

Continuing its commitment to be 'The Standard of Excellence'

SAFETY— The Katherine McClary Award Program Comes to Canada!

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The Katherine McClary Award Program is a program that recognizes MVT vehicle operators throughout North America, who continually demonstrate a commitment to safety and for providing the standard of excellence MVT delivers to our clients.

This award program is in memory of Katherine McClary, a young woman who was accidentally killed in a tragic accident involving a MVT fixed route bus in September, 2004. Since the accident, MVT has worked in partnership with the McClary family to ensure that all MVT employees throughout North America recognize the importance of driver safety and pedestrian awareness.

Our first recipient in Canada of the Katherine McClary award is Robert Weckworth who was nominated by the Operations Management team for his outstanding safety performance and the exceptional care and service he provides to our clients.



Pictured—Edna Craig, General Manager, presenting the award to Robert Weckworth

The spirit of this award is to remind all employees that safety is MVT's number one concern, and that each of us has a responsibility to ensure that our clients and the general public are not at risk of accident or injury.

To find out more information about the Katherine McClary Award and how you can qualify please contact Paul Volchoff, Safety Manager or Dan Cummings, Training Manager.

Edna Craig, General Manager

Reminder

Per the Municipal Pension Plan office, effective July 1, 2011 employee MPP Contribution rates will increase from 6.99% to 7.8% of pensionable earnings.

We hope you enjoy this edition of *In the Loop*. If you have a story to tell or would like to see a particular topic covered, please call Patricia Robertson at 604-575-6622 or email at patricia.robertson@mvtcanada.com.

Connecting with Access Transit's Users Advisory Committee (UAC)

The UAC was borne out of the Access Transit Strategy—a comprehensive 3-year analysis which began in early 2005. The project looked at every aspect of the transit system including the structure of Custom Transit (HandyDART). The primary role of the UAC is to: advise TransLink on matters which will enhance accessibility; increase TransLink's ability to determine whether measures taken are inclusive or exclusive of persons with disabilities and/or seniors; assist TransLink in setting priorities on accessibility issues; and provide comment on TransLink policies and strategy.

UAC members participated in the initial testing of the 'call out' system. The UAC views this as one of the many efficiencies to the current HandyDART system. As more and more clients avail themselves of this feature, we can see how everyone will benefit from more timely and efficient pick-up processes and a huge reduction in having to idly wait during the "half hour pick-up window".

The UAC is constantly monitoring the HandyDART service delivery performance. During every meeting, we are presented with a statistical report from the number of rides provided and declined through to on-time performance stats, number of system or driver complaints, and commendations. The committee provides advice or recommendations to TransLink and MVT management for consideration and improvement.

While every HandyDART client would appreciate a vehicle to be available on a moments notice, we must recognize it is a shared-ride service with numerous steps and human resources required to provide a given trip. While no one system is perfect, TransLink has gone to great lengths to listen to client concerns, suggestions from the various communities, and is continually consulting community leaders and clients to provide as efficient a system as possible. The evolution of accessible features and service by TransLink is a standard for all other transit authorities to aspire to.



Rob Sleath, Chair, Access Transit Users Advisory Committee



My role with the UAC is to be a voice to TransLink about the issues from the disability community that need to be addressed such as attitudinal, customer service, physical limitations as well as how the system works overall. The UAC is a strong committee and we are well connected with Access Transit. For example, if we have a particular question or concern, Access Transit arranges for the right people to be at the next meeting to deal with issue. Often times, the questions and answers lead to more questions and answers.

A representative from MVT is always at the meetings and we know that the answer they give us is the actual answer—whether it's what we want to hear or not.

Improvements can take time to roll out, however we have heard a lot about the night before reminder and the 10 minute warning call. Both features have been extremely helpful and well received.

On a final note, people generally don't speak up unless something goes wrong. However, we frequently hear how excellent the drivers are.

*Heather McCain, Vice Chair
Access Transit Users Advisory Committee*

Wellness Information & Tools at the Click of a Button

Did you know that as an MVT Canadian Bus employee you can have unlimited free online access to wellness information? Great-West Life's (our Life Insurance and Long Term Disability Insurer) has an online system called GroupNet which contains valuable information available to our Employees their dependants which includes:

- **Drug Library** – to research drugs by drug name, provides common side effects and indications;
- **Disease Library**;
- **Health Channels** – specific web pages dedicated to the following subjects & conditions (Cancer, Mental Health, Cardiovascular, Children's Health, Men's Health, Women's Health, Diabetes & Smoking)
- **Physician reviewed articles** on drugs as well as the latest feature articles on current topics in health
- **Community support** pages dedicated to assist employees with helping to find support groups for various disease states or conditions;
- A **Medical Test Database**, an online resource which provides information about dozens of medical tests;
- A **Medical Procedure Database**, an online resource which provides information about dozens of medical procedures;
- Access to various "**Health Tools**" such as Breast Self Exam Quiz, Allergy Proofing, Allergy Triggers, Basal Metabolic Rate Calculator, BMI Calculator, Cost of Smoking Calculator, Heart Disease Risk Calculator, Meal Planner and Nutrition Guide & Stress Quiz

To access this valuable information, visit: <http://gwl2.mediresource.com> and use the following information:

User Name: **MVTCanadian** Password: **MVTCanadian1**



FYI..

The average age of MVT employees is 52.

QUIZ CONTEST—Did you take our health, wellness & benefits quiz in the May edition of *In the Loop*?

Correctly answer the question below and you could win yourself a \$25.00 gift card to either Tim Hortons or Starbucks—you choose. Fill in your name and telephone number on the reverse and give to your depot manager or drop your entry off in the prize box at the Cloverdale depot no later than June 24, 2011.

Which Canadian province has the highest life expectancy? _____

We would also like to hear from you about future editions of *In the Loop*. You can email patricia.robertson@mvtcanada.com with any articles of interest that you would like to share. Please answer the questions on the reverse and include with your entry for our quiz contest.



In the News



This 'surprise' baby shower for Jill Gable was organized by her peers in the call centre – Scheduler, Angie Day; Customer Service Agent, Cindy Morrisey; and Dispatcher, Kathy Dietrich. Lots of food and gifts—everyone had a great time.



The Saranchuk family welcomed baby number 3—Alexander David Martin on April 21, 2011 weighing in at 7lbs, 5 ozs. Proud parents are David and Jennifer. Holding baby David is big sister Abigail and brother Dylan.

Congratulations Saranchuk family!



A Canadian Champion in our Midst



Pictured left is Wilson Craig, the eldest son of General Manager, Edna Craig. Recently, Wilson became the 2011 Canadian Champion in Observed Trials. This is the second time he has achieved this title.

Observed Trials is a sport of balance and extreme skill on a custom trials motorcycle. As a professional trials rider, Wilson has represented Canada overseas many times and ranked third in the USA. What an accomplishment! Congratulations Wilson!

Do you enjoy reading *In the Loop*?

If not, why? _____

What kind of articles would you be most interested in reading? _____

Do you have any comments or suggestions? _____

If you win, what do you prefer Starbucks or Tim Hortons

Name: _____

Telephone: _____ Best time to contact: _____

Thank you for taking the time to give us some feedback.

Call Centre— May Employee of the Month

Congratulations Tamara Rufh!



Commendations



“Tamara is always helpful and pleasant. She never makes me feel like I am inconveniencing her even if she is stressed, she never shows it is always as accommodating as possible.

Tamara always seems to do everything in her power to make every ride work .”

Tamara is the latest winner of a \$25.00 gift card from Tim Hortons and Mavericks Restaurant. Congratulations Tamara from your peers and management.

Pay it forward— Be attentive wherever you are for opportunities to help someone. Perhaps you have an elderly or disabled neighbor who is too proud to ask for help. You can change people’s attitudes about the world through your unobtrusive actions of kindness.

Drivers

Cloverdale: Jim Briggs, Ed Fick, Larry Hilderman, Karen Hnatiuk, Mary Tam-mou, Chris Weaver

Vancouver: Ken Butcher, Amarjit Rand-hawa, Alex Ng, Terry MacKinnon, Frank Ling, Jason Wu, Mark Simon, and Terry Simna

North Road: Terry Bell, Jim Bollen, Jose Magda, Shirley Stadnyk, Poul Hyldig , Kanwal Maan, and Nancy McGuire

Maple Ridge: John Carraway and Kevin Renaud

Call Centre

Heather Elly, Cindy Morrissey, Steve Pimm, Kathy Dietrich, and Deanne Sveis-trup.

May Call Centre Stats

Calls Answered	48,945
Calls answered < 2min	60%

May Ridership Stats

Area	Trips	On-Time
Maple Ridge	4,390	91.53%
North Vancouver	6,637	92.75%
Richmond	7,101	90.46%
North Road	17,347	87.92%
Vancouver	29,887	89.23%
Cloverdale	35,376	91.18%
Total	10,738	90.75% Average

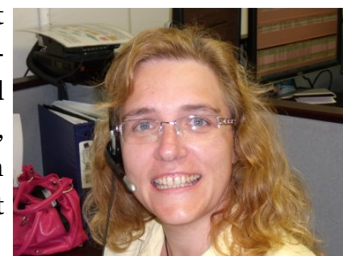
Doing the right thing...well done!

Vancouver driver, Jim Cairns was on a break when he recognized a client sitting outside the Pattison Pavillion at VGH. The client did not look well and was very confused. Jim was worried that she may have had a stroke. The client



did not have a booked ride, so Jim & Becky Cox in Dispatch worked together to get her to emergency so that she could get the treatment she

needed. Had it not been for Jim’s observation and Becky’s assistance, this could have been an entirely different story.



Excellent Customer Service!

From the Training Department

Dan Cummings, Training Manager

PUZZLE CLUE



This month's clue to the puzzle - "The clues to solving the puzzle form a natural progression."

The Finishing's Cool article was first published in the September 2010 edition. This is worth a re-read and don't forget there is a clue in there.



Finishing's Cool

I remember, when I was driving, how nice it was to get into my bus on a Monday morning to find all the securement hardware had not only been put away, but had been put away neatly, that the "flex" seating was stowed as it should be and that all garbage had been removed from the vehicle. It put me in a very positive frame of mind to begin my week. There were, however, those occasions where the weekend driver had not bothered to leave the bus as he/she had found it and I was greeted with a mess. A driver's shift is not finished until a Post Trip Inspection is done which means stowing hardware and seats and leaving the vehicle free of garbage for the next driver. Starting each shift with a complete Pre Trip Inspection is classy, but finishing's cool.



Just Abouts

Have you ever heard someone say: "That car 'just about'went through that red light... plowed right into me... hit that old man... didn't stop for that little girl." Statistics show that for every 300 'just abouts' that occur in traffic there are 29 minor accidents/collisions and 1 major accident/collision involving serious injuries and/or death. How many 'just abouts' have we seen in our lives? How many have we been involved in? Most importantly, what have we learned from them? For every 'just about' there is a cause; factors that lead up to it. Once we identify the causes of the 'just abouts', we can begin to work on the prevention; and the more of them we can prevent the safer the roads become which in turn affects how often those major accidents/collisions occur. 300:29:1.

We all need to take 'just abouts' **very** seriously.

Refresher Training Fair—May 14, 2011

The Refresher Training Fair was a huge success with over 100 drivers attending. Paul Volchoff rolled out the Exposure Control Plan and the Parking Cone Policy as well as vehicle training sessions including Driving Maneuvers and Backing Techniques



"To put 500 drivers that work out of 5 different locations through 8 hours of retraining every year is just an incredible undertaking, yet it runs like clockwork. Nice job Team Canada! "

Andrew Higuera, Vice President of Safety, MV Transportation

Lessons in Safety Old School / New School

Which school are you from? Are you a new, recently trained casual driver experiencing first time situations on a constant basis? Maybe you are a driver with years of experience having dealt with almost every situation imaginable and suddenly something new occurs. Or, perhaps you are somewhere in the middle.

Whichever school you are from, **SAFETY** comes first. With shift changes and cross border pick-ups and drop offs, new school and old school drivers are challenged with going to unfamiliar locations and meeting new customers on a regular basis.

A seasoned driver never forgets the challenges they faced when they first started. A new driver will often hear things like: “the other driver took me home first”, “the other driver took my bags to the front door”, “the other driver drops me off here and I walk the rest of the way”. Never assume that these statements are true or acceptable. Communication is key; when in doubt ASK! As a HandyDART driver, you have many resources available to you – use them. If you come across a situation that you are unsure of - STOP, and question it. Don’t hesitate to call dispatch immediately and explain your situation. Always report an unsafe incident – fill out a UIR (Unusual Incident Report), and hand it in to your Depot Manager.

As HandyDART drivers, it is important to always remember the training and refresher courses provided. Talk to your Safety Committee; learn from other drivers; talk safety; think safety. Make safety recommendations – earn safety \$\$.

As one retiree said: “enjoy your job, keep your cool – **BE SAFE**”.

Safety Contest - Reminder Do you have a safety suggestion that we can implement? Each month we award \$50.00 to any employee who identifies a safety concern and provides a solution to it.

British Columbia Federation Health & Safety Centre

On May 4, 2011 the Vancouver Safety Committee and the MVT Safety Department participated in the course, Stress in the Workplace.—Understanding and Preventing Stress in the Workplace.



From left to right: *Mike Atkinson, Shelley Fillmore, Alice Davey, Maggie Fulber and Paul Volchoff.*

Learning Outcomes:

- ◆ Discuss what stress is and how it affects you
- ◆ Learn about the contributing organizational stressors in the workplace
- ◆ Identify the stress hazards in your own workplace
- ◆ Discuss how stress affects our work, our families and our communities
- ◆ Develop prevention strategies to minimize workplace stress

“Accidents, and particularly street and highway accidents, do not happen - they are caused.”

Cloverdale Rodeo and Country Fair



It was a fun filled May long weekend as the Cloverdale Rodeo and Country Fair celebrated 65 years of family fun with cowboys and cowgirls.

It may have been raining, but it didn't dampen our parade. MVT was proud to have a shiny, clean HandyDART bus drive through downtown Cloverdale greeting people of all ages.

The fair attracted 77,000 people—up more than 5,000 over last year.

Even the Stanley Cup playoffs didn't keep the crowds away!

Don't we look great!

TravelSmart for Seniors

TransLink's Access Transit, is initiating a pilot project in the City of Burnaby in conjunction with VOBS (Voices of Burnaby Seniors) at each of four senior centres. Trainers will assist seniors to travel independently on public transportation. Topics will include trip planning, safety, fares, and how to get help.

Seniors can sign up for this free 1 day orientation program. Each session will include interactive classroom information sharing, complimentary lunch, followed by a field trip on the conventional bus and Skytrain.

There are some seniors who may be able to integrate various forms of travel in a particular trip. For example, they may use HandyDART from home to a Skytrain station, and then travel on the Skytrain if their final destination is close to a Skytrain station. Any combination is possible but it is sometimes difficult for passengers to understand how this works.

TravelSmart will assist seniors to use the public transportation system independently. The program will be evaluated over the next twelve months. Further expansion of the TravelSmart program will be based on results of the evaluation.



*Linda McGowan,
Consumer Advocacy Manager*

**And, what about our
Canucks?**



GO CANUCKS GO

