

# **Addendum to the APTA Recommended Practice for Transit Bus Operator Training**

*This addendum was created by the Joint Labor Management National Bus Operator Standards Committee in Seattle, WA on October 12-14<sup>th</sup>, 2011. This addendum was created to be considered for addition into the APTA RP for Transit Bus Operator Training, which can be viewed at <http://www.aptastandards.com/portals/0/Bus%20Stds/Published/APTA-BTS-BO-RP-001-07%20Operator%20Training%20Published.pdf>.*

## **10. Customer Service Training**

### 10.1 Role of professional transit operator

#### 2) Come to work ready to work

- Given proper storage space and a clean area at start of route, demonstrate how to keep the driver area free of clutter and debris that could cause a safety or health hazard and to maintain a professional appearance.

### 10.3 Communicating

- Given a non-native English speaking passenger, demonstrate how to effectively communicate on basic topics such as fare and route of their bus.
- Given information on schedule delays, demonstrate how to effectively communicate valid explanations to passengers when necessary.
- Given information on accidents on accidents impeding routes, demonstrate how to effectively communicate valid explanations to passengers when necessary.

### 10.4 Difficult Situations

#### 3) Common triggers:

- Given another driver's road rage, demonstrate how to avoid conflict and accident.
- Given delays due to traffic and/or accidents, demonstrate how to effectively communicate valid explanations to passengers when necessary.

## **11. Technical**

### 11.1.2 Energy Sources

- 3) Demonstrate how to exercise necessary precautions when dealing with alternative fuel vehicles (hybrids, CNG, etc.)
- 4) Demonstrate awareness of operation of relief vehicles/service vehicles

### 11.1.3 Vehicle Inspections

#### 3) Post-trip inspection/checklist

- Given non-hazardous trash located in driver area, demonstrate how to pick up and dispose of those materials that may cause a safety or health hazard.

#### 4) ADA equipment

- Demonstrate knowledge of how to properly inspect the Lift/ramp operation

- Demonstrate knowledge of how to properly inspect the Securement straps
- Demonstrate knowledge of how to properly inspect the Seatbelt

#### 11.1.4 Bus operating skills

- 10) Explain driving practices that save fuel
- 11) Explain driving practices that enhance passenger comfort

#### 11.1.5 In-service operations

##### 1) Routine procedures

- Given public announcement system, demonstrate how to make an announcement that is audible to the evaluator.
- Demonstrate how to handle Equipment malfunction procedures

##### 2) Service stops

- Demonstrate how to safely enter a stop along the route
- Demonstrate how to safely exit a stop along the route
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- Explain end-of-route procedures
- Demonstrate how to safely enter and leave Mid-block stops
- Demonstrate knowledge of lifts/ramps consideration at the stop
  - Demonstrate how to provide assistance to- customers with mobility devices

#### 11.1.6 Special driving conditions

- Demonstrate how to effectively proceed through an intersection

#### 11.1.8 Route training

- Given a schedule concern from a passenger, demonstrate how to report said concern to the appropriate personnel
- Given a schedule concern along the route, demonstrate how to effectively communicate valid explanations to the passengers when necessary.
- Given public announcement system, demonstrate a route announcement that is audible to the evaluator.
- Given knowledge of available restroom locations along a route, locate available restrooms along the route.

## 12. Safety and Security

#### 12. 1.4 Wellness/ quality of life

##### 3) Demonstrate awareness of Health and wellness

- Explain how Personal needs (i.e. prescription medications and restroom use) are accommodated along the route.

#### 12.3 Explain Security awareness and emergency procedures

##### 12.3.1 Demonstrate knowledge of Operator emergency procedures

- Given emergency procedures demonstrate how to report information to the appropriate personnel.
- Given an emergency situation and a phone, demonstrate how to report information to the appropriate emergency personnel.
- Given a hazardous material, identify the hazardous material.
- Refresher training on a regular basis