

*Why You Should Sit in Our Driver's Seat!*



*2010 Transit Operator Recruitment  
Information Guide*



*Wherever life takes you!*

## **Why You Should Sit in Our Driver's Seat!**

- Are you looking for an environment that fosters pride, teamwork, and job satisfaction? At The London Transit Commission, our mission is to provide the best customer service possible while being competitive and responsive – not only to our customers but to our employees as well!
- Transit Operators play an important role in helping us to achieve the high standards that make London Transit one of the best transit systems in Canada! If you love driving, have outstanding customer service skills, enjoy working independently and in a team then why not consider a career as a Transit Operator?

## **Our Culture**

London Transit is a results oriented organization that provides a focus on employees, lets employees know what is expected, and helps them meet and exceed expectations and recognizes contributions accordingly. London Transit offers:

- An environment and culture that is inclusive and collaborative, promotes professionalism, accountability, open communication and teamwork, and has fun while respecting individual dignity
- A customer first approach for all employees
- Individual responsibility and accountability as well as the need and ability to work in teams
- An attitude of continuous improvement whereby employees are encouraged and supported to make positive change
- The provision of appropriate feedback, recognition and reward

## **Rewards and Challenges of Being a Transit Operator**

- Transit Operators usually work alone, without direct supervision, which necessitates a great deal of individual autonomy and responsibility
- Operators meet a variety of passengers from various social, economic, and cultural backgrounds which can make the job very interesting
- Customer relations are a large part of the Transit Operator's daily activities. Transit Operators monitor their passengers and other drivers, while exercising a great deal of tact and diplomacy when dealing with passengers

- Technology also plays an increasing role in the communications and scheduling of buses. Transit Operators maintain radio communications with dispatch, and buses are equipped with automatic vehicle location systems
- Transit Operators are responsible for the safe operation of transit vehicles under diverse weather and traffic conditions, and must follow schedule guidelines sometimes under challenging circumstances
- Many buses have wheelchair accessible features, which require the Operator to assist the passenger on and off the bus by operating ramps and securing wheelchairs

### **Transit Operator - Minimum Qualifications**

- You will be responsible for the safe, efficient, and timely operation of our transit vehicles
- You are familiar with the City of London and surrounding areas, thrive working independently, and are a customer service professional
- You have an A, B, C, or D class driver's license with a Z endorsement, a minimum of 2000 hours driving experience with an A, B, C or D class vehicle, and a safe driving record with zero point accumulation
- An excellent communicator, you have a Grade 12 diploma or the equivalent and are available to work a variety of shifts including nights, evenings, weekends, and holidays

### **Information for candidates with an (AZ) or (DZ) class license**

Candidates with a (AZ) class Ontario's driver's license that have been offered a conditional employment must qualify for a (C) class Ontario's driver's license by:

- Successfully completing the Ministry of Transportation (MTO) written test for a (C) class Ontario driver's license
- May attempt the MTO written test a maximum of (2) two times prior to the commencement of LTC Operator training
- Failure to complete the MTO written test successfully will result in the conditional offer of employment being withdrawn

Candidates with a (DZ) class Ontario's driver's license that have been offered conditional employment must qualify for a (C) class Ontario's driver's license by:

- Successfully completing MTO medical via the Commission's medical resource
- Successfully completing the MTO vision test at the Drive Test Center
- Successfully completing the MTO written test, and MTO road test as conducted by the Commissions' signing authority
- Trainees may only write the MTO written test a maximum of (2) two times prior to the commencement of LTC Operator training
- Trainees have (1) one opportunity to pass the MTO road test within the first week of training
- Failure to complete the required conditions will result in the conditional offer of employment being withdrawn

### **Total Compensation Package**

The London Transit Commission offers a competitive total compensation package that includes the following:

- Extended Health and Dental Coverage (30 day waiting period)
- Short & Long Term Disability (60 day waiting period)
- Life Insurance (60 day waiting period)

### **Ontario Municipal Employee Retirement Savings Plan (OMERS)**

- Employees join (OMERS) on the first date of hire (no waiting period)
- Financed by member contributions, matching employer contributions, and investment earnings
- A defined benefit (DB) pension plan that pays a monthly pension based on a formula that takes into account the number of years you pay into the plan and your salary

\* Benefits outlined are a summary for job applicants and are not a official representation of benefit levels

### **Union Information**

- All Operators are members of the Amalgamated Transit Union, Local 741. The Amalgamated Transit Union is the largest labor organization representing transit workers in the United States and Canada. Union dues are deducted bi-weekly. For more information on the Amalgamated Transit Union visit their Website @ [www.atu.org](http://www.atu.org)

### **Wage Rate Information**

- As per the Local 741 ATU Collective Agreement, the hourly wage rate for this opportunity is \$21.10 (rate after training program) to \$24.25 (rate after 24 months). Wage increases are in accordance with the Collective Agreement

### **Transit Operator Application & Selection Process**

The selection process for Transit Operator is designed to produce a competitive and motivated workforce that shares London Transit's values, expectations, and strategic business goals. The selection process utilized by London Transit consists of six steps outlined below:

#### (1) Employment Application Package

Applications must include the following in order to be considered for this position: (1) Employment Application Form (2) Current MTO Drivers Abstract (3) Resume (4) copy of High School Diploma or Equivalent (5) Criminal Record Search and Vulnerable Position Screening Check from the municipality in which applicants reside

#### (2) Pre-screen Interview

Upon receipt of the completed LTC Employment Application package, candidates will be invited to complete a pre-screen interview with London Transit's staffing partner. The purpose of this stage is to confirm the candidate meets the minimum qualifications and understands the responsibilities of the position and conditions of employment

#### (3) Ergo Metrics Customer Service Assessment

Following confirmation of minimum requirements, candidates will be invited to participate in a Customer Service assessment. Candidates must successfully achieve a passing grade on the assessment in order to proceed further in the recruitment process

- The Customer Service assessment is a 50 question multiple choice video

based test of people skills. The content includes relations with customers, supervisors, and co-workers and working with a diverse customer bases including teenagers, difficult customers, and Para transit customers

- Candidates that do not pass the Customer Service assessment will not be eligible to re-apply until a 1 year waiting period is complete. Candidates may only write the Customer Service assessment a maximum of two times

#### (4) Structured Interview

- Candidates will be asked a series of job specific questions that relate to the knowledge, skills, and attributes required to be successful in the Transit Operator position. The candidate will be evaluated on their ability to provide detailed accounts of past experiences that have required them to use specific competencies

#### (5) Employment Verification & Reference Checks

Candidates will have their references checked using standard guides. The references requested are from current and previous supervisors only. A minimum of one driving related reference is required

#### (6) Employment Medical

After a conditional job offer is made, an employment medical is completed by London Transit's medical resource. The purpose of this phase is to assess the applicant's capabilities for performing the job's essential duties and responsibilities

### **What Does the New Operator Training Program Involve?**

- A three to four week paid training program is provided for all new Transit Operators. This program is conducted at our Main Administration building located at 450 Highbury Avenue North. All training is conducted from Monday to Friday and is 8 hrs per day.
- Training topics include: defensive driving, human rights in the workplace, accessibility awareness, preventing violence in the workplace and tactical communication, standard operating procedures, bus training, health and safety, emergency procedures, and ergonomics
- Trainees spend approximately 45-50 hours of on road training during the classroom training period and approximately 40 hours of in-service training with regular operators

- Operator training is an ongoing process throughout the length of the Operator's career

### **Hours of Work and Vacation Selection**

- All Operator positions are full time and employees are guaranteed 40 hrs of work each week. Overtime may be available pending operational requirements. All shifts and vacation times are signed based on seniority. As a new Operator you will work:
- Days, Evenings, Nights, Weekends and Statutory Holidays
- “Spareboard” in which work assignments change daily and hourly
- Split shifts covering the peak hours of the morning and afternoon, however the work will be completed within an 11 hour spread. An example of a “Split Shift” is:

Report time: 6:14 am – 10:35 am

Unpaid break

Report time: 1:40 pm – 5:10 pm

- Operators are eligible for 2 weeks vacation after their first full year of employment; the choice of when these days are taken is based on seniority

***To apply for the Transit Operator position please visit [www.ltconline.ca](http://www.ltconline.ca) and follow the “Employment” link for application instructions***



***London Transit is an Equal  
Opportunity Employer***