

Why You Should Sit in Our Driver's Seat!



Transit Operator Recruitment Information Guide



Moving Londoners - progressively, reliably, and affordably

You Should Sit in Our Driver's Seat if...

- You are looking for a work environment that is inclusive, supportive and fosters pride in its employees.
- You have unique characteristics, capabilities, and experience to contribute to our increasingly diverse workplace.

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, and enjoy working independently, then why not consider a career as a Transit Operator?

LTC's Vision

- Our Vision calls for London Transit to be the valued and trusted mobility choice for Londoners. Our mission is moving Londoners progressively, reliable and affordably.
- A key LTC strategic outcome, supporting our vision and mission, calls for "An Engaged, Diverse and Respectful Workplace." We seek to attract, develop and retain exceptional individuals and create a dynamic workforce by:
 - * developing a culture that is inclusive, collaborative, respects individual dignity, promotes accountability and open communication;
 - * developing a qualified and diverse work force, reflective of community demographics; and
 - * developing a learning organization, supporting employees being successful in their jobs.

Rewards of Being a Transit Operator

- Transit Operators usually work alone, without direct supervision, which necessitates a great deal of individual autonomy and responsibility
- Customer relations are the largest part of the Transit Operator's daily activities. Transit Operators monitor their passengers and other motorists, while exercising a great deal of tact and diplomacy when dealing with the public
- 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 as well as Smart Card payment 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
- All buses are accessible. Transit Operators assist all passengers, including those with mobility devices to ensure safe travel for our passengers.

Minimum Qualifications

Candidates must possess the following minimum qualifications, and when through the process, will be required to provide proof of same

- Demonstrated customer service professional
- Successfully achieve a passing grade of the STRADA Survey
- Current holder, in good standing of a Class A, B, C, or D driver's license with a Z endorsement
- Completed a minimum of 2000 hours driving experience in an A, B, C or D class vehicle
- A safe driving record with zero demerit point accumulation
- A Grade 12 diploma or the equivalent
- Familiarity with the City of London and surrounding areas
- Excellent communicator, and demonstrated ability to work independently
- Availability to work a variety of shifts including nights, evenings, weekends, and holidays

Candidates with an AZ class license

Candidates with a (AZ) 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 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 license

- 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 at the Drive Test Center or as conducted by the Commissions' signing authority
- Trainees may write the MTO written test a maximum of (2) two times prior to the commencement of LTC Operator training
- Successfully passing the MTO road test as conducted by the Commission's signing authority
- 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

Compensation Package

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

- Wage rate: As per the current Local 741 ATU Collective Agreement
- 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 date of hire (no waiting period)
 - ⇒ Financed by member contributions, matching employer contributions, and investment earnings
 - ⇒ A defined benefit 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 summary outlined, and are not a official representation of benefit levels

Union Information

- All Operators are members of the Amalgamated Transit Union (ATU) Local 741. The ATU is the largest labour organization representing transit workers in the United States and Canada. Union dues are deducted bi-weekly. For more information on the ATU visit their website @ www.atu.org

Transit Operator Application & Selection Process

The selection process for Transit Operators 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 five steps outlined below:

(1) Employment Application Package

Applications must include the following in order to be considered for this position:

- Online employment application form completed at Drake International, and
- Resume

(2) STRADA Survey

Following confirmation of employment package, candidates will be invited to participate in a a 30 minute web-based transit operator skills assessment. Candidates must successfully achieve a passing grade on the assessment in order to proceed further in the recruitment process

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

(3) Structured Interview

In order to hire the best qualified candidates, London Transit utilizes behavioural based interview questions to gather factual information about a candidate to objectively assess the candidates ability to do the job. Our goal is to select candidates who have the necessary skills, experience and abilities required the Transit Operator position.

(4) Employment Verification & Reference Checks

Candidates will have their references checked using standard guides. The references requested are from current and previous supervisors only, with special emphasis on driving related positions.

Conditional Offer of Employment

Upon receipt of a conditional job offer; the candidate will have **five(5)** business days to provide London Transit, Human Resources the following documents:

- ◆ A current MTO Driver's Abstract
- ◆ A copy of High School Diploma or Equivalent
- ◆ A Criminal Record Search and Vulnerable Position Screening Check from the municipality in which applicants reside

Failure to produce the requisite documents will result in the conditional offer being withdrawn.

In addition to the above, 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 four-week paid training program is provided for all new Transit Operators. The training is conducted at both of our facilities (i.e. 450 Highbury Avenue North and 3508 Wonderland Road S.). All training is conducted from Monday to Friday for 8 hours per day.
- Training topics include: effective customer service and interpersonal skills, defensive driving, human rights and diversity in the workplace, accessibility awareness, preventing violence in the workplace, standard operating procedures, on-road training, health and safety, emergency procedures, and ergonomics.
- Up to 65 hours of new operator training is conducted on-road (this includes 40 hours of in-service training with regular operators).
- Operator training is an ongoing process throughout the Operator's career at London Transit.

Hours of Work

- 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 may 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

Vacation Selection

- Operators are eligible for 2 weeks vacation after completion of their first full year of employment
- The choice of when vacation is taken is based on seniority

To apply for the Transit Operator position please visit
<http://www.londontransit.ca/careers>