

Council Meeting
November 6, 2007

Honorable Mayor and Members
of the City Council
City Hall
Torrance, California

SUBJECT: Reclassification of Relief Bus Operator to Bus Operator

RECOMMENDATION

The Human Resources Director and the Civil Service Commission recommend that your Honorable Body approve the allocation of Jorge Venegas and Lucy Harrison from the classification Relief Bus Operator to the classification of Bus Operator in light of the findings that they meet the criteria for position reclassification.

FUNDING

Not Applicable.

BACKGROUND AND ANALYSIS

In 1997, the at-will classification of Relief Bus Operator (RBO) was created in order to address staffing shortages and avoid the use of contract employees to perform Bus Operator type duties. Employment as an RBO allowed individuals who had prior driving experience to work part-time and gain experience to compete for full-time employment as a Bus Operator. The examination process to become an RBO is comparable to that of the examination process for Bus Operator which includes a qualifying math test, a written test and an oral interview however; it is not a civil service position.

In recent years it has been increasingly difficult to recruit and retain qualified candidates as the City competes with several Transit agencies in the Southern California area. Moreover, some RBO's have left the City to become full-time employees with other Transit agencies. To address the challenges of recruiting and retaining Bus Operators, staff is in the process of developing a Bus Operator Training program. As part of this program the position of Apprentice Relief Bus Operator is being created and the Relief Bus Operator class is being revised and will become a part of the classified service.

In anticipation of the new training program and revision of the RBO class specification, the Transit Director requested a review of incumbent RBO's to determine if there are incumbents who have sufficient tenure to have performed duties comparable to that of a Bus Operator. There are two (2) incumbents, Jorge Venegas and Lucy Harrison who been in the position for RBO for (five) 5 years and over time their duties have evolved such that the duties performed as an RBO are similar to a Bus Operator.

At their meeting of October 22, 2007, the Civil Service Commission unanimously approved the recommendation that Jorge Venegas and Lucy Harrison be allocated to the classification of Bus Operator.

The Civil Service Commission Policy on Transfer of Incumbent Employees Without Examination (Attachment C) establishes six criteria for considering a transfer of incumbents to positions that are reclassified or reallocated under the provisions of Civil Service Rule [XXI] Section 6. All relevant factors have been adhered to in making this recommendation to allocate the incumbents to the proposed classification without examination. Specifically, Human Resources staff analyzed the level of responsibility and knowledge, skills and abilities requirements to perform the duties of the position. The Transit Director is in concurrence with staff's recommendations.

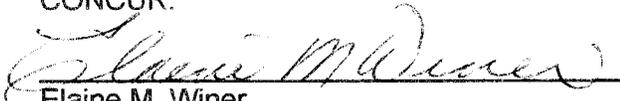
Finally, the Torrance Municipal Code Section 14.2.3, Change in Classification Plan (Attachment 3), states that the Human Resources Director, under the direction of the City Manager, shall make recommendations concerning class specifications and position allocations to the Civil Service Commission and forward them to the City Council for final approval.

Respectfully submitted,
CIVIL SERVICE COMMISSION
Thomas L. Doty, Chair

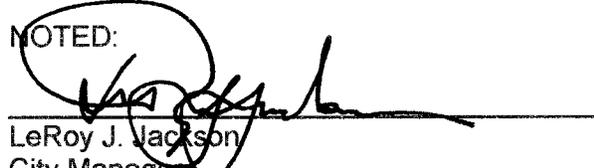
ELAINE M. WINER
Human Resources Director

By 
Melody P. Lawrence
Human Resources Manager

CONCUR:


Elaine M. Winer
Human Resources Director

NOTED:


LeRoy J. Jackson
City Manager

Attachments: (A) Bus Operator Class Specification
(B) Policy on Transfer of Incumbent Employees Without Examination
(C) Civil Service Commission Item of October 22, 2007

City of Torrance
Class Code: 5101

October 1979
(Revised)

Bus Operator

Definition

Under general supervision, to drive a bus over an assigned route according to schedule in a safe and courteous manner; to collect fares from passengers; to turn in money and records; and to do related work as required.

Distinguishing Characteristics

Distinguished from Senior Bus operator in that an incumbent does not have supervisory responsibilities and does not generally perform administrative duties. Bus Operator is distinguished from Bus Operator Trainee in that an incumbent is not being trained to operate a bus.

Examples of Duties

- Drives a bus over an assigned route and on schedule;
- Collects fares and keeps records of amounts collected and distances traveled;
- Drives with due regard to safety and comfort of passengers and to the maintenance of time schedules;
- Answers questions regarding routes and time schedules concerning the Torrance Municipal Bus Lines and connecting lines in the Los Angeles Metropolitan area;
- Prepares a daily cash report of money turned in, fare box readings, and other related information;
- As required, may prepare detailed written reports concerning accidents, breakdowns, and mechanical defects.

Minimum Qualifications

Knowledge of:

- Safety principles and regulations applicable to bus operations, including the California Vehicle Code and City of Los Angeles, Long Beach, and Torrance traffic regulations;
- Proper operation and maintenance of buses.

Ability to:

- Operate a large passenger bus effectively and safely;
- Keep simple records and make reports;
- Deal courteously with passengers and the public;
- Perform arithmetic computations.

License Required

A valid California Class 1 or 2 Motor Vehicle operator's License.

Experience

Six months of full-time driving requiring a Class 1 or Class 2 license; or, six months full-time driving a truck of two ton or greater capacity; or the satisfactory completion of the City of Torrance Driver Training/Safety Program.

Education

No specific minimum.

POLICY OF THE CIVIL SERVICE COMMISSION

SUBJECT: POLICY ON TRANSFER OF INCUMBENT EMPLOYEES WITHOUT EXAMINATION

The following criteria shall be adhered to by the Civil Service Commission when considering requests for transfers of incumbents when positions are reclassified or reallocated under the provisions of Civil Service Rule [XXI], Section 6.

1. Determinations of status of a position shall be based on a classification study which compares the duties and level of responsibility of the new class and the old class as to factors of importance, consequence of error, supervision given and received, and level of education and training required.
2. That the incumbent has been in the position for a sufficient period of time to become proficient in performing the duties of the new class.
3. That the change of duties has occurred gradually over time.
4. That there is no evidence the change was created as a subterfuge to circumvent the examination process.
5. That the salary level of the new position is a consideration in making a determination.
6. That no current eligible list exists for the new class.

Honorable Chair and Members
of the Civil Service Commission
City Hall
Torrance, California

SUBJECT: Reclassification of Two (2) Incumbent Relief Bus Operators to Bus Operator

RECOMMENDATION

The Human Resources Director recommends that your Honorable Body allocate Jorge Venegas and Lucy Harrison from the classification Relief Bus Operator to the classification of Bus Operator.

BACKGROUND

In 1997, the at-will classification of Relief Bus Operator (RBO) was created in order to address staffing shortages and avoid the use of contract employees to perform Bus Operator type duties. Employment as an RBO allowed individuals who had prior driving experience to work part-time and gain experience to compete for full-time employment as a Bus Operator. The examination process to become an RBO is comparable to that of the examination process for Bus Operator which includes a qualifying math test, a written test and an oral interview however; it is not a civil service position.

In recent years it has been increasingly difficult to recruit and retain qualified candidates as the City competes with several Transit agencies in the Southern California area. Moreover, some RBO's have left the City to become full-time employees with other Transit agencies. To address the challenges of recruiting and retaining Bus Operators, staff is in the process of developing a Bus Operator Training program. As part of this program the position of Apprentice Relief Bus Operator is being created and the Relief Bus Operator class is being revised and will be a part of the classified service.

In anticipation of the new training program and revision of the RBO class specification, the Transit Director requested a review of incumbent RBO's to determine if there are incumbents who have sufficient tenure to have performed duties comparable to that of a Bus Operator. There are two (2) incumbents, Jorge Venegas and Lucy Harrison who been in the position for RBO for (five) 5 years and over time their duties have evolved such that the duties performed as an RBO are similar to a Bus Operator.

The Human Resources Director recommends that the incumbent RBO's, Jorge Venegas and Lucy Harrison, be allocated to the classification of Bus Operator in light of the findings that they meet the criteria for position reclassification and forward to the City Council for final approval.

ANALYSIS OF FACTORS RELATIVE TO THE ALLOCATION OF INCUMBENTS TO THE CLASSIFICATION OF BUS OPERATOR

The Civil Service Commission Policy on Transfer of Incumbent Employees Without Examination (Attachment 3) establishes six criteria for considering a transfer of incumbents to positions that are reclassified or reallocated under the provisions of Civil Service Rule [XXI] Section 6.

The methodology of the study included a thorough analysis of the level of responsibility and knowledge, skills and ability requirements in the performance of the duties.

An analysis of each of the factors relative to the allocation of the incumbents to the new classification is explained below.

Criterion #1

“Determination of status of a position shall be based on a classification study which compares the duties and level of responsibility of the new class and the old class as to factors of importance, consequence of error, supervision given and received, and level of education and training.”

The incumbents, Jorge Venegas and Lucy Harrison, perform duties described in the class specification for Bus Operator and have the experience and education required. In addition, the incumbent has acquired the knowledge needed to function in the capacity of a full-time Bus Operator.

The incumbents meet the following requirements for Bus Operator.

- Current California A or B Drivers License with a P endorsement and air brakes.
- Current VTT (Verification of Transit Training), SPAB card (School Pupil Activity Bus Certificate), or School Bus Driver's Certificate.
- Six months full-time driving experience requiring a Class A or B license.
- A current DMV H-6 record showing a ten-year driving history, and no points within the last three (3) years.
- Available to work morning, afternoon or spilt shifts as required and any mandatory overtime.

The incumbents currently receive direction from a Transit Supervisor that is similar to the reporting relationship for Bus Operators.

Criterion #2

“That the incumbents have been in the position for a sufficient period of time to have become proficient in performing the duties of the new class.”

The incumbents are currently performing the duties of the classification of Bus Operator and have been performing the full range of duties comparable to a full-time Bus Operator for a minimum of 2 years. The incumbents have been provided training by the Transit Department.

Criterion #3

“That the change of duties has occurred gradually over time.”

The incumbents perform duties that are very similar to that of full-time Bus Operator. In many ways, those who perform as RBO's must learn varied routes which could be more challenging than the routes driven by Bus Operators who drive a regular route through each bidding period.

Criterion #4

“That there is no evidence the change was created as a subterfuge to circumvent the examination process.”

The study revealed that the change of duties described in this report has occurred with no intent to circumvent the examination process. The incumbents have performed the duties as required by the job.

Criterion #5

"That the salary level of the new position is a consideration in making a determination."

The top step for the classification of Relief Bus Operator is \$17.23 and the top step of the Bus Operator is \$21.58. The difference between the top steps of the ranges is 25%. The incumbents would be placed on step 2 of the new class.

Criterion #6

That no current eligible list exists for the new class.

There is currently no eligible list for the classification of Bus Operator.

Summary

Based on analysis of the factors, clearly all of the factors have been adhered to in consideration of allocation of incumbents to the proposed classification without examination.

Respectfully submitted,
HUMAN RESOURCES DEPARTMENT

By Melody P. Lawrence
Melody P. Lawrence
Human Resources Manager

CONCUR:

Elaine M. Winer
Elaine M. Winer
Human Resources Director

NOTED:

Viet Hoang
Viet Hoang
Acting Civil Service Manager

Attachments: (1) Relief Bus Operator Job Bulletin
(2) Bus Operator Class Specification
(3) Policy on Transfer of Incumbent Employees Without Examination
(4) Council Item – Creation of Bus Operator Training Program

**RELIEF BUS OPERATOR
NON-CIVIL SERVICE
(Various Hours)
(07075100)
Re-issue**

Vacancies currently exist in our Transit Division for Relief Drivers who have excellent interpersonal skills. Selected candidates will drive a regular transit bus in line service. The number of hours per week will vary. Work is scheduled on a year round basis.



Salary and Benefits

The salary is \$15.63-\$17.23 per hour. While this position is non-civil service, employees are covered by City paid PERS (Public Employees Retirement Plan) and are eligible to participate in a City sponsored Health insurance plan.



Application Procedure

The qualifying math test will be administered the first, second and third Wednesday of each month at 4:00 p.m. at:

City of Torrance
Personnel Building
3231 Torrance Blvd
Torrance, CA 90503

Please arrive on time and allow approximately 30 minutes for the test process. Applicants who successfully pass the math test, will be given an application packet to complete and submit.

Selection Process

From the applications submitted, only those candidates whose training and experience best meet our requirements will be invited to the written test. Passing the math test is NOT an automatic invitation to the written test.

Applicants invited will take a three-hour written test, weighted 60%, which will assess customer service, driving and problem solving skills, and the ability to fill out a form used by Bus Operators. Those who qualify on the written test will be invited to an interview weighted 40% and a Driving Test, which will be Pass/Fail.

Those who do not qualify on the math test, may re-take the test at any time the test is being administered. Applicants who do not qualify on the three hour written test must wait SIX (6) months from the date of the exam before being eligible to re-take the qualifying math test and written test.

A background investigation will be conducted if hired.

Written tests dates will be announced.



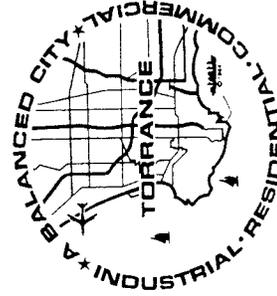
Special Notes

In accordance with the Memorandum of Understanding between AFL-CIO Local 1117, AFSCME, and the City of Torrance, new

employees covered under that memorandum shall become members in good standing or pay the required service fee to said Local 1117.

Applicants with disabilities who require special testing arrangements must contact the Civil Service Department prior to the final filing date.

07/12/07



Bus Operator

Definition

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Distinguishing Characteristics

Distinguished from Senior Bus operator in that an incumbent does not have supervisory responsibilities and does not generally perform administrative duties. Bus Operator is distinguished from Bus Operator Trainee in that an incumbent is not being trained to operate a bus.

Examples of Duties

- Drives a bus over an assigned route and on schedule;
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- Drives with due regard to safety and comfort of passengers and to the maintenance of time schedules;
- Answers questions regarding routes and time schedules concerning the Torrance Municipal Bus Lines and connecting lines in the Los Angeles Metropolitan area;
- Prepares a daily cash report of money turned in, fare box readings, and other related information;
- As required, may prepare detailed written reports concerning accidents, breakdowns, and mechanical defects.

Minimum Qualifications

Knowledge of:

- Safety principles and regulations applicable to bus operations, including the California Vehicle Code and City of Los Angeles, Long Beach, and Torrance traffic regulations;
- Proper operation and maintenance of buses.

Ability to:

- Operate a large passenger bus effectively and safely;
- Keep simple records and make reports;
- Deal courteously with passengers and the public;
- Perform arithmetic computations.

License Required

A valid California Class 1 or 2 Motor Vehicle operator's License.

Experience

Six months of full-time driving requiring a Class 1 or Class 2 license; or, six months full-time driving a truck of two ton or greater capacity; or the satisfactory completion of the City of Torrance Driver Training/Safety Program.

Education

No specific minimum.

POLICY OF THE CIVIL SERVICE COMMISSION

SUBJECT: POLICY ON TRANSFER OF INCUMBENT EMPLOYEES WITHOUT EXAMINATION

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2. That the incumbent has been in the position for a sufficient period of time to become proficient in performing the duties of the new class.
3. That the change of duties has occurred gradually over time.
4. That there is no evidence the change was created as a subterfuge to circumvent the examination process.
5. That the salary level of the new position is a consideration in making a determination.
6. That no current eligible list exists for the new class.

Council Meeting of
October 16, 2007

Honorable Mayor and Members
of the City Council
City Hall
Torrance, California
Members of the Council:

SUBJECT: Approval of a Tentative Agreement with TME-AFSCME for the creation of a Bus Operator Training Program.

RECOMMENDATION

The City Manager recommends approval of a Tentative Agreement with TME-AFSCME to create a Bus Operator Training Program.

Funding

Funding is not required for this program due to efficiencies achieved from reduction in the overtime budget.

BACKGROUND AND ANALYSIS

With the approval of the City Council, the Transit Department created the Relief Bus Operator (RBO) position in 1997 to address manpower shortages and to avoid contracting bus operator duties. The RBO position provided individuals with prior bus driving experience an opportunity to work part-time and eventually apply to become full-time Bus Operators at Torrance Transit. Since the RBO position was at-will and not part of the Torrance Civil Service System, RBO's had to apply for the full-time Bus Operator positions and compete with a larger, typically experienced, pool of applicants. In certain instances, internal RBOs did not place high enough on the eligibility list to be considered for hire as full-time Bus Operators. Over the years, Torrance Transit has had mixed success with the transition of RBO to Bus Operator. Several individuals were successful in becoming full-time Bus Operators; however others left Torrance Transit accepting full-time employment with other Transit agencies.

In recent years, the Transit industry has had difficulty in recruiting and retaining quality Bus Operators. In Southern California, it has been especially difficult since there are sixteen (16) municipal transit agencies. Torrance Transit is in direct recruiting competition with agencies such as the Metropolitan Transit Authority (MTA), Long Beach Transit, Santa Monica Big Blue Bus and several other cities for quality Bus Operators. Another challenge for Torrance Transit is the requirement that all Bus Operator applicants must have prior bus driving experience. Other agencies provide training opportunities for individuals without bus driving experience who are seeking a stable career in a Transit agency to transition to full-time employment.

To address the challenges of recruiting and retaining quality Bus Operators, staff recommends the creation of a Bus Operator Training & Recruitment Program. This new program will target

individuals with prior customer service experience looking for a new career. Torrance Transit will create a new training program that will afford these individuals with the opportunity to learn how to operate a bus and eventually work their way up to a full-time Bus Operator. As part of the training program, the new position of Apprentice Relief Bus Operator (ARBO) will be created as an at-will position within TME-AFSCME. RBO positions will be reclassified as a Civil Service position and movement to the full-time Bus Operator position will become a promotional opportunity for these Torrance Transit employees. This new system will create upward mobility and reward individuals with excellent driving records, good customer service skills and the willingness to work their way up to a rewarding career.

Staff has met with TME-AFSME to develop a Tentative Agreement contingent upon approval of the Bus Operator Training Position by the Civil Service Commission and your Honorable Body. As part of the Tentative Agreement, two current Relief Bus Operators will be reclassified as full-time Bus Operators. After the current recruitment and testing, and expiration of the eligibility list for Bus Operator, future full-time Bus Operators will be promoted from the RBO position. Individuals interested in becoming full-time bus operators at Torrance Transit, can apply for either ARBO's or RBO's. Once a vacancy becomes available for full-time Bus Operators, RBO's with at least one year of driving experience at Torrance Transit will qualify for the promotional exam. Torrance Transit Management will work with the Human Resources Department to closely monitor the impact of the new Bus Operator Training Program on recruitment and retention.

Respectfully submitted,

LeROY J. JACKSON
CITY MANAGER

By 
Aram Chaparyan
Assistant to the City Manager

CONCUR:


LeRoy J. Jackson
City Manager

Attachments: A) Tentative Agreement with TME-AFSCME

TENTATIVE AGREEMENT

Based on discussions between Management of the City of Torrance and representatives of TME-AFSCME, the undersigned agree to the following:

- 1) The creation of a bus operator training and recruitment program to expand the recruitment pool of bus operator candidates and to reward Relief Bus Operators for their driving skills and consistent quality performance.
- 2) The new bus operator recruitment and training program will become effective immediately. However, appointments to full-time bus operator will be made from the upcoming eligibility list.
- 3) Two at-will classifications will be created as part of the bus operator recruitment and training program. These two positions will be entitled "Apprentice Relief Bus Operator Trainee" ("ARBO Trainee") and "Apprentice Relief Bus Operator" ("ARBO") respectively.
- 4) Apprentice Relief Bus Operator (ARBO) Trainee position description:
 - a) ARBO Trainee will be required to have at least 6 months of customer service or work requiring contact with the public, be at least 21 years of age, and have a valid Class C license for at least 2 years.
 - b) ARBO Trainee will be paid \$11.00 per hour and work a maximum of 40 hours per week.
 - c) ARBO Trainee will be considered part-time employees and will not be entitled to any benefits.
 - d) An ARBO Trainee program will be implemented by Transit Management. Upon successful completion of the ARBO Trainee Program an employee may become an ARBO.
 - e) Employees shall not be employed in this classification longer than three months and shall not be eligible for re-hire into this position more than once every two years.
- 5) Apprentice Relief Bus Operator (ARBO) position description:
 - a) ARBO will be paid \$13.00 per hour.
 - b) ARBO will be guaranteed a minimum of 20 hours of work per week with a maximum of 35 hours of work per week.
 - c) ARBO will be considered part-time employees and will not be entitled to any benefits.
 - d) ARBO will work 990 hours prior to testing for the RBO position.
 - e) Employees in this classification shall not be employed longer than 990 hours and shall not be eligible for re-hire into this position more than once every two years.
- 6) The position of Relief Bus Operator shall become a civil service position. New employees in the Relief Bus Operator position shall be guaranteed a minimum of 20 hours per week but shall work no more than 35 hours per week. In all other respects the position of Relief Bus Operator I, II, and III including the minimum job requirements, compensation and benefits shall remain the same.

- 7) The Full-Time Bus Operator position shall remain the same except that appointment to full-time bus operator shall only be via the promotional examination process.
- 8) Upon approval by the Civil Service Commission and ratification by City Council, the two incumbent RBO's shall become full-time bus operator classified service employees and shall thereafter be subject in all respects to the benefits of civil service employees. The incumbents will assume the duties of full-time bus operator on the first day of the first pay period following approval by City Council.
- 9) TME-AFSCME expressly understands and acknowledges that implementation of this bus operator recruitment and training program is contingent upon approval from the Civil Service Commission and the City Council.
- 10) City will make a good faith recommendation that both the Civil Service Commission and the City Council approve the bus operator recruitment and training program.
- 11) Upon approval by the Civil Service Commission and the City Council TME-AFSCME and City will amend the existing MOU as necessary to bring it into conformity with the new bus operator recruitment and training program.
- 12) Apprentice Relief Bus Operators (ARBO) and Apprentice Relief Bus Operator Trainees (ARBO-Trainee) will be represented by TME-AFSCME.

Signed this 15th day of October, 2007.

Management

Aram Cheparyan

TME-AFSCME

[Signature]

[Signature]
