



Continuing its commitment to be *'The Standard of Excellence'*

MVT SECURES CONTRACT EXTENSION WITH TRANSLINK

Also in this issue	
Health, Wellness & Benefits Fair	2/3
New Employees	4
Commendations	5
Training Depart-	6
Safety	7
Depot Updates	8
Flu Season Info	8

I am pleased to announce that we have finalized our negotiations with TransLink and have reached an agreement on contract pricing for Years 4 and 5 of the HandyDART contract in the Metro Vancouver Area. In addition to this, I am also pleased to announce that we have reached agreement with TransLink on the additional option of Years 6 and 7.

As a result of this agreement, this secures MVT's partnership with TransLink as the HandyDART service provider through the end of 2015.

This could not have been possible without the leadership and dedication of our management team as well as the service that each of our employees provides every day to our clients. I want to personally thank each and every one of you for your contributions and commitment to this valuable service.

Don Johnson, Regional Vice President

"TransLink values the relationship with MVT Canadian Bus, Inc and looks forward to continuing improvements in customer service and safety. This extension provides continuity in service for customers and employees alike."

Martin Lay, Director Contract Services, Coast Mountain Bus Company

MVT EXPANDS ITS CANADIAN OPERATIONS



View of downtown St. John's

I am also proud to announce that MVT has been awarded a 5 Year contract with the City of St. John's to provide the Paratransit service in St. John's Newfoundland effective January 1, 2012.

As a part of this contract, MVT will be replacing the existing, older buses with a fleet of 18 new vehicles equipped with state of the art technology providing a safer, more comfortable trip for customers using the service.

This award now represents MVT's second contract in Canada as we actively seek to grow our Canadian footprint.

Don Johnson, Regional Vice President

We hope you enjoy this issue of *In the Loop*. We are now publishing bi-monthly, the next issue will be printed in December. 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@mutcanada.com.

HEALTH, WELLNESS & BENEFITS FAIR— HUGE SUCCESS

On September 13, 14 & 15 the Human Resources Department hosted our first Employee Health, Wellness & Benefits Fair at our major depots in Cloverdale, Vancouver and North Road. I'd like to personally thank each of you that took time out of your day to attend these Fairs. We were extremely pleased with the turnout and active participation from our employees; in total we had over 260 employees that attended over the course of the three days.

The feedback that we received from you was overwhelmingly positive and we hope to be able to offer other events like this in the future. We were happy and encouraged to see how many of you benefited from the information and services provided.

This event could not have been made possible without the hard work and dedication of Pat Robertson and Danny Boone as well as the wonderful vendors who donated their time and some great prizes.

Simon Blunden, Director of Human Resources



Simon Blunden pictured with Paul Hyldig, North Road Driver, and lucky winner of the 21 speed Hybrid Bike—Congratulations Paul!

Some Examples of the positive comments were:

- *“My daily coffee will pay for a down payment in 20 years if I keep buying it..Wow!”*
- *“My blood pressure is low and that a little low is just fine. I wouldn't have known. Thanks”*
- *“Company cares to put this event on”*
- *“Great stretching & exercise tips & knowing my blood pressure results”*



Paula Hemminger, Keith Jacobsen and Roheet Sareen pick up some useful information from Worksafe BC.



What better way to start a shift? Vancouver driver, Tyler Felbel gets ready to enjoy a massage.

HEALTH, WELLNESS & BENEFITS FAIR—Continued

Many of our employees took the opportunity to visit the London Drugs table to get their blood pressure and blood glucose tested. The representatives took the time to answer questions and provide valuable feedback to every employee who visited. They also provided handouts on information about many health concerns such as diabetes, healthy heart, women’s and men’s cancer issues, smoking cessation and the importance of a well balanced diet.

Pictured at right is Maghomed (Dicky) Ismail, Vancouver driver getting his blood glucose tested.



More Chair Massages—very popular



Linda Grant-Ewan and Steve Pimm (Surrey—Call Centre) both enjoy a relaxing chair massage.



Richard Rubeniuk and Bob Chitrenky both North Road drivers enjoy a relaxing chair massage.

Once again, thank you to all who participated in our first Health, Wellness & Benefits Fair. Your feedback, both positive and suggested improvements was very much appreciated and will be considered for future Fairs. Congratulations to all of our prize draw winners.

Simon Blunden, Director of Human Resources

A FEW NEW FACES—WELCOME TO MVT



Welcome Donna Langlands. Donna is our new Controller and comes to us with an extensive and progressive background in the accounting field. Donna jump started her career with Weyerhaeuser Canada as an accounting clerk while working on her CMA designation. Donna completed her CMA in 2002 and earned a Bachelor of Commerce degree in 2010.

Donna says she is very pleased to be working at MVT and looks forward to getting to know everyone.

Donna lives in Cloverdale with her husband and has four children, all pursuing higher education across the country.

Cathy Hebert comes to us with an extensive office and accounting background. After several years working in the manufacturing sector, Cathy made a career move and worked in Health Care prior to joining MVT. Cathy is very excited about her new role as Financial Reports Manager reporting to Donna Langlands.

Cathy has two children and a seven-month-old granddaughter who she adores.

Cathy loves to go ice skating and roller skating (keeping it old school on four wheels) and spending time with family and friends, and planning trips as she was bit by the travel bug a few years ago.



Nick Wall, our new Data Communications Manager is a self proclaimed 'techie'. Nick came to Canada from the south west of England in 1996 and worked in the Lower Mainland servicing and developing two-way radio programs and phone systems. In 2006 Nick moved to 100 Mile House and is very happy to be back in the Lower Mainland.

Nick and his wife Samantha together have four children ranging in age from 4 1/2 to 22 years.

As for interests, Nick says he doesn't have much time for anything extra, however, he is planning to take up martial arts again.



With a background in business and fashion design, Seema Manhas is very excited in her new role as Payroll Clerk. In her spare time, Seema is a reading enthusiast—anything chic or shopaholic related.



Emily Bu, our other new Payroll Clerk moved to Vancouver 8 years ago from China. Emily says she is very proud to work for MVT because of the important work we do for the disabilities community. During her spare time, Emily enjoys walking, spending time with family and friends.

Call Centre Employee of the Month

Congratulations to both Caprice Stadnyk and Wendy Gooding for receiving the “Employee of the Month” award. They each receive a \$25.00 Tim Horton’s gift card and \$25.00 gift card to Mavericks Restaurant.

Caprice is a casual employee who covered many shifts in Dispatch during August and maintained a high level of on-time performance. Caprice received many compliments from customers and co-workers alike. Well done!



Wendy, our Chief Dispatcher does a great job keeping the Dispatch department running well—no small feat. Her dedication and commitment to making sure everything possible is done to ensure our customers are transported safely and on-time is greatly appreciated.

Great job Wendy!



Employee Commendations

The employees listed below have all received a compliment or a thank you from our customers during the months of August and September. In the August issue of *In the Loop* Edna Craig wrote a comment that bears repeating “Please treat each and every client like they are your family, it is the most rewarding part of a HandyDART driver’s job. We are in the transportation industry, but **people are our specialty!**”

Drivers

North Road: Nancy McGuire, Max Kroff, Steve Campbell, Brian Beck, Dimitri Suvjdzic, Tony Wong, Daniel Campbell, and Ismet Rrahmani

Cloverdale: Holly Dunker, Don Harris, Sian Jones, Anita Keller, David Martin-Saranchuk, Joan Vanderheide and Bonny Woodward

Maple Ridge: Kevin Renaud, Jana Davorakova, Mel Overacker and Arlene Loehr

Vancouver: Bob Michael, Anthony Tse, Wayne Liao, David Yip, Andes Lo

Call Centre

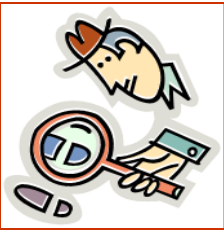
Steve Rufh, Sonia Basra, Norma Taylor, Natasha Gauthier, John Bonter, Grant Maxwell, and Betty McMillan.

Congratulations everyone!

Remember our customers can *feel* your smile, and they can tell if you are having a good or a bad day. You are the first point of contact at HandyDART and could make a huge difference to someone’s day.



From the Training Department



PUZZLE CLUE

All of the clues necessary to solve the puzzle can be found in each articles' titles.

Dan Cummings, Training Manager

Lift Troubleshooting

If the lift won't deploy do the following:

- ◆ Ensure the E-Brake is 'On'
- ◆ Check E-Brake connections
- ◆ Ensure the Master Power Switch is 'On'
- ◆ Ensure the Deployment Switch (Panel Switch) is 'On'
- ◆ Ensure the Main Disconnect Switch at the back of the bus is 'On'
- ◆ On Braun lifts, active the 'Stow' (or 'Fold') button to release the 'Lift-Tite' latches
- ◆ On Ricon lifts, ensure the belt tongue is fully inserted into the buckle
- ◆ On some larger vehicles, ensure the key is turned to 'Accessory' mode
- ◆ Check the wiring on the pendant control
- ◆ Check for hydraulic fluid leaks

Safety Tip: Safety should be foremost in your mind. Have the attitude *"It's up to me to be safe and I'm going to do it."*

BTW Training

BTW Training stands for Behind the Wheel Training. When drivers first become instructors, they are called Cadet Trainers and are considered qualified to do Cadet training, an in-service training session with a trainee performing the instructor's shift while the instructor observes, coaches and assesses the trainee.

A BTW instructor is far more qualified in teaching Driving Skills, Passenger Assistance Techniques, Customer Service Skills and all other aspects of a HandyDART driver's job. To become a BTW Instructor the Cadet Instructor must complete the week long BTW training course which qualifies them to perform all of the various types of instruction, for example: Driving Skills in Orientation Training and Classroom Instruction. In short, a BTW instructor is a fully qualified instructor.

Pictured below are the employees who completed the latest BTW training session.

Congratulations everyone.

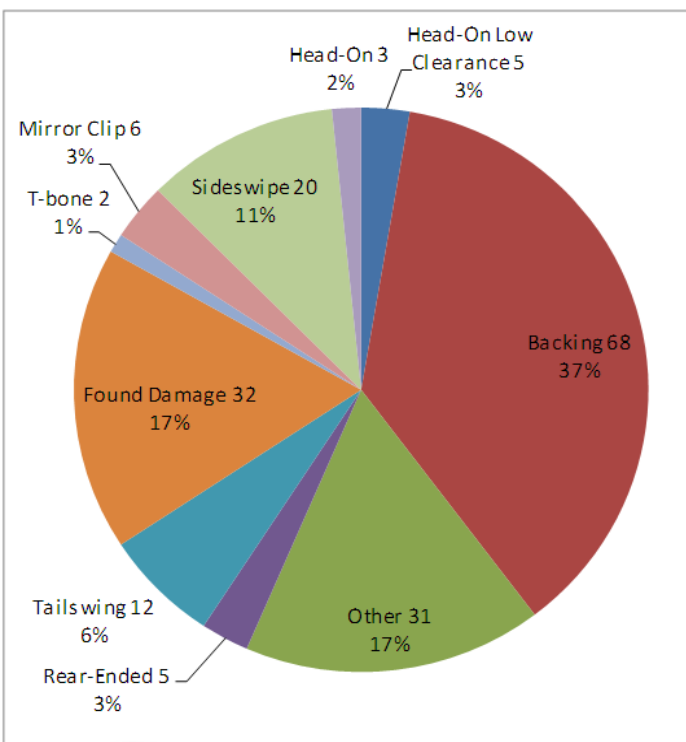


Back left to right: Dan Cummings, Training Manager, Pam Plunkett, Deb Foley, Hank Klassen, Steve Vetter, Lindsay Horniblow

Front: Val Finlay, Kelly Smith, Teresa Munoz

From the Safety Department

Captured below is the year-to-date 2011 preventable accident statistics. Backing accidents represented 37% of all preventable accidents.



Remember to take extra precaution during the winter months. Rain, snowy conditions and other drivers could pose safety risks. Always be prepared for the unexpected.

YTD Injury Free Days

North Vancouver	773
Vancouver	36
Maple Ridge	490
North Road	64
Cloverdale	17
Spruce	421
Call Centre	329

Safety is a systematic approach to identifying hazards, assessing the level of risk and implementing controls to eliminate or reduce the impact of those hazards. One of the potential hazards and one that presents the greatest risk of an accident is backing.

The first and most important way of preventing backing accidents is to eliminate backing. Pre-planning your routes, your entry and exit before you get into a situation where you must back is the best way to avoid a backing accident.

Only if you have determined that there is no other way to enter or exit a location should you put yourself in a situation where you must back. Take the time to consider all the possible options before you act and after you have ruled out all the other possibilities.

If it is necessary to back, follow these simple procedures to minimize the potential for an accident.

- ◆ Wear a Neon Safety Vest
- ◆ Get out and walk around the vehicle checking for any obstacles
- ◆ Check the clearance to make sure the sides and overhead are not going to hit anything
- ◆ Activate the 'four-way' hazard lights
- ◆ Back as slowly as possible giving two short horn beeps for every vehicle length
- ◆ Constantly check both left and right mirrors and blind spots
- ◆ Back towards the driver's side whenever possible
- ◆ Don't back any further than necessary
- ◆ **Never** back into traffic

YTD Preventable Accident Free Days

North Vancouver	80
Vancouver	1
Maple Ridge	48
North Road	7
Cloverdale	2

Peter Duncan, Director, Safety & Training

Depot Updates

Maple Ridge suffers a loss

It is with great sadness that we announce the passing of Robert Beaune on September 22, 2011. Robert had worked for the HandyDART service for over 21 years where he started with Pacific Transit Cooperative (PTC). He joined MVT in January of 2009 and before falling ill was a Driver at the Maple Ridge Depot.

Our thoughts are with Robert's family and friends during this difficult time. Robert was 53 years old.

Other news

It was business as usual at all the Depots throughout August and September while many casuals picked up more shifts as regular drivers took time off for summer vacation.

Congratulations to Heather Elly

Heather has completed her Occupational First Aid Level 2 Certification. This is an intense 35 hour course designed for first aid attendants who work in urban settings where WorkSafe BC Regulations required OFA-2 certification.

Heather is officially the on-site First Aid Attendant at the Cloverdale office.



Heather Elly and Edna Craig

Farewell to Drew Downing

Drew was a very valuable member of the management team providing IT expertise and making sure that Mobile Data Communications were running smoothly. Drew has accepted a position with MVT working in Dallas, Texas. We wish Drew all the best in his new position.

Flu Season is Upon Us

How To Protect Yourself

The Centre for Disease Control (CDC) recommends a yearly flu vaccine for everyone 6 months of age and older as the first and most important step in protecting against this serious disease. While there are many different flu viruses, the flu vaccine is designed to protect against the three main flu strains that research indicates will cause the most illness during the flu season.



Getting the flu vaccine as soon as it becomes available each year is always a good idea, and the protection you get from vaccination will last throughout the flu season.

Other ways of protecting yourself are:

- ◆ Wash your hands thoroughly and frequently
- ◆ Drink plenty of liquids
- ◆ Eat healthy foods
- ◆ Get plenty of rest

Source: BC Centre for Disease Control



Please read the Employee Handbook and return the signed acknowledgement form to your Department/Depot Manager.

