

Fort Hills Ground Transportation On Site Bus Changes FAQ – September 2nd Update

- Why are these changes being made?
 - To improve service efficiency and maintain reliable transportation for employees and contractors while ensuring that our transportation resources are used effectively.
- When did the changes take effect?
 - Fort Hills Ground Transportation Service changes were implemented on August 31.
- Will there be any departure time changes?
 - Departure times will stay the same. However, the schedule will be based on a load and go service. This means the buses will no longer be waiting at the stop for an extended period of time.
- What happens if a bus reaches capacity?
 - If a bus reaches capacity, passengers will wait for the next scheduled bus. The seating capacity will stay the same (40-44 seats).
- What if I'm approaching the bus and the driver leaves?
 - Buses will depart on schedule to maintain reliable service. Once the driver closes the doors, they will not reopen. As this is a high-frequency service, another bus will arrive shortly.
- What if the changes aren't working?
 - The new schedules will be monitored closely, and contingencies will be in place to provide support and adjust if needed.
- What if I need to travel on site after bus service hours and the on-demand service is unavailable?
 - For transportation outside of normal transportation hours, employees should speak to their leader. The new schedule is 7:45Am – 3:15 PM and will be operated in a white industrial bus using the Diversified On Demand App
- Can I occupy two seats on the bus for myself and my bag?
 - Passengers and their bags are expected to occupy one seat only. Bags can be stored in the overhead bins if available.
- What do I do when the outside temperature changes ?
 - You will need to dress appropriately for the weather and if needed wait inside the building.