

**Purpose:** To ensure there is clear direction for Bus Drivers for communicating with transportation administration and staff.

## 1. Contact Information

### a. Regular Hours/After Hours

- i. Contact the Transportation Department at 780-674-8509 and your call will be directed to the appropriate person.
- ii. After hours, for urgent issues that are required to be dealt with immediately and cannot wait till the next working day, call 780-305-1162.

### b. Mechanical Breakdowns

Call 780-674-8537 (Barrhead Shop) or 780-349-3686 (Westlock Shop) in the event of a mechanical breakdown. These phone numbers will be forwarded to the Lead Mechanic's cell phone for after hour breakdowns.

### c. Emergencies

In the event of an emergency, Bus Drivers should contact the emergency phone number: 780-305-1162.

## 2. Concerns, Issues or Comments

Bus Drivers are encouraged to seek clarification, voice their concerns, make comments and/or ask questions to the individual responsible for making the decision.

When Bus Drivers require clarification on issues or concerns, they are encouraged to do so as follows:

### a. Individual Bus Drivers – Verbal

Bus Drivers may verbally request advice or clarification regarding issues or concerns. In order to ensure a quick response, contact the main transportation office at 780-674-8509. Bus Drivers may have the President, Vice President or Shop Stewart (CUPE only) accompany them if they so choose.

### b. Membership as a group - Written

The President or Vice President may bring forward concerns or requests on behalf of CUPE Local No. 1661 or the Barrhead Bus Driver Association. These requests are required to be in writing (either through e-mail or letter) and addressed to the Director of Transportation. These letters must indicate whether the concern or issue is on behalf of an individual driver or the majority of the membership.