





**JOB SUMMARY:** This position is responsible for the safe, reliable and efficient operation of passenger buses for the public transportation system. Operator will provide demand-responsive paratransit service and also operate fixed-route passenger buses on assigned schedules.

**ESSENTIAL JOB FUNCTIONS:**

**Paratransit Service:**

- Operates a paratransit coach with an on board computer touch-screen displaying a changing manifest, observes established safety and operational policies and procedures, and picks up and delivers passengers at multiple locations.
- Helps riders regarding transit system questions. Deals with situations arising from customer needs and changing priorities.
- Attends coach, except for scheduled breaks, to ensure the security and safety of the coach and passengers, and to maintain radio contact with dispatch and other drivers.
- Readies and inspects vehicles on a daily basis in order to insure safe and efficient operation of equipment.
- Operates two-way radio for professional communication with dispatch center and other vehicles as well as to report accidents, emergencies, or other unusual situations related to equipment and/or passengers. Also uses communications enabled by mobile data system, including text messages and emergency alarm.
- Responsible for assisting passengers with limited mobility, including supporting passengers as the walk, pushing and pulling wheelchairs, operation of wheelchair lift or ramp, and for proper securement of passengers and mobility devices.
- Collects fares and promotes good passenger relations with courtesy, and provides information regarding system operations.
- Completes and submits timecards, incident reports, and other information requested by the WTA.
- Returns and secures vehicle at WTA yard in accordance with established procedures.
- Inspects all safety items, cleanliness and general appearance of the vehicle. Reports any equipment defects as prescribed by WTA policy and procedures.

**Fixed-Route Service:**

- Operates a passenger coach on prescribed routes and time schedules in accordance with established safety and operational policies and procedures while picking up and delivering passengers at regular stops.
- Always interfaces directly with other operators when relieving or being relieved on shift.
- Attends coach, except for scheduled breaks, to ensure the security and safety of the coach and passengers, to maintain radio contact with dispatch and other drivers, and to provide system information to inquiring passengers in the terminal.
- Readies and inspects vehicles on a daily basis in order to insure safe and efficient operation of equipment.
- Operates two-way radio for professional routine communication with dispatch center and other vehicles as well as to report accidents, emergencies, or other unusual situations related to equipment and/or passengers. Also uses emergency alarm system when necessary.
- Responsible for proper securement of passengers and mobility devices.
- Collects fares and promotes good passenger relations with courtesy and provides information regarding system operations.
- Completes and submits timecards, incident reports, and other information requested by the WTA.
- Returns and secures vehicle at WTA yard in accordance with established procedures.
- Inspects all safety items, cleanliness and general appearance of the vehicle at least one an hour. Reports any equipment defects as prescribed by WTA policy and procedures.



Transit Operator (Paratransit or Fixed Route)  
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**OTHER DUTIES (applicable for both services):**

- Involved in on-going organization training on issues related to the position (e.g., CPR/First Aid, Passenger Relations, etc.)
- Participates in passenger counts and other related activities as required.
- May assist in the training of new drivers as assigned.
- Obtain and maintain CDL (Commercial Driver's License) and endorsements.
- Performs other related duties as assigned.

**QUALIFICATIONS (applicable to both positions):**

**Knowledge, Skills, and Abilities:**

- Ability to safely operate a transit vehicle under all conditions of weather, roadways, and traffic while successfully dealing with passengers, route and schedule requirements.
- Ability to perform multi-task functions in what can sometime be a high-stress environment.
- Ability to gain operational knowledge of the system and every coach assigned.
- Knowledge of traffic laws and safety rules applicable to the transportation of passengers.
- Ability and willingness to maintain a courteous, professional approach when handling the public and problems that arise.
- Communicate effectively both orally and in writing.
- Work effectively with employees at all levels of the organization, outside agencies, and with the general public.
- Must be willing to work day or evening shifts.
- Must maintain punctual and regular attendance to provide dependable service to the public.
- Ability to successfully complete WTA's Operator Training Program.
- Ability to follow written and oral instructions.
- Ability to follow traffic regulations and read street and traffic signs at a distance and identify colors of traffic lights.
- Ability to read time schedules and meters.
- Ability to moves eyes, hands and feet together to brake, steer, signal, etc. while driving.

**License or Certificate:**

- Applicants must be at least 21 years of age at time of application with at least five years of driving experience.
- Valid Washington State driver's license at time of hire and ability to obtain a valid Commercial Drivers License (CDL) with appropriate endorsements within six weeks of hire and maintain licensing during length of employment.
- Applicants must have an acceptable driving record (in accordance with WTA personnel policy 3.03 "Employment Requirements") and must submit a five year driving abstract.
- Must pass a Washington State Patrol background check (in accordance with RCW 43.43.830 through 43.43.840, Child/Adult Abuse Information Act.)
- Obtain and maintain a valid and current CPR card within 3 months of hire.

**MENTAL REQUIREMENTS:** Work situations that involve interpersonal relationships in a job setting beyond giving and receiving work instructions. Apply commonsense understanding to carry out detailed but uninvolved writing or oral instructions. Deal with problems involving a few concrete variables on or from standardized situations.

**SPECIAL REQUIREMENTS:** All offers of employment are contingent upon successful completion of a medical evaluation, including a drug screen.

- As a safety-sensitive position, must participate in agency drug-testing program, including random drug testing.

**Machines, Tools, Special Equipment, Personal Protective Equipment Used:**

Bus/Paratransit bus, first aid kit, fire extinguisher, etc.



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### PHYSICAL REQUIREMENTS

Frequency Scale	Strength	Work Pattern
<b>N</b> = Never	<input type="checkbox"/> Sedentary	<input checked="" type="checkbox"/> <b>Full-time</b>
<b>S</b> = Seldom (1-10 %, up to 48 min)	<input type="checkbox"/> Light	<input type="checkbox"/> <b>Part-time</b>
<b>O</b> = Occasional (11-33%, 48 min. – 2 hr 25 min)	<input checked="" type="checkbox"/> Medium	<input type="checkbox"/> <b>Seasonal</b>
<b>F</b> = Frequent (34-66%, 2 hr 26 min – 5 hr 35 min)	<input type="checkbox"/> Heavy	<b>Up to 8 Hours Per Day</b>
<b>C</b> = Constant (67-100%, more than 5 hr 35 min)	<input type="checkbox"/> Very Heavy	<b>_5_ Days Per Week</b>

PHYSICAL DEMANDS	% Time	FREQUENCY					ACTIVITY DESCRIPTION	
		N	S	O	F	C		
						X	Paratransit/Cross Trained	<b>Fixed-Route Only (difference is bolded)</b>
<b>Sitting</b>						X	While driving – in seat	While driving – in seat
<b>Standing</b>				X			Assisting riding; perform pre-inspections	Assisting riding; perform pre-inspections
<b>Walking</b>				X	X		O/F short distances; paved surfaces	<b>Occasional</b> - in /out of bus to assist passengers

### ACTIVITY DESCRIPTION

JOB DEMAND	FREQUENCY & WEIGHT					Paratransit/Cross Trained	Fixed-Route Only (difference is bolded)
	N	S	O	F	C		
<b>Lifting</b> floor – waist	N	S	O	F	C	Seldom - Up to 30 lbs. – wheelchair; bag of groceries.	Seldom - Up to 30 lbs. bag of groceries.
	lbs.	30 lbs.	lbs.	lbs.	lbs.		
<b>Lifting</b> waist–shoulder	N	S	O	F	C	Occasional - Up to 30 lbs. – bag of groceries.	<b>Seldom</b> - Up to 5 lbs. – emergency equipment.
	lbs.	5 lbs.	30 lbs.	lbs.	lbs.		
<b>Lifting</b> above shoulder	N	S	O	F	C	Up to 5 lbs. – emergency equipment.	Up to 5 lbs. – emergency equipment.
	lbs.	Up to 5 lbs.	lbs.	lbs.	lbs.		
<b>Carry</b> (Dist.)	N	S	O	F	C	Short distances	Short distances
	lbs.	30 lbs.	30 lbs.	lbs.	lbs.		
<b>Pushing/ Pulling</b> lbs. of force	N	S	O	F	C	Frequent – *Push/pull force up to 50 lbs. up/down ramps with person in wheelchair – grade of ramp up to 10 degrees	<b>Seldom to Occasional</b> - *Push/pull force of up to 50 lbs. – Slight angle to ramp – person in wheelchair – grade if ramp up to 10 degrees
	lbs.	Up to 50 lbs. of force	Up to 50 lbs. of force	Up to 50 lbs. of force	lbs.		

JOB DEMAND	FREQUENCY					ACTIVITY DESCRIPTION	
	N	S	O	F	C		
					X	Paratransit/Cross Trained	<b>Fixed Route Only (difference is bolded)</b>
<b>Climbing</b>				X		To board bus – up to 2-3 steps	To board bus – up to 2-3 steps
<b>Balancing</b>		X	X			Seldom/Occasional -While	<b>Seldom</b> - While

			X				ascending/descending on ramp with passenger in wheelchair.	ascending/descending on ramp with passenger in wheelchair.
<b>Stooping / Bending Waist Neck</b>			X	X	X		Frequent - Pre-inspection; secure wheelchair Frequent - Watch for traffic while driving; monitor passengers	<b>Occasional</b> - Pre-inspection; secure wheelchair Frequent-Watch for traffic while driving; monitor passengers; sit/stand from driver seat
<b>Twisting</b>			X				Occasional -Secure wheelchair on floor of bus	<b>Seldom</b> - Secure wheelchair on floor of bus
<b>Squatting / Kneeling</b>			X	X			Occasional/Frequent - Securing wheelchairs; looking under bus	<b>Seldom/Occasional</b> - Securing wheelchairs; looking under bus
<b>Crawling</b>			X				As needed to secure wheelchair	As needed to secure wheelchair
<b>Foot Controls</b>						X	Operating signals; gas, brakes, etc.	Operating signals; gas, brakes, etc.
<b>Reaching</b> All reach is bilateral (Level) Forward Below Waist Above Shoulder			X	X			Occasional/Frequent -Securing wheelchair to floor	<b>Occasional</b> - Securing wheelchair to floor
						X	While operating vehicle, operating controls	While operating vehicle, operating controls
			X				Changing signs; open emergency hatch	Changing signs; open emergency hatch
<b>Handle/Grasp – bilateral</b>				X	X		Bilateral hand use - steering wheel; controls; wheelchair; straps	Bilateral hand use - steering wheel; controls; wheelchair; straps
<b>Fine Finger Manipulation</b>			X	X			Occasional/Frequent -Bilateral hand use – tablet operation, securing smaller parts of wheelchair to floor	<b>Occasional</b> -Bilateral hand use – while writing, securing smaller parts of wheelchair to floor
<b>Hand Controls</b>						X	Operating signals; operating levers; using steering wheel, etc.	Operating signals; operating levers; using steering wheel, etc
<b>Repetitive Motion</b>						X	Driving; opening and closing doors; securing wheelchairs to floor of bus	Driving; opening and closing doors; securing wheelchairs to floor of bus
<b>Vibratory Tasks</b>						X	While driving	While driving

<b>Talking</b>				X		To communicate with passengers, co-workers and supervisors			
<b>Hearing</b>				X		To communicate with passengers, co-workers and supervisors			
<b>Visual:</b>	Near Acuity		Far Acuity			Depth Perception		Accommodation	
						Color Discrimination		Field of Vision	

ENVIRONMENTAL CONDITIONS	FREQUENCY					ENVIRONMENTAL CONDITIONS	FREQUENCY				
	N	S	O	F	C		N	S	O	F	C
Exposure to Weather			X			Noise Intensity Moderate				X	
Extreme Cold			X			Atmospheric Conditions			X		
Extreme Hot			X			Exposed Heights		X			
Wet and / or Humidity			X			Exposure to Electricity	X				
Proximity to Moving Mechanical Parts			X			Exposure to Toxic / Caustic Chemicals	X				
Exposure to Explosives	X					Exposure to Radiation	X				
Other	Exposure to vapors/fumes occasionally										



**Analyst's Comments:** On site assessment completed.

**Possible Employer Modifications:** May consider.

**Job Title:** Transit Operator  
**DOT:** 913.463-010  
**DOT Title:** Bus Driver  
**Analyst:** Monica Schneider, CDMS

**SVP:** 4 (3-6 months)  
**GOE:** 09.03.01  
**Industry:** Motor Vehicle Transportation  
**Date:** 5/20/2011 & 12/17/2015

**Note:** The information for this job analysis was gathered from WTA by on-site observation, interview and / or is representative of the labor market as indicated on page one. Additional data may have been obtained from standardized industry resources such as the DOT, GOE, COJ, OOH, WOIS and O-NET. On occasion, practicality and feasibility prevent the direct observation and/or gathering of objective, quantifiable data. For this reason, a "best estimate" may have been used.

**Analyst:**

**Presenting VRC Signature:**

Monica Schneider, CDMS

12/17/2015

12/17/15

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Vocational Consultant

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Date

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Vocational Consultant

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Date