

JOB TITLE: Bus Operator

REPORTS TO: Service Supervisors

JOB SUMMARY: Provides safe, efficient and on-time delivery of passengers through the operation of a public transportation vehicle.

## **I. JOB DUTIES**

### **ESSENTIAL FUNCTIONS**

1. Drives one of several different buses or vans in a safe, courteous, and reliable manner along a designated route within a defined time schedule.
2. Notifies dispatch of deviations, overload, accidents, or passenger incidents.
3. Notifies dispatch of passengers' medical or behavioral problems and bus mechanical or electrical trouble.
4. Stops at designated points to load and/or unload passengers.
5. Sees that fares are deposited into the fare box, logs ridership data and dispenses information.
6. Advises passengers of rules and regulations when necessary.
7. Completes and submits written reports concerning passenger incidents, preventable and non-preventable accidents.
8. Operates on-board computer for destination signs.
9. Assists in the boarding/alighting of passengers in wheelchairs and the proper securement of the wheelchair.
10. Makes ADA stop announcements and conforms to all other aspects of the ADA.

### **OTHER JOB FUNCTIONS**

1. Assumes additional responsibilities as required.

## **II. SAFETY DUTIES**

In addition to the general job duties, drivers are responsible for exercising maximum care and good judgment in identifying and reporting suspicious activities, in managing security incidents, and in responding to emergencies. Each driver will:

1. Maintain control of the vehicle
2. Take charge of a security incident scene until the arrival of supervisory or emergency personnel
3. Collect fares in accordance with agency policy (if applicable)
4. Attempt to handle minor non-threatening rule violations

5. Respond verbally to complaints
6. Attempt to defuse minor arguments
7. Determine when to call for assistance
8. Report all security incidents to agency dispatch
9. Complete all necessary security related reports
10. Support community emergency response activities as directed by the COAST policies, procedures and personnel

### **III. MENTAL REQUIREMENTS**

#### **KNOWLEDGE**

High school diploma or equivalent required with the ability to read, write, and speak English; perform basic mathematical procedures. Must possess a valid Commercial Driver's License with passenger and air brake endorsements and meet COAST's driving record requirements. Must be able to write legibly in the preparation of pre-trip forms, accident reports, etc. Ability to communicate effectively with the public required.

#### **EMOTIONAL/PSYCHOLOGICAL FACTORS**

Deals with stressful situations occasionally. Must be prepared to handle them at all times. Deals with the public 95% of the workday. Uses decision making skills regularly regarding such things as emergency situations, traffic situations, and adjusting passenger schedules. Must often make decisions quickly. Concentration is required to drive safely when confronted with distractions such as passenger conversation, two-way radio conversation, traffic, etc.

### **IV. PHYSICAL REQUIREMENTS**

Operating the bus is an essential function of the job.

#### **MOBILITY**

Sits while operating a bus approximately 80% of the workday. Gets up as frequently as each hour and a half, for up to five minutes, when the schedule permits. Stands and moves about the bus and garage approximately 15% of the workday. Performs pre-trip inspection of bus by walking around and through bus. Assists passengers in wheelchairs by securing the chair and by operating the wheelchair lift. Stoops or bends to secure wheelchairs in the bus, on the average of 5% of the workday - depending upon the number of wheelchairs.

#### **EXAMPLES OF WEIGHTS LIFTED AND THEIR FREQUENCY**

Lifting is not an essential function of this job. Must be able to push/pull to assist passengers in wheelchairs.

#### **VISUAL REQUIREMENTS**

Must be able to read and comprehend written material and distinguish material using close-up vision. Depth perception, peripheral vision, distance vision, and color perception are required for driving.

#### **DEXTERITY**

80% of the work time involves extensive use of hands and fingers including, reaching and grasping. Reaches for two-way radio, reaches to side for door control, PA microphone, etc. Grasps steering wheel, wheelchair lift control, bus door control, PA microphone, two-way radio.

#### ENVIRONMENTAL CONDITIONS

Noise exposure is moderate--passenger conversation, diesel engine noise, automobile traffic noise, two-way radio conversation. Some exposure to outdoor weather extremes. The bulk of such exposure would come from the pre-trip inspection of the vehicle, emergency situations involving traffic accidents, weather emergencies, etc. Some exposure to vehicle emissions.

#### HEARING/TALKING

Listening and talking (communicating) are essential to performing this job. Operators must be able to hear and understand normal speech, as much of the job information is received verbally. Operators must have the ability to hear normal conversation and environmental sounds. Operators must respond to passenger questions, make stop announcements in a loud, clear voice, and communicate via two-way radio.

#### **V. MISCELLANEOUS**

Must be willing to work shift hours and days as bid and assigned. Must possess a regulation watch, adhere to Operator's dress code and any other requirements relative to job performance. Must have the ability to secure and maintain a Class B Commercial Driver's License with passenger and air brake endorsements.

The above description is intended to describe the general content, identify the essential functions, and set forth the requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.