

airdrie transit

City of Airdrie Passenger Risk Mitigation Strategy

Alberta Transportation Renewal Application Operating Authority

UPDATED: June 12, 2019

Objective

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 PWTransit has considered passenger safety issues and taken appropriate steps to mitigate the risks.

Communication

This policy shall be made available to our passengers, drivers and general public for review upon request.

Application

The following statements are applicable to PWTransit's intra and intercity transit operations in Airdrie, Alberta, between Airdrie and Calgary, Alberta and between Airdrie and Balzac, Alberta.

Bus Operators Training

PWTransit provides comprehensive pre-employment and ongoing training designed to equip operators with knowledge that enables them to safely operate a transit bus. The training program includes modules specifically developed for the type and configuration of vehicle the operator will be expected to drive. The training program includes modules for the safe operation of buses in an urban and/or rural setting and on highways under various operating conditions. Furthermore the modules include instruction on emergency procedures, bus operating procedures, regional or contract service standards, routing and vehicle inspection procedures, passenger relations and reporting requirements. PWTransit's operator training program is certified by applicable provincial regulatory authorities and or the Motor Carrier Passenger Council of Canada or the Canadian Urban Transit Association as appropriate or other equivalent organization. Elements of this program incorporate the "best practices" in the Industry while many other elements lead the Industry.

Mechanical Fitness

Preventative maintenance and inspection processes meet or exceed all Federal and Provincial statutes, regulations and or permits governing the safe operation of buses.

Operators Licensing/Certification

All PWTransit operators have the appropriate provincially issued license for the class of bus they will be operating including an Air-Brake Endorsement as applicable.

Safety Equipment

All buses are equipped with a fire extinguisher, warning triangle flare kit, operator's reflective safety vest and a first aid kit that meets or exceeds the applicable provincial Occupational Health and Safety Code.

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In-vehicle Communications Device

All buses are equipped with a two way radio or cellular phone and all drivers are trained in emergency communication protocols.

Fit For Duty

All employees have been trained in fit for duty best practices and understand their duty to report both mentally and physically able to perform their duties safely. Fatigue, stress, drug and alcohol use, are important considerations when evaluating one's ability to perform their jobs safely. PWTransit has a zero tolerance drug and alcohol policy that aligns with our their core value of safety.

Universal Safe Operating Policies

Speed – No operator will operate the bus at speeds exceeding the posted speed limit or above speeds the road conditions allow for safe operation, whichever is less.

Seat belts – Passengers are expected to wear seat belts, if the bus is so equipped, while the bus is being operated on public roads. PWTransit requires the operator to wear seat belts at all times when driving the bus.

Bus Stops – Passenger shall only be allowed to embark or disembark at stops designated on the drivers "running board", charter order or route description excepting emergency stops that will be conducted in accordance with company emergency procedures.

Personal Activities - While operating the bus the driver must not make use of any electronic device including personal stereo, radio, hand-held video game, cellular phone or engage in any personal activities, reading, puzzles or hobbies while occupying the operators seat. All personal items must be kept out of sight.

Smoking in Vehicles and in or around Facilities - Smoking is not permitted in any vehicles operated by PWTransit employees. Smoking at PWTransit facilities is limited to designated smoking areas only. Smoking within 25 meters of any fueling station is strictly prohibited.

Standeers – Standees are not permitted unless the schedule has a permit issued by the provincial regulatory authority and the bus is equipped with vertical stanchions, grab straps, overhead horizontal bars and grab bars on the back of seats to support standees.

Luggage/Baggage – Under carriage containment bays will be used to transport cargo on coaches and buses and shall be safely stored and secured in accordance with the Traffic Safety Act and National safety code standard #10 and the manufacturer's requirements. Cargo may be transported in the passenger compartment on a limited basis so long as it does not compromise the safety of comfort of the passenger and is secured in accordance with all regulatory requirements. No dangerous goods, including flammables, explosives, caustic material, biological/chemical hazards or firearms may be transported by motor coach or bus.

Passenger Accessibility

Airdrie Transit has a 100% fully-accessible fleet. All buses are low-floor and have no stairs at the entrances. The vehicles are able to "kneel" which reduces the height of the first step from the curb. The front doorway is equipped with a retractable ramp to enable access to passengers in wheelchairs, scooters, or other mobility devices. Each bus has two areas for wheelchairs and

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scooters to be secured during travel. Operators are trained in how to deploy the wheelchair positions and how to secure the devices with the available strapping.

Passenger Security

Through appropriate driver training, available communication equipment on the bus, and round-the-clock contact with dispatch, Airdrie Transit is well positioned to address issues of passenger safety. Drivers are well trained to address on-road emergency events and disruptive passengers. Further to this, operators, and dispatchers are taught a radio communication code in the event that an operator, while on the road, becomes concerned that the behaviour of a passenger could escalate into a serious situation that can potentially affect the safety of other passengers.

Regional buses are equipped with emergency message displays on the external electronic signboards. The emergency message can be activated by the operator from their seat by pressing a panic button. When activated the electronic signboards display "Emergency Call 911" to the public. These systems have been tested in a controlled environment and can be activated with ease by the operator.

High Speed Operation

Airdrie Transit operates on both urban roadways and provincial highways for the provision of regional transportation to and from Calgary and Balzac. This includes operation at high speeds on Highway 2 and Stoney Trail. Airdrie Transit regulates the operation of regional buses at a speed of 90 km/h on provincial highways and operators adhere to posted speed limits and other roadway regulations.

The existing routes to Calgary were selected after working in collaboration with Alberta Transportation as part of the system's initial OAC application in 2010. At the time Alberta Transportation recommended the routing on provincial highways versus alternative routing on lesser series roadways.

All Airdrie Transit regional buses utilize the highway interchange at Highway 2 and Yankee Valley Blvd which allows sufficient access and distance to bring transit vehicles up to speed. The current route has been in place since the inception of service and does not present any undue issue in terms of safety or operations.

Vehicle of Choice

Airdrie Transit operates a fleet of 12m regular and 18m articulated low floor buses on our regional service. All of our buses used on regional routes are of urban transit bus design and have the maximum number of seats possible for the bus design. All transit vehicles have high-backed seats with grab handles. The vehicles are outfitted with tires that are rated for 100km/h.

All of our buses have side-facing seats in addition to front facing. Side facing-seats are not intended to allow for more standees but are specifically placed by the manufacturer in such a manner to allow for safer, more convenient movement in the front of the bus by persons with disabilities who require wheelchairs, scooters or walkers. Side facing seats in the centre are purposefully positioned to better accommodate movements at the rear doors. Side-facing seats in the back are the result of the bus structure and do not increase or decrease the number of seats to allow for more standees. Airdrie Transit has no plans to modify the seat configurations on its buses.