



# In the Loop

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MVT Canadian Bus, Inc.

Continuing its commitment to be 'The Standard of Excellence'

## *In the Loop is back in publication!*

We would like to hear from you—share your success stories. Let us know what you would like to see—this is *your* newsletter.

*"A big busload of red roses to our great HandyDART service. They were wonderful when they found my wallet on one of their buses and by returning it with one of their great drivers. Thank You!"*



As reported in the Now Newspaper - Find out who in the Commendations Section.

## *From the Training Department*

### *Game On!*

Dan Cummings will be giving clues to a puzzle / game that could earn you a prize of \$50.00. Read his articles and look for the clue and piece it together—the game will continue until someone figures it out. When you think you have figured it out submit your answer to Dan or your Depot Manager who will record the date and time you submitted your answer. First person to solve it wins the prize! Good Luck!

### *Goal Posts*



Goals are important because without them we have nothing to aim at. We simply get up every morning and go through the same routine we went through the day before. And soon, we lose interest in what we are doing, and as a result, we start doing sloppy work and start making mistakes.

Once we know what our goal is, we need to find something to help us achieve it. That's where goal posts come in. Goal posts are important because they force us to sharpen our aim; they are the things that measure our success. A field goal kicker is not considered a good field goal kicker because he can kick the ball long and high—it is because he can put the ball through the uprights.

As a HandyDART driver, do you have any goals? Do you think you would be a better driver if you set a goal of being accident free for a year? How about being accident free for 3 years, 5 years? If you set a goal like that for yourself, you may be more inclined to get out and look before backing up, leave a little extra following distance or stay a little more aware of your vehicle's clearance. You will become a better driver. Setting a goal is a personal choice and no one usually even knows you've set one; but they do notice when you put it through the uprights!

*Dan Cummings, Training Manager*

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**REMEMBER ! BACKING IS A DANGEROUS MANUEVER**

**NEVER BACK UNLESS IT IS YOUR ONLY OPTION**



## Focus on the 'P' in your RRSP

*RRSP—Registered Retirement Savings Plan*

*RRIF—Registered Retirement Income Fund*

*TFSA—Tax Free Savings Account*

## Money Sense

People often make two mistakes about RRSP's. They forget that the '**P**' stands for **Plan** and they focus on the tax credit that an RRSP contribution will provide.

RRSP's are likely **the** most important thing to focus on for your retirement. Where your money sits is far more important than the tax credit you get.

**Why?** Simply put—the tax credit is actually a loan of sorts. The government is rewarding you with tax savings for contributing to your retirement. *However*, when you take your money out of your RRSP or RRIF, you are taxed at whatever rate is in place at the time.

The **Plan** is key. Having your money work smart beats having your money working hard going nowhere. Consider a savings plan RRSP earns 1.5%. The consumer price index as reported by the Bank of Canada in January, 2011 was 2.3% year over year. That means, your investment is actually losing money.

Like a TFSA, RRSP's can pretty much be any kind of investment except your primary home (although that could happen—but it would take an entire newsletter to explain that one!). Your RRSP can be directed to stocks, bonds, real estate, mortgage investment certificates (MIC's), mutual funds and so much more. Several brokerage firms offer TFSA accounts without annual fees.

So, remember the '**P**' in RRSP—**Plan** and invest wisely!



*Rob Bullock, Controller*

## Leadership Development

In February, the entire management team completed their second leadership development module "Coaching for Success" by DDI (Development Dimensions International) facilitated by Simon Blunden, Director, Human Resources. Pictured below is the group that graduated on February 9, 2011.



*Back Row L-R Suvreet Minhas, Mark Moujabber, John Ainsworth, Sandie Berar, Danny Boone.*

*Bottom Row L-R Lynn Embury, Drew Downing, Ron Graves*

## Vancouver Sun Run Challenge—April 17th



MVT Canada is proud to sponsor any employee who would like to participate in this year's Sun Run. Participants can enter to run, walk, jog or wheelchair the

10K course through Vancouver ending in False Creek.

This is an opportunity for some friendly competition between departments/ depots.

There is still time to sign up and train. Please contact Pat Robertson in HR at 604-575-6622 for more registration information. We need 10 participants and the deadline to register is March 18th.

*Pat Robertson, Executive Assistant*

## Safety Corner—Safety is an Attitude

**“Safety is not** something you can take or leave alone. It is not an activity in which one participates only when one is being watched or supervised.

**Safety is not** posters, slogans or rules, nor is it movies, meetings, investigations or inspections.

**Safety is** an attitude, a frame of mind. It is the awareness of one’s environment and actions, all day, every day.

### Collision Report 2010

Backing	73 (36.5%)
Sideswipes	54 (27%)
Unreported/after the fact	32 (16%)
Tail Swing	11 (5.5%)
Low-clearance related	7 (3.5%)
Rear-ender	7 (3.5%)
Minor clips	6 (3%)
T-bones	3 (1.5%)
Head-on	1 (0.5%)

With the large blind spot zone behind the bus, it’s not surprising that backing is the number one fixed object accident. Yet, backing accidents can easily be prevented. **“Look Before you Leap”** is an old saying, and **LOOKING** is one action that will prevent backing accidents.

This is a reminder that you must **Look** before you back your bus... **LOOK** means more than just checking mirrors before you back. It means walking to the rear of the bus to make certain that the way is clear before backing.

**Safety is** knowing what is going on; knowing what can injure anyone or anything; knowing how to prevent that injury and then acting to prevent it. To do this does not require a genius, a PH.D, or even title or rank. All it requires is intelligence and a reasonable amount of native ability to see, to hear, to smell and to think. To ignore safe practices does not indicate bravery—only foolishness. To do things safely and correctly is the mark of a wise person, not a timid one.”

- Author Unknown

### Let’s make backing our lowest statistic for 2011

Avoid backing if at all possible. By planning ahead, you can often avoid a backing situation. If you do get into a situation where backing is necessary, remember these defensive driving guidelines:

- ◆ Walk to the rear of the bus and check before backing
- ◆ Tap your horn before backing to alert others
- ◆ If you are in confined/tight space, use a guide to assist you. However, remember, backing is **your** responsibility **not** the guide’s.

Paul Volchoff  
Safety Manager

“an attitude, a frame of mind. It is the awareness of one’s environment and actions, all day every day.”

LOOK

then

LOOK

again



### Ridership Stats for February 2011

	<i>Trips</i>	<i>On-Time %</i>
Richmond	6,714	92.98
North Vancouver	6,292	94.03
Maple Ridge	4,320	95.31
Cloverdale	33,592	93.25
Vancouver	27,986	90.38
North Road	16,750	91.19



**Know  
your Plan**

## ***Top 10 things to know about the new benefit plan***

On January 1, 2011 over 420 eligible MVTC employees transferred to the new single benefit plan for Union employees. For those of you that have coverage under the new plan, here are the top ten things you should know.

1. **MVTC currently pays 100%** of the premium costs for all eligible employees. Benefit premiums (including MSP) for regular employees currently costs over \$545 per month per employee with family coverage and over \$320 per month per employee for single coverage.
2. The plan includes a **Pay Direct** drug card which means your pharmacist can bill Pacific Blue Cross (PBC) at the point of sale and you don't have to submit prescription claims to PBC for reimbursement. *Drugs are reimbursed at 90% co-insurance, but payable according the lowest cost alternative drug, which is usually the generic equivalent. In some rare cases, the brand name drug could be the lower cost option. You should discuss your drug options with your pharmacist and your physician.*
3. Signing up for PBC's free **CaresNET** service gives you access to view your claims history, download forms and get detailed coverage information for your medical and dental plans. Visit [www.pac.bluecross.ca](http://www.pac.bluecross.ca) for more information.
4. Basic routine **Dental** services are covered at 100%. However, if your dentist does not charge according to the insurer's dental fee guide, you will be responsible for any additional cost.
5. If you are travelling out of province, or out of country you also have PBC's **Medi-Assist World Wide Emergency** Coverage for up to 30 days. Call 1-888-699-9333 for more information.
6. Our **Employee Assistance Program** provides a range of free services including help with stress, depression, relationship conflicts, separation/divorce, credit/debt management, child care, maternity/parental leave, elder care, workplace conflicts, career planning, addictions, weight management, addressing high cholesterol, blood pressure and much more... Call 24 hours a day 7 days a week 1-800-268-5211.
7. **Considering giving up smoking?** Good for you! Our health plan covers up to \$750 per lifetime per individual for prescription smoking cessation drugs.
8. **Vision Care** is reimbursed up to \$225 per 24 months per individual for contact lenses and eye glasses.
9. In the event of death, your beneficiary would receive a flat \$50,000 **Life Insurance** benefit. The benefit amount paid to your beneficiary is not taxable
10. As with any insurance plan, the **higher the claims** translate to **higher premiums**. You can make a difference and help MVTC continue to provide a competitive benefit plan to our employees by being responsible consumers of the plan. More information to follow.....

*Simon Blunden  
Director, Human Resources*

## Welcome New Employees



### New Drivers



L—R - Rohit Sareen, Training Manager Dan Cummings, Julia Spencer, Larry Makutra, Sian Jones, Jeff Moquin, Samm Jakob, Tony Beier and Surinder Bains.

### Call Centre



Stephanie Stevens

### Commendations

**Drivers:** Derek Judd, Rita Knapp, Dave Gustafson, Lyle Crawford, Wayne Wiles, Darrel Townsend, Claire Goldsmith, Susan Lamarre, Stephanie Shepherd, Ashraf Alexander, Dicky Ismail, Carlos Parada-Castillo, Zahur Pirmohamed, Colleen Richards, Gary Noakes, Bill Martin, Pat Webb, and Cindy Joyce.

..and the bus load of roses goes to Derek Judd for returning a client's lost wallet.

**Call Centre:** John Bonter, Judy DeSousa, Heather Elly, Steven Yurchuk, Becky Cox

### Call Centre Update

The Call Centre has come a long way in two years. We kicked off the New Year with a refresher training course. Now our focus is customer service with an emphasis on compassion and teamwork to assist our drivers in providing excellent service to our customers.

In order to recognize our employees who go above and beyond we have initiated the Call Centre Employee of the Month where employees nominate their co-workers for an award.

**Congratulations** to Allison Bennett!



Allison is our first Call Centre Employee of the Month recipient. This is what one of her co-workers had to say:

*"always very calm and polite.*

*I'm sure she doesn't believe in "bad days" - has a smile on her face and does her best to help every client she talks to"*

*"approaches her co-workers with patience—isn't pushy and doesn't rush anyone to get what she wants - works with me"*

*"before denying a trip Allison really tests all options—explains to clients how it can work and not just "no" to whatever they specifically ask for. "*

*"Allison is a GREAT employee!"*

Allison has won a Tim Horton's \$25.00 gift card and a \$25.00 gift card to Mavericks restaurant. Way to go Allison!

*Mark Moujabber  
Call Centre Operations Manager*

### February Call Centre Stats

Calls answered	44,381
Calls answered < 2m	56%

### Drivers in Support of a Cause

Drivers Margot Kinnee and Howie Rilkoff are going to Guatemala to build a house and distribute wheelchairs in October.

They are collecting children's shoes (up to size 6), school supplies, and toiletries (toothbrushes, soap, shampoo, etc.) to take with them when they go.

If you would like to donate any items, please bring them in. There will be a marked box in the drivers lounge.

What a great cause—building houses and providing wheelchairs!

Good luck Margot and Howie on your adventure. We look forward to hearing some great stories on your return.

## What's New at the Depots

### Maple Ridge—many new faces

Maple Ridge has seen many changes over the last while—contrary to popular belief, there is life on that side of the bridge. We have welcomed several new drivers to the area, Robert Beaune, Arlene Loehr, Casey Paul, Derek Judd, Robert Sjogren and Surinder Bains.

As well as being Co Manager of the Cloverdale Depot, Mark Pritchard is now overseeing Maple Ridge. We are also very pleased that Lindsay Horniblow has joined the Training Department. Lindsay brings many years of experience and will be a valuable member of the

### Vancouver—major strides

From just a tent and a bus for the road supervisors of-  
fice, we now have a very nice lunch and lounge area, complete with a 42" flat screen TV, couch and loveseat. We also have coffee service, a water cooler and new kitchen cupboards.

Yet to be done is painting the office, getting a shed for bikes, and lines and/or signs for buses.

Richmond Depot Manager Liz Foy and the drivers came on board in December.

### North Rd.—one year later

Overall, very nice upgrades with 4 offices and a small kitchen. We added a 42 " flat screen TV and a comfortable couch which came in handy for the Gold Medal game of the World Junior Hockey Championships in January. Our controller Rob Bullock joined us for a pizza night and cheered on the Canadian team. The Canadians missed the gold but took home the silver. It was a great evening and a perfect way to break in the new TV.

We have welcomed several new faces including our evening check-in-clerk, SharayIn Long and several long time drivers from the Vancouver Depot.

### Cloverdale—business as usual

Pot holes in the yard will be fixed within the next few weeks providing the weather warms up a little.

## Disability Community Calendar of Events

There are numerous events that occur throughout the year that attract a larger than usual population of people with disabilities. These events will often generate a greater number of requests from HandyDART customers. For example, during the 2010 Olympics, Paralympics, World Cup of Wheelchair Rugby, and the Mobility Cup, there was a greater demand for HandyDART service including regularly scheduled programs offered by the Disability Foundation such as Connectra, DSA (Disabled Sailing), and Seniors' Health Fairs.

I provide the Call Centre a 'Calendar of Events' on a monthly basis so that a sudden influx of calls does not come as a big surprise so that HandyDART can accommodate these events. If you hear of any events that may impact HandyDART operations, please let me know. I can be reached at [linda.mcgowan@mvtcanda.com](mailto:linda.mcgowan@mvtcanda.com) or (778) 772-4431

Linda McGowan  
Consumer Advocacy Manager

## SUDUKO—Challenge

Each Suduko has a unique solution that can be reached logically without guessing. Enter digits from 1—9 in the blank spaces. Every row must contain one of each digit.— so must every column, and every 3x3 square.

				2				
4			8		1			7
	2	9	3					
7	4			6			5	
	1			9			2	
	9			4			6	
					4	5	3	
2			6		7			1
				3				

Puzzle Rating—Hard