

## **Bus Operators**

Bus Operators are responsible for the safe operation of their vehicles and must follow schedule guidelines, sometimes under difficult circumstances. Customer service is a large part of the Bus Operator's daily duties- they must be able to communicate effectively with all passengers and respond to their needs. Bus Operators must constantly monitor their passengers and other drivers, and exercise a great deal of tact and diplomacy. They meet a variety of passengers from various social, economic and cultural backgrounds which can make the job very interesting. Bus Operators deal with heavy traffic and congested streets, while monitoring fare collection and advising of the Fare Policy, issuing and receiving transfers, and checking passes. Bus Operators must be alert and manage their personal well-being as they can drive long hours with minimum breaks, operate during peak periods with split shifts and must cope with adverse weather, construction and traffic conditions. Bus Operators may be required to participate in emergency management operations as part of HRM's emergency response.

## **About Halifax Transit**

Halifax Transit is a business unit with Halifax Regional Municipality. We service the urban core of the municipality, namely the Halifax, Bedford and Dartmouth areas along with adjacent outlying communities with over 300 buses, over 70 routes, operating close to 24 hours a day, 365 days a year. Our mission is to provide a safe, reliable and sustainable public transit system. Our ridership reflects the diversity of our community, serving customers of all ages, backgrounds, and needs. Halifax Transit is the largest transit system in Atlantic Canada, carrying over 242.5 million passengers a year.

## **Responsibilities:**

- Report to dispatch or start location at the beginning of shift and review operators' notices
- Review and confirm shift schedule and route for the shift
- Check and visually inspect vehicle for pre-trip
- Drive vehicle and practice defensive driving techniques
- Follow applicable traffic laws at all times
- Assess and monitor vehicle operating conditions, and report issues
- Pull vehicle into bus stops
- Greet and acknowledge passengers in a professional and courteous manner
- Monitor fare collection and advise of Fare Policy and receive, verify and issue transfers
- Monitor passenger loads
- Respond to passenger inquiries
- Inform passengers of vehicle rules and regulations as required
- Respond to questions from the public
- Follow safe boarding and exiting procedures
- Board and exit people with special needs. Many busses have wheelchair accessible features, which require Bus Operators to assist passengers on and off the bus by operating ramps and securing wheelchairs.
- Ensure all door areas and aisles are clear of items
- Anticipate potential problems and refer customer complaints to HRM's Corporate Call Centre
- Monitor the behaviour of passengers to ensure the safety of others and contacts the Communications Centre for assistance as needed
- Anticipate passenger emergencies and respond to medical emergencies
- Respond to on-board emergencies, evacuating passengers as needed
- Respond to incidents and accidents, seek assistance as required, and complete required reports
- Drive vehicle in congested areas
- Monitor stop areas and report damage and/or issues to the Communications Centre
- Follow schedule routes and schedule guidelines
- Monitor speed and time points, and report deviation from schedule to the Communications Centre

- Respond to schedule and routing adjustments
- Ensure passenger safety and comfort
- Conduct post-operations procedures
- At conclusion of shift, collect and report lost items
- Report issues affecting safety and/or normal routing
- Check out with dispatch

### **Qualifications:**

- Legally entitled to work in Canada (i.e. Canadian citizen, landed immigrant or with valid work permit)
- Grade 11 or an equivalent combination of education and related experience
- Three (3) years of experience working in a service occupation dealing directly with customers
- Five (5) years of recent driving experience
- A valid driver's license with a safe driving record (no more than 2 demerit points and no more than 1 at-fault accident)
- Completion of a defensive driving course is an asset
- Driving experience in a public transit environment is an asset

### **Skills and Abilities**

- Be capable of meeting the physical demands of the job such as sitting for prolonged periods of time, reaching, gripping, push/pull of steering wheel, twisting and turning of neck, sensory/perceptual demands along with good concentration
- Be able to demonstrate dependability and reliability
- Have strong problem-solving skills
- Be able to react quickly and remain calm in difficult and stressful situations
- Be able to understand, speak, read, write English in order to learn training materials, communicate effectively with the travelling public, and write reports

### **Competencies**

Competencies are observable abilities, skills, knowledge, motivations or traits defined in terms of the behaviours needed for successful job performance. Competencies of a Bus Operator include the following: Analytical Thinking; Communication; Customer Service; Decision Making; Organization & Planning; Organizational Awareness; Teamwork and Cooperation; Values & Ethics; Valuing Diversity.

### **Compensation**

Starting Salary and working hours as per the Amalgamated Transit Union Collective Agreement for the following positions: Conventional Operator **\$19.48 hr**; Access-A-Bus Operator **\$17.48**; plus a defined benefit pension plan with matching employer contributions & a flexible benefit package. To view the graduated 'Wage Steps' visit our website at: <http://www.halifax.ca/transit/careeropportunities.php>

### **Hours of Work**

A Bus Operator's hours of work, vacation time, and days off are determined by seniority and can impact a new Bus Operator's personal and family life. The following is a description of what a new Bus Operator might expect.

- Transit Services are available seven (7) days a week, 365 days a year.
- New Bus Operators will be required to work weekends, work both day and night shifts, at times changing from one to the other with little notice and statutory holidays.
- Daily work assignments will often be split shifts (example: beginning work at 6 a.m. and working to 9 a.m. and then another shift on the same day starting at 2 p.m. and working to 6 p.m.)
- Holidays and days off may not be consecutive or consistent.
- As seniority increases, so does a Bus Operator's choice of hours and vacation time.

**Work Location:** 200 Ilsley Avenue in Dartmouth or 80 Grassy Lake Drive in Halifax.

**Conditions of Employment**

When a candidate is notified of their start date, they will be required to screen through: Child Abuse Registry check; Vulnerable Sector including the Criminal Record check; have a driver's abstract that meets set out criteria; obtain an air brake endorsement; pass the written N.S. Class 2 exam; have Standard Emergency First Aid with AED certification; pass a class 2 medical exam and functional abilities testing; successfully pass a 7 week Basic Operator Training program and probation period.