

# COMPETENCY-BASED OCCUPATIONAL FRAMEWORK FOR REGISTERED APPRENTICESHIP

## Transit Coach Operator

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# Competency-Based Occupational Frameworks

The Urban Institute, under contract by the U.S. Department of Labor, has worked with employers, subject matter experts, labor unions, trade associations, credentialing organizations and academics to develop Competency-Based Occupational Frameworks (CBOF) for Registered Apprenticeship programs. These frameworks defined the **purpose** of an occupation, the **job functions** that are carried out to fulfill that purpose, the **competencies** that enable the apprentice to execute those job functions well, and the **performance criteria** that define the specific knowledge, skills and personal attributes associated with high performance in the workplace. This organizational hierarchy – Job Purpose – Job Functions – Competencies – Performance Criteria – is designed to illustrate that performing work well requires more than just acquiring discrete knowledge elements or developing a series of manual skills. To perform a job well, the employee must be able to assimilate knowledge and skills learned in various settings, recall and apply that information to the present situation, and carry out work activities using sound professional judgement, demonstrating an appropriate attitude or disposition, and achieving a level of speed and accuracy necessary to meet the employer’s business need.

The table below compares the terminology of Functional Analysis with that of traditional Occupational Task Analysis to illustrate the important similarities and differences. While both identify the key technical elements of an occupation, Functional Analysis includes the identification of behaviors, attributes and characteristics of workers necessary to meet an employer’s expectations.

Framework Terminology	Traditional Task Analysis Terminology
Job Function – the work activities that are carried out to fulfill the job purpose	Job Duties – roles and responsibilities associated with an occupation
Competency – the actions an individual takes and the attitudes he/she displays to complete those activities	Task – a unit of work or set of activities needed to produce some result
Performance Criteria – the specific knowledge, skills, dispositions, attributes, speed and accuracy associated with meeting the employer’s expectations	Sub Task – the independent actions taken to perform a unit of work or a work activity

Although designed for use in competency-based apprenticeship, these Competency-Based Occupational Frameworks also support time-based apprenticeship by defining more clearly and precisely apprentice is expected to learn and do during the allocated time-period.

CBOFs are comprehensive in order to encompass the full range of jobs that may be performed by individuals in the same occupation. As employers or sponsors develop their individual apprenticeship programs, they can extract from or add to the framework to meet their unique organizational needs.

## Components of the Competency-Based Occupational Framework

**Occupational Overview:** This section of the framework provides a description of the occupation including its purpose, the setting in which the job is performed and unique features of the occupation.

**Work Process Schedule:** This section includes the job functions and competencies that would likely be included in an apprenticeship sponsor's application for registration. These frameworks provide a point of reference that has already been vetted by industry leaders so sponsors can develop new programs knowing that they will meet or exceed the consensus expectations of peers. Sponsors maintain the ability to customize their programs to meet their unique needs, but omission of a significant number of job functions or competencies should raise questions about whether or not the program has correctly identified the occupation of interest.

**Cross-cutting Competencies:** These competencies are common among all workers, and focus on the underlying knowledge, attitudes, personal attributes and interpersonal skills that are important regardless of the occupation. That said, while these competencies are important to all occupations, the relative importance of some versus others may change from one occupation to the next. These relative differences are illustrated in this part of the CBOF and can be used to design pre-apprenticeship programs or design effective screening tools when recruiting apprentices to the program.

**Detailed Job Function Analysis:** This portion of the framework includes considerable detail and is designed to support curriculum designers and trainers in developing and administering the program. There is considerable detail in this section, which may be confusing to those seeking a more succinct, higher-level view of the program. For this reason, we recommend that the Work Process Schedule be the focus of program planning activities, leaving the detailed job function analysis sections to instructional designers as they engage in their development work.

- a. **Related Technical Instruction:** Under each job function appears a list of foundational knowledge, skills, tools and technologies that would likely be taught in the classroom to enable the apprentice's on-the-job training safety and success.
- b. **Performance Criteria:** Under each competency, we provide recommended performance criteria that could be used to differentiate between minimally, moderately and highly competent apprentices. These performance criteria are generally skills-based rather than knowledge-based, but may also include dispositional and behavioral competencies.

## **Using the Competency-Based Occupational Framework to Develop a Registered Apprenticeship Program**

When developing a registered apprenticeship program, the Work Process Schedule included in this CBOF provides an overview of the job functions and competencies an expert peer group deemed to be important to this occupation. The Work Process Schedule in this document can be used directly, or modified and used to describe your program content and design as part of your registration application.

When designing the curriculum to support the apprenticeship program – including on the job training and related technical instruction – the more detailed information in Section 5 could be helpful. These more detailed job function documents include recommendations for the key knowledge and skill elements that might be included in the classroom instruction designed to support a given job function, and the performance criteria provided under each competency could be helpful to trainers and mentors in evaluating apprentice performance and insuring inter-rater reliability when multiple mentors are involved.

# Transit Coach Operator Occupational Overview

## Occupational Purpose and Context

Safe, reliable, and courteous transportation and transport of passengers. Individuals will drive a bus or motor coach, including regular route operations, charters, and private carriage. May assist passengers with baggage and/or ADA requirements. May collect fares or tickets.

## Potential Job Titles

Coach Operator, Transit Bus Operator, Bus Driver, Operator, Driver, Professional Bus Operator, Motor Coach Operator, Transit Coach Operator

## Attitudes and Behaviors

Dependable, conscientious, detail-oriented, critical thinkers and leaders; must be self-motivated, a multi-tasker in a high sensory impact environment, able to work independently and stay on deadline; must have quick reaction time, good hearing and vision, and be able to anticipate potential hazards in order to avoid them. Must be able to communicate effectively with others. Must be resilient, customer service oriented, maturity, display professional demeanor.

## Apprenticeship Prerequisites

Safety sensitive and ongoing random drug testing. Must be able to pass DOT physical. Background testing and clean driving record.

## Occupational Pathways

Planning, Dispatch, Supervision, Training Instructor, Radio Control, Scheduler, Operations Management. Executive Management but likely require higher educational attainment. Additional training may transition into maintenance. Within transit agencies, may be a career ladder into other available positions within the organization.

## Certifications, Licensure and Other Credential Requirements

CREDENTIAL	Offered By	Before, During or After Apprenticeship
Ability to obtain a CDL or Permit: Class A or B with Passenger and Air Brake Endorsement	Department of Transportation/Department of Motor Vehicles	

## Job Functions

JOB FUNCTIONS		Core or Optional
1.	Adheres to policies, laws and regulations related to operating a motor coach	Core or Optional
2.	Follows standard operating procedures issued by employer	Core or Optional
3.	Properly and safely operates transit vehicle during the day and night, in a variety of weather situations and road conditions	Core or Optional
4.	Provides customer service to passengers; ensures safe transportation of passengers	Core or Optional
5.	Utilizes appropriate vehicle communication devices and techniques; communicates professionally with others to gain or convey information	Core or Optional



6.	Operates according to health, safety and environmental standards, best practices and requirements	Core or Optional
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## Stackable Programs

This occupational framework is designed to link to the following additional framework(s) as part of a career laddering pathway.

Stackable Programs		Base or Higher Level	Stacks on top of
1.		Base Program	
2.			
3.			
4.			

## Options and Specializations

The following options and specializations have been identified for this occupation. The Work Process Schedule and individual job function outlines indicate which job functions and competencies were deemed by industry advisors to be optional. Work Process Schedules for Specializations are included at the end of this document.

Options and Specializations	Option	Specialization
N/A		

# Work Process Schedule

## Job Functions and Competencies

WORK PROCESS SCHEDULE		ONET Code: 31-9093.00	
Transit Coach Operator		RAPIDS Code: 2074CB	
JOB TITLE:			
LEVEL:		SPECIALIZATION:	
STACKABLE PROGRAM ___yes ___no			
BASE OCCUPATION NAME:			
Company Contact: Name			
Address:		Phone	Email
Apprenticeship Type: ___Competency-Based ___Time-Based ___Hybrid		Prerequisites CDL Class A or B permit or license with passenger and air brake endorsement	
<b>JOB FUNCTION 1: Adheres to policies, laws and regulations related to operating a motor coach</b>			
Competencies	Core or Optional	RTI	OJT
A. Follows agency standards for attire and appearance	Core or Optional		
B. Adheres to customer service policies	Core or Optional		
C. Follows agency personnel policies and practices	Core or Optional		
D. Fulfills agency training and assessment requirements	Core or Optional		
E. Maintains a safe and secure environment for self and passengers	Core or Optional		

<b>JOB FUNCTION 2: Follows standard operating procedures issued by employer</b>			
Competencies	Core or Optional	RTI	OJT
A. Completes a pre-trip inspection of critical components and completes Driver Vehicle Inspection Report	Core or Optional		
B. Performs a post-trip inspection check	Core or Optional		
C. Performs a proper terminal check	Core or Optional		
<b>JOB FUNCTION 3: Properly and safely operates transit vehicle during the day and night in a variety of weather situations and road conditions</b>			
Competencies	Core or Optional	RTI	OJT
A. Operates vehicle safely in the day or night	Core or Optional		
B. Scans, detects, and responds properly to potential dangers in the driving environment	Core or Optional		
C. Performs proper parking/securement procedures	Core or Optional		
D. Properly performs routine procedures such as fare collection, relief procedures, and end of route procedures	Core or Optional		
E. Safely performs service stops	Core or Optional		
F. Safely enters and exits intersections and roundabouts	Core or Optional		
G. Safely shares road with bicyclists, pedestrians, and motorists; accident avoidance	Core or Optional		
H. Consistently uses proper signals to communicate to other drivers	Core or Optional		
I. Manages life as an operator to minimize stress and maintain health	Core or Optional		
<b>JOB FUNCTION 4: Provides customer service to passengers; ensures safe transportation of passengers</b>			
Competencies	Core or Optional	RTI	OJT

A. Adheres to Americans with Disabilities Act requirements	Core or Optional		
B. Assists customers with special needs	Core or Optional		
C. Reports malfunctions, breakdowns or maintenance needs accurately and promptly	Core or Optional		
D. Safely and effectively diffuses escalating situations	Core or Optional		
E. Displays knowledge of the routes to assist passengers with navigation	Core or Optional		
<b>JOB FUNCTION 5: Utilizes appropriate vehicle communication devices and techniques; communicates professionally with others to gain or convey information</b>			
Competencies	Core or Optional	RTI	OJT
A. Properly uses signals to communicate with drivers	Core or Optional		
B. Communicates appropriately with dispatch operators and/or supervisors	Core or Optional		
C. Reports malfunctions, breakdowns or maintenance needs accurately and promptly	Core or Optional		
D. Displays knowledge of the routes to assist passengers with navigation	Core or Optional		
<b>JOB FUNCTION 6: Operates according to health, safety and environmental standards, best practices and requirements</b>			
Competencies	Core or Optional	RTI	OJT
A. Complies with hours of service requirements	Core or Optional		
B. Operates in a way that minimizes negative impact of transportation on environmental health and safety	Core or Optional		
C. Responds appropriately and completes proper documentation in the event of an accident	Core or Optional		

# Specialization

Type of Specialization: \_\_\_\_\_

JOB FUNCTION 1:		
Competencies	RTI	OJT
JOB FUNCTION 2:		
Competencies	RTI	OJT
JOB FUNCTION 3:		
Competencies	RTI	OJT

**JOB FUNCTION 4:**

Competencies	RTI	OJT

**JOB FUNCTION 5:**

Competencies	RTI	OJT

**JOB FUNCTION 6:**

Competencies	RTI	OJT

# Related Technical Instruction Plan

<b>COURSE NAME</b>	<b>Course Number</b>
	<b>Hours</b>
<b>LEARNING OBJECTIVES</b>	
<b>COURSE NAME</b>	<b>Course Number</b>
	<b>Hours</b>
<b>LEARNING OBJECTIVES</b>	
<b>COURSE NAME</b>	<b>Course Number</b>
	<b>Hours</b>
<b>LEARNING OBJECTIVES</b>	

<b>COURSE NAME</b>	Course Number
	Hours

**LEARNING OBJECTIVES**

<b>COURSE NAME</b>	Course Number
	Hours

**LEARNING OBJECTIVES**



# Cross-Cutting Competencies

		COMPETENCY**								
		0	1	2	3	4	5	6	7	8
Personal Effectiveness	Interpersonal Skills	0	1	2	3	4	5	6	7	8
	Integrity	0	1	2	3	4	5	6	7	8
	Professionalism	0	1	2	3	4	5	6	7	8
	Initiative	0	1	2	3	4	5	6	7	8
	Dependability and Reliability	0	1	2	3	4	5	6	7	8
	Adaptability and Flexibility	0	1	2	3	4	5	6	7	8
	Lifelong Learning	0	1	2	3	4	5	6	7	8
Academic	Reading	0	1	2	3	4	5	6	7	8
	Writing	0	1	2	3	4	5	6	7	8
	Mathematics	0	1	2	3	4	5	6	7	8
	Science & Technology	0	1	2	3	4	5	6	7	8
	Communication	0	1	2	3	4	5	6	7	8
	Critical and Analytical Thinking	0	1	2	3	4	5	6	7	8
	Basic Computer Skills	0	1	2	3	4	5	6	7	8
Workplace	Teamwork	0	1	2	3	4	5	6	7	8
	Customer Focus	0	1	2	3	4	5	6	7	8
	Planning and Organization	0	1	2	3	4	5	6	7	8
	Creative Thinking	0	1	2	3	4	5	6	7	8
	Problem Solving & Decision Making	0	1	2	3	4	5	6	7	8
	Working with Tools & Technology	0	1	2	3	4	5	6	7	8
	Checking, Examining & Recording	0	1	2	3	4	5	6	7	8
	Business Fundamentals	0	1	2	3	4	5	6	7	8
	Sustainable	0	1	2	3	4	5	6	7	8
	Health & Safety	0	1	2	3	4	5	6	7	8

\*\*Cross-cutting competencies are defined in the Competency Model Clearinghouse:

<https://www.careeronestop.org/CompetencyModel/competency-models/buidling-blocks-model.aspx>

Cross-Cutting Competencies identify transferable skills – sometimes called “soft skills” or “employability skills” – that are important for workplace success, regardless of a person’s occupation. Still, the relative importance of specific cross-cutting competencies differs from occupation to occupation. The Cross-Cutting Competencies table, above, provides information about which of these competencies is most important to be successful in a particular occupation. This information can be useful to employers or intermediaries in screening and selecting candidates for apprenticeship programs, or to pre-apprenticeship providers that seek to prepare individuals for successful entry into an apprenticeship program.

The names of the cross-cutting competencies come from the U.S. Department of Labor’s Competency Model Clearinghouse and definitions for each can be viewed at <https://www.careeronestop.org/CompetencyModel/competency-models/building-blocks-model.aspx>

The scoring system utilized to evaluate the level of competency required in each cross cutting skill aligns with the recommendations of the Lumina Foundation’s Connecting Credentials Framework. The framework can be found at: <http://connectingcredentials.org/wp-content/uploads/2015/05/ConnectingCredentials-4-29-30.pdf>

# Detailed Job Functions

## JOB FUNCTION 1: Adheres to policies, laws and regulations related to operating a motor coach

Related Technical Instruction		
KNOWLEDGE	SKILLS	TOOLS & TECHNOLOGIES
<ul style="list-style-type: none"> <li>Federal and state legal and regulatory requirements that apply to Class B CDL holder</li> <li>Federal Motor Carrier Safety Regulations</li> <li>Location and function of primary controls including steering, acceleration, braking, shifting and parking</li> <li>Employee policies and content of employee handbook – employment and human resources handbook, training, customer service, collective bargaining agreement, shift policies, etc.</li> <li>Security awareness policies and practices; techniques for managing or responding to a difficult or disruptive passenger</li> <li>Uniform policies; dress code</li> <li>Emergency response policies and procedures</li> </ul>	<ul style="list-style-type: none"> <li>Observational and hearing skills</li> <li>Paying attention to details</li> <li>Reading</li> <li>Following directions</li> <li>Workplace etiquette</li> <li>Conflict management and resolution</li> <li>Customer service</li> <li>Physical ability to maneuver and assist passengers</li> </ul>	<ul style="list-style-type: none"> <li>Electronic manuals and handbooks</li> <li>Two-way radio</li> <li>Agency intranet</li> <li>Safety equipment such as axes, fire extinguishers, defibrillators</li> <li>Fare collection equipment and technology</li> <li>Lifts and safety devices for disabled travelers</li> </ul>

<b>Competency A: Follows agency standards for attire and appearance</b>	<b>Core or Optional</b>
<b>PERFORMANCE CRITERIA</b>	
1. Wears appropriate uniform according to local policies and procedures	Core or Optional
2. Appears neat and follows good personal hygiene habits	Core or Optional
3. Dresses appropriate to climate/weather	Core or Optional
<b>Competency B: Adheres to customer service policies</b>	<b>Core or Optional</b>
<b>PERFORMANCE CRITERIA</b>	
1. Greets passengers appropriately and respectfully; provides information when possible.	Core or Optional

2. Enforces policies regarding food and beverages, music, and attire (shoes and shirts required, etc.)	Core or Optional
3. Elevates problems or concerns to supervisor, police or other first responder according to protocol	Core or Optional
4. Collects appropriate transit fare and resolves customer service issues related to fare	Core or Optional
5. Notifies supervisor in the event of a disruptive passenger, customer complaint or other problem that may require documentation or follow-up action	Core or Optional
<b>Competency C: Follows agency personnel policies and practices</b>	<b>Core or Optional</b>
<b>PERFORMANCE CRITERIA</b>	
1. Shows up for work on time and as scheduled	Core or Optional
2. Follows call out procedures when necessary and appropriate	Core or Optional
3. Explains the purpose and procedures for return to duty and light duty protocols and follows protocols or enables colleagues to follow it	Core or Optional
4. Treats colleagues with respect; assists others when needed	Core or Optional
5. Follows protocol for disciplinary processes	Core or Optional
6. Adheres to violence in the workplace policies	Core or Optional
7. Follows agency policies regarding breaks or relief stops	Core or Optional
<b>Competency D: Fulfills agency training and assessment requirements</b>	<b>Core or Optional</b>
<b>PERFORMANCE CRITERIA</b>	
1. Participates in training programs and recertification programs	Core or Optional
2. Receives training from NTI, TSI and others	Core or Optional
3. Completes defensive driving training and employs these practices consistently	Core or Optional
4. Responds positively to evaluations and performance assessments working to address areas of opportunity	Core or Optional

<b>Competency E: Maintains a safe and secure environment for self and passengers</b>	<b>Core or Optional</b>
<b>PERFORMANCE CRITERIA</b>	
1. Uses defensive driving techniques	Core or Optional
2. Effectively diffuses conflicts with colleagues and passengers	Core or Optional
3. Manages disruptive passengers using conflict management techniques; requests back-up or first responder support when necessary	Core or Optional
4. Checks for presence of and access to emergency response equipment before starting route – axe, fire extinguisher, two-way radio, cell-phone, etc.	Core or Optional

## JOB FUNCTION 2: Follows standard operating procedures issued by employer

Related Technical Instruction		
KNOWLEDGE	SKILLS	TOOLS & TECHNOLOGIES
<ul style="list-style-type: none"> <li>• Federal Motor Carrier Safety Regulations</li> <li>• Location and function of primary controls including steering, acceleration, braking, shifting and parking</li> <li>• Location and function of secondary controls including lights, signals, windshield wipers and washers, interior climate, engine starting</li> <li>• Vehicle parts and frequency of maintenance or replacement</li> <li>• Acceptable operating ranges of truck instruments, such as speedometer, fuel gauge, oil gauge, air pressure, cooling system exhaust system and electronic systems</li> </ul>	<ul style="list-style-type: none"> <li>• Observational and hearing skills</li> <li>• Paying attention to details</li> <li>• Visual acuity</li> </ul>	<ul style="list-style-type: none"> <li>• Two-way radio</li> <li>• Vehicle parts and gauges</li> <li>• Lifts, doors, sign technologies</li> <li>• Mechanical systems</li> </ul>

Competency A: Conducts pre-trip inspection of critical vehicle components and completes Driver Vehicle Inspection Report	Core or Optional
<b>PERFORMANCE CRITERIA</b>	
1. Checks under vehicle for fresh oil, coolant, grease or fuel leaks	Core or Optional
2. Checks for vehicle damage to the chassis or frame	Core or Optional
3. Checks interior of bus for loose or broken seats, handrails, or any other possible hazards	Core or Optional
4. Checks bus exterior lights, tires, mirrors, wipers	Core or Optional
5. Checks parking brake	Core or Optional
6. Checks air brake	Core or Optional
7. Checks that radio communication device is properly functioning	Core or Optional

8. Checks horns, turn signals, oil and gas level	Core or Optional
9. Properly fills out Vehicle Inspection Report with any mechanical and/or safety concerns found during inspection	Core or Optional
10. Notifies appropriate supervisor or authority if a mechanical or safety concern is noted	Core or Optional
<b>Competency B: Performs a post-trip inspection check</b>	<b>Core or Optional</b>
<b>PERFORMANCE CRITERIA</b>	
1. Checks under vehicle for fresh oil, coolant, grease or fuel leaks	Core or Optional
2. Checks for vehicle damage to the chassis or frame	Core or Optional
3. Checks interior of bus for loose or broken seats, handrails, or any other possible hazards	Core or Optional
4. Properly fills out Vehicle Inspection Report with any mechanical and/or safety concerns found during inspection	Core or Optional
5. Notifies appropriate supervisor or authority if a mechanical or safety concern is noted	Core or Optional
<b>Competency C: Perform a proper terminal check</b>	<b>Core or Optional</b>
<b>PERFORMANCE CRITERIA</b>	
1. Performs vehicle inspection pre/post trip	Core or Optional
2. Ensures vehicle is serviced	Core or Optional
3. Communicates and verifies route information	Core or Optional
4. Coordinates vehicle maintenance efforts	Core or Optional
5. Notifies appropriate supervisor or authority if a mechanical or safety concern is noted	Core or Optional
6. Maintains vehicle cleanliness	Core or Optional
7. Ensures all terminal operations are following standard operating policy and regulations	Core or Optional

## JOB FUNCTION 3: Properly and safely operates transit vehicle during the day and night in a variety of weather situations and road conditions

Related Technical Instruction		
KNOWLEDGE	SKILLS	TOOLS & TECHNOLOGIES
<ul style="list-style-type: none"> <li>• OSHA and DOT regulations regarding transport of hazardous materials</li> <li>• Rules of the road</li> <li>• Safe braking distance based on vehicle size, weight and distance to next vehicle or object</li> <li>• Laws and consequences regarding moving vehicle violations</li> <li>• Effect of speed on center of gravity, loss of stability, sight distance and surface conditions</li> <li>• Basic formula for determining safe following distance</li> <li>• Wellness maintenance techniques- diet, exercise, personal finance, stress management, sleep requirements, effects of drugs and alcohol, signs of control of fatigue</li> </ul>	<ul style="list-style-type: none"> <li>• Good reflexes</li> <li>• Defensive driving</li> <li>• Operation of vehicle</li> <li>• Reading a map or programming a GPS device</li> </ul>	<ul style="list-style-type: none"> <li>• Maps</li> <li>• Lights</li> <li>• Mirrors</li> <li>• Windshield wipers</li> <li>• Weather alert systems</li> </ul>

Competency A: Operates vehicle safely in the day or night	Core or Optional
<b>PERFORMANCE CRITERIA</b>	
1. Turns on headlights when necessary	Core or Optional
2. Accelerates smoothly	Core or Optional
3. Monitors controls, mirrors, instruments and gauges to ensure proper and safe operation	Core or Optional
4. Maintains vehicle in center of lane, driving in a straight line	Core or Optional
5. Maintains appropriate clearance when maneuvering around obstacles or obstructions	Core or Optional
6. Maintains safe following distance	Core or Optional



7. Uses proper hand placement on steering wheel and shifters	Core or Optional
8. Remains focused and avoids distractions	Core or Optional
9. Does not text or use electronic devices while driving	Core or Optional
10. Adjusts heater to appropriate temperature	Core or Optional
11. Turns on windshield wipers when appropriate	Core or Optional
12. Navigates safely through closures, detours, etc.	Core or Optional
<b>Competency B: Scans, detects, and responds properly to potential dangers in the driving environment</b>	<b>Core or Optional</b>
<b>PERFORMANCE CRITERIA</b>	
1. Identifies and understands street signs, signals and pavement markings	Core or Optional
2. Properly adjusts speed to the environment condition	Core or Optional
3. Observes traffic flow and patterns	Core or Optional
4. Checks mirrors regularly	Core or Optional
5. Regularly scans and monitors passenger activity in mirrors and adjusts driving accordingly when necessary	Core or Optional
6. Performs yield for right-of-way for appropriate vehicles and pedestrians	Core or Optional
7. Uses appropriate communication procedures	Core or Optional
8. Stays in control and alert	Core or Optional
9. Uses hazard lights when appropriate	Core or Optional
10. Focuses visually on the road ahead	Core or Optional
<b>Competency C: Performs proper parking/securement procedures</b>	<b>Core or Optional</b>

<b>PERFORMANCE CRITERIA</b>	
1. Checks mirrors and blind spots	Core or Optional
2. Maintains a steady speed	Core or Optional
3. Practices caution	Core or Optional
4. Properly turns off engine and sets parking brake	Core or Optional
5. Properly uses vehicle doors opening operations	Core or Optional
6. Properly uses vehicle kneeling operation	Core or Optional
7. Adheres to local agency bike rack procedures	Core or Optional
8. Applies brakes early to stop at an appropriate stopping distance	Core or Optional
9. Turns steering wheel sufficiently to slowly enter new lane	Core or Optional
10. Turns off ignition when idling	Core or Optional
<b>Competency D: Properly performs routine procedures such as fare collection, relief procedures, and end of route procedures</b>	<b>Core or Optional</b>
<b>PERFORMANCE CRITERIA</b>	
1. Adheres to local policies and procedure regarding revenue procedures	Core or Optional
2. Adheres to local agency policies regarding restroom use procedures	Core or Optional
3. Adheres to local agency policies regarding relief procedures	Core or Optional
4. Adheres to local agency policies regarding end of route procedures	Core or Optional
<b>Competency E: Safely performs service stops</b>	<b>Core or Optional</b>
<b>PERFORMANCE CRITERIA</b>	
1. Uses proper hand placement on steering wheel	Core or Optional

2. Properly observes areas both inside and outside of the bus when entering/exiting bus stop	Core or Optional
3. Uses directional signals and yield indicators	Core or Optional
4. Maintains vehicle and engine speed	Core or Optional
5. Properly uses vehicle doors opening operations	Core or Optional
6. Properly uses vehicle kneeling operation	Core or Optional
7. Adheres to local agency bike rack procedures	Core or Optional
8. Applies brakes early to stop at an appropriate stopping distance	Core or Optional
9. Turns off ignition when idling	Core or Optional
10. Turns steering wheel sufficiently to slowly enter new lane	Core or Optional
<b>Competency F: Safely enters and exits intersections and roundabouts</b>	<b>Core or Optional</b>
<b>PERFORMANCE CRITERIA</b>	
1. Selects and maintains appropriate lane	Core or Optional
2. Observes and enters traffic flow without interfering with other vehicles	Core or Optional
3. Uses appropriate traffic speed when exiting an intersection	Core or Optional
4. Navigates curves safely and effectively uses appropriate traffic speed	Core or Optional
5. Reacts properly to changing traffic conditions when entering a roundabout or intersection	Core or Optional
6. Safely makes turns (right or left) at intersection	Core or Optional
7. Identifies and understands street signs, signals and pavement markings	Core or Optional
8. Straightens steering wheel upon exiting a roundabout	Core or Optional
9. Observes traffic at the front and rear of the vehicle	Core or Optional

10. Uses brakes before entering a roundabout curve	Core or Optional
<b>Competency G: Safely shares road with bicyclists, pedestrians, and motorists; accident avoidance</b>	<b>Core or Optional</b>
<b>PERFORMANCE CRITERIA</b>	
1. Prepares to slow down by adjusting speed to accommodate passing pedestrians, bicyclists, motorists	Core or Optional
2. Uses proper decisions when encountering right of way situations	Core or Optional
3. Maintains adequate separation between vehicle and bicyclists, pedestrians and motorists	Core or Optional
4. Responds with caution when encountering bicyclists, pedestrians and motorists	Core or Optional
5. Uses proper directional and yielding signals for intended maneuvers	Core or Optional
6. Watches for traffic signals from other vehicles or motorists	Core or Optional
7. Checks mirrors frequently	Core or Optional
<b>Competency H: Consistently uses proper signals to communicate with other drivers</b>	<b>Core or Optional</b>
<b>PERFORMANCE CRITERIA</b>	
1. Uses early signals and signals continuously before making turns and changing lanes	Core or Optional
2. Turns off turn signal after turning and changing lanes	Core or Optional
3. Use the four-way emergency flashers when driving very slow or are stopped	Core or Optional
4. Makes sure when slowing down to perform a few light taps on the brake pedal - enough to flash the brake lights to warn drivers behind	Core or Optional
5. Effectively uses horn in an appropriate and timely manner to avoid accidents and warn other motorists, bicyclists, or pedestrians	Core or Optional
6. Checks mirrors and traffic before entering into lane	Core or Optional
7. Uses gestures to notify others of intent to change position and cancel signal after completing turn or lane change	Core or Optional

8. Uses horn and lights (such as flashing brake lights, four-way flashers and use of headlights in the daytime) to avert danger and notify others of vehicle actions	Core or Optional
9. Establishes eye contact with other drivers and pedestrians when making turns or proceeding through intersections	Core or Optional
10. Avoids using on-board and electronic devices while driving	Core or Optional
<b>Competency I: Manage life as an operator to minimize stress and maintain health</b>	<b>Core or Optional</b>
<b>PERFORMANCE CRITERIA</b>	
1. Monitors fatigue and employs control strategies to ensure safe driving	Core or Optional
2. Follows healthy diet and recreational practices while on the road	Core or Optional
3. Establishes a good exercise program while on the road	Core or Optional
4. Makes safe decisions about where to stop for relief and/or break stops	Core or Optional
5. Practices good personal hygiene	Core or Optional
6. Communicates with family and/or support system frequently or as needed	Core or Optional
7. Communicates with supervisors/managers about work-related and personal challenges	Core or Optional

## JOB FUNCTION 4: Provides customer service to passengers; ensures safe transportation of passengers

Related Technical Instruction		
KNOWLEDGE	SKILLS	TOOLS & TECHNOLOGIES
<ul style="list-style-type: none"> <li>State laws for the use of turn signals</li> <li>Conditions under which other drivers may give false signals</li> <li>State laws for transit operator assault</li> </ul>	<ul style="list-style-type: none"> <li>Speaks clearly and professionally</li> <li>Articulates thoughts clearly and succinctly</li> <li>Resolves conflicts while remaining calm</li> </ul>	<ul style="list-style-type: none"> <li>Two-way radio</li> <li>Vehicle signals—flashers, horn, lights, bright lights</li> <li>Lifts, kneelers</li> <li>Harnesses, safety straps</li> </ul>

Competency A: Adheres to Americans with Disabilities Act requirements	Core or Optional
<b>PERFORMANCE CRITERIA</b>	
1. Clearly identifies the customer in or in need of being assisted in a wheelchair securement area	Core or Optional
2. Provides courteous and helpful service to customers who are elderly and/or require disability assistance	Core or Optional
3. Ensures auxiliary aids for securement are in proper order	Core or Optional
4. Ensures that accessible service is provided to all customers with disabilities and older adults at all times	Core or Optional
5. Ensures the vehicle has available wheelchair securement spaces	Core or Optional
6. Politely asks customers, who are able, to vacate the securement area	Core or Optional
7. Prepares the securement area by lifting folding seats, etc.	Core or Optional
8. Announces to the customer that the operator will be securing the wheelchair	Core or Optional
9. Properly secures the wheelchair with floor tie-downs unless customer refuses securement	Core or Optional
10. Fastens seatbelt upon return to the driver seat	Core or Optional
Competency B: Assists customers with special needs	Core or Optional

<b>PERFORMANCE CRITERIA</b>	
1. Shows empathy in dealing with ADA and transit dependent rider	Core or Optional
2. Uses language that is politically correct	Core or Optional
3. Offers reasonable assistance to customers with disabilities	Core or Optional
4. Uses the bus kneeler and wheel chair lift/ramp	Core or Optional
<b>Competency C: Reports malfunctions, breakdowns or maintenance needs accurately and promptly</b>	<b>Core or Optional</b>
<b>PERFORMANCE CRITERIA</b>	
1. Describes symptoms of improper operation completely and accurately to maintenance personnel	Core or Optional
2. Reports breakdowns en route according to company policy	Core or Optional
3. Assesses the problem and vehicle malfunctions and radios in to dispatch any lift or ramp failure	Core or Optional
4. Ensures bus features are in working order, including lifts, ramps, kneeling mechanisms (often called kneelers), automatic stop announcement annunciators, and wheelchair securement devices	Core or Optional
5. Establishes a system of regular and frequent maintenance checks of bus lifts and ramps	Core or Optional
6. Maintains records of instances of reported vehicle failures and malfunctions	Core or Optional
7. Checks stanchions, handrails, and handrail straps to ensure that they are in good condition	Core or Optional
8. Ensures all access equipment are working before the bus pulls out	Core or Optional
9. Notifies supervisors/manager when a lift or ramp is discovered to be inoperative	Core or Optional
<b>Competency D: Safely and effectively diffuses escalating situations</b>	<b>Core or Optional</b>
<b>PERFORMANCE CRITERIA</b>	
1. Identifies what customer behaviors are acceptable and not acceptable	Core or Optional

2. Listens to customers' feedback	Core or Optional
3. Exercises patience and stops bus if there is severe disruption	Core or Optional
4. Uses appropriate body language	Core or Optional
5. Maintains awareness of attitudes and attempts to set the tone for passengers	Core or Optional
6. Understands common triggers and emotional/personal "hot buttons"	Core or Optional
7. Always maintains professionalism	Core or Optional
8. Ensures completion of incident reports	Core or Optional
9. Maintains effective stress tolerance	Core or Optional
10. Avoids giving commands or using other authoritative methods when attempting to control or influence the actions of others	Core or Optional
11. Exhibits reasonable flexibility with customers regardless of their behavior	Core or Optional
12. Attempts to resolve conflicts between other passengers to avoid escalation	Core or Optional
<b>Competency E: Displays knowledge of the routes to assist passengers with navigation</b>	<b>Core or Optional</b>
<b>PERFORMANCE CRITERIA</b>	
1. Speaks clearly and directly to others	Core or Optional
2. Avoids the use of jargon that may not be known to others	Core or Optional
3. Presents professional image in all communication	Core or Optional
4. Uses correct English to share information or report details	Core or Optional
5. Awareness of different modes of communication and exercises patience	Core or Optional
6. Keeps an available paper and pencil in the bus to accurately communicate with passengers if necessary	Core or Optional
7. Uses active listening skills	Core or Optional



8. Answers customers' questions to the best of their knowledge	Core or Optional
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## JOB FUNCTION 5: Utilizes appropriate vehicle communication devices and techniques; communicates professionally with others to gain or convey information

Related Technical Instruction		
KNOWLEDGE	SKILLS	TOOLS & TECHNOLOGIES
<ul style="list-style-type: none"> <li>State laws for the use of turn signals</li> <li>Conditions under which other drivers may give false signals</li> <li>State laws for transit operator assault</li> <li>Communications protocols; chain of command; reporting requirements</li> </ul>	<ul style="list-style-type: none"> <li>Speaks clearly and professionally</li> <li>Articulates thoughts clearly and succinctly</li> <li>Resolves conflicts while remaining calm</li> </ul>	<ul style="list-style-type: none"> <li>Bus signage – electric, manual</li> <li>Cell phone</li> <li>Vehicle signals – flashers, horn, lights, bright lights</li> <li>Electronic report systems</li> </ul>

Competency A: Properly uses signals to communicate with other drivers	Core or Optional
<b>PERFORMANCE CRITERIA</b>	
1. Uses signals to notify others of intent to change position and cancel signaled lane change	Core or Optional
2. Uses horn and lights (such as flashing brake lights, four-way flashers and use of headlights in the daytime) to avert danger and notify others of vehicle actions	Core or Optional
3. Uses early signals and signal continuously before making turns and changing lanes	Core or Optional
4. Turns off turn signal after turning and changing lanes	Core or Optional
5. Uses the four-way emergency flashers when driving very slow or are stopped at night	Core or Optional
6. Makes sure when slowing down to perform a few light taps on the brake pedal – enough to flash the brake lights to warn drivers behind	Core or Optional
7. Checks mirrors and traffic before entering into lane	Core or Optional
8. Establishes eye contact with other drivers and pedestrians when making turns or proceeding through intersections	Core or Optional
Competency B: Communicates appropriately with dispatch operators and/or supervisors	Core or Optional

<b>PERFORMANCE CRITERIA</b>	
1. Maintains close coordination with dispatch operators and/or supervisors	Core or Optional
2. Properly accounts for lost-and-found items on the bus	Core or Optional
3. Identifies and double checks the job-route assignment	Core or Optional
4. Communicates with dispatch operators and/or supervisors on issues that delay timeliness	Core or Optional
<b>Competency C: Reports malfunctions, breakdowns or maintenance needs accurately and promptly</b>	<b>Core or Optional</b>
<b>PERFORMANCE CRITERIA</b>	
1. Describes symptoms of improper operation completely and accurately to maintenance personnel	Core or Optional
2. Communicates with maintenance department regarding vehicle maintenance issues and efforts	Core or Optional
3. Reports breakdowns en route according to company policy	Core or Optional
<b>Competency D: Displays knowledge of the routes to assist passengers with navigation</b>	<b>Core or Optional</b>
<b>PERFORMANCE CRITERIA</b>	
1. Properly identifies bus routes by number, name or other designation	Core or Optional
2. Explains bus schedules, hours of operation and transfer points	Core or Optional
3. Provides accurate information about bus stops close to major destination points (tourist, commercial, retail, healthcare, etc.)	Core or Optional

## JOB FUNCTION 6: Operates according to health, safety and environmental standards, best practices and requirements

Related Technical Instruction		
KNOWLEDGE	SKILLS	TOOLS & TECHNOLOGIES
<ul style="list-style-type: none"> <li>Emergency Response Guide protocols for responding to spills or leaks</li> <li>Federal/state laws regarding environmental requirements/regulations</li> <li>Part 395 of the FMCSR-Hours of Service</li> <li>Use of accident report forms</li> <li>Fire extinguisher ratings</li> <li>Wellness maintenance technique—diet, exercise, personal finance, stress management techniques, sleep requirements, effects of drugs or alcohol, signs of and control of fatigue</li> <li>Company rules regarding stopping to assist at the scene of an accident</li> </ul>	<ul style="list-style-type: none"> <li>Mathematics</li> <li>Timekeeping</li> <li>Routine inspection procedures</li> <li>Extinguishing cargo, engine, electrical, and tire fires</li> </ul>	<ul style="list-style-type: none"> <li>Fire extinguishers</li> <li>Electronic log books/forms</li> <li>Hazardous waste/materials containment devices</li> </ul>

<b>Competency A: Complies with hours of service requirements and limitations</b>	<b>Core or Optional</b>
<b>PERFORMANCE CRITERIA</b>	
1. Records driving time accurately in driver log book	Core or Optional
2. Properly calculates driving times, including sums for a given day and remaining hours on a day or tour of duty	Core or Optional
3. Uses log book recap to properly calculate hours of service	Core or Optional
<b>Competency B: Operates in a way that minimizes negative impact of transportation on environmental health and safety</b>	<b>Core or Optional</b>
<b>PERFORMANCE CRITERIA</b>	
1. Does not keep bus idling unnecessarily	Core or Optional
2. Notifies maintenance personnel if leaks are detected; calls for assistance if leaks pose an environmental threat	Core or Optional

3. Avoids low-hanging powerlines and notifies supervisor if utility infrastructure poses a safety concern	Core or Optional
4. Monitors bridge clearance heights and avoids those that pose a risk of entrapment	Core or Optional
<b>Competency B: Responds appropriately and completes proper documentation in the event of an accident</b>	<b>Core or Optional</b>
<b>PERFORMANCE CRITERIA</b>	
1. Stops and parks safely in the event of an accident	Core or Optional
2. Provides aid for injured individuals if properly trained and certified	Core or Optional
3. Cooperates with first responders or emergency personnel	Core or Optional
4. Operates fire extinguisher properly	Core or Optional
5. Directs traffic, if necessary, until emergency personnel arrive	Core or Optional
6. Obtains information for accident reporting in accordance with company policy	Core or Optional
7. Notifies authorities if hazardous materials are present	Core or Optional
8. Stays at scene until emergency personnel grant permission to leave	Core or Optional
9. Notifies carrier in accordance with policy	Core or Optional

## STATEMENT OF INDEPENDENCE

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