

Transit Operator Application Manual

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Beginning your Career Journey as a Transit Operator

Being a Transit Operator with Coast Mountain Bus Company (CMBC) is a fulfilling career. CMBC seeks diverse, customer-oriented, and resilient individuals passionate about serving their communities. Transit Operators focus on excellent customer service, passenger safety, and punctuality. If you are considering a Transit Operator role with CMBC, you can choose from two options based on your interests:

- **Conventional Transit Operator Trainee:** As a Trainee, to learn how to drive large Conventional buses, such as 40-foot or 60-foot buses. This is a full-time, regular position with a weekly schedule of 37.5 hours.
- **Community Transit Shuttle Operator Trainee:** As a Trainee, learn how to operate smaller transit shuttle buses, within a designated area. The position begins on a casual basis, meaning shifts are scheduled as needed. Applicants will be asked to submit their availability in advance and must be available for a minimum of four (4) days every two (2) weeks, including at least two (2) weekdays and two (2) weekend days

It is important to read this manual before applying to better understand the role you are applying for and prepare for the next steps.

Factors for Consideration

Working as a Transit Operator can be a rewarding career. If selected, you will start as an Operator Trainee, and upon successful completion of the fully paid training program, you will be eligible for continued employment. Below are key points about the job to consider before applying:

Shift Work

- Shift work includes working at different times during the day and night. This could include mornings, afternoons, evenings, weekends, overnight shifts and split shifts.
- Shift work may also require moving between different bus depots (as of 2025, CMBC has 6 different locations across the Lower Mainland).
- Transit Operators are scheduled for shifts on a rotating basis, including weekends and statutory holidays.
- Transit Operators are unionized positions, represented by Unifor Local 111, and shifts are assigned based on seniority.

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Physical Requirements and Work Environment

All CMBC Transit Operators must be able to:

- Assist with securing bikes on/off the bike racks, lift and lower the bike racks.
- Secure customers in wheelchairs and scooters.
- Reach from shoulder height to the ground to assist customers or access emergency exits.
- Squat, crouch, or kneel to conduct pre- and post-trip inspections.
- Sit for long periods while driving.
- Demonstrate the ability to work independently, prioritize passenger safety, make prompt decisions, and effectively address any situation that may arise.

The Transit Operator work environment includes:

- Work near moving traffic and exposure to noise (e.g. bus engine, air brakes, control centre radio, traffic sounds).
- Operators engage with customers and the public in various situations, often encountering negative behaviors such as swearing, yelling, or disrespect. Maintaining strong emotional control is important in handling these interactions with professionalism and composure; interactions with frustrated or challenging passengers, having the ability to stay calm and courteous is essential.

TransLink and CMBC maintain a zero-tolerance policy for workplace violence. While members of the public can be unpredictable and most drivers may encounter disruptive or challenging behavior while on duty, TransLink and CMBC take the safety and security of their drivers seriously and have resources in place to provide support when needed

The Recruitment Process

Reading this manual before applying will help you understand the process and make sure you are ready to move forward. The manual should help candidates learn about the recruitment process and how to prepare for each step.

TransLink/CMBC reserves the right to update or change hiring practices without notice.

At CMBC, we are committed to fostering a respectful and inclusive environment for all candidates. We expect every individual involved in the recruitment process to treat others with dignity and respect. This includes maintaining respectful interactions, valuing diverse perspectives, and

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ensuring a positive experience for everyone. We believe that mutual respect is foundational to our success and the creation of a welcoming workplace.



Minimum requirements:

- Must be legally able to work in Canada for any employer on a permanent basis.
- Must hold a minimum of a Class 5 BC Driver's Licence or equivalent
- Must be eligible to get at least a Class 2 BC Commercial Learner's Driver's Licence (BCDL) with an air brake endorsement. The Learner's Licence must be valid for at least six months after the application date.
- Must not have more than 1 violation in the past 3 years. The maximum points on 1 violation can be no more than 3 points. No suspensions or driving prohibitions in the past five 5 years.
- Must not have more than 1 accident at fault in the past 3 years.

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- Must be able to pass a Police Information Check.
- Must be able to pass a medical assessment.
- Must be able to understand, speak, and write in English to talk to the public (e.g. answer transit questions from customers) and report safety or service issues.
- Must have strong customer service skills, including the ability to resolve conflicts, solve problems, and make good decisions.
- Must be able to handle exposure to unfavorable weather conditions, at times.
- Must be able to interact with the public, mostly inside the bus. The role involves significant exposure to an indoor environment, with the majority of the work completed inside the bus.

Stage 1: The Application

All applications must be submitted electronically through [CMBC Career Opportunities | TransLink](#). We will not accept applications submitted by other means. Some of the factors to consider when you decide to apply:

- Due to high interest, the job posting will receive applications for a specified time. Applications submitted after the closing date will not be accepted.
- An active email address, phone number, and driver's licence number will be required to create an account and receive updates on the status of your application.
- Ensure your resume includes all work experience and is updated before you complete the online application. We have provided a sample resume in the appendix for reference.
- Answer all the questions at the time of your initial application. Please ensure you answer questions completely, truthfully and accurately.
- Attach your driver's abstract and insurance claims history covering the past 5 years.
- Upon completion, submit your application, and you will receive a confirmation email once it has been successfully received. We advise you to check your spam and junk folders if you do not see the email in your inbox.
- Falsifying or misrepresenting any information will result in automatic disqualification from the process.

Stage 2: Pre-Employment Questionnaire

Once you submit your application, you will receive a Transit Operator screening questionnaire.

- You will have **48 hours** to complete the questionnaire.
- Please ensure that all information provided is accurate. Providing incorrect or misleading details will result in disqualification from the hiring process.

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- If you are shortlisted, we will contact you to move forward to the next stage of the recruitment process.

Stage 3: Information Session – virtual

An optional **virtual (online)** information session is available for candidates who would like to learn more about the position, the Operator Training program and the hiring process.

- This session will be conducted by the TransLink Talent Acquisition team in partnership with the CMBC Training and Development and CMBC Operations teams. A link to join the virtual meeting will be sent to you via email.
- This meeting will last approximately 60 minutes.
- Participation is encouraged for candidates who are seeking additional details. It will also provide an opportunity to ask questions which have not been addressed in this manual. *Please note we will be answering questions specific to the hiring process and/or the job of a Transit Operator. We will not be able to address questions regarding your specific application.*

Guidelines for attending the virtual session:

- Be on time: join the session a few minutes before it starts

All candidates must respect privacy and maintain a respectful environment. Candidates should not share their personal information in the chat. For any further details or clarifications, contact our team at transitoperatorshiringevent@translink.ca.

Stage 4: Written Assessment

Shortlisted candidates will be invited to complete an in-person pre-employment written assessment.

- This testing will be conducted **in person**, and the location details will be provided in the email invitation.
- Candidates must bring a copy of their National Safety Code (NSC) commercial driving abstract, claims history report, and out-of-country or out-of-province driving documents (if applicable within the last 5 years). For applicants with a British Columbia driver's licence, you can obtain this for free by going to ICBC's website and have them email it to you. You can [click here](#) to request your driving abstract from ICBC.
- If your NSC commercial abstract is "on hold," please contact ICBC to have the hold released.

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- Please see the appendix for samples of acceptable and non-acceptable driver's abstracts.
- The written assessment is expected to take approximately 30 minutes.

Candidates must complete the written assessment independently and are not allowed to use translation tools. Communication is a key part of this role, and the assessment is designed to evaluate each candidate's written proficiency in English. ** Results for the written assessment can be expected 2 weeks after the assessment. **

Stage 5: Interview

If you have successfully completed the previous stages of the process, you will be invited to an **in-person** interview.

The interview will include both behavioral and scenario-based questions. A behavioral-based question will ask you to describe a situation you experienced and how you dealt with it. A scenario-based question will present you with a hypothetical scenario and ask you how you would deal with it. For behavioral-based questions, we highly recommend you come prepared to share real examples from your experience. Please see the appendix for the interview tips section.

Candidates will be assessed on general suitability as well as the following areas:

- Communication skills
- Interpersonal skills
- Safety awareness
- Customer service
- Judgement/problem solving skills
- Resiliency (i.e. the ability to recover quickly from difficulties)

When attending the interview, you should:

- Plan to arrive early
- Dress business casual
- Bring updated resume
- Bring out-of-country or out-of-province driving documents (if applicable within the past 5 years)
- Employment references: We have provided a Reference Form in the Appendix for you to complete should you be invited to the interview.

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Based on your employment history, we will need to perform reference checks for the scenarios listed below. Please check to see which would apply to you:

- **Scenario 1 - Multiple employers in the last 5 years:** If you have worked for 2 or more employers in the past 5 years, we will require at least 2 references from your previous or current managers.
- **Scenario 2 - One employer in 5 years:** If you have worked for 1 employer in the past 5 years, we will require a reference from your current employer. Additional references may be requested depending on your situation.
- **Scenario 3 - Self-employed individuals:** For those who are self-employed, we will apply the same guidelines as Scenario 1, but references will be requested from your clients or customers.
- **Scenario 4 - Ride-share employees:** If you are a ride-share driver, we will ask for an employment verification letter from your company (e.g. Uber). Additionally, we will follow the guidelines outlined in Scenario 1 or Scenario 2, depending on how long you have worked at other jobs.

The references we would like to contact are individuals who directly or indirectly managed or supervised you in your previous jobs. Do not provide peers, colleagues, friends or family members as references. We recommend providing alternative manager/supervisor references so that we can reach out to.

Stage 6: Documents

If you are successful in the interview, you will be required to obtain and submit the following documents:

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- **Out of Country Documents:** Driving history outside of British Columbia or Canada, you must provide a driving history covering the last 5 years from the country or province where you previously held a license. This includes driver's abstract and insurance claims reports. These documents must be submitted within 4 weeks of requesting them.
- **Conventional Operator Applications:** Class 2 BC Commercial Learner's Permit with an air brake endorsement. The cost is \$15, which is not covered by CMBC. Your Learner's Licence must be valid for at least 6 months after the date of your application. This Learner's permit must be submitted within 2 weeks of the request.
- **Shuttle Operator Applications:** Class 4 unrestricted BC Commercial Learner's Permit. The cost is \$15, which is not covered by CMBC. Your Learner's License must be valid for at least 6 months from the date of your application and must be submitted within 2 weeks of the request. add

Candidates must follow the above timelines to ensure the recruitment process proceeds without delays.

Stage 7: Reference Check

As part of our recruitment process, CMBC conducts a Reference Check to confirm your employment history, work habits, and skills and abilities.

A team member from the Talent Acquisition team will reach out to you before starting the process. Once contacted, please inform your references so they can respond promptly to the reference check.

All references will be contacted before advancing the candidate to the next stage. Falsifying or misrepresenting employment references is unacceptable and will result in the denial of your application.

Stage 8: Police Information Check

A Police Information Check (PIC) including vulnerable sector search is required for Transit Operators due to their responsibility for working with the public.

Please wait for instructions from the Talent Acquisition team before obtaining the PIC. Candidates will have up to 3-4 weeks to complete their PIC. If a longer timeline is anticipated – particularly one that exceeds 4 weeks, please notify your Talent Acquisition representative as soon as possible.

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Candidates are required to ensure that a Vulnerable Sector Check is included as part of the PIC process, which must be completed through their local police station. Please note that the cost for the PIC can range from \$70 to \$100, and this expense will not be covered by CMBC.

Previously completed PICs for other organizations or associations will not be accepted, as the PIC must list CMBC as the employer.

Stage 9: Pre-placement Health Assessment

CMBC is committed to the safety of its employees and the public. As part of this commitment and to acknowledge the sensitivity and responsibility of the Transit Operator position, all candidates who successfully complete the previously mentioned steps will advance to the Pre-Placement Health Assessment.

- The Talent Acquisition team will contact you and provide all necessary information for completing the assessment. Your health assessment will be conducted by a designated 3rd party medical provider that specializes in job-related health assessments.
- The cost of the health assessment is covered by CMBC.

Note: The health assessment must be completed **in person**, and it is recommended to be done as soon as possible. There may be additional medical reports required by the physicians, and it is the candidate's responsibility to provide all necessary supporting medical documents in a timely manner.

Stage 10: Final ICBC Documents

The above-mentioned steps can take anywhere between 1 to 3 months to complete. Therefore, it is very important to request the NSC Abstract and insurance claim summary one final time to ensure you still meet all the necessary requirements for the job offer.

Candidates must contact ICBC at 604-661-2255 and request the following documents be directly emailed to the Talent Acquisition Team:

- Driver's NSC Abstract (if your driver's abstract shows a HOLD status on your licence, please ensure ICBC indicates the reason for the hold in the document notes section.
- 5 years Claims Summary.

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Please note that these are two separate documents. You must request both and we will only accept the documents sent directly to us by ICBC.

Stage 11: Offer (verbal and written)

Once all conditions are met, the Talent Acquisition team will contact the candidate to extend a verbal offer for the position and confirm their availability to start in the next training class. Training classes typically begin within approximately 2-4 weeks of the offer being made. Following the verbal offer, an official offer letter will be sent, which will include details regarding training location, uniform, and documentation. The offer letter will also be accompanied by company policies which must be reviewed and followed while being a CMBC employee:

- CMBC Employee Privacy Statement
- CMBC Employee Code of Conduct
- CMBC Employee Dress Code Policy
- CMBC Respectful Workplace
- CMBC Benefits Summary

Candidates are required to sign and return the offer letter within the specified timeframe provided by the Talent Acquisition team to confirm their acceptance of the position. If the candidate is unable to start on the agreed date or decides to withdraw from the role, they must contact the Talent Acquisition team as soon as possible.

Frequently Asked Questions/ General Questions

1. What is a Driver's Abstract?

A Driver's Abstract is a document available to BC residents by request from ICBC and is free of charge to the licence holder. It provides details about your licence status and driving history for the past 5 years.

All applicants are required to submit the National (N) abstract as part of your application.

For more information, go to: <http://www.icbc.com/driver-licensing/getting-licensed/Pages/Your-driving-record.aspx>

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2. What is a Claims History Report?

A Claims History Report is a document available to BC residents by request from ICBC and is free of charge to the licence holder. It provides details about your insurance claims as a driver or registered owner of a vehicle. Be sure to include all pages provided.

If you currently live, or have previously lived, in another driving jurisdiction (e.g. a different province, a different country) within the past 5 years, you will be required to include a letter from your insurance provider in that jurisdiction disclosing any insurance claims made related to vehicle ownership or operation.

3. Do I need to have a commercial driver's licence and #15 air brake endorsement to apply?

CMBC does not require you to hold a commercial driver's licence or air brake endorsement in order to apply for the Transit Operator position. However, a valid Class 5 driver's licence is required at the time of application.

If you pass the in-person interview and wish to continue with your application but do not currently hold a Class 1 or 2 or 4 (unrestricted) licence, you will need to complete the knowledge test to obtain either a Class 2 earner's Licence for Conventional Operator or a Class 4 unrestricted Learner's License for Shuttle Operator.

Please note you will not be required to complete the air brake knowledge test with ICBC prior to accepting employment with CMBC. If you are offered a Transit Operator position, CMBC will provide you with the necessary training and then arrange ICBC testing for commercial licencing and air brake endorsement.

For more information on obtaining your Class 2 Learner's permit including what documents you need to bring and the \$15 cost, visit this link to ICBC's website and then click on Commercial Learner's: <http://www.icbc.com/driver-licensing/types-licences/Pages/Get-your-commercial-driver-licence.aspx>

4. My driving abstract is in another language. Do I have to get it translated into English?

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Yes, you will need to have your driving abstract translated into English by a certified ICBC translator to ensure it is understood and processed properly. At times there may be delays in obtaining a driving abstract from outside of the country. If this applies to your situation, we recommend starting the process early to avoid any delays in processing your application.

5. Am I able to apply with a licence from a province other than BC?

Yes, you are welcome to submit an application and participate in the recruitment process with your out-of-province license which should be equivalent to a Class 5 BC Driver's License.

Please note: Every province maintains its own driving history records, and these do not automatically transfer when you switch or transfer your license to a B.C. license. As a result, applicants may be contacted to submit additional documents to verify their driving and insurance claims history.

6. Are Transit Operators part of a union?

CMBC Transit Operators are represented by Unifor Local 111.

7. What kinds of past driving violations will disqualify me from being considered?

Your driving record from the past 5 years will be reviewed as part of your application process. Both moving violations (e.g. failure to wear a seatbelt) and non-moving violations (e.g. tinted driver/front passenger windows) are both considered. To qualify for any position that involves operating a company vehicle, you must demonstrate a safe and responsible driving history.

CMBC will proceed only with candidates who have a clear driving record.

Applications are assessed to determine whether the applicant has maintained a driving history that reflects safe and responsible behavior, as defined by CMBC. Meeting the minimum qualifications does not guarantee consideration. A history that includes an excessive number of violations, suspensions, prohibitions, or accidents may result in disqualification from the recruitment process.

8. Can violations, prohibitions, suspensions and/or accidents in the past disqualify me from being considered?

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Any prohibition or suspension for alcohol or drugs, any recent criminal driving convictions or charges, or any administrative prohibitions may eliminate you from consideration.

Administrative prohibitions may be issued for various reasons, including but not limited to:

- Driving under the influence (DUI) of alcohol or drugs
- Receiving multiple tickets for using electronic devices while driving (e.g., two or more infractions)
- Driving without a valid driver's licence, especially if caught multiple times

These prohibitions are typically intended to enhance road safety by restricting the driving privileges of individuals who pose a risk to others.

9. I am self-employed, what kind of references do I need to provide?

Self-employed candidates may provide references from their suppliers or clients. These references should be from contacts with whom the candidate has had a continuous working relationship for at least 6 months

10. I currently work for Uber/Lyft/Skip the Dishes, etc. How can I provide a reference for them?

You will be required to provide an Employment Verification Letter.

11. I drove a transit bus in another city. Do I still need to go through the regular recruiting process?

Yes, you must submit a complete application for consideration. Regardless of your previous driving experience, all new employees must successfully complete all aspects of training and probation and will begin at the starting seniority and wage schedule outlined in the job posting.

12. How long must I wait to reapply if I'm not offered a Transit Operator position?

Candidates who were unsuccessful during the interview phase may re-apply for the Transit Operator position after a period of 6 months. However, if the candidate was not successful during the initial screening or written assessment stage, they may re-apply after 3 months.

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13. Who should I contact if I have a question during the recruitment process or related to my application?

We highly recommend that you regularly check your email for updates. However, if you need any additional information or have questions that have not been answered in the manual already, please reach out to us at transitoperatorshiringevent@translink.ca

14. Who should I contact in case I have questions regarding health assessments?

CMBC collaborates with a third-party vendor for all pre-employment health assessments. Once your appointment is confirmed, please follow up with the vendor directly to share any reports or documents.

If you need to reschedule your appointment or require information not already included in this manual, you may contact Talent Acquisition for assistance.

15. What happens if I do not show up for the written assessment or interview?

If you are unable to attend for any reason, please contact us as soon as possible to reschedule or provide notice.

If you do not attend your scheduled written assessment or interview and fail to notify us, your application may be withdrawn from the current recruitment process. Additionally, this could also impact on your future applications with TransLink or its subsidiaries.

16. Do you accept job applicants who reside outside of the Greater Vancouver Area?

Yes. We will consider job applicants outside of the Greater Vancouver area. However, all job applicants must complete the same steps as scheduled for those residing in the Greater Vancouver Area. All the costs of attending the steps of the hiring process are the responsibility of the job applicant.

17. Will travel expenses be reimbursed if I travel from outside the province for testing or an interview?

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No, all expenses related to the hiring process, including travel for testing or interviews, are the responsibility of the candidate. Any associated costs must be covered or arranged by the individuals applying for the position.

18. Will candidates be compensated based on the availability they indicate for the Community Transit Shuttle Operator position?

No, newly onboarded employees will be compensated only for the hours they are scheduled to work, which may not match their stated availability. Work schedules for Community Transit Shuttle Operators are determined based on operational and service requirements, which may differ from each candidate's indicated availability

19. If I was not successful in being hired, will I get feedback?

We are not able to provide specific feedback on your application. We do encourage you to apply for future job postings so you can be reconsidered.

APPENDIX

Appendix 1: Resume Sample

Effective Resume Writing Tips:

1. **Personal Information:** Use your legal name
2. **Current and Contact Information:** Include phone number, address, and a valid email address.
3. **Job Titles and Work Experience:** Include the name of the company you worked for, the city, and job duties performed while in that job.
4. **List your employment history in chronological order.** Your most recent job should be at the top. Ensure the dates of employment (Month, Year) are accurate and correct.
5. **Education:** List any formal education you have completed. Include the school's name, qualification obtained (e.g. diploma), area of study (e.g. business) and location.
6. **Courses Completed:** If you have completed any courses or training as part of your employment with other companies, you can list them under the education section. Please indicate what company this was taken at.

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7. **Licenses & Certificates:** If you have completed any relevant licenses or certificates, please indicate them in this section. Please include name of the license/certification, jurisdiction or school and if available list your license or certification number.

8. Here's a sample resume template you can refer to:

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1

MICHELLE WATTZ

2

1234 56 Avenue, Surrey, British Columbia | 805.555.0123
michelle@example.com

OBJECTIVE

To obtain a rewarding career as a Transit Operator with Coast Mountain Bus Company

SKILLS AND ABILITIES

Driving and Operating a Wide Range of Vehicles, High Attention and Dedication to Safety, Excellent Customer Service, Computer Skills, Communication

EXPERIENCE

4

3

Wired Coffee (Surrey, BC)

Barista

Prepared and served coffee to a wide variety of customers.
Handled cash and digital transactions.
Performed closing store responsibilities and clean up.

Joe's Country Fresh Produce (New Westminster, BC)

Stockroom Clerk

Performed inventory and stocked shelves
Performed customer service

November 2022 - Present

January 2020 – October 2022

EDUCATION

5

Fort William Collegiate Institute (Thunder Bay, Ontario)

High School Diploma

Confederation College (Thunder Bay, Ontario)

Diploma in Business Administration

6

Dealing with Conflict Training – Wired Coffee In-House Training

Safety Awareness in the Workplace – Joe's Country Fresh Produce – In-House Training

WHMIS – Joe's Country Fresh Produce – In-house Training

LICENSES & CERTIFICATES

7

Class 2 Driver's License – British Columbia – License Number 00341878

First Aid with CPR – Saint Marie Ambulance – License Number 123450

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Appendix 2: Driving Abstract and Insurance Claim History

Please follow the below mentioned steps, if you need any guidance to obtain your driving abstract and insurance claim history online:

- Click on [Driving record](#) or you can paste <https://www.icbc.com/driver-licensing/getting-licensed/Your-driving-record> in your browser.
- Below is the screenshot of what will show up on your next screen. You need to click on the “Get your driving records” tab to proceed to the next step.

The screenshot shows the ICBC website's 'Driver licensing' section. The navigation bar includes links for Auto insurance, Claims, Driver licensing & ID (highlighted), Vehicles & registration, and Road safety. A search bar is also present. The main heading is 'Driver licensing'. Below it, a breadcrumb trail reads: Home > Driver licensing > Your licence > Driving record. A left-hand menu lists various services: Visit a driver licensing office, New drivers, Your licence (selected), Renew your licence or ID, Replace a licence or ID, Change your name or address, Apply for a BCID card, and Your driving record (highlighted). The main content area is titled 'Your driving record' and explains that a driving record, also called a driver's abstract, is a record of driving history. It lists when the licence was first issued and any driving tickets or offences from the previous five years. Below this, a section titled 'Get your driving records online' states that users can request a driver's abstract, insurance and claims history record, or a commercial driving record (National Safety Code abstract) for their employer through an online application form. A prominent purple button labeled 'Get your driving records' is displayed. At the bottom of this section, it notes that users will receive their driving record and/or insurance and claims history by email, with records digitally certified by ICBC.


- The next screen will request your “Last Name” and the “BC driver’s license number”

The screenshot shows the 'Driving Record and Insurance History' page on the ICBC website. The page title is 'Identification'. Below the title, a paragraph states: 'You must be the person named on the licence below in order to obtain a driving record or insurance and claims history record. If you're an employer trying to obtain an employee's driving record, see the application requirements and process for [National Safety Code \(fleet operators\)](#) and exit this online service.' At the bottom, there is a label 'Last name (family name)' followed by a text input field.

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- Enter all the details as per your license and verify “I’m not a robot”. Once completed, hit the “Continue” tab at the bottom.
- The next step will request you to verify some more details like “Your ICBC keyword”, “Date of issue” and “Card serial number”. Enter all the details accurately and then click Continue.

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**Driving Record and Insurance History**

Verify your identity

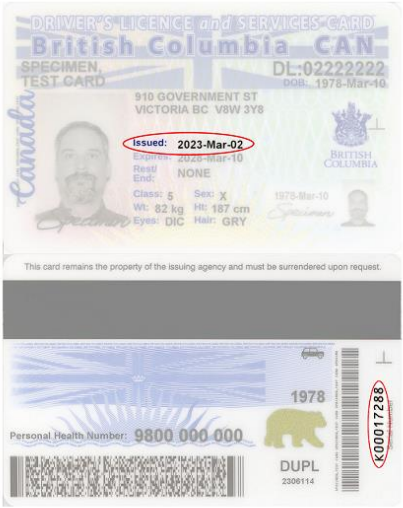
Please enter a few more security details so we can confirm your identity.

Your ICBC keyword
Usually your mother's last name at birth

Date of issue
Found on the front of your driver's licence

Card serial number
Found on the back of your driver's licence. See image to locate serial number.


[Continue](#)



- The next step should be the last step to request documents; you will have to select “Commercial driving record or (N) print (National Safety Code Abstract)” and “Insurance and claims history record”. You will also have to select “5 years” from the drop-down menu under “Years of claims history”. All of this is highlighted in the below screenshot for better

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understanding:

**Driving Record and Insurance History**

Request document(s)

You should receive an email with your requested documents within a few minutes of submitting your email address below. If you need to access a copy of your records after closing the browser window, you will need to verify your identity again. Please note, email is not a secure method of transmitting sensitive personal information and by using this service you accept this risk.

Select the document(s) you need

☐ Driver factor report
Your driving experience and crash history

☐ Personal driving record
For getting driver's licences outside of B.C., car share memberships, and school volunteering applications


☒ Commercial driving record or (N) print (National SafetyCode abstract)
For commercial, taxi, and ride-hailing drivers

☐ Residential address history
Your proof of residency (up to 10 years)

☒ Insurance and claims history record
For getting auto insurance outside of B.C.

Years of claims history

5 Years

 You may send the document(s) to yourself and to another person of your choice.


Email

Confirm email

- Enter the email address where you want to receive the documents. Once submitted, the requested documents will be sent directly to your email by ICBC.

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Here is an example of how a driving abstract is typically formatted. Note this is for reference only:



BRITISH COLUMBIA DRIVING RECORD SEARCH

N

LICENCE NO :
TYPE : 5 YR RENEWAL
BIRTHDATE :
DRIVER STATUS : NORMAL
FILE REFERENCE:

DRIVER CLASS: 500

EXPIRY DATE :
ORIGINAL DATE:

NO RESTRICTIONS/ENDORSEMENTS
NO CONTRAVENTIONS

NO CORRESPONDENCE
THIS OFFICE HAS NO RECORD OF ANY PROHIBITIONS FROM DRIVING OR LICENCE SUSPENSIONS AS OF 30 JUNE, 2025

THIS SEARCH REPORTS ONLY CONTRAVENTIONS, PROHIBITIONS FROM DRIVING AND LICENCE SUSPENSIONS
FOR THE PREVIOUS FIVE YEARS THAT HAVE BEEN RECEIVED AT THIS OFFICE AS OF 30 JUNE, 2025

A COPY OF INSURANCE RECORDS MAY BE OBTAINED FROM:
PUBLIC INFORMATION, INSURANCE CORPORATION OF BRITISH COLUMBIA,
151 WEST ESPLANADE, NORTH VANCOUVER B.C., V7M 3H9.
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INSURANCE CORPORATION OF BRITISH COLUMBIA 30 JUNE, 2025
VICTORIA B.C.

This Drivers abstract is intended solely for the person or entity to which
it is addressed and may contain confidential and/or privileged information.
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other use of this Drivers abstract letter by persons or entities other than
the addressee is prohibited.
If you have received this letter/email/fax in error, please delete or destroy.

Please ensure that your Driver's Abstract is submitted as an unsecured or non-encrypted file. Our Talent Acquisition team must be able to access and review the document in order to proceed with your application

Appendix 3: Uploading Driving Abstract and Claims History to Online Application

- The first screen you will see after clicking “Apply” on the job posting is the application homepage.

- You will need to read and agree to the terms and conditions in order to proceed with your application.
- Next, you will be prompted to answer some pre-qualifying questions and upload your most up-to-date resume.
- When you reach Step 4, you will have the option to upload documents.

Transit Operator Application Manual

Apply for Job

Transit Operator Trainee (Bus Driver)

Step 4 of 6: Driver's License

Attachments

You have not added any attachments.

[Add Attachment](#)

Driver License Number (Required)

Instruction for entering DL #

Driver License # (For BC, enter numbers only. For non BC, enter the first 8 characters) >

- Click on “Add Attachment” and a pop-up box will appear on your screen.
- From the “Attachment Type” dropdown menu, please select “Driver’s Abstract”.

Apply for Job

Transit Operator Trainee (Bus Driver)

Step 4 of 6: Driver's License

Attachments

You have not added any attachments.

[Add Attachment](#)

Driver License Number (Required)

Instruction for entering DL #

Driver License # (For BC, enter numbers only. For non BC, enter the first 8 characters) >

Add Attachment

*Attachment Type

*Attachment Title

Driver's Abstract
ICBC Claims History
Other relevant documents

- The next screen will display your attachment type as Driver’s Abstract and will prompt you to enter an Attachment Title. This is a mandatory field and must be completed to proceed. Once you have entered the title, click Continue located in the top-right corner.

Transit Operator Application Manual

The screenshot shows the 'Apply for Job' interface for a 'Transit Operator Trainee (Bus Driver)'. The left sidebar lists six steps: 1. Start (Complete), 2. Prequalify (Complete), 3. Resume (Complete), 4. Driver's License (In Progress), 5. Referrals (Not Started), and 6. Review and Submit (Not Started). The main content area is titled 'Step 4 of 6: Driver's License'. It includes an 'Attachments' section with the message 'You have not added any attachments.' and an 'Add Attachment' button. Below this is a section for 'Driver License Number (Required)' with a plus icon and an 'Instruction for entering DL #' section. An 'Add Attachment' modal window is open, showing a dropdown for '*Attachment Type' set to 'Driver's Abstract' and a text field for '*Attachment Title'.

- Next, you can attach a file from your device. Click upload and select your driver's abstract file. Once the upload is complete, click "Done" in the top-right corner of the screen.

The screenshot shows the 'Apply for Job' interface for a 'Transit Operator Trainee (Bus Driver)'. The left sidebar is the same as the previous screenshot. The main content area is titled 'Step 4 of 6: Driver's License'. It includes an 'Attachments' section with the message 'You have not added any attachments.' and an 'Add Attachment' button. Below this is a section for 'Driver License Number (Required)' with a plus icon and an 'Instruction for entering DL #' section. A 'File Attachment' modal window is open, showing a 'Choose From' section with a 'My Device' icon. Below this, a file named 'Drivers abstract.png' with a size of '244KB' is shown. A progress bar at the bottom indicates 'Upload Complete'. A 'Done' button is highlighted in yellow in the top right corner of the modal.

** Please note that you can only attach files with the following extensions: **.doc**, **.docx**, **.rtf**, **.odft**, **.pdf**, or **.txt**.

- You can then repeat the same process to upload your Claims History by selecting **ICBC Claims History** under the **Attachment Type** section. T

Transit Operator Application Manual

Apply for Job

Transit Operator Trainee (Bus Driver)

Step 4 of 6: Driver's License

Attachments

You have not added any attachments.

[Add Attachment](#)

Driver License Number (Required)

+

Instruction for entering DL #

Driver License # (For BC, enter numbers only. For non BC, enter letters and numbers)

Add Attachment

*Attachment Type: ICBC Claims History

*Attachment Title: Driver's Abstract, ICBC Claims History, Other relevant documents

Appendix 4: Interview Quick Tips

- **Review the job posting and understand the role:** this will give you an insight into what the role is and will put you in the right frame of mind to discuss your expertise and skills.
- **Bring relevant documents:** starting with a copy of your most recent resume that accurately reflects your skills and work history. In addition, bring a list of professional references whose roles and experiences align with the positions listed on your resume; these individuals should be able to attest to your qualifications and abilities.
- **Be on time:** it's best to arrive 10–15 minutes early so you're not rushed before your interview
- **Dress appropriately:** it is always recommended to wear professional attire. Dressing appropriately demonstrates respect for the interview process.
- **Practice common questions using the STAR method:** When you are practicing your interview answers, try to craft them using the STAR method. STAR stands for:
 - *Situation:* describe a challenge that you encountered
 - *Task:* explain your role in the situation
 - *Action:* details the steps you took to address the situation
 - *Result:* describe what happened as a result of your actions
- **Listen actively and engage with the interviewer** to ensure your responses clearly highlight your achievements.

Appendix 5: Reference Form – Fillable Fields

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Guidelines for References

- **If you have worked with the same employer for the past five (5) years**, you will need to provide at least one (1) reference from your current or most recent manager/supervisor. We recommend having alternative references in case we can't reach your main reference.
- **If you have worked for more than two (2) employers in the past five (5) years**, you need to provide at least two (2) references from past or current managers/supervisors.
- **If you are self-employed**, provide two (2) references from a supplier or client of your business.
- **If you are a ride-share driver and have worked with the same employer for the past five (5) years**, you need to provide one (1) reference along with an employment verification letter.
- **If you are a ride-share driver and have worked for more than two (2) employers in the past five (5) years**, you need to provide two (2) references along with an employment verification letter.
- All references must come from direct managers/supervisors (working for an employer) or suppliers/ clients (ride-share drivers) who have worked with you.
- Make sure all references match the employers listed on your resume.

Please use the format below when submitting your reference details. If possible, please provide a work email address.

Example:

Manager/Supervisor Full Name:	Donald Duck
Manager/Supervisor Job Title:	Operations Supervisor
Company:	Coast Mountain Bus Company
Telephone #:	123-456-8945
Email Address:	Donald.duck@coastmountainbus.com
Reporting Dates (start and end dates that you have reported to your Manager/ Supervisor):	12/2020 – Present ✓

We are requesting your references but will not contact them until after a decision has been made to move forward with your application following the interview. Our Employment Administrators will inform you when we begin the reference check process.

Please fill in your Reference Contact Information

Transit Operator Application Manual

Manager/Supervisor Full Name:			
Manager/Supervisor Job Title:			
Company:			
Telephone #:			
Email Address (<i>work email preferred</i>):			
Reporting Dates (start and end dates that you have reported to your Manager/Supervisor):	MM/YYYY -	MM/YYYY	Present

Manager/Supervisor Full Name:			
Manager/Supervisor Job Title:			
Company:			
Telephone #:			
Email Address (<i>work email preferred</i>):			
Reporting Dates (start and end dates that you have reported to your Manager/Supervisor):	MM/YYYY -	MM/YYYY	Present

Manager/Supervisor Full Name:			
Manager/Supervisor Job Title:			
Company:			
Telephone #:			
Email Address (<i>work email preferred</i>):			
Reporting Dates (start and end dates that you have reported to your Manager/Supervisor):	MM/YYYY -	MM/YYYY	Present

Manager/Supervisor Full Name:			
Manager/Supervisor Job Title:			
Company:			
Telephone #:			
Email Address (<i>work email preferred</i>):			
Reporting Dates (start and end dates that you have reported to your Manager/Supervisor):	MM/YYYY -	MM/YYYY	Present