

Enhanced Safety Orientation and Training – New Driver Onboarding

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City of Toronto

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Introduction



Toronto's Solid Waste Collection Operator Challenges

- ❖ Drivers face challenges because Toronto offers a unique urban landscape, such as collection on narrow streets, in laneways, in parks and dealing with various other obstacles
- ❖ When hired, all new Solid Waste Collection Operators (SWCOs) are required to have a D-Z license but many have not driven a waste collection truck and/or a right-hand drive truck, which makes job specific training crucial



Timeline of Events

- ❖ In 2018, onboarding of new hires consisted of one day of in class training
- ❖ In 2019, C&LO made improvements to our on-boarding training program by providing, one full day of in-class training followed by a minimum 30 hours of field training with an experienced SWCO
- ❖ In 2020, we shifted all of our on-boarding training programs to a new dedicated training centre



Keele Valley Driver Training Centre



- ❖ In June of 2020 our onboarding training program was relocated from one of our operating yards to a dedicated training centre located at one of our Closed Landfill sites
- ❖ This dedicated training centre allowed us to train new drivers in a controlled environment
- ❖ Training is split between classroom training, where drivers are given Health & Safety Orientation courses, learn divisional safe working procedures and are trained on job-specific hazards and fleet safety as well as on road training which includes pre and post trip inspection, backing-up, stopping, working in bike lanes, turning, bin handling, riding the step, fueling and unloading as well as handling road hazards

Keele Valley Training Centre – Onboarding Program

- ❖ This program now features 40 hours of onboarding training with up to 4 hours per day of in-class instruction and up to 6 hours per day of on-road training
- ❖ Drivers are assisted and assessed by Peer-to-Peer Trainers, Supervisors and a Fleet Safety Consultant



Examples of Practical Training



Examples of Practical Training



Examples of Practical Training



Keele Valley Training Centre – Onboarding Program (con't)

- ❖ After the initial week in a controlled environment, drivers receive another 40 hours of on-the-job training and evaluation on collection routes, where they are given support and training from supervisors and peer-to-peer Trainers
- ❖ After a minimum of 8 weeks, drivers receive an additional 60 hours of training on an automated truck, followed by a fleet permit sign off
- ❖ Drivers also participate in safety talks throughout the year



Collisions by the Numbers – Impacts

Vehicle Incidents	2018	2019	2020	2021	2022	2023
Driver at Fault	110	115	112	97	102	93
Driver not at Fault	44	52	40	65	74	50

Interdivisional Cooperation

- ❖ Many of our early successes of our new and improved Onboarding training program are attributed to teamwork and collaboration from within our own Division and outside our Division.
- ❖ Collaboration with our Fleet Safety Division to establish real life training obstacles with an emphasis on safety first.
- ❖ Expertise from our Corporate Health and safety staff



Keele Valley Training Centre – Future Improvements

- ❖ We always refer to the accident and collision trends we observe within our sections to improve and update our training programs
- ❖ We rely on employee feedback and evolutions in training methodologies to continue to improve our training programs
- ❖ We have incorporated simulation-based training as part of our In-Service training for existing staff
- ❖ Solid Waste is also developing a new and improved shared database to better collect collision and incident data



Improving the Safety Culture as a Whole

- ❖ Getting buy-in and support from Senior Leadership
- ❖ Seek feedback and input from front line staff and actively engage the people who do the work on a daily basis
- ❖ Provide opportunities for growth within the Division (Peer-to-Peer Trainer Program)
- ❖ Dedicate time to safety



Thank you!



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