

## **Passenger Risk Mitigation Strategy (PRMS) for Leduc Transit**

### Introduction

In order to provide a regional public transit service, the transit service providers must apply for and be granted an Operating Authority Certificate from Alberta Transportation. The application must include a Passenger Risk Mitigation Strategy. The objective of the Passenger Risk Mitigation Strategy is to ensure compliance to existing standards and consistency with legislative and operational requirements, and demonstrate that the regional public transit provider has considered passenger safety issues and taken appropriate steps to mitigate the risks. The regional public transit service provider will make its Passenger Risk Mitigation Strategy available to its ridership, drivers and general public for review.

The City of Leduc / Leduc County has awarded the contract to operate Leduc Transit to PWTransit Canada Ltd, a division of Calgary-based Pacific Western Transportation Ltd.

### PWTransit's Training Program Overview

PWTransit Canada Ltd. provides a comprehensive ten (10) day training program for new operators, designed to equip staff with knowledge to make decisions to safely operate Leduc Transit System vehicle. Included in this program is training specifically developed for regional and highway operations, which includes instruction on highway emergency procedures, highway bus operating procedures, regional service standards, routing and vehicle inspection procedures and reporting requirements.

Below is an overview of PWTransit's training program for new operators.

<b>Day 1</b> .....	<b>Day 6</b> .....	39
Orientation.....	Emergency Procedures .....	39
Facility Familiarization .....	Controlled Substances .....	39
Hazard Prevention .....	Operation Lifesaver.....	40
Controlled Substance Testing .....	Environmental Procedures .....	41
<b>Day 2</b> .....	Smart Driver .....	41
Vehicle Familiarization .....	<b>Day 7</b> .....	43
Commentary Driving .....	Defensive Driving/Professional Driver	
Theoretical Pre/Post-Trip	Improvement .....	43
Inspections .....	Route and Vehicle Training.....	45
Practical Pre and Post Trip	<b>Day 8</b> .....	45
Inspections .....	Administration .....	47
<b>Day 3</b> .....	Dealing with Difficult, Different & Dangerous	
National Safety Code Policies	People .....	48
and Procedures .....	Route and Vehicle Training.....	49
The Professional Driver.....	<b>Day 9</b> .....	47
The Smith System.....	Transit Ambassador .....	51
<b>Day 4</b> .....	Route and Vehicle Training in Service.....	53
WHMIS .....	<b>Day 10</b> .....	55
COR Components.....	Environmental Awareness .....	55
Route and Vehicle Training .....	Mobility Aid Securement .....	55
<b>Day 5</b> .....	Group Review and Test .....	59
Sensitivity Training .....	Final Paperwork .....	60

New operators must know which route to follow before they complete the run and will receive up to three (3) full days of formal training learning their routes. To introduce operators to each route, the Operator/Instructor will drive the route with the operators in a bus. During this on-the-road training, landmarks and major trip generators are identified. Operators are expected to learn and practice on their own until they are confident in their routing. Once an Operator is confident they know every turn on every route in their respective system they must request an Operator/Instructor to ride along, with the instructor signing-off that the new operator is able to undertake the route in service.

PWTransit's operator training program is certified by both the Motor Carrier Passenger Council of Canada (MCPCC) and the Canadian Urban Transit Association (CUTA). Pacific Western Transportation's PDIC program was developed in-house and is approved by the Alberta Ministry of Transportation.

The PDIC Course focuses on the following:

- Solutions for reducing collisions
- Positive attitude development
- Safe and courteous vehicle operation

- Understanding all the components that may lead to a collision

The training provides sufficient information for operators to use their professional judgement to promote safe operation of the bus on this route. PWTransit policies require operators to wear seat belts at all times when operating the bus.

A complete copy of PWTransit's training program and manual is available upon request.

### Refresher Training

Operators of Leduc Transit will be required to complete eight (8) hours of refresher training on an annual basis. Refresher training may include:

- Professional Operator Refresher Training (PORT) Program
- Wheelchair securement
- Defensive driving techniques (PDIC)
- Hours of service
- CUTA Smart Driver, customer service course (CUTA Ambassador, Sensitivity, Dealing with Difficult People, etc.)
- Pre- and Post-trip inspections
- Hazard assessments
- Mobile Training Unit (MTU) training

In addition to the mandated eight (8) hours of annual refresher training, transit operators receive four (4) additional hours in the Mobile Training Unit (MTU) annually. PWTransit's MTU is an industry leading tool that provides engaging scenarios that allow operators to practice valuable driving skills in a realistic, transit specific simulated environment.

### Remedial Training

PWTransit is committed to remedial training any time an Operator:

- Is involved in an incident / collision
- Becomes stagnant in their duties
- Did not have the benefit of new information, or
- Develops poor on-road or customer service performance

Remedial training will also take place when a lack of proficiency is identified through performance evaluations by an Operator/Instructor, Ghost Rider or service delivery manager. The format for this training program is laid out this way so remedial training is focused on the identified area of improvement.

### Operator Licensing/Certification

All PWTransit operators will have a Province of Alberta Class 2 licence and Air-Brake Endorsement (New Flyer Xcelsior buses) or a Province of Alberta Class 4 licence (Arboc Spirit of Mobility buses)

## Buses

Leduc Transit operates a fleet of 12.2 metre New Flyer Xcelsiors buses that are low-floor that are designed to operate in both an urban environment and on highways, with speeds up to 105 km/hr. These buses are fully-accessible for persons with mobility challenges, with kneeling features, ramps and protected positions and securement devices for wheelchairs and scooters. Seating on buses used on the inter-municipal route (Route 1) are predominantly front facing with high backs / headrests with extra cushioning on seat and back. There are four side facing seats at the back of the bus and each has head rests. The remaining six side facing seats are located at the front of the bus (three per side) and are part of the Q-Strait Q-pod system for securement of mobility devices. In addition, with the Q-pod system the first row of front facing seats have a barrier.

Leduc Transit also operates a fleet of 8 metre Arboc Spirit of Mobility buses that are low-floor that are designed to operate in both an urban environment and on highways. These buses are fully-accessible for persons with mobility challenges, with kneeling features and ramps. Seating on these buses, to be used locally on Routes 2, 3, 4, 5 and 10 are all front facing high back seats with extra cushion built into the seat. The front two rows of seats on each side of the buses can be flipped up to accommodate the mobility devices.

## Standees

Leduc Transit operates New Flyer Xcelsior low-floor buses that accommodate 39 seated passengers and Arboc Spirit of Mobility low-floor buses that accommodate 21 seated passengers. The New Flyer buses are equipped with vertical stanchions, grab straps, overhead horizontal bars and grab bars on the back of the seats to support standees. The Arboc Spirit of Mobility buses are equipped with vertical stanchions and overhead horizontal bars, and grab bars on the back of the seats to support standees.

## Luggage/Packages

On the New Flyer buses, luggage or large packages are to be stored on the seats or on the floor in front of the seats or at the front of the bus in the designated luggage area constructed over the front street-side wheel well. On the Arboc buses, luggage or large packages are to be stored on the seats of the bus or in the luggage rack constructed at the front of the bus. No items are not to be left in the aisles. PWTransit operators are instructed to not operate the bus if luggage or large parcels are not properly stored.

## Bus Routing

Route brochures are attached in the OAC application. Route 1 operates on arterial and collector roads within Edmonton, Leduc and Leduc County, as well as on provincial highways along the route. Passengers will board or alight buses only at designated bus stops. These bus stops are situated at locations where safe boarding/alighting can be accommodated. Local Route 2 will operate on collector and arterial roads within Leduc and will operate on provincial highways to the Leduc County Office. Local Route 3 will operate on arterial and collector roads within Leduc and to the Edmonton International Airport. Local Route 4 will operate fully within the City of Leduc on collector and arterial

roads. Local Route 5 will operate fully in the Nisku Industrial Park. Local Route 10 will operate between Leduc and the Edmonton International Airport on arterial and collector roads.

#### High Speed Operation on Provincial Highways

Route 1 operates on 13 kilometers of Highway 2 (divided highway) between Leduc and Edmonton where the speed limit 110 km/hr. Leduc Transit buses are governed to operate up to a speed of 105 km/hr.

#### Bus Inspections

Leduc Transit buses will be inspected on a regular basis, and maintained in a safe operating condition. Leduc Transit buses are subject to daily pre-trip and post-trip inspections. The Commercial Vehicle Safety Regulations require this inspection to be conducted at up to 12,000 km intervals – The City of Leduc’s maintenance program for transit vehicles exceeds this standard. The City of Leduc has also established an on-going preventative maintenance program which exceeds the requirements of the Commercial Vehicle Safety Regulations.

The inspection process used on these buses conforms to the Commercial Vehicle Safety Regulations, with modifications to this process accepted by Alberta Transportation – Vehicle Safety Section. Please see Section 7A for more details regarding the City of Leduc’s Preventative Maintenance Program and daily driver pre- and post-trip inspections.

#### Bus Mechanical Problems or Security Issues

In the event of a bus breakdown, or passenger or operator security concern, City of Leduc Transit buses are equipped with two-way radios that allow the operator to contact and report problems directly to the Service Delivery Manager of PWT. This allows the service delivery manager to access the situation and assign the appropriate level of assistance. Furthermore, Leduc Transit buses are equipped with a robust security camera system designed to capture and record any safety, security or operational issues that may arise. There are five cameras per New Flyer bus and four cameras per Arboc bus and audio is captured as well.

In the event of a vehicle breakdown, all the buses are equipped with a fire extinguisher, a triangle flare kit and a reflective safety vests. Operator training includes hands-on training regarding the correct usage of these safety devices. The buses are also equipped with Alberta Occupational Health and Safety Code Number 3 Safety Kit (first aid kit). Availability of these is required under the Province of Alberta’s Commercial Vehicle Safety Regulations.

#### General

Leduc Transit vehicles and operations on these bus routes comply with the Province of Alberta Commercial Vehicle Safety Regulation AR 121/2009 and Schedule 2 of the National Safety Code (NSC) Standard 13, part 2 trip inspection, unless exempted by the Registrar for Alberta Transportation under the provision of Section 62(1) of the Traffic Safety Act.

Leduc Transit has requested exemptions from the following requirements of the Commercial Vehicle Safety Regulation AR 121/2009:

- Section 10(4)(b): performing trip inspections items specified in Schedule 2 of the NSC Standard 13, part 2
- Section 10(9): carrying a copy of Schedule 2 of NSC Standard 13, part 2 in the vehicle
- Section 12(4): prescribing the format of the driver's inspection form
- Schedule 1, section 13(1) (a): transporting a greater number of persons than the seats of the vehicle are designed to carry.
- Schedule 1, section 8: operating at a speed greater than the tire manufacturer's prescribed speed rating

Leduc Transit also operates with the condition that vehicles used on Leduc Transit must be designed as urban transit type buses.