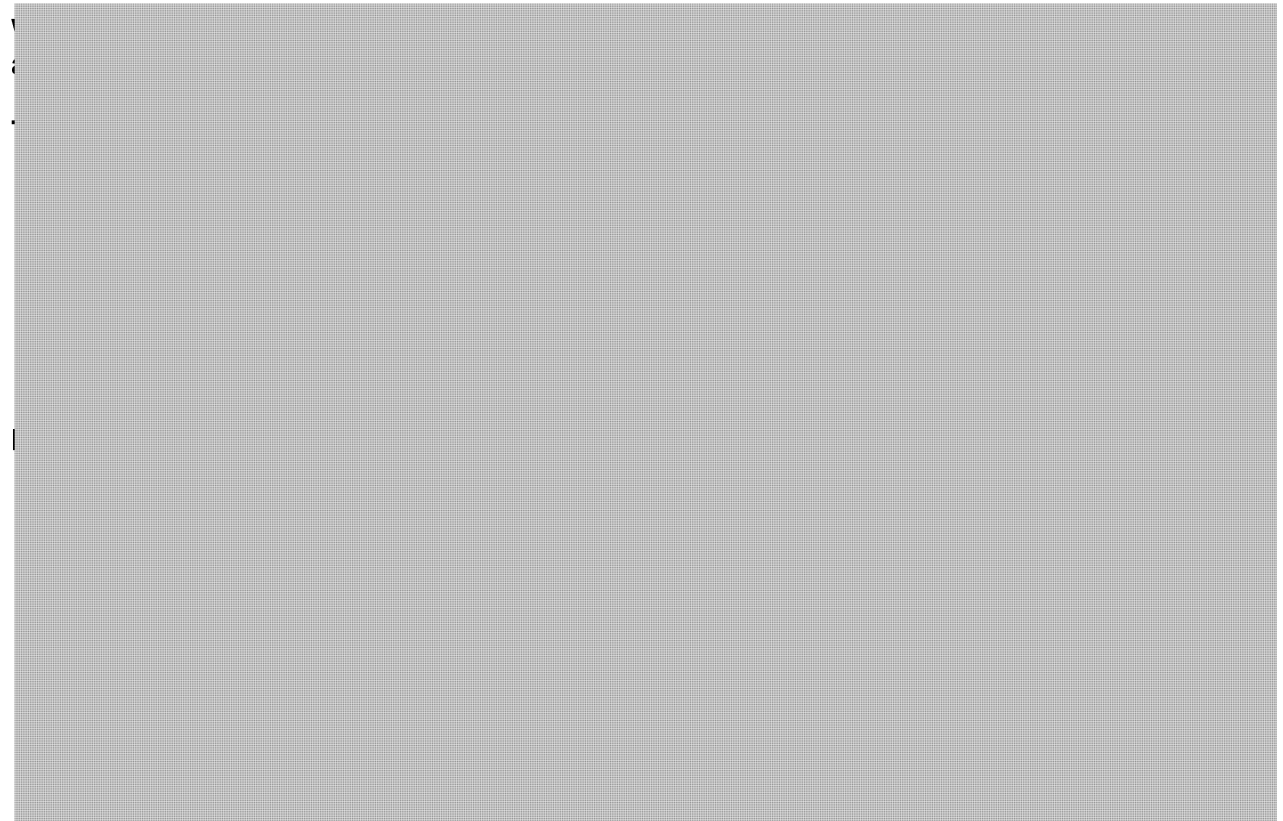
**s.15(1)(l)**



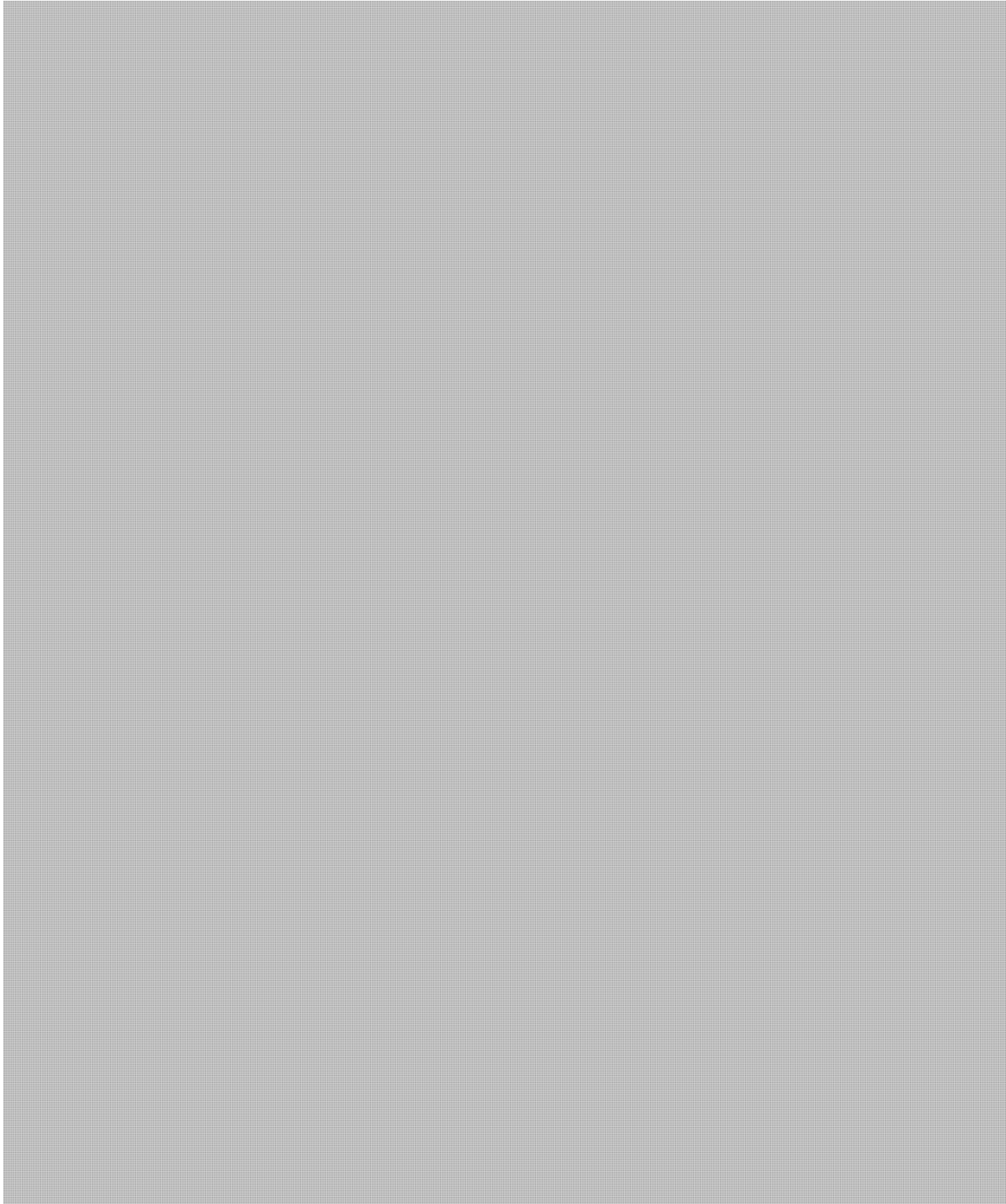
### **11.19.6 DCU SIGN ON**



### **11.19.7 SIGN ON UNSCHEDULED WORK**







**s.15(1)(l)**



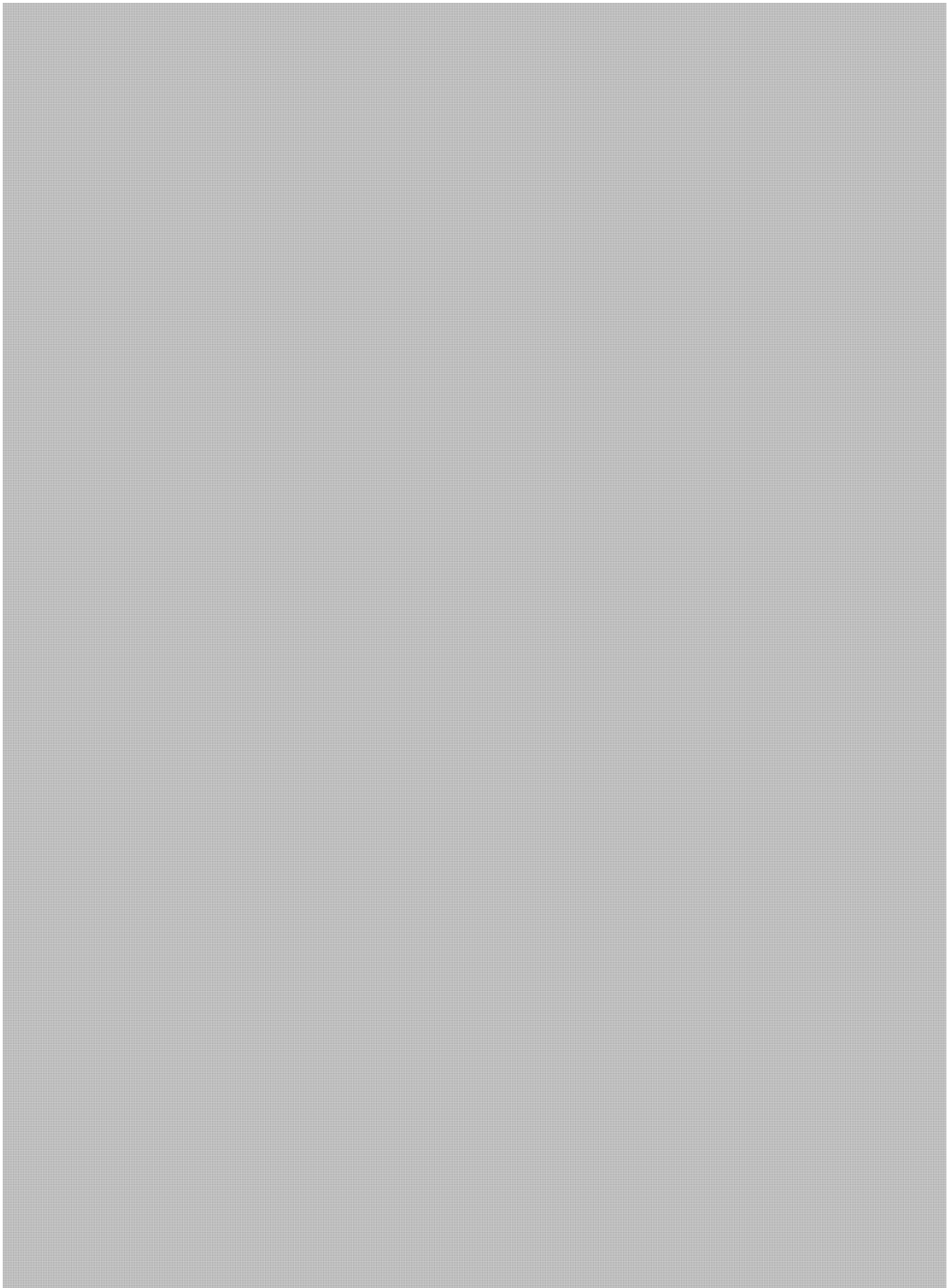
**s.15(1)(l)**

**To sign on manually using the DCU:**

### **11.19.8 SIGN OFF**

### **11.19.9 TRIP CHANGE SCREEN**

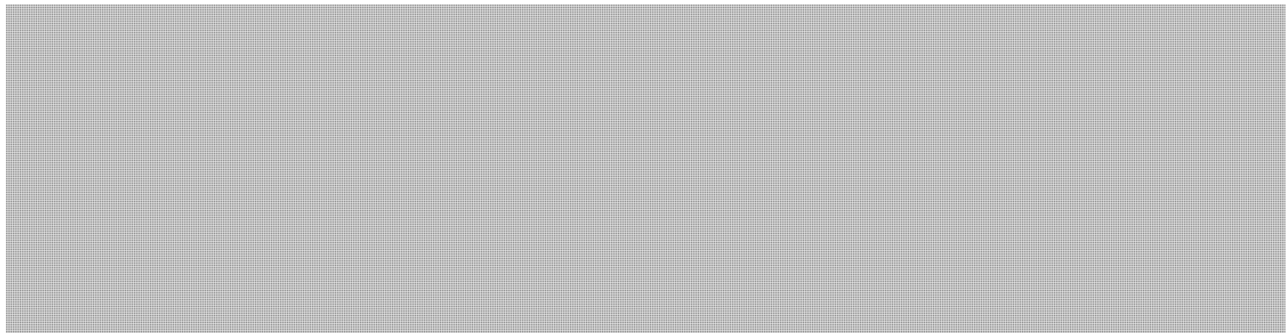
**s.15(1)(l)**



**s.15(1)(l)**



**11.19.10 REVENUE SCREEN**



s.15(1)(l)

### 11.19.11 DCU SETTINGS

A driver is able to adjust and set the DCU display screen brightness and speaker volume. This is accomplished by using the keys provided on the **Controls Screen** (Fig 13).

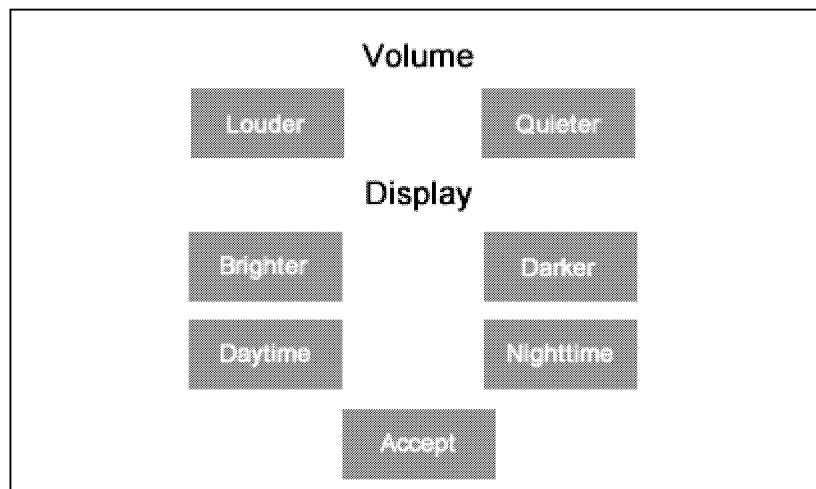
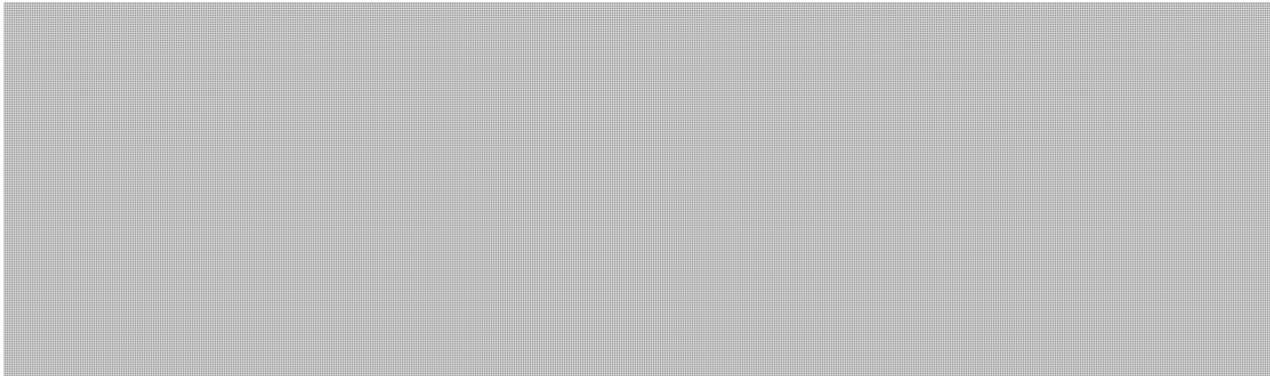


Figure 10 Settings Sub Screen

To adjust the DCU settings:





**s.15(1)(l)**

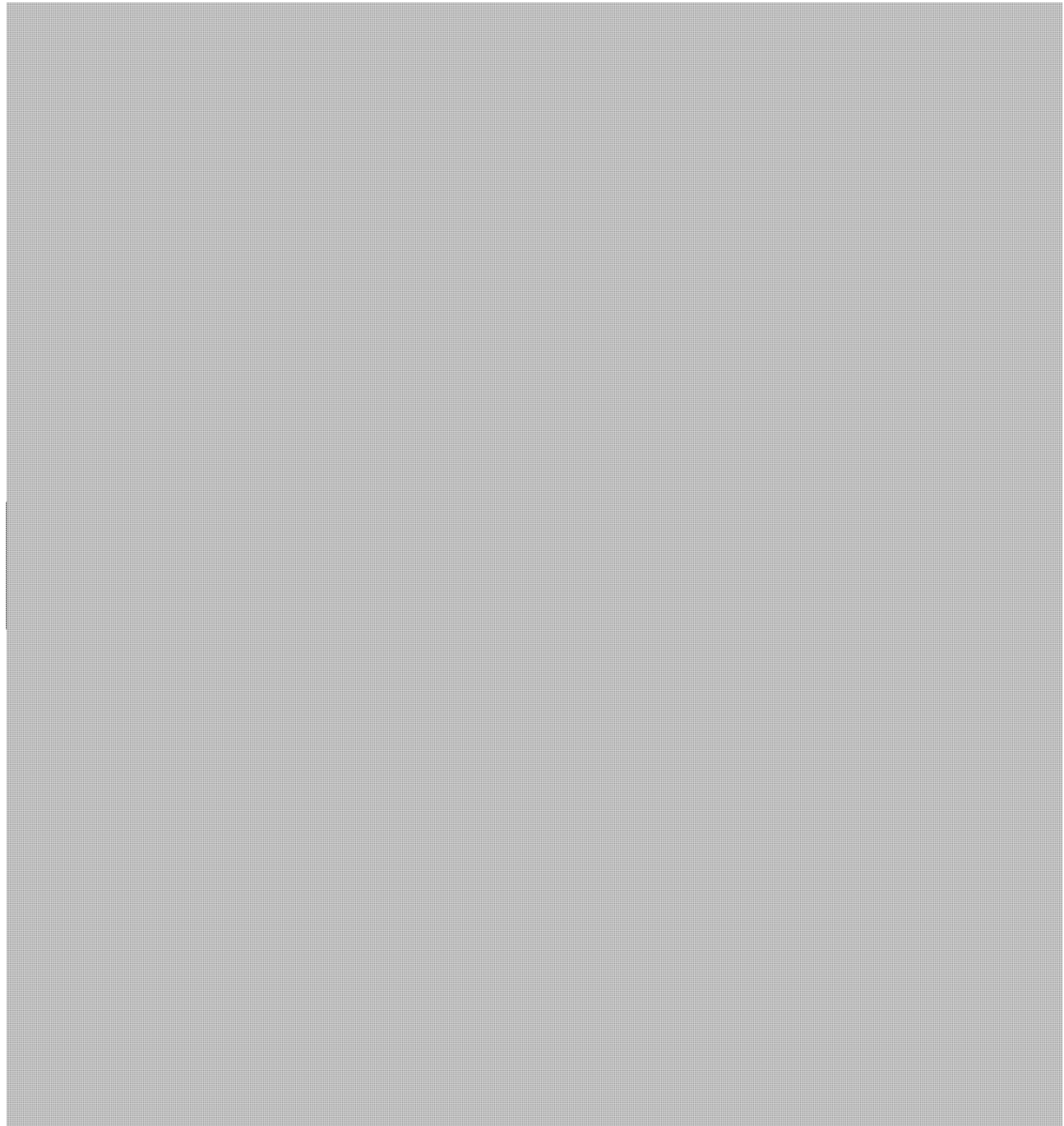
**Note: *The DCU settings remain as adjusted after sign-off.***

## 12 EMERGENCY PROCEDURES

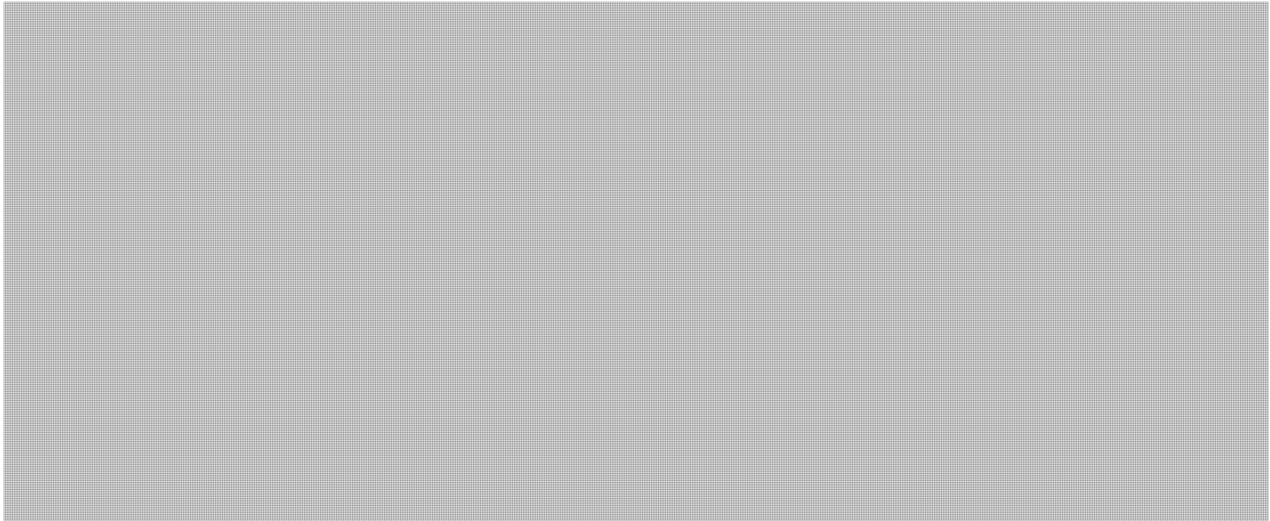
### 12.1 GUIDELINES FOR RADIO USAGE

Transit Operators should be prepared to provide basic information about the nature of the call. This should include bus number, location and the nature of the emergency, what type of assistance is required and if possible, a description of the assailant. If emergency services are requested, this information must be provided, and the Transit Operator should follow instructions from T-Comm.

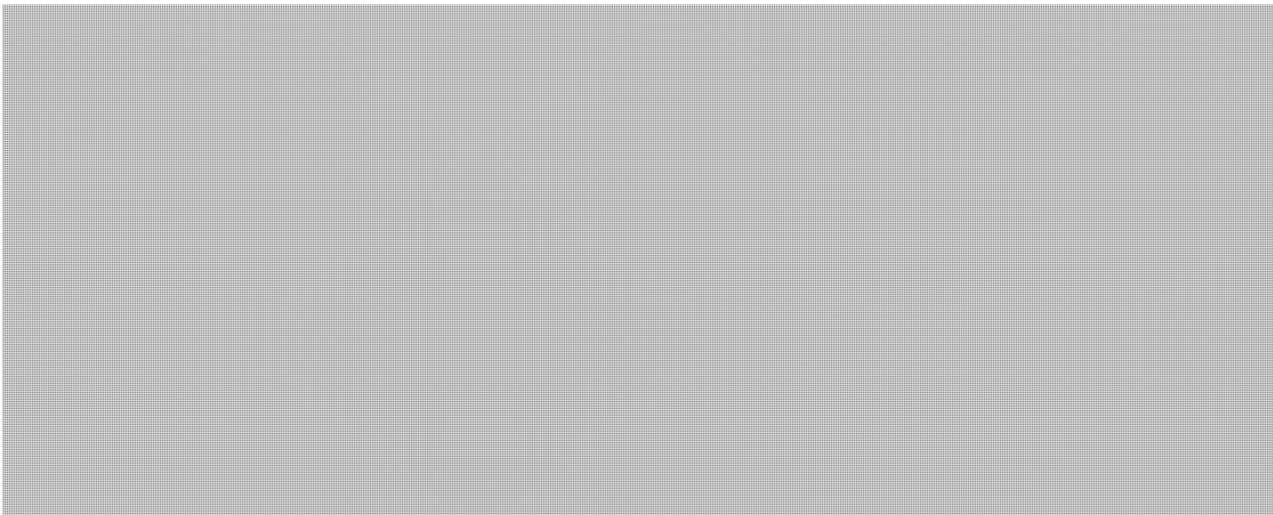
s.15(1)(l)



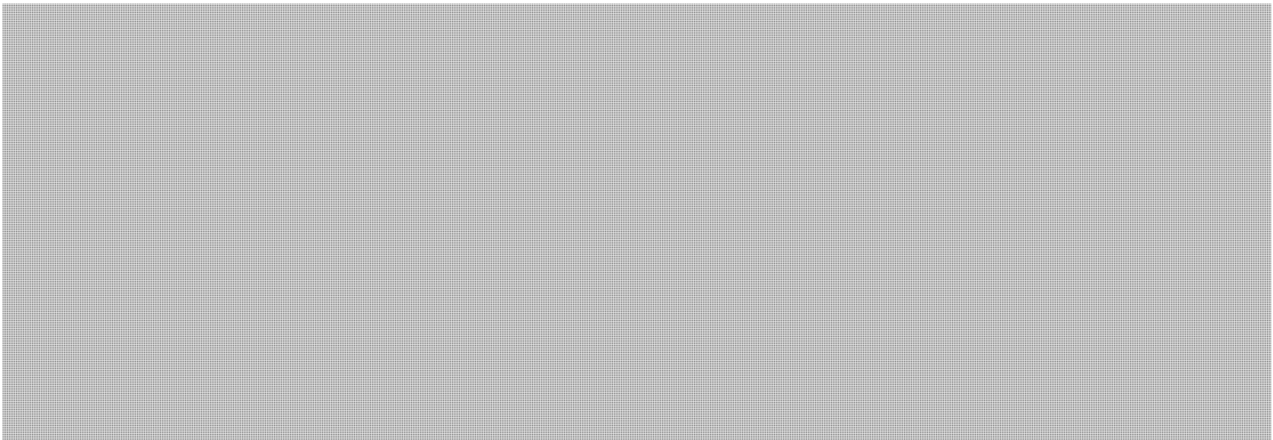
**s.15(1)(l)**



### **12.1.1 EHS AMBULANCE**



### **12.1.2 911 POLICE**



### 12.1.3 DESCRIBE SUSPECT(S)

s.15(1)(l)

## 12.2 EMERGENCY PROCEDURES

If a vehicle driven or operated on a highway, either directly or indirectly, causes death, injury or damage to property causing aggregate damage apparently exceeding the amount set out in subsection (2), the person driving or in charge of the vehicle must:

1. Report the accident to a police officer or to a person designated by the Insurance Corporation of British Columbia to receive those reports, and
2. Furnish the information respecting the accident required by the police officer or designated person.

The amount referred to in subsection (1) is

- \$1000, in the case of a vehicle other than a motorcycle, and
- \$600 in the case of a motorcycle

### 12.2.1 AT THE SCENE OF AN ACCIDENT

The driver or Operator or any other person in charge of a vehicle that is, directly or indirectly, involved in an accident on a highway must do all of the following:

- Remain at or immediately return to the scene of the accident;
- Contact TCOMM immediately;
- Render all reasonable assistance.
- Tag the video.



- Produce in writing to any other driver involved in the accident and to anyone sustaining loss or injury and, upon request, to a police officer or a witness:
- Their name and address,
- Name and address of the registered owner of the vehicle,
- Licence number of the vehicle, and
- Particulars of the motor vehicle liability insurance card or financial responsibility card for that vehicle, or such of that information as is requested.

The driver or Operator or any other person in charge of a vehicle that collides with an unattended vehicle must stop and must:

- Locate and notify in writing the person in charge of, or the owner of the unattended vehicle, of the:
  - Name and address of the driver, Transit Operator or other person in charge,
  - Name and address of the registered owner, and
  - Licence number of the vehicle that struck the unattended vehicle, or
  - Leave in a conspicuous place in or on the vehicle collided with a notice in writing giving the information referred to in paragraph (a).

**NOTE:** An accident/incident report must be completed within 24 hours.

In addition:

- Obtain from anyone sustaining loss or injury their name and address.
- Confine your remarks to the exchange of particulars. Do not discuss the accident as to fault or liability or offer to pay for the damage to the other vehicle.
- All hit and runs must be reported to the Police, who will then determine if there is sufficient information or circumstances to proceed with a complete report. Frequently completing the regular Employee Incident Report form (M-60) is sufficient as our internal claims department is designated by I.C.B.C. to receive those reports.
- Obtain from the police officer attending:
  - Name and badge number;
  - Detachment
  - File number or case number
- Obtain the names of as many witnesses as possible.

### **12.2.2 ACCIDENTS INVOLVING PROPERTY**

The driver or Operator or any other person in charge of a vehicle involved in an accident resulting in damage to property on or adjacent to a highway, other than a vehicle under subsection (2), must take reasonable steps to locate and notify in writing the owner or person in charge of the property of the fact of the accident and of the following:

- Name and address of the driver, Transit Operator or other person in charge of the vehicle;
- Name and address of the registered owner;
- Licence number of the vehicle.

### **12.2.3 COOPERATION WITH POLICE OFFICERS**

If your vehicle is involved in an accident or incident attended by a police officer, you are expected to give every reasonable assistance to the officer and when requested by the officer, answer all questions that are pertinent to the accident. This would include supplying the names of witnesses. Transit Operators are advised not to 'guess' at an answer but to provide detail only when they are reasonably certain of accuracy. Any statement made to a police officer may be used as evidence in any legal proceedings arising from this accident/incident. Do not sign any document other than Police or Company reports. In the event that you are served with a writ of summons, and/or statement of claim you must report to your Operations Supervisor with the writ within 24 hours.

### **12.3 EXPLOSIVE DEVICE PROCEDURE**

If approached by a police officer, security investigator or supervisor, regarding an explosive device in the area, proceed as directed. The safety of you and your customers may depend upon your immediate cooperation. Radio transmitters must not be operated within the area.

### **12.4 DISABLED VEHICLE PROCEDURE**

If the coach becomes disabled on a freeway or expressway, you must make every effort to protect yourself, your passengers and other motorists:

- If possible, stop the coach on the right side of the roadway - on the shoulder if there is one.
- If forced to stop where there is a possibility of cars passing the disabled coach on the right where right-side door is exposed to traffic lanes, stop at an angle so the rear of the coach protects the front door from passing traffic.

#### **Do Not**

- Get off the coach, or allow passengers leave coach unless there is a fire or other situation that may cause harm.
- Attempt to flag down another coach or encourage other vehicles to pull over to assist.
- Attempt to transfer passengers to another vehicle unless a Transit Supervisor is present and directs you to do so.
- Attempt to place emergency triangles without service support from Transit Supervisor, Road Services Mechanic or an Emergency vehicle.

#### **Do**

- Turn on four-way warning flashers.
- Call T-Comm.
- Inform passengers that for their safety they must remain on the bus and that help will be arriving quickly.

- Except in case of fire, customers should remain on the coach. If it's necessary for them to exit the coach, you exit first, and then direct them around the front of the coach to the shoulder of the roadway.
- Advise customers not to cross lanes of moving traffic.
- If you have support from a supervisor, road services or emergency vehicle, place three red emergency triangles around any disabled bus - one 30 meters in front, one 30 meters behind, and the additional one a bit further behind and offset.
- Do not walk in a traffic lane, even when setting triangles/reflectors.
- T-Comm will see that another coach stops to pick up customers from the disabled coach.
- An assisting coach should stop ahead of the disabled coach, off the traveled portion of the roadway if possible, so customers will not have to walk on the roadway to board.
- If the disabled bus is stopped where cars may pass on the right, the other coach should stop ahead of the disabled coach at an angle, so the rear of the coach protects the front door from passing traffic. Direct customers around the left side of the front coach.

## 12.5 FIRE ON VEHICLE

At the first sign of smoke or fire in the vehicle, stop as quickly as possible in a safe location, apply parking brake, open all doors, turn the Master Control to the OFF position and disembark all customers. Use the 'Emergency Door Open' switch to open the rear doors. If the vehicle is a trolley, pull both poles. Notify T-Comm. immediately (PRTT or cellular phone) and they will dispatch emergency equipment to the scene. With your own personal safety in mind, use all available means to extinguish the fire.

If the door handle is in the neutral position on a trolley bus, the doors will close when the Master Control is turned off. Remember to bleed the air from the entrance door butterfly valve so that the doors can be opened manually.

### 12.5.1 USE OF FIRE EXTINGUISHERS

Discharge of a fire extinguisher must be reported on the Vehicle Daily Status & Pre-Trip Report including the time, location and reason for use. If an extinguisher is left with a motorist, note the licence number of the vehicle. In either case, call T-Comm for a replacement as soon as possible and submit an M-60 Employee Incident report within 24 hours.

## 12.6 PROCEDURE FOR HOSE JUMPING

Section 199 of the Motor Vehicle Act states:

*“Unless he or she has received consent of the Fire Department official in command or a Peace Officer, a person shall not drive a vehicle over an unprotected hose of a Fire Department when laid down on a highway or private driveway at a fire or an alarm of fire.”*

When a fire occurs on a Transit route, it may become necessary to pass a fire scene where hoses may be laid across the road. Follow a Transit Supervisor's instructions when approaching hose jumpers. The coach should proceed over hose jumpers by slowly powering up the ramp and then rolling down the far side of the ramp. Control speed with the brake. Excessive speed will cause the frame of the bus to contact the hose jumpers which may result in damage.

## 12.7 SPILLS (LOSS OF LIQUID)

Any loss of liquid (diesel fuel, antifreeze, oil, etc.) that covers an area greater than about 2-3 feet in diameter is considered a SPILL. Smaller amounts than this don't qualify as 'spills' but should be recorded on the Vehicle Daily Status & Pre-Trip Report. Spills are an environmental hazard, are illegal and **MUST BE DEALT WITH!**

### 12.7.1 SPILL PROCEDURES

- Call T-Comm. – [REDACTED] or use TMAC. s.15(1)(l)
- Give T-Comm your name and bus number.
- Advise them that you have had a spill, and to the best of your ability what the spill is and how much, (one litre of liquid can cover about 30 sq. feet) and exactly where the spill is. Try to give them as much detail as possible.
- Advise them if the spill will likely go down a storm drain or ditch.
- If the spill has occurred on CMBC property, immediately notify the manager of the garage or their designate.
- Notify your own supervisor and file an M-60 Employee's Incident Report. CMBC environmental staff will require this information for their investigation.

### 12.7.2 SPILL KITS ON BUSES

Small spill kits are available on all buses. The kits are there to provide Transit Operators with tools to contain spills and reduce the environmental impact.

The spill kits contain instructions and 10 absorbent pads that can be used for all types of spills.

**Use of the spill kit is optional. Transit Operators are not required to clean up spills.**

If you discover that the spill kit is missing during your daily Pre-Trip inspection, call T-Comm. T-Comm will dispatch a Transit Supervisor or Road Services to replace your kit on route. This is not a B/O or write-up and will not take the bus out of service.

You can find spill kits in the following locations:

- **CNGs:** behind the driver's seat or in the locked black box with the emergency supplies
- **New Flyers and Orion's:** behind the driver's seat with the emergency supplies
- **Nova's:** in the glove compartment

## 12.8 TROLLEY EMERGENCIES

### 12.8.1 HOT COACH INDICATOR

If this light on the dash comes on, it may indicate a 'Hot Coach'. Should the light remain on, you should assume you have a 'Hot Coach' and refer to the 'Hot Coach' procedure in Section 12.1.7.2

## 12.8.2 HOT COACH PROCEDURE

At the first indication that a customer has received an electric shock, no matter how slight, while boarding or alighting from a trolley bus AND/OR if the “HOT COACH” alarm lights, follow the procedure given below:

**Remember: Do not attempt to return a Hot Coach to the yard even if operating ‘NIS’.**

1. Advise customers to stay clear of the doors and stop any customers from boarding or alighting.
2. Wave off nearby pedestrians.
3. \*Lower the poles by using the *Current Collector Down Switch* on the side console to dewire the poles. Note: this will only work if the green “+/- 10” indicator or the “Hot Coach” indicator is illuminated.
4. EPU to a safe location (if required).
5. Apply the parking brake.
6. Hook the poles.
7. Tie both the trolley pole ropes in a knot to prevent anyone from rewiring the poles.
8. Please refer to the video on My CMBC for more information on the knot tying procedure:

*My CMBC > Training > Operator Training > Conventional Bus > Hot Coach > Hot Coach: Tying the Ropes of a Trolley Bus into a Knot\_Demo*

**Important: While outside the trolley, DO NOT TOUCH any part of the trolley other than the ropes until both poles are dewired.**

9. Once the electrical hazard has been eliminated call T-Comm.
10. Ask all customers to leave the bus, taking the necessary steps to continue their journey.
11. Get the name, address and phone number of any person(s) who has received an electric shock and submit an Incident Report.
12. Note the problem on the Vehicle Daily Status and Pre-Trip Report Card.

**\*Note: In case one or both poles remain on the wires despite using the *Current Collector Down Switch*, please follow the steps given below to dewire them:**

- a. Apply the parking brake prior to racking the poles.
- b. Ask all customers to remain on board, while you pull the poles.
- c. Ask someone to stay near the front doors to warn anyone trying to board while you are at the back of the bus.
- d. Open the front doors.
- e. Jump clear without touching the ground and the bus simultaneously.

Pull the poles using the ropes and place the poles in the hooks. Be careful not to touch the body of the bus when grasping the rope.

Once the poles have been successfully dewired and placed in the hooks, continue from step number 7.

### 12.8.3 HOT WIRE PROCEDURE

When there is a possibility that overhead wire could be in contact with the bus:

- **STOP!** Analyze the problem.
- Radio T-Comm.
- If at all possible, stay on the bus and inform your customers that there is no danger as long as they remain on board.
- Attempt to warn approaching outsiders to stay clear.
- If it becomes necessary for you to leave the bus, assign a responsible person to keep others on the bus. Warn outsiders to stay away.
- When leaving make sure you exit by jumping from the bottom step, not coming in contact with the bus.
- Do not touch any wire for any reason!

## 12.9 VEHICLE EMERGENCY EXIT PROCEDURE

### 12.9.1 REAR EXIT DOOR OUT OF ORDER

Whenever a defect occurs in the operation of the rear exit doors, the Transit Operator must determine the problem and report the trouble immediately to T-Comm. When advised by a supervisor to set the door master switch to the 'OFF' position, all customers must first be off-loaded, and then proceed 'NOT IN SERVICE' to a safe location as directed. When off-loading customers, the Transit Operators should inform them that this procedure is being carried out in the interest of their personal safety.

### 12.9.2 REAR EXIT DOOR EMERGENCY OVERRIDE SWITCH (DOOR MASTER)

#### Low Floor Diesels and Trolleys

Should there be a malfunction of the rear exit doors, raise the red cover located over the 'Door Master Switch' on the side panel and place the switch in the 'OFF' position (the Door Master switch may not always be protected by a red cover). The rear door interlock and rear brakes will be released, and the bus may be moved to a safe location in an emergency (refer to the CMBC Conventional Transit Operator – Vehicle Characteristics manual Section 2.7.2 for more information on the Door Master Switch).

#### Nova

The Door Master switch is located on a console above the driver's side window on the Nova bus (refer to the CMBC Conventional Transit Operator – Vehicle Characteristics manual Section 10.6.5 for more information on the Door Master Switch).

### 12.9.3 EMERGENCY OPENING OF REAR EXIT DOORS

#### Trolleys and Diesels

Open the marked box to the right of the rear exit doors and locate the 'BUTTERFLY' valve. Turning the valve will release air from the doors to allow manual opening.

**NOTE:** In most cases it is necessary for customers to break the Plexiglas cover to access the butterfly valve however Operators can pull on the hinged cover as it is only held in place with a magnet.

## 12.9.4 LOCATION OF EMERGENCY EQUIPMENT – ALL SERIES

Triangle reflectors are kept in a compartment to the right of the front doorstep well or on the floor behind the Transit Operator's seat. Fire extinguishers are attached to either the floor or panel just behind the driver's seat.

## 12.10 ROOF MOUNTED ESCAPE HATCH

### New Flyer Trolleys and Nova Diesels or Hybrids

These vehicles all have two escape hatches in the roof, one at the front above the driver's head and the other at the rear of the bus. To open from inside, push hatch to open (ventilation) position, then release the black tab and push outward on the handle. From the outside this hatch can be pried open.

## 12.11 CORPORATE EMERGENCY PLAN

Responsibilities of Employees:

### 12.11.1 FOR EMERGENCIES THAT BEGIN WHEN THE EMPLOYEE IS OFF WORK

- Attend to family safety and security
- Assist in any compelling and immediate neighborhood lifesaving activities.
- Check broadcast stations for emergency bulletins (available on CBC 690 AM)
- Try to contact their headquarters to see if and when they may be required to report to work.
- If they cannot make early contact, or they are sure they could be useful, they should report to work anyway.
- If they cannot get to their regular place of work in a reasonable time they should report to any other more accessible company facility.
- In reporting for work they should attempt to bring any supplies they may need and which may not be available to them at work. For example, in a serious earthquake the following should be brought, if possible:
  - Identification, including Transit identification
  - Food and water for three days
  - Warm clothing and heavy soled footwear
  - Spare clothes
  - Portable AM radio
  - Any necessary personal medication
  - Sleeping bag
  - Flashlight

Employees leaving for work should notify family and/or neighbors of their intention and where they can be contacted. Note any signs of damage to the transit system they may encounter and report it.

In addition to these general requirements, it is important that where applicable each manager make arrangements in advance for any different reporting requirements that may be useful in improving the emergency response.

**Remember that it is corporate policy that no employee will be denied the opportunity to first attend to family safety matters if that is the employee's choice.**

### 12.11.2 FOR EMERGENCIES THAT BEGIN WHEN THE EMPLOYEE IS AT WORK

- Attend to the safety and security of other employees in their immediate location.
- Decide whether they have to leave work to deal with urgent family safety concerns, or whether they can stay on the job and still deal with any such concerns on their own or through help from other employees.
- Make sure that they do not leave their job without letting someone who is remaining behind know, and who will get the message to a supervisor in order that they are not declared missing when casualty information is being compiled.
- Additional instructions are to be covered in the division Emergency Plans for employees who have responsibility for the safety of the public using Transit facilities at the time the emergency occurs.
- If they are unable to remain at work let their supervisor (or a suitable alternate) know as soon as is practical.
- Use their own initiative to take care of any urgent needs that are apparent to them and which would help to meet the response priorities listed in the Corporate Emergency Instructions.

### 12.12 CORPORATE EMERGENCY CENTRE

**Main Centre** (Surrey Transit Centre)

2nd Floor

7740 - 132nd Avenue, Surrey, BC, Canada

### 12.13 MUSTER STATIONS



**Hamilton Transit Centre (HTC):**

**Operations:** Staff parking lot; by the pedestrian/staff gate

**Maintenance:** Yard entrance; At the North-East corner of the Maintenance building/garage





**Port Coquitlam Transit Centre (PTC):**

Near the gate at Port Coquitlam Station.

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## 14 APPENDIX

Revision	Section	Comments
Dec 28, 2023	Section 9.3.1 Pole Pulling Section 9.3.2 Pole Setters	Stay close to the bus, <i>but not so close that you may be contacted by the bus should it move unexpectedly.</i>
Nov 22, 2023	Section 3.3.5 The Appeal Process	Information in red updated: In cases where the supervisor has decided to not conduct an investigation and the employee subsequently elects to view the video, <i>the employee will not be subject to discipline for the particular incident under review or for any driving errors or customer service issues identified in the video previous or subsequent to the particular incident.</i>
	Section 9.1.18.5 Parking in the Yard – Diesels	Added new section
Nov 7, 2023	Section 9.5.12.2 Bus Changes and Road Calls	Replaced all usage of “coordinator” with “TComm Supervisor”.
Oct 10, 2023	Section 2.5 Driver’s License	Information in red updated: <i>Any traffic violations or convictions while at work must be reported within 24 hours using an Employee Incident Report form (M-60), checking the traffic violation box, and filling in the appropriate areas.</i>
Oct 10, 2023	Section 6.6.15 Notifying CMBC of Moving Traffic Violations	Information in red updated: In compliance with the National Safety Code, Transit Operators are required to notify their Operations Supervisor of any moving traffic violation they receive while operating a CMBC vehicle (exceeding 5,000 kg). <i>Violations during off-duty time while driving a personal vehicle must be reported to CMBC if the violation affects the Transit Operator’s ability to legally operate a vehicle. Additionally, Operators must report to CMBC if they have accumulated 6 or more active points against their driver’s license. Any traffic violations or convictions while at work must be reported within 24 hours using an Employee Incident Report form (M-60), checking the traffic violation box, and filling in the appropriate areas.</i>
Sep 27, 2023	Section 2.31 Accidents	Information in red updated: <i>All ‘hit and run’ incidents other than mirror contacts must be reported via TCOMM to the Police, who will then determine if there is sufficient information or circumstances to proceed with a complete police report.</i>

		<p><i>Complete an Employee's Incident Report (M-60) for our internal claims department to provide to ICBC.</i></p> <p><i>If a Police Officer attends, then be sure to obtain:</i></p> <ul style="list-style-type: none"> <li>• <i>Name and badge number;</i></li> <li>• <i>Detachment;</i></li> <li>• <i>File number or case number.</i></li> </ul>
Sep 27, 2023	Section 8.25.7 Hit & Run	<p>Information in red added:</p> <p><b>HIT &amp; RUN CONTACT BY THIRD PARTY VEHICLE WITH BUS' DRIVER-SIDE MIRROR</b></p> <p><i>If your bus is involved in a hit and run contact with the bus' driver-side mirror, then follow the procedure below:</i></p> <ul style="list-style-type: none"> <li>• <i>Honk your horn to alert other motorist before contact.</i></li> <li>• <i>If contact is still made and your bus is video equipped, call out the <b>licence plate number</b>, it will be captured on audio.</i></li> <li>• <i>Buses are video equipped--call out a <b>description of the vehicle</b>, it will be captured on audio.</i></li> <li>• <i>Obtain witness names where possible.</i></li> </ul>
Sep 27, 2023	Section 12.2 Emergency Procedures & Section 12.2.1 At the Scene of an Accident	Line added: "Tag the video."
Aug 16, 2023	Section 12.2 Emergency Procedures	<p>Information updated:</p> <p><i>Whenever involved in a collision, pedestrian, onboard, or wheelchair/scooter incident, however minor, <b>contact TCOMM immediately</b>. As litigation is to be anticipated, Transit Operators are required to complete the appropriate company reports within 24 hours of the incident or accident. Obtain as many witnesses and provide as many details as possible.</i></p>
Aug 16, 2023	Section 12.2.1 At the Scene of an Accident	<p>New line added:</p> <p><i>The driver or Operator or any other person in charge of a vehicle that is, directly or indirectly, involved in an accident on a highway must do all of the following:</i></p>



		<ul style="list-style-type: none"> <li>• <i>Remain at or immediately return to the scene of the accident;</i></li> <li>• <b>Contact TCOMM immediately;</b></li> <li>• <i>Render all reasonable assistance.</i></li> </ul>
July 1, 2023	Section 10.3 Fare Information Tables	Updated fares as per July 1, 2023, fare changes
Jun 22, 2023	Section 9.3.6 Use of Electronic Devices While Pole Pulling	Added new section
May 15, 2023	Section 2.37 Multiple Bus Zones	<i>New line added: Once the first bus has departed, buses in the second <b>and third</b> positions must confirm that there are no customers with apparent visual or mobility challenges at the ID pole before leaving the bus stop area.</i>
Feb 24, 2023	Section 9.1.21.1	<i>Changed heading and stem sentence to add “Buses <b><u>travelling past slow moving or stationary traffic</u></b> including operating in reserved and HOV lanes (other than shoulder bus lane)”.</i>
	Sections 2.29, 2.35, 2.37, 2.51, 2.53.4, 11.	<i>Replaced all usage of ‘Visually Impaired’ with “Blind Awareness” or “Blind Passengers”</i>
	Section 2.18	<i>Updated the Cell Phones and Distracted Driving Policy, added the policy for Non-revenue or Personal Vehicles.</i>
Jan 11, 2023	Section 10.9.7.1 Payment Methods Effective January 11, 2023, customers can use Interac®-based debit cards for fore payment.	<i>Customers can use contactless Visa, MasterCard, American Express cards, Interac®-based debit cards, or Smart Phones using Apple Pay, Google Pay or Samsung Pay.</i>
Sep 27, 2022	Section 12.6 Procedure for Hose Jumping	Content moved from Student Manual to P&P Manual
Sep 16, 2022	Section 9.5.5.1 In-Service Defects  Minor changes: fixing typos, formatting	<i>“Defects should also be noted on the reverse of the card” changed to “Defects must be noted on the inside portion of the pre-trip card including the specifics such as the component involved and its location on the coach where applicable.”</i>
Aug 26, 2022	Section 11.19.4	Removed reference to magnetic transfers
	Section 8.23 Fare Dispute	Information updated

	Section 9.5.12.2 Bus Changes & Road Calls	Content moved from the Student Manual to the P&P Manual.
	Section 9.2.4.9 Dewirements	New line added: <i>If the location is unsafe for hooking the poles, move slowly to a safe location after visually confirming the poles are clear of the overhead wire. Avoid sharp turns or abrupt maneuvers to avoid pole swing.</i>
	Section 9.2.4.9 Dewirements	New note added on systems that do not operate in EPU mode.
	Section 2.30. 1 Worker's Report of Injury or Occupational Disease	Section updated as per safety bulletin SYS-22-026
	Section 8.25.6 Number of Cameras Per Bus	Updated information to state that Community Shuttle buses are not equipped with cameras.
Jul 1, 2022	Section 10.3 Fare Information Tables	Updated fares as per July 1, 2022, fare changes
Jun 22, 2022	Section 9.1.18.5 Checking the Bus at the Last Service Stop	New information added
Jun 2, 2022	Section 9.5.1.1 New Flyer Low Floor Diesel ICBC Pre-Trip 9.5.1.2 Nova Pre-Trip	Part 3: Front of Wheel Words "an insurance" removed
May 26, 2022	Section 11.19.12 Prepay removed	Section no longer applicable as it refers to an electronic farebox function that no longer exists
May 6, 2022	9.5.3 Trip Inspection Report (MVA Requirements) 9.5.5.1 In-Service Defects  10.9.5 One Zone Fare Card 10.9.6 Group Travel Letters (Pre-payment of Fares)	New line added to 9.5.3 and 9.5.5.1 <i>Note: The signature on the Pre-Trip Card should match that on the driver's license of the person signing it.</i>  10.9.5 Removed (no longer applicable) 10.9.6 Removed (no longer applicable)
Feb 22, 2022	7.9.1 Stopping behind or passing a bus with personnel behind or beside the bus <ul style="list-style-type: none"> <li>7.9.1.1 Stopping behind pole pullers</li> <li>7.9.1.2 Changing lanes to pass bus stopped in front</li> <li>7.9.1.3 Passing buses stopped in lane 1</li> </ul>	New sections and sub-sections added

	<ul style="list-style-type: none"> <li>7.9.1.4 Moving between buses during pre-trip</li> </ul> 9.3.5 Stopping behind pole pullers 9.5.14 Moving between buses during pre-trip	
Jan 26, 2022	9.1.21.1 Bus Travelling in Reserved and HOV Lanes (Other than Shoulder Bus Lane)	New section added
Oct 25, 2021	2.48: Bike racks	New line added: <i>To reduce the weight on the bike rack lithium batteries should be removed when possible.</i>
Sep 3, 2021	9.5: Daily Pre-Trip Inspection	New information added on ensuring lug nuts are present and appear tight. Look for rust streaks, “spidering” at each bolt.
Sep 1, 2021	10.2.2: Concession 10.2.3: Gratuitous Category	Information updated to include revisions as per children 12 and under ride free policy.
Jul 30, 2021	9.1.4: Closing barrier door before moving bus 9.1.5: Unusual noise or vibration while driving	New sections added.

To learn more, contact your Supervisor or  
the Training Department at **604.264.5420**

