



Alameda Contra Costa Transit District Classification Specification

Exhibit A

Bus Operator- **DRAFT**

Class Code	FLSA Status	EEO-CAT	Rep Status	Salary Grade	Effective Date	Resolution #
990	Non-Exempt	9- Service Trans	ATU	5A & 5B	09/25/2019	19-032

DEFINITION: Under general supervision, operates a variety of District vehicles to transport passengers in a safe, timely, and courteous manner along a specific route; performs customer service activities; inspects transit vehicles; collects fares; completes reports and forms; reports activities 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, timely, and courteous manner along a specific route; transports buses between Divisions, and to other District locations as required.
- Performs customer service activities; assists passengers with directions, public information, properly answering questions regarding rules, and regulations; responds to conflicts and disruptive/hostile/abusive passengers as required.
- Performs transit vehicle inspections; identifies and reports safety concerns, defects and malfunctions, and other needed repairs.
- Operates and ensures the proper functioning of equipment including computerized fare-box, electronic head sign, doors, tailgate, windows, sun-roof (emergency escape), rear lift (vans only), mirrors, seats, emergency brake system, rear start.
- Collects passenger fares; operates and monitors fare box; distributes, collects, and inspects transfers, and passes; ensures accurate fares for seniors, adults, youth, and persons with disabilities.
- Completes a variety of written reports and forms accurately and legibly including accident reports, defect reports regarding equipment malfunction/failure; exchanges with passengers; medical emergencies.
- Communicates with Operations Central Control (OCC) to provide information regarding 911 emergency situations; traffic problems, road hazards, and accidents; any unusual activities or occurrences.
- Assists all passengers requiring special assistance in a professional and courteous manner to ensure access to public transportation for all and to promote passenger safety.
- Operates passenger lift and kneeler to provide access to disabled passengers to board and de-board properly and in compliance with the American with Disabilities Act (ADA); safely secures disabled passengers in a courteous and ADA compliant manner.
- Performs related duties as required.

Knowledge of: Principles and practices of traffic laws; safe driving practices; principles and practices of responding to emergency situations; principles and practices of effective communication and strategies to interact with diverse populations including students, the elderly, and persons with disabilities; English usage, grammar, spelling, vocabulary, and punctuation.

Ability to: Communicate in an effective manner with diverse populations to ensure efficient operations, promote safety and to respond effectively to emergencies and conflict; effectively and sensitively communicate with passengers, all levels of supervisory and non-supervisory employees, and the public; work independently and unsupervised; work irregular and/or extended hours; safely and effectively drive buses; perform effectively under pressure while maintaining a courteous demeanor; consistently maintain a route and schedule and meet time points; arrive on time to work assignments; complete forms; summarize information and prepare accurate, clear, and concise 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.



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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 successfully complete a DOT Physical to determine their ability to perform the essential functions of the position. Applicants are required to meet the federal physical qualifications for drivers as set forth in 49 C.F.R. Section 391.41.

For Driving by District Regulations: (1) Sitting: ability to sit without discomfort for prolonged periods of time on a variety of driver's seats in different models of buses, and fit behind the steering wheel with clearance between abdomen and wheel; (2) Twisting: neck and back; neck, turn head up to 180 degrees in either direction on a regular and frequent basis; back rotate upper trunk while sitting or standing; to enter and exit bus; assist passengers; communicate with passengers; (3) Walking: walk to enter and exit the vehicle; (4) Lifting: supplies, equipment, may assist with passenger personal items such as carts, strollers; (5) Carrying: supplies, paperwork, lost items; (6) Pushing/Pulling: equipment, wheelchairs, wheelchair straps, doors; (7) Balancing: maintain body equilibrium; (8) Climbing: to enter and exit buses; (9) Bending: spine at the waist or neck forward or upward during pre-trip inspections and securing wheelchairs; (10) Kneeling: pre-trip inspections and securing wheelchairs; (11) Reaching: extending hands and arms in any direction to reach steering wheel and to adjust mirrors; (12) Handling to seize, hold, turn, grasp, otherwise work with hands to drive/steer the bus; (13) Fine Dexterity: picking, pinching, working with fingers to operate radio buttons, controls, hazards, lights, levers.

For Wheel Chair Tie-Downs: Ability to bend, crouch, and/or kneel and balance while simultaneously manipulating and fastening tie-down straps.

Established Date: October 1984 (Res. No.)

Revision Date: February 1993 (Res. No.)