

# **KINGSTON TRANSIT**

## **BUS OPERATOR RECRUITMENT GUIDE**

**Kingston Transit is expanding! Start your new career as a Kingston Transit Bus Operator.**

Kingston Transit released its Transit Business Plan in the fall of the 2016. The five year plan details Kingston Transit's updates, changes and expansions from 2017 – 2021:

### **January 2017**

Change to Kingston Transit fares included:

- an increase to the Affordable Transit monthly pass subsidy from 35% to 50%
- expanding the age category for Youth to range from 15-24 years old, for a 3-year pilot period
- to provide free transit for children 14 and under, for a 3-year pilot period

### **September 2017**

Expand the hours of service on Sundays and statutory holidays on all Express routes and some local/collector routes (Routes 1, 7 & 15).

### **May 2018**

Introduce a new Express Route (801/802) to the Montreal Street corridor providing 15-minute weekday peak service and 30-minute off-peak service (evenings, Saturdays, Sundays, holidays). We will also expand the peak time service on Express Route 601/602 by offering 10-minute peak service rather than 15-minute peak service.

### **2018-21**

Increase peak-time frequency and route efficiency on all Express & local/collector transit routes, including expansion of service to urban areas not currently served by Kingston Transit.

### **Working with Kingston Transit means:**

- a living wage
- regular opportunities to work extra hours to cover vacancies
- an excellent benefits package

You will start as a part-time Bus Operator with the potential of moving into full-time employment.

### **This Guide offers information about:**

- Kingston Transit and our future plans
- Work culture and environment
- What is involved in being a Bus Operator
- Wages and Benefits
- Application process

**Review this Guide for more information, then complete the Self Quiz at the end to determine if a career as a Bus Operator is for you.**

## **About Kingston Transit**

Kingston Transit is owned, operated, and staffed by employees of the Corporation of the City of Kingston.

The City of Kingston wants more Kingston residents to ride the bus - a healthy, economical, convenient, environmentally friendly, and pleasant way to travel around the city.

Some of the objectives of the City of Kingston's Transportation Master Plan are to increase the percentage of peak commuter trips on transit, taking more cars off the road, and to encourage active transportation to help make our community more sustainable.

## **Current Service Offerings**

Kingston Transit currently offers the following services and features:

- **Express Service:** The 501/502, 601/602, 701/702 & 801/802 Express Routes provide 10-15 minute service, with limited stops, throughout the City.
- **Daytime Service:** Monday through Sunday, operates buses on 19 routes — some beginning as early as 6 a.m.
- **Evening and Sunday Service:** Monday through Saturday, and during the day on Sundays, operates buses on 19 routes. In the evenings, many buses run as late as 11:30 p.m., with one route — Route 17 (the Queen's Shuttle) — running after midnight.
- **Trip Planning Tool:** This online tool [kingstontransit.ca/tripplanner](http://kingstontransit.ca/tripplanner) offers suggested trip plans based on your starting location and final destination. Riders can receive real-time arrival and departure information for all Kingston Transit routes using their computer, smartphone, or tablet by using Google Maps, the Transit App and Moovit. Apps can be downloaded via the Google Play Store or the Apple App Store.

**Rack and Roll:** All our buses are equipped with bike racks year round that riders use for no additional charge. It is a convenient way for riders to travel with their bicycles.

**Fare Payment Options:** Riders can pay cash (coins only) at the fare box or tap a "Smart Card". Electronic Smart Cards can be purchased in a variety of formats:

- A registered renewable monthly card with photo ID (used for the regular priced Monthly Pass, Commuter Pass & the Affordable Transit Pass)
- Disposable 6-ride cards
- Day pass
- A reloadable multi-ride card

Patrons have the option to renew their monthly cards online anytime – Visa, MasterCard, Amex and INTERAC® Online are accepted.

**Support Person Pass:** Some riders travel with a support person. A support person may ride for free when travelling with an eligible rider.

## Expansion Plans

Kingston Transit's Business Plan for 2017-21 will further improve our routes and service. 2016 was a record year for Kingston Transit:

- Kingston Transit had a record year in 2017 with 6.1 million rides.
- A grand total of 5.2 million riders boarded Kingston Transit buses in 2016, an 11.4 per cent increase from 2015.
- Successfully introduced 10-minute peak period service on the 501-502 Express Routes.
- Rides taken by those using Commuter Passes increased by 25 per cent.
- Rides taken by employees under the Employer Transpass program have increased by 20 per cent since last year.

## Culture and Work Environment

As an employee of Kingston Transit, you are a municipal employee. You are one of the people who make Kingston work and who embodies and exemplifies the City of Kingston's Mission, Vision, and Values:

**MISSION** - To enhance the quality of life for present and future generations by providing progressive, professional services and leadership that reflects the needs of all those who work, live, visit, or play in the City of Kingston.

**VISION** - We are a progressive, innovative corporation with satisfied citizens and employees. Our fiscal health enables us to update our infrastructure and grow our business community. We support a high quality of life for all of our citizens and they value the services we provide.

**VALUES – Teamwork** - We are equally responsible to work together to achieve our common goals. **Respect** - We treat others as we want to be treated. **Integrity** - Through honesty and integrity, we earn the trust of our peers and those we serve. **Pride** - Our sense of accomplishment is achieved through our contribution to the community. We are recognized for the quality of our work.

In addition, employees of Kingston Transit serve ALL bus riders with respect, courtesy, and kindness.

Kingston Transit is committed to expanding accessible transit options, promoting courteous seating, safe and kind practices amongst its riders.

**Bus Operators are role models of safe, courteous and kind behavior to set the tone for passengers.**

### What is involved in being a Bus Operator?

Being a Bus Operator is much more than driving a bus. Kingston Transit is seeking Bus Operators who are customer-focused, enjoy engaging with the public and have a good driving record. We encourage you to fully explore everything that this job will involve.

**Is this career for you? Does it fit your personality, skill set, physical abilities, and life outside of work?**

This section will help you to imagine yourself in the driver's seat of a Kingston Transit bus on a regular basis.

## **Duties**

While providing **excellent customer service**, you will:

- Transport passengers to destinations on prescribed, scheduled routes.
- Adhere to schedules.
- Communicate effectively in a variety of situations, including responding to customer queries, interacting with other operators and operations staff.
- Ensure the safety of all passengers by obeying and following defensive driving guidelines, local traffic laws, Kingston Transit regulations, and the Highway Traffic Act.
- Deal with diverse and challenging situations such as traffic congestion, construction, detours, and accidents.
- Operate a variety of transit fleet vehicles in a safe manner under varying weather conditions, on day, night and/or split shifts.
- Operate a ramp or mobility aid lift device when necessary to assist passengers and to then secure passenger mobility aids.
- Collect fares using an electric fare box and issue transfers.
- Adhere to and enforce policies and guidelines.
- Complete written reports on accidents or other incidents in an accurate and timely manner.

## **Qualifications**

- Grade 12 diploma or equivalent education.
- Experience operating a large vehicle is an asset.
- Minimum one year of experience working in a customer service occupation.
- Valid G Class license with five years driving experience and a demonstrated acceptable abstract/driving record. We will provide on-the-job training to upgrade your G license to a Class CZ license, which is a condition of employment. Applicants will be required to provide the necessary medical clearance in order to proceed with upgrading your license prior to training.
- Satisfactory CPIC including the vulnerable sector is required at candidate's own expense.
- Must demonstrate corporate competencies: Customer Focus, Results Orientation, Integrity and Teamwork.

## **Skills, Abilities and Special Physical Demands**

- Operate in a culturally diverse community using demonstrated excellent customer service skills.
- Read, complete forms and effectively communicate.
- Apply clear thinking in selecting the best course of action to resolve problems or address conflict.
- Multi-task and work effectively in stressful situations.
- Meet the physical requirements of the job which are repetitive and constant. They include: sitting for prolonged periods of time, reaching, gripping, push/pulling of steering wheel, twisting and turning of neck, sensory/perceptual demands, along with good concentration. You will regularly be exposed to fumes, odours, and moderate noise.
- Balance your work responsibilities with your personal priorities and wellness.
- Work a variety of shifts including days, evenings, weekends and split shifts.

## Expectations

### Excellent Customer Skills – What's expected?

The job description for a Bus Operator refers to the following corporate competencies. These traits are related to delivering excellent customer service and are required:

#### Customer Focus

- You understand that you work for your passengers and make their needs a priority. This may mean making sure they understand where to transfer, or calling ahead to another route if you are running behind to make sure a connection will wait for a passenger. You also understand the importance that Kingston Transit plays in the lives of your passengers who rely on us to get to their destination on time.

#### Results Orientation

- You understand that Kingston Transit wants to increase ridership and you will make it your personal mission to make sure you are able to pick up passengers on time and deliver them safely to their destinations.

#### Integrity

- You are able to recognize that all passengers deserve respect and you will interact with all passengers in a professional manner. It will be your aim to set a positive example for all riders with your courteous and kind conduct.

#### Teamwork

- You understand that your route is part of a larger transit system that must work together with your fellow Bus Operators and the Kingston Transit management and administrative teams in order to satisfy the needs of passengers and encourage new riders.

## Wages and Benefits

All new part-time Bus Operators will start at the probationary rate for a probationary period of 640 hours. In addition to your hourly rate, you will receive an additional 4% in lieu of vacation and 13% in lieu of benefits.

**Starting pay:** Based on 24 hours a week at the probationary rate of \$20.19 per hour (2018 rate), your gross starting pay will be \$484.56 (\$20.19 x 24 hours pay) plus \$19.38 (4% in lieu of vacation pay) plus \$62.99 (13% in lieu of benefits pay) totaling **\$566.93** (gross) per week.

**Pay after probation (after 640 hours):** After the probation period (based on a satisfactory performance), you will progress to an hourly wage of \$24.04 (2018 rate). Your gross weekly will be \$576.96 (\$24.04 x 24 hours pay) plus \$23.07 (4% in lieu of vacation pay) + \$75.00 (13% in lieu of benefits pay) totaling **\$675.03** (gross) per week.

Part-time Bus Operators are regularly offered **additional work opportunities** to fill temporary vacancies. This means a part-time Bus Operator could work up to 40 hours per week. After the probationary period, wages increases progress in accordance with the CUPE 109 Collective Agreement.

### Part-time Bus Operators can become eligible for benefits and Pension Plan.

After the first year of employment, part-time employees are eligible to participate in the City's medical and dental benefit programs based on total hours worked in accordance with the CUPE 109 Collective Agreement. Part-time employees are also eligible to join the City's Pension Plan through

the Ontario Municipal Employees Retirement System (OMERS) in accordance with OMERS guidelines.

## **Union**

All Kingston Transit Bus Operators are members of CUPE (Canadian Union of Public Employees) Local 109 and are represented by this union and will pay union dues.

## **Shifts**

Every Bus Operator starts with Kingston Transit on a part-time basis. Bus Operators are required to work shifts that may vary from day-to-day and week-to-week and are likely to include split shifts totaling 8 hours over a 12-hour period. New Bus Operators are expected to provide maximum flexibility so they can be scheduled any time of day, and any day of the week, including nights, weekends, and holidays.

**You will receive notice of your pre-booked shift hours in four-month blocks. You will be assigned at least one scheduled day off each week.**

Part-time Bus Operators also regularly pick up extra hours to cover vacancies. These hours are offered on a daily basis. New Bus Operators can expect to work during peak vacation periods.

## **Public Holidays**

Kingston Transit does not operate buses on:

- New Year's Day
- Good Friday
- Christmas Day

Kingston Transit operates on a reduced service schedule on Family Day, Victoria Day, Canada Day, Civic Holiday, Labour Day, Thanksgiving Day, and Boxing Day.

## **Full-Time Employment (and additional benefits)**

While Kingston Transit cannot guarantee that you will move into full-time employment within a certain time period, the plans to expand Kingston Transit will definitely improve your chances for eventual full-time employment.

Full-time Bus Operators enjoy a more generous benefit package that includes dental coverage, deluxe travel coverage, vacation entitlement, extended health care coverage and a pension plan.

## **Application Process**

Kingston Transit has implemented a stepped-recruitment/application approach to evaluate prospective Bus Operators. This process reflects the need for part-time Bus Operators to have excellent customer service skills and superb driving ability.

If you qualify for the job, Kingston Transit will help put you in the driver's seat. We will offer you on-the-job training to upgrade your license.

Check to see if you'll make a great Bus Operator. Complete the Self Quiz at the end of this document to help you decide if this career is for you.

Applications are accepted at the City of Kingston's automated recruiting management systems located at [www.cityofkingston.ca/careers](http://www.cityofkingston.ca/careers). Click on "Career Opportunities", create your profile including your education, experience, and skills, and upload a current resume and any other supporting documents.

**Check the website for the deadline application date.**

Information collected will be handled in accordance with the Municipal Freedom of Information Privacy Protection Act. The City of Kingston is an equal opportunity employer. Additional information may be obtained by calling the Human Resources Department at 613-546-4291, extension 1267.

### **Next Steps**

- 1) Selected applicants will be called to complete a Job Fit Assessment that includes a number of multiple-choice questions.
- 2) Selected applicants will be required to conduct a job shadow exercise.
- 3) Selected applicants will then be called to come in for a brief interview with Human Resources.
- 4) Selected applicants will perform an in-car Driver Competency Assessment that measures a driver's behaviours and abilities.
- 5) Selected applicants will attend a final interview.

**Thank you for considering employment with Kingston Transit.**

# Kingston Transit - Bus Operator Self-Quiz

The questions below will help you decide if you should take the next step to become one of our Bus Operators.

1. With the proper training, do you think you would feel comfortable operating a large vehicle that is 40 feet long, in all types of weather and traffic conditions?  
Yes  No  Not sure
2. Would you enjoy interacting with a large number of customers all day, every day?  
Yes  No  Not sure
3. Would you be comfortable assisting a diverse group of passengers?  
Yes  No  Not sure
4. Are you able to sit for several hours at a time?  
Yes  No  Not sure
5. Are you willing to work hours that will be varied and may vary from day to day and week to week and are likely to include split shifts totaling 8 hours paid time over a 12-hour period?  
Yes  No  Not sure
6. Are you willing to wear a uniform and maintain a professional appearance as part of your job?  
Yes  No  Not sure
7. Are you comfortable working independently, often with little or no direct supervision?  
Yes  No  Not sure
8. Are you comfortable dealing with customers who can be rude and disorderly?  
Yes  No  Not sure
9. Would you accept a job where your choice of work schedule and days off are based on seniority?  
Yes  No  Not sure

If you answered '**No**' to more than 1 question, this may not be the right job for you.

If you answered '**Not sure**' to more than 2 questions, this may not be the right job for you.

If you answered '**Yes**' to 8 questions, this may be the right job for you!

## Still not sure if this job is right for you?

The best way to get a feel for the job is to watch a Kingston Transit Bus Operator at work.

We recommend you take a round trip on Route 4 (60 minutes) or Express Route 501 (54 minutes) starting at the Cataraqui Centre. Regular fare payment is required. You can also plan your own trip at [kingstontransit.ca/tripplanner](http://kingstontransit.ca/tripplanner)