



Alameda Contra Costa Transit District Classification Specification

Bus Operator

Class Code	FLSA Status	EEO-CAT	Rep Status	Salary Grade	Effective Date	Resolution #
990	Non-Exempt	8- Service Trans	ATU	5A & 5B	5/12/2021	21-015

DEFINITION: Under the supervision of Transportation Supervisors, Division Superintendent and/or Division Assistant Superintendent, operates a variety of District vehicles to transport passengers in a safe and courteous manner along a fixed route; performs customer service activities; inspects transit vehicles; operates and monitors farebox; completes reports and forms; reports incidents or events during route that may impact efficient transit operation; assists passengers requiring special assistance.

REPRESENTATIVE FUNCTIONS may include, but are not limited to the following:

- Operates a variety of District vehicles to transport passengers in a safe and courteous manner along a fixed route; transports buses between Divisions, and to other District locations as required.
- Performs customer service activities; assists passengers with directions; answers questions regarding District operations, rules, and regulations; responds to conflicts and disruptive/hostile/abusive passengers consistent with AC Transit provided training and instruction.
- Performs pre-trip transit vehicle inspections; identifies and reports safety concerns, defects and malfunctions, and other needed repairs.
- Operates equipment including computerized fare-box, electronic head sign, doors, tailgate, windows, emergency escape hatch, rear lift (vans only), mirrors, seats, emergency brake system, and rear start.
- Collects passenger fares consistent with District fare collection policy; operates and monitors fare box; distributes, collects, and inspects transfers, and passes; ensures accurate fares for seniors, adults, youth, and persons with disabilities.
- Prepares a variety of written reports and forms completely and legibly including accident/incident reports; defect card regarding equipment malfunction/failure; and reports of medical emergencies.
- Communicates with Operations Central Control (OCC) to provide information regarding 911 emergency situations; traffic problems, road hazards, and accidents; and unusual activities or occurrences.
- Assists passengers requiring special assistance in a professional manner to ensure access to public transportation for all and to promote passenger safety; consistent with District instruction, assists all passengers in compliance with applicable civil rights statutes, regulations, and policies.
- In compliance with AC Transit provided training regarding the Americans with Disabilities Act (ADA), operates passenger lift and kneeler to provide access to disabled passengers in boarding and de-boarding, and safely secures disabled passengers.
- Performs related duties as required.

Knowledge of: Application of traffic laws; safe driving practices; how to respond to emergency situations; written and oral English language usage.

Ability to: Communicate with diverse populations, including students, the elderly, persons with disabilities, and persons with limited English proficiency, in furtherance of efficient operations and safety; respond to emergencies and conflict consistent with AC Transit provided training and instruction; work independently and unsupervised; work irregular and/or extended hours; safely and effectively drive buses; perform professionally under pressure; consistently maintain a route and designated schedule; arrive on time to work assignments; complete forms; summarize information and prepare complete reports, records, and other documents; identify different amounts and denominations of money; and establish and maintain effective working relationships with those contacted in the course of work, using principles of good customer service.

Education: Graduation from high school or has attained a General Education Diploma (GED), California High School Proficiency Certificate or equivalent.



Alameda Contra Costa Transit District Classification Specification

Bus Operator

Experience: A minimum of three (3) years operating a motor vehicle and one (1) year of public contact or customer service experience; must be at least twenty-one (21) years of age.

Licensing and Special Requirements: (1) Must obtain and maintain a valid Class B California Driver License and meet the District's driving standards; obtain and maintain other endorsements/clearances required by DMV and receive medical clearance every two (2) years or as indicated by a medical doctor or the DMV. (2) Must satisfactorily complete the District's New Operator Training Program.

Physical Requirements For Driving (by federal regulation): Applicants must complete a DOT Physical to establish their physical qualifications to perform the essential functions of the position. Those physical qualifications are set forth in 49 C.F.R. Section 391.41. <https://www.fmcsa.dot.gov/regulations/title49/section/391.41>

For Wheel Chair Tie-Downs: Ability to balance while simultaneously working low to the ground to manipulate and fasten tie-down straps.

Established Date: 10/1984

Revision Date: 2/1993, 5/12/2021 (Res. No. 21-015)