



*Motor Carrier Passenger Council Of Canada
Conseil canadien du transport de passagers*

**Application to
Human Resources and Social Development Canada (HRSDC)**

**Re: Certified Professional Bus Operator Occupation for
Classification as Skill Level B in the National Occupational
Classification (NOC) Matrix**

Submitted By:
Joan Crawford
Executive Director & CEO

Motor Carrier Passenger Council of Canada
9555 Yonge Street, Suite 306
Richmond Hill, Ontario
L4C 9M5
Phone: 905-884-7782
Fax: 905-884-8335
E-mail: joan@buscouncil.ca

March 2008

Table of Contents

NOC Matrix Skill Level B: Certified Professional Bus Operator (CPBO)

Objective	3
About the Industry	3
About the Applicant	4
Rationale	4

Occupation Description

Historic Occupation Description NOC 7412	5
Certified Professional Bus Operator	5

Main Duties

NOC 7412	6
Certified Professional Bus Operator Blocks A-E	6-7
Unique to each Sub Sector Blocks F-J	7-8

Education and Training

Training Programs: NOC 7412	9
Training Programs: Certified Professional Bus Operator	9
National Occupational Standards for CPBO	9
Grandparent Program for CPBO	9
Accredited Training Programs	10
Career Pathway Management Program	10
Notes on Accreditation and Certification	11

Appendix A

References Available on Request	12
---------------------------------------	----

NOC Matrix Skill Level B: Certified Professional Bus Operator

Objective

The objective of this application is to establish the occupation of “Certified Professional Bus Operator” as a Skill Level B occupation in the National Occupational Classification Matrix. Skill Level B Operators are separated from Skill Level C 7412 and distinguishable as having been certified to a National Occupational Standard (NOS) by appointed representatives from Industry and colleges, educated and trained at a post secondary level and tasked to acquire and employ skill sets significantly more complex than described in the NOC 7412 occupation.

About the Industry

The Bus Transportation Industry is composed of approximately 1,400 companies employing 88,000 Canadians, 60,000 of whom are bus operators carrying 1.6 billion passengers annually in vehicles that vary in cost value from \$100,000 to \$850,000. The industry generates over 8.6 billion dollars in annual revenue.¹

From the *gateways of our nation* to the most distant rural Junior Kindergarten school room; whether autumn colours touring or accessible services to the Royal Ontario Museum, this is the Industry that makes it happen. From every international airport and deep-sea passenger terminal, new arrivals are met, welcomed, and moved into the heartland of our country by bus operators.

The Industry is in the business of *transporting people*. All technology and human resources are directed toward this end. Its business is the *logistics of moving people*; the *mobility of a nation* seeking the safest, most economical, and environmentally efficient form of transportation available.

Responsibility for the safe and courteous transportation of multiple passengers of diverse physical and temperate needs in the context of a large and technically complex vehicle at *highway speeds, dealing with urban congestion and unpredictable public behaviour* requires the highest standards of screening, education, and training; standards that give the highest level of assurance to our public, Operators, and governments. Education, training, and skill sets identified with NOC 7412 are not concurrent with present and future Industry standards and priorities for service delivery.

¹ Statistics Canada Surface and Marine Transport Service Bulletin June 2007

Note: Passenger number up from 1.5 billion, revenue up from \$7.6 billion , in 2005 Stats Can data

Industry has proactively responded to new technologies, regulations, and the market's changing values and priorities for mobility in the 21st century by conceptualizing, developing, and implementing a National Occupational Standard for “**Certified Professional Bus Operator**” providing the means to harmonize Training Programs and assess individual performance through Certification.

About the Applicant

This application is submitted by the Motor Carrier Passenger Council of Canada (MCPCC), the Federal Sector Council for the Canadian Bus Transportation Industry. The MCPCC is composed of key stakeholders in the Canadian Bus Transportation Industry including Employers, Associations and Labour as well as representatives from Education and Governments.²

During the first six years of its mandate, the MCPCC developed a comprehensive research and analysis database that effectively defined significant human resource issues and identified anticipated skills shortages in the Industry.³

Research and analysis strongly supports what Industry has consistently identified as a growing need of qualified applicants for the occupation of bus operator who are able to be educated and trained at a post secondary level; competently multi task in an ever changing technological environment; and, able to meet set performance standards in high risk and stress environments consistently. Industry also reported the need of national standards that training, tasks, abilities and job performance could be measured against. In response to those needs the MCPCC, in collaborative process with Industry, facilitated the concept, development, and implementation of National Occupational Standards, and Career Pathway Management Program (CPMP)⁴, for Certified Professional Bus Operators.

Rationale

The Bus Transportation Industry has undergone significant change since first self-reporting its job functions and training, approximately 20 years ago. Historic job functions and training have evolved in lockstep with the Industry's evolving needs. Industry's response to the development of new technologies, legislation, and marketplace requirements has grown the Occupation well beyond the NOC 7412 description.

Industry stakeholders have collaborated to recognize and define the functions required of a “Bus Operator” in the 21st century marketplace; and, the education, training, and human relations skills required to professionally perform those functions. All five sub-sectors of the Industry⁵ concluded that the need existed to formally recognize the job functions, education and training that define this 21st century occupation.

² List of Founding and Current Members of the Council referenced in Appendix A

³ List of Research and Analysis documents and publications referenced in Appendix A

⁴ CPMP described on Page 10 of this application

⁵ Urban Transit; Intercity; Tour and Charter; School Bus; Accessible Services

The National Occupational Standard for Certified Professional Bus Operator, the Certified Accredited Training Program, and the Career Pathway Management Program were developed and implemented by Industry to align Occupation and market place. The necessity of redefining the Occupation presented a clear demarcation between the Certified Professional Bus Operator occupation and that of the historic NOC 7412 occupation.

The demarcation between the self regulated Skill Level B Occupation and the remaining non regulated NOC 7412 Minor Group leads to improvement in the availability, reliability, and relevance of future data gathered from Industry. Occupational data collection may be expected to further improve from the following processes inherent in the integral structure of the MCPCC/Industry administration procedures:

- Annual collection of relevant data
- Standard data collection format
- Internal communication links to data sources
- Data availability to HRSDC on demand

Occupation Description:

Historic Occupation Description NOC 7412: The NOC describes the occupation of “Bus Driver” as pertaining to persons who drive various multi passenger vehicles that transport people from point to point.⁶ Typical “progressive” generic *Job Qualifications* are:

- Grade 10 plus experience in serving general public
- Ability to read, write, and communicate effectively
- Valid private motor vehicle driver’s license with 5 years of experience
- No license suspension, conviction, or downgrade within the last 3 years
- No demerit points within the last three years
- Ability to deal courteously and tactfully with the public
- Thorough knowledge of local area land highway traffic act
- Willing to work shifts and week ends

Certified Professional Bus Operator generic *Job Qualifications* are:

- Ability to demonstrate Post Secondary academic learning function
- Ability to demonstrate numeracy and communication skills
- Ability to multi task in high risk/stress environments
- Ability to prioritize customer relations skill sets

⁶ NOC 7412 Job Description: Bus Drivers, Subway Operators and Other Transit Operators i.e. drive buses to transport passengers and goods to intercity or long distance destinations; drive sightseeing tour buses to transport passengers locally or over long distances, and may provide information on points of interest during trip; provide passengers with information on fares, schedules, and stops; collect fares and record transactions; report delays, mechanical problems and accidents; direct passengers during emergency evacuation

- Ability to demonstrate risk assessment and conflict resolution skill sets
- Ability to learn and consistently perform time/spatial skill sets
- Ability to learn and perform Canada Health Act responsibilities
- Ability to learn and perform National Security Act responsibilities
- Ability to operate computer and use eLearning platform
- Ability to successfully license for bus/vehicle and operate to NOS

Main Duties:

NOC 7412

- Drive buses or streetcars to transport passengers along established routes to local destinations
- Drive buses to transport passengers and goods to intercity or long distance destinations
- Drive sightseeing tour buses to transport passengers locally or over long distances; may provide information on points of interest during trip
- Drive buses equipped for wheelchair accessibility, and aid passengers in boarding
- Collect fares, issue transfers, check bus passes and record transactions
- May load and unload passengers' luggage

Certified Professional Bus Operator Blocks A-E⁷

Block A - Pre/Post Operations: Vehicle “Safe for Service” Inspection:⁸ Driver determines whether vehicle is operable and fully functional e.g. kneeling bus, restraint mechanisms, etc.;⁹ assesses and monitors overall vehicle condition, instrumentation and controls, all operating systems, fluids, communications, safety and emergency equipment, fare media equipment (if applicable), vehicle housekeeping, and essential “on board” supplies. Completes damage/deficiency reports, work orders, logs, schedules, routing, fare media (if applicable), codes and trip reports. Applies legislation and policies/procedures common to the Industry i.e. municipal, provincial, inter-provincial, and international.

Block B: Vehicle Operation: Operator performs without supervision: monitors personal fitness and image; performs hazard recognition and correctives, operating systems, related passenger communications systems, and “trouble shooting. Supervises passenger¹⁰ safety i.e. accessibility and safety features; passenger management; safe boarding/exiting. Performs Special Needs Passenger recognition, service and security; passenger and interior monitoring; safe secure handling including dangerous/hazardous goods, luggage and freight; Operator manoeuvres vehicle, practices defensive driving techniques, allows for weather and road conditions, assesses and monitors personal well being and vehicle operating conditions; pulls into stop safely, ensures all door areas are clear, boards people with special needs, ensures aisles are clear of items, passengers are seated or secure,

⁷MCPCC Benchmark Curriculum - Blocks A-E duties common to all five sub-sectors. Blocks F-J duties that are sub-sector specific

⁸ In some instances, language and “voice” have been editorially modified for readers of this document

⁹ Examples of specific tasks and duties are delineated in the National Occupational Standards

¹⁰ Persons as apposed to crates and cartons

monitors stop areas, merges safely into traffic, monitors weather conditions, vehicle speed, time. Reports deviation from schedule to authorized personnel, manages climate of vehicle, ensures adequate interior lighting, monitors vehicle seating area, considers passenger comfort when driving.

Block C: Customer Relations: Self monitors, maintains and displays a professional personal image; acknowledges passengers, informs passengers of vehicle rules and regulations when dealing with difficult situations; responds to questions from the public, accommodates passengers' special requests, determines the amount of assistance required, handles customer complaints with diplomacy; is able to exercise incident recognition and control, anticipates potential problems, ensures safe discharge of disruptive passengers i.e. risk assessment and conflict resolution. Control risk and conflict using rules/regulations enforcement, policy, legal and third-party assistance options. Knowledgeable of and applies related legislation and common policies/procedures i.e. municipal, provincial, federal and third party assistance options.

Block D: Administration: Communicates effectively with dispatcher, other drivers, supervisors, maintenance personnel and job related parties; references related social, cultural, Corporate-norms, and Legislated guidelines using current technology, documentation protocols common to the Industry; follows applicable human rights legislation; prepares pre-trip inspection reports, incident reports, payroll reports and time sheets, and accident reports; completes trip reports and logbook, on an as required basis.

Block E: Emergency Operations: Prioritizes passenger safety and welfare in a professional manner when responding to accident, medical, emotional, fire, criminal, mechanical, environmental, and public emergencies; demonstrates professional judgement when using "Safe Haven" concept and providing "Watch" programs assistance; safe vehicle evacuation; demonstrates recognition of when/how to access professional help; knowledge of and ability to relate content to legal rights, responsibilities, and representative Industry policies. Responds to medical, emotional and criminal emergencies; evacuates passengers as required; deals with mechanical failures, environmental hazards, vehicle accidents; obtains appropriate third party assistance as required; provides "safe haven" for those in need; participates in "road watch" and "neighbourhood watch" programs.

Unique to each Sub Sector Blocks F-J

Block F - Duties unique to Urban Operators: Legal responsibilities of urban bus operators; fare structure, policy, fare media; collecting and handling money; issuing and validating transfers; boarding and exiting passengers (standing/seating rules, embarking/debarking rules, load limits, operation of doors, monitors entrances and exits, boarding safety); city driving i.e. following prescribed routes, maintaining schedules, stopping, starting and merging; drives in congested situations operating a wide variety of vehicles.

Block G – Duties unique to School Bus Operators: Aware of and exercises legal responsibilities i.e. Provincial/municipal Traffic acts pertinent to school busses (signalling, warning lights, stopping, stop arms, crossing gates, railway crossings); stopping procedures (safety, signalling, danger zone, student management); stop security (traffic not obeying warning signs, students crossing road, monitoring students at stop); boarding students; student seating policy; managing student passengers (disruptive behaviour, bullying, etc.); relate to students (respect, trust, tact, etc.); disembarking students (danger zone, traffic control); post trip check (all students exited, left student property, etc.); approaches stop; operating stop/warning lights; secures vehicle at stop; advised students of safe road crossing procedures; ensures all students have crossed road and boarded; ensures students exit at designated stop; ensures parent or guardian is present at stop if necessary; ensures students are safely out of “danger zone”; verifies that all students have exited; ensures students are seated; maintains discipline.

Block H - Duties unique to Intercity Operators: Legal responsibilities of intercity operators; dangerous goods legislation (WHMIS, identification handling); luggage and freight (identification, weights, lifting guidelines, fares and tariffs); boarding intercity passengers (greeting, documentation); passenger orientation (safety, route, schedule, stops, on-board amenities); rest stop procedures (driver responsibility, passenger information, departure times, passenger count); en route communications (up-coming stops, connection information); inventory control; post trip procedures (reporting, all passengers exited, lost property, preparation for next trip).

Block I - Duties unique to Tour and Charter Operators: Legal responsibilities of tour/charter operators; boarding tour/charter passengers (greeting, documentation); passenger orientation (safety, route, schedule, seating, stops, on-board amenities); hospitality (passenger comfort, entertainment, information, special needs); managing tour passengers (lost property, complaints, missing passengers, special needs, assistance after hours service); overnight procedures (hotel, luggage, meals, bus preparation, security); departure procedures (pick-ups, luggage); tour site protocol (orientation, drop-off, security, passenger questions, parking, pick-up); compliance with evolving Clean Air policies; Tour Guide interaction.

Block J - Duties unique to Accessible Services Operators: Legal responsibilities of accessible service operators; emergency response (First Aid, Medical, Accident, Emotional assistance, dealing with attendants); managing special needs passengers (door to door service, assisting to required level of service, seating, monitoring, safety and security, monitoring passengers for signs of distress); route planning; accessible bus features (ramps, space for lifts, tie-down).

Education and Training

Training Programs: NOC 7412

NOC 7412 does not prescribe a standard for training. The norm is for each employer to develop and deliver the employer's own training program and at the discretion of the employer the program may extend over a period of one to 12 weeks. It may also include some classroom instruction. The range of training excellence runs from having no written training program at all to training programs that are exceptionally sophisticated. Training deals primarily with licensing requirements set by each provincial government transportation authority.

Training Programs: Certified Professional Bus Operator

The integrity of the Certified Professional Bus Operator occupation is based on five elements of verification: Industry mandated, National Occupational Standards, Accredited Training Programs, Registered Evaluators, Partnerships with community colleges and accredited institutions.

National Occupational Standards for CPBO

Stakeholders prioritized and formulated National Occupational Standards¹¹ that training, tasks, abilities and job performance could be measured against. This process was initiated by industry representatives¹² in collaboration with the MCPCC, and completed in 2000.

The process identified specific training and duties common to all sub-sectors i.e. NOS Blocks A - E; then, identified and differentiated those that are unique to each individual sub-sector i.e. NOS Blocks F - J.

Methodology called first for a panel of veteran stakeholders to perform the identification function, second for another panel to validate the outcome and third for a National validation. The entire process involved 165 industry representatives drawn from 84 companies, the Sector Council Board of Directors, the National Occupational Standards Steering Committee and members of the Ottawa and Vancouver Focus Groups.¹³

Grandparent Program for CPBO

Grandparented candidates for Certified Professional Bus Operator require a minimum of three years of verified performance to National Occupational Standards and be positively evaluated by a Registered Evaluator before Industry may recommend them to the MCPCC Accreditation and Certification Board for certification. The Board performs the necessary due diligence to conclude the process.

¹¹ National Occupational Standards (for) Certified Professional Bus Operators

¹² NOS Participants Acknowledged in the NOS document

¹³ Steering Committee and Focus Group Members are Acknowledged in the NOS document

Accredited Training Programs

The quality and specifics of training delivered by Industry have been deemed by Industry and Community Colleges to be equivalent to current curricula delivered by progressive Community Colleges for skilled trades. Industry, in collaboration with the MCPCC and partnering with Colleges, established a national standard for Industry Training Programs by developing and implementing the Benchmark Curriculum program¹⁴ and a program for Accreditation of Training Programs. The MCPCC through its Accreditation Board reviews applications and rules on whether Accreditation is awarded.¹⁵

Career Pathway Management Program

Industry in collaboration with the MCPCC and partnering with Community Colleges established the content and structure of Certified Professional Bus Operator Education and Training in the document: Career Pathway Management Program.

Education: Academic

A process from Applicant to Certified Professional Bus Operator is formally structured and titled Career Pathway Management Program.¹⁶ This program contains six modules and is 156 weeks long. The first module is academic and delivered through partnerships with Community Colleges; and is 10 weeks long. The curriculum is formatted interactive e-learning and is based on the NOS and Benchmark Curriculum with supplementary course work in Risk Assessment and Conflict Resolution, Canada Health Act and National Security Act responsibilities.¹⁷

Education: Process of Transition to Industry

Applicants are processed from successful completion of Module 1 to Module 2: Interview with Industry: an interview with a Property for employment.

Education: Occupational Co-ops and Practicum

Modules Three, Four, and Five are Co-ops that last six, four and six weeks, respectively. These first five modules are followed by a Practicum that is 140 weeks in length. All Co-op and the Practicum modules are delivered by Industry Employers and are presented within the context of MCPCC Accredited Training Programs.¹⁸

¹⁴ Benchmark Curriculum referenced in Appendix A

¹⁵ Accreditation and Certification Board Articles of Governance referenced in Appendix A

¹⁶ Career Pathway Management Program referenced in Appendix A

¹⁷ NOC 7412 describes historic education/training as “completion of secondary school may be required” and “up to three months of on-the-job training, including classroom instruction”

¹⁸ The content and structure of Industry delivered programs meet or exceed MCPCC Benchmark Curriculum standards; is delivered within MCPCC certified Accredited Training Programs; is verified to National Occupational Standards and the structure of the Career Pathway Management Program

On completion of module six, i.e. a 140 week practicum, applicants for the designation of Certified Professional Bus Operator are evaluated by MCPCC registered Evaluators.¹⁹ Successful applicants are recommended to the MCPCC Certification Board²⁰ for final consideration.

Notes on Accreditation and Certification

Accreditation Training Programs and the certification of Operators have been active for less than two years as of this writing. To date, Accredited Training Programs completed and those in the process of Accreditation represent an impressive 14.5% of the 60,000 bus operators in the industry.

The process of accrediting a Training Program, on the average, takes one year. It takes a second year for a statistically significant cohort of grandparented candidates to complete Evaluation and be recommended to the Certification Board as candidate for Certified Professional Bus Operator. New hires and those not eligible for the grandparent process require a minimum of three years of documented performance to the National Occupational Standard before Industry may recommend them to the Certification Board as a candidate for Certified Professional Bus Operator.

¹⁹ Industry selects applicants for the designation of Evaluator who have been PLAR evaluated and registered by the quality and consistency of the evaluation process and standards are regulated by Industry and are delivered by the MCPCC as an academically formatted Elearning tutorial

²⁰ The Accreditation and Certification Board functions as a jury of the applicant's peers; and is composed of stakeholders in the Industry and education communities

APPENDIX A – REFERENCES AVAILABLE ON REQUEST

1. Motor Carrier Passenger Council of Canada By-Laws
2. Founding and Current Board Members
3. National Occupational Standards for Professional Bus Operator
4. Benchmark Curriculum
5. Accreditation and Certification Board Articles of Governance and Founding and Current Board Members
6. Accreditation and Certification Programs Policies and Procedures
7. E-learning Evaluator Tutorial
8. Career Pathway Management Program
9. Skilled Trades Commission Terms of Reference and Commission Members
10. *On the Move* – 2006 Human Resources Sector Study and other related Research and Analysis documents and publications
11. Statistics Canada Surface and Marine Transport Service Bulletin June 2007