

TRANSPORTATION BULLETIN

NO. TR-26-31

TO: **ALL OPERATORS**

DATE: June 17, 2026

FROM: ^{CD}**CHRIS DEINES GENERAL SUPERINTENDENT OF TRANSPORTATION**

SUBJECT: ROAD RELIEF PROCEDURES AND REMINDERS

INFORMATION

The purpose of this bulletin is to explain road reliefs, including proper procedures and key reminders. This information applies to all road relief situations.

Some runs begin or end at locations other than Service Units. These are called road reliefs or making relief. If your run involves road relief, it will be identified with a relief code on the Runboard. A list of relief codes and their locations can be found in Section E of the Trailblazer.

Before making relief, confirm you have the correct relief code and location. Ensure you arrive at the relief point on time. If you anticipate being late, you must notify your division supervisor as soon as practicable before your scheduled relief time.

To support on-time performance and minimize customer impacts, courtesy waits are not permitted. Do not call Control to request a courtesy wait; they are not allowed. Holding a connecting bus applies only to transferring customers.

ACTION

- All relief situations require a walk around the bus as well as the previous driver logging out of the farebox and the new operator logging in.
- Know if your run makes relief or is relieved on the road.
- Arrive on time at the relief point, all relief points have a designated bus or rail service for you to get to the relief point from the division. For those that choose other methods, safe travels are encouraged.
- If you arrive at the relief point and your relief operator is not there, contact the Dispatch immediately using message #22, no relief operator on the radio.
 - Do not wait for the dispatcher to call you back. Wait up to three minutes, however no more than three minutes after the scheduled relief time. Proceed on route and an alternate relief will be arranged as soon as possible.
- Call the Division if you anticipate arriving late to a relief point. They will coordinate next steps. Do not call Control.
- If your relief point is on a route affected by a detour, you must catch the bus before the detour starts. In the event this requires you to sign up early, see the Division Supervisor for the early sign-up sheet. (Check the detour sheet daily)