



Aquila Driver & Bus Expectations

Motorcoach Expectations

- Motorcoach company will supply clean coaches with windows clean and clear.
- All coaches come equipped with first aid kits & fire extinguishers, and drivers know the location & how to use both. It is preferable if drivers are certified in CPR and First Aid, but not mandatory.
- Full sized motorcoaches are equipped with on-board lavatory as well as PA system.
- Mini-coaches are equipped with a PA system.
- Smoking is not permitted on the bus.
- Motorcoach companies' main focus is on providing safe transportation. Amenities such as video equipment are complimentary and credit will not be given for amenity equipment failure. Best efforts will be made to ensure this equipment is in working order for Aquila charters.
- Motorcoach company accepts no responsibility for any items left on the coaches, attended or unattended.
- Motorcoach company must supply Aquila with annual proof of inspections on all vehicles used for cruise, as this is a contract requirement for Aquila with Port Saint John.

Driver Expectations

The following standards will be communicated to drivers & Aquila guides and pierside staff to adhere to.

Driver Expectations - Service Excellence

When driving for Aquila, drivers are expected to provide guests with excellent service. This includes:

- Assisting guests on and off the coach at all stops by standing at the door of the coach and offering assistance.
- Holding the tour sign in front of the coach.
- Greeting passengers as they arrive, always being polite, friendly, tactful and diplomatic.
- Working as a team with the tour guide to ensure that all guests have a pleasant tour experience.
- Discussing the tour itinerary and details with the guide prior to guests arriving for the tour. The tour, the guests and the route are the responsibility of the guide. The bus and the safety of guests is the responsibility of the driver.
- Working collaboratively with the guide, always communicating clearly and discussing any concerns or issues in private away from guests.
- Being friendly and helpful throughout the tour, ensuring the comfort and safety of the guests.
- Ensuring that both the exterior and interior of the vehicle is clean, especially the windows.

Driver Expectations - Professional Appearance

Drivers are expected to be professional in their appearance. This includes:

- Wearing a uniform and/or adhering to a dress code. If there is no dress code, Aquila expects drivers to be dressed in dark pants and plain collared shirts (golf shirt or dress shirt). Appropriate hats or ballcaps are acceptable (clean, no beer logos or offensive designs). Closed toe shoes should be worn.
- Maintaining personal hygiene and being well groomed.

- Not smoking in front of or near passengers, or in any public areas.

Driver Expectations - Professional Behaviour

Drivers must demonstrate professional behaviour and be competent in both vehicle handling and people handling. This includes:

- Drivers cannot be under the influence of alcohol or drugs while on duty.
- Inappropriate behaviour will not be tolerated, including sexual harassment and racism.
- Being diplomatic and keeping comments neutral. Do not express personal opinions about controversial subjects, and avoid discussing politics or religion. Never make offensive jokes, especially about religion, race, gender, politics or occupations. Do not swear.
- Maintaining a positive attitude with all guests and always being courteous.
- Always speaking well of the cruise line, tour operator and bus company, as well as your co-workers, your city and your region.
- Respecting that the commentary is the responsibility of the tour guide, and not contradicting the tour guide or interrupting the delivery of the commentary to interject with a comment.
- Having a thorough working knowledge of your vehicle and its systems including the PA & AC system, and ensuring that the PA & AC systems are working properly prior to arrival at the pier. Aquila asks tour guides not to adjust the controls of the PA or AC systems, because drivers know their buses best.
- Knowing and obeying all speed limits and traffic regulations to ensure the safety of all passengers.
- Maintaining a reasonable speed while driving to allow guests time to see the specific site being discussed.
- Remaining with the bus at the pier and at all stops. In the event that the stop is lengthy (i.e. a meal stop), the driver must return to the bus a minimum of 15 minutes before the guests are due back at the bus.
- If there is an issue with another driver or a tour guide, please act professionally and respectfully, especially in front of guests, and bring it to the attention of your Transport Team or bus company after the fact.

Idling on Port Property

The Port is very strict about idling rules while on port property, and monitor this closely.

- When you arrive at the pier (45 minutes before your tour time), please shut off your engine.
- When guests start boarding 15 minutes prior to departure, you can start the engine.
- When you arrive back at the pier at the end of the tour, you can keep the bus running for no more than 15 minutes while guests are disembarking.

Driver Expectations - Reversing Falls Rapids

As a key attraction that is featured on almost every Aquila shore excursion, there are some expectations that are specific to this attraction. They include:

- Motorcoaches should always park on the left side of the road, not on the right.
- Never saying that guests aren't at the Reversing Falls Rapids at the right time. The Reversing Falls Rapids follows a cycle, and it is important that guests feel that they are visiting at an excellent time to see the Reversing Falls Rapids. Whether it's high tide when the river flows backwards, low tide with the spectacular rapids, or slack tide which is the 20-minute period that the reversing actually takes place, there is no bad time for the guest to see the Reversing Falls Rapids.
- Staying with your bus and continuing to pull buses ahead to ease congestion in the designated bus lane.
- Aquila buses & trolleys have written permission to turn left on to Douglas Avenue from the Reversing Falls Bridge at any time of day, despite the new traffic rule.

Driver Expectations – City Market

As a key attraction that is featured many Aquila shore excursions, there are some expectations that are specific to this attraction. They include:

- The first 3 spots of parking along King Square North St. are reserved for City Transit buses.
- Tour buses should park in the last 3 spots to drop off and pick up guests.
- While waiting for guests to return at this stop, drivers should park elsewhere and return to pick guests up.

Driver Expectations - Gratuities

Aquila does have a tip sharing policy, as well as expectations surrounding gratuities, as follows:

- It is Aquila's policy that guides and drivers split tips 50/50.
- Tips should be accepted graciously, and can never be verbally solicited by the guide or driver.
- Tip sharing must be done privately, and not in view of any guests.
- There are a few tours where tips are not split, including the Jewish Tour and private tours.

Driver Expectations – Hot Topics

Comments about hot topics, like politics and political leaders do not have a place on tour. With all that is going on in the political arena in the United States, we understand that drivers may be prompted by guests with questions or asked their opinion.

- Drivers should not be discussing anything political in nature on tour.
- If a driver is directly asked a question or their opinion, please keep comments minimal, neutral and positive – and quickly move on.

Driver Expectations - Other

- **Lunches** for the driver have not been costed into the tours, and should not be expected as a rule of thumb. However, there are a few exceptions where suppliers do invite drivers to have a complimentary lunch, for example at The Caves Restaurant in St. Martins (if lunch is included for guests). We ask that guides & drivers do not solicit free meals or discounts from suppliers at tour stops.
- If a driver notices a **spill or leak** inside or outside the bus, drivers must immediately bring it to the attention of the dockside Transport Team or the tour guide.
- Aquila asks all bus companies to have buses at the pier **45 minutes before** the scheduled departure time, sometimes 1 hour prior to departure time. This is at the request of the cruise lines, who ask that buses be ready for loading guests 30 minutes prior to departure time. Drivers should be at their bus 30 minutes prior to departure time to meet with the guide, review the route and plan for the day.
- It is Aquila's policy that we cannot ask drivers, guides or pierside team members to **lift heavy objects** mor than 50 lbs) into the bus or luggage compartment. However, if there is a situation where a driver or guide feels comfortable offering help, they may do so at their own risk.
- Drivers must **check the bus** before leaving the pier for lost items.
- Drivers should **check with the pierside Transport Team** before leaving for the day, just to be sure that they are not scheduled for another tour or pick-up.
- There may be times when your guide asks for drivers to help in **distributing handouts** while at a tour stop. These handouts are usually things that the guide is required to hand out from Aquila or from the Port of Saint John.