Council Meeting
February 24, 2009

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

Members of the Council:

SUBJECT: Approval of the Revised Class Specifications for Bus Operator and Transit Dispatcher

RECOMMENDATION

Recommendation of the Human Resources Director and the Civil Service Commission that the City Council to approve the Revised Class Specifications for Bus Operator and Transit Dispatcher.

FUNDING No Impact.

BACKGROUND

The Bus Operator class specification was last revised in 1979 and the Lead Bus Operator has not been revised since 1998. Both class specifications required revision to update the duties and requirements. In addition, the title Lead Bus Operator does not accurately reflect the main functions of the classification.

The proposed class specifications were approved by the Civil Service Commission at their meeting on February 9, 2009. The proposed class specifications are submitted to your Honorable Body for your review and approval.

ANALYSIS

BUS OPERATOR

Bus Operators safely operate motor coaches on an assigned route and schedule; collect and account for fares; perform daily bus safety inspections; greet and provide directions and other information to customers; and perform other related work as required.

Changes were made to the Qualification Guidelines section to include knowledge and ability statements required at entry and those required to successfully perform the duties.

To qualify for the position, a typical combination of Education and Experience that provides the knowledge and skills required is as follows:

Minimum one year driving as Class A or B, with Passenger endorsement or successful completion of 12 months of service as a Relief Bus Operator for the City of Torrance; and, a satisfactory driving record for the past three years.

In addition, a current DMV H-6 record showing a ten-year driving history and no points within the last three (3) years is required at time of application.

LEAD BUS OPERATOR/TRANSIT DISPATCHER

The Lead Bus Operator class specification was formerly utilized as a lead position in the Department that operated a bus over an assigned route and assisted in the training and instruction of new Bus Operators. As functions were re-aligned the position has been primarily utilized as a

communications operator and operates a bus over an assigned route on an "as-needed" basis. The title Transit Dispatcher accurately reflects the major responsibilities of the classification.

Transit Dispatchers operate communication systems utilizing radio, telephone and computer equipment to provide assistance to Bus Operators and the public; provide information to the public; and dispatch personnel and equipment in response to service requests and to organize and coordinate the activities of field units and lead and instruct others in the areas of safe driving practices, customer service, schedule maintenance and compliance with Division rules and policies.

Changes were also made to the Qualification Guidelines section including the knowledge and ability statements required at entry and those required to successfully perform the duties.

To qualify for the position, a typical combination of Education and Experience that provides the knowledge and skills required such as:

Three years of full-time experience as a Bus Operator at the City of Torrance or comparable agency.

In addition, a current DMV H-6 record showing a ten-year driving history and no points within the last three (3) years is required at time of application.

Respectfully submitted,

Marla Shwarts

Civil Service Commission
Marla Shwarts, Chair

ELAINE M. WINER
Human Resources Director

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

CONCUR:

Elaine M. Winer

Elaine M. Winer
Human Resources Director

NOTED:

LeRoy J. Jackson
City Manager

Attachments:

A. Civil Service Commission Meeting February 9, 2009, Item 12
B. Proposed Class Specification for Bus Operator
C. Proposed Class Specification for Transit Dispatcher

City of Torrance
Civil Service

Code: 5104
February 2009

TRANSIT DISPATCHER

DEFINITION

Under general supervision, operates communication systems utilizing radio, telephone and computer equipment to provide assistance to Bus Operators and the public; provides information to the public; dispatches personnel and equipment in response to service requests and to organize and coordinate the activities of field units; maintains records of activities in response to service requests; leads, instructs and directs in areas of safe driving practices, customer service, schedule maintenance and compliance with Division rules and policies; and performs other related work as required.

DISTINGUISHING CHARACTERISTICS

Distinguished from Bus Operators in that incumbents regularly perform dispatch functions of the division and drive buses over assigned routes when necessary. Transit Dispatcher is distinguished from Bus operator in that this is a full-time position with a minimum of three years of experience in the operation of a bus, and possession of all required credentials. At this level, incumbents work with only occasional instruction or assistance; work requires incumbents to exercise sound judgment in selecting appropriate guidelines to follow; significant deviations require prior approval.

SUPERVISION EXERCISED/RECEIVED

Supervision is received from the Transit Operations Supervisor, Senior Business Manager, or Transit Operations Manager. The Transit Dispatcher provides instruction and technical direction to Bus Operators, Relief Bus Operators and Apprentice Relief Bus Operators.

EXAMPLES OF ESSENTIAL DUTIES

The following duties represent the principal job duties however; they are not all-inclusive.

- Coordinates and dispatches all bus operator assignments for revenue service, special events and emergency response.
- Inputs general payroll information into the Computer Assisted Dispatch (CAD) system and verifies accuracy of data/information.
- Provides instruction and direction to operators in areas such as customer service, safe driving practices, schedule maintenance and 8/80 log compliance.
- Assists in the training and development of new operators; provides on-going training and instruction in areas related to passenger relations, safety, accident prevention, bus maintenance; and keeps records of training provided, course content and attendees.
- Checks on and communicates with supervisors regarding stops and zones, terminals and line checks, employee performance and may provide feedback to the Transit Supervisor to assist with performance evaluations.
- Identifies, checks and reports operational problems and incidents to supervisors; makes recommendations and proposes solutions to operational issues.
- Prepares written reports regarding transit operations, accidents, breakdowns, and mechanical defects; assists in entering payroll, 8/80 log checking and monitoring run assignments.

- Drives a bus over an assigned route and on a fixed schedule when necessary; collects fares and drives with due regard to safety and comfort of passengers and the maintenance of time schedules.
- Greets patrons, answers questions regarding routes and time schedules concerning the Torrance Transit System and connecting lines in the Los Angeles Metropolitan area.
- Keeps and prepares simple records such as tracking seat time, completing pre-trip inspections reports and incident reports.
- Maintains, supports, and promotes a safe work environment while complying with all safety rules, regulations, policies, and procedures to ensure the well being of Torrance Transit customers and employees.
- Responsible for complying with all City and departmental work rules, policies, and procedures, as well as DMV and all State and Federal mandates as required.

EXAMPLES OF OTHER DUTIES

The following duties represent duties that are generally performed by this position, but are not considered to be principal job duties:

Performs other related duties as required.

QUALIFICATION GUIDELINES

Knowledge of:

- Torrance Transit system operations, rules and regulations, including bus operation, pre-trip inspection, routes and schedules.
- Safety principles and regulations applicable to bus operations including the California Vehicle Code and neighboring cities' traffic regulations.
- Customer service practices including courtesy to passengers, sensitivity to passengers with disabilities, stop announcements, responding to questions and providing information and direction to customers.
- Proper bus safety and maintenance inspections procedures.
- Two-way radio procedures and codes.

Ability to:

- Operate a passenger bus safely and effectively in accordance with the California Vehicle Code and local traffic regulations.
- Read and interpret bus routes and schedules;
- Arrive on-time and work independently with minimal supervision.
- Communicate politely and cooperatively with passengers, employees and members of the public.
- Exercise tact and sound judgment when resolving operational and passenger problems.
- Establish and maintain effective working relationships with co-workers, other City employees, and employees of other transit agencies.
- Understand and follow detailed oral and written instructions.
- Interpret and successfully maneuver traffic pattern flows and potential road hazards.
- Inspect a bus for safe operation.
- Identify and report equipment malfunctions and safety hazards.
- Collect and count fares, issue transfer tickets and transport passengers on public transit buses.
- Perform simple arithmetic computations.
- Provide training to bus operators following a structured training outline.

- Speak, read, and write basic English.
- Operate a two-way radio.
- Maintain basic records and complete reports.
- Adhere to all City and departmental rules, policies and procedures, as well as DMV and all State and Federal mandates as required.
- Perform and exercise sound judgment in stressful or emergency situations.

LICENSE OR CERTIFICATE:
Current California Class 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 is desirable.

EDUCATION AND EXPERIENCE:
Any combination of education and experience that would have provided the knowledge and skills required is qualifying. A typical way to obtain the knowledge and skills would be:

Three years of full-time experience as a Bus Operator at the City of Torrance or comparable agency.

SPECIAL REQUIREMENTS
Performance of the essential duties of this position includes the following physical demands and/or working conditions:

A current DMV H-6 record showing a ten-year driving history, and no points within the last three (3) years.

Ability to pass Department of Motor Vehicles Medical Certificate examination.

Work is performed indoors (i.e. on the bus) but regularly outside in seasonal climate and weather conditions. Drives for prolonged period of time with limited rest breaks. Heavy city traffic conditions are encountered on a daily basis. Follows a schedule. Noise from traffic and a two-way radio, slippery surfaces and dust are situations regularly encountered. Physical demands include driving, walking, constant arm movements and sitting for long periods of time.

These positions are considered safety-sensitive and subject to drug and alcohol testing, including random testing, under Federal Transportation Administration (FTA) drug and alcohol regulations.

Position requires availability to work various shifts on weekdays, weekends, evenings, and holidays.

CAREER LADDER INFORMATION

Experience gained in this classification may serve to meet the minimum requirements for promotion to Transit Supervisor.

BUS OPERATOR

DEFINITION

Under general supervision, safely operates a motor coach on assigned route and schedule; collects and accounts for fares; performs daily bus safety inspection; greets and provides direction and other information to customers; and performs other related work as required.

DISTINGUISHING CHARACTERISTICS

Distinguished from Lead Bus Operators in that the incumbent regularly drives buses over assigned routes and distinguished from Relief Bus operator in that this is a full-time position with a minimum of one year of experience in the operation of a bus, and possession of all required credentials. At this level, incumbents work with only occasional instruction or assistance; work requires incumbents to exercise judgment in selecting appropriate guidelines to follow; significant deviations require prior approval.

SUPERVISION EXERCISED/RECEIVED

Supervision is received from the Transit Operations Supervisor, Senior Business Manager, or Transit Operations Manager. Bus Operators may receive work technical direction from a Lead Bus Operator.

EXAMPLES OF ESSENTIAL DUTIES

The following duties represent the principal job duties however; they are not all-inclusive.

- Performs a complete pre-trip inspection of bus, safety checks equipment, and informs dispatch when adjustments or repairs are necessary, in accordance with Department of Motor Vehicle regulations.
- Collects and counts fares, issues transfer tickets, and transports passengers on public transit buses
- Maintains schedule adherence for pull-out time and en-route service
- Drives with due regard to safety and comfort of passengers
- Provides schedule, route, and fare information to passengers seeking assistance concerning the Torrance Transit System and connecting lines in the Los Angeles Metropolitan area; notifies Dispatch to obtain additional information as needed.
- Operates wheelchair lift and assists disabled passengers in boarding, securing, riding, and alighting in a safe manner
- Receives and transmits two-way radio messages involving accidents, incidents, emergencies, criminal activities, or other authorized Agency business utilizing judgment and discretion to ensure patron and individual safety.
- Reports hazardous or dangerous conditions along bus route and at passenger loading zones, including such hazards as unusual traffic, road conditions, obstructions, construction, and criminal activity
- Writes reports and completes forms as required, may prepare detailed written reports concerning accidents, incidents, breakdowns, and mechanical defects.
- Adheres to safety rules, regulations, policies, and procedures to ensure the well being of Torrance Transit customers and employees
- Responsible for complying with all City and departmental work rules, policies, and procedures

EXAMPLES OF OTHER DUTIES

The following duties represent duties that are generally performed by this position, but are not considered to be principal job duties:

- May instruct new operators learning specific bus line routes
- Performs other related duties

MINIMUM QUALIFICATION GUIDELINES

Knowledge of:

- Safety principles and regulations applicable to bus operations including the California Vehicle Code and neighboring cities' traffic regulations.
- Customer service practices including courtesy to passengers, sensitivity to passengers with disabilities, stop announcements, responding to questions and providing information and direction to customers
- Proper bus safety and maintenance inspections procedures.
- Two-way radio procedures and codes.

Ability to:

- Operate a passenger bus safely and effectively in accordance with the California Vehicle Code and local traffic regulations.
- Read maps.
- Arrive on-time and work independently with minimal supervision.
- Communicate politely and cooperatively with passengers and members of the public.
- Exercise tact and sound judgment when resolving operational and passenger problems.
- Establish and maintain effective working relationships with co-workers, other City employees, and employees of other transit agencies.
- Exercise sound judgment in stressful situations
- Understand and follow detailed oral and written instructions
- Interpret and successfully maneuver traffic pattern flows and potential road hazards
- Inspect a bus for safe operation.
- Identify and report equipment malfunctions and safety hazards.
- Collect and count fares, issue transfer tickets and transport passengers on public transit buses
- Speak, read, and write basic English
- Operate a two-way radio.
- Maintain basic records, complete reports and perform basic arithmetic computations.
- Adhere to all City and departmental rules, policies and procedures.

LICENSE OR CERTIFICATE:

Possess and maintain a current California Class 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 is desirable.

A current DMV H-6 record showing a ten-year driving history and no points within the last three (3) years is required at time of application.

EDUCATION AND EXPERIENCE:
Any combination of education and experience that would have provided the knowledge and skills required is qualifying. A typical way to obtain the knowledge and skills would be:

Minimum one year driving as Class A or B, with Passenger endorsement or successful completion of 12 months of service as a Relief Bus Operator for the City of Torrance; and, a satisfactory driving record for the past three years.

SPECIAL REQUIREMENTS
Performance of the essential duties of this position includes the following physical demands and/or working conditions:

Work is performed sometimes indoors but regularly outside in seasonal climate and weather conditions. Driving for prolonged period of time with limited rest breaks. Heavy city traffic conditions are encountered on a daily basis. Follows a schedule to leave and pick up passengers. Noise from traffic and a two-way radio, slippery surfaces and dust are situations regularly encountered. Position requires availability to work shift, weekend, evenings, holidays, on-call and overtime. Physical demands include driving, walking, constant arm movements and sitting for long periods of time.

These positions are considered safety sensitive and subject to drug and alcohol testing, including random testing, under Federal Transportation Administration (FTA) drug and alcohol regulations.

Position requires availability to work various shifts on weekdays, weekends, evenings, and holidays.

CAREER LADDER INFORMATION
Experience gained in this classification may serve to meet the minimum requirements for promotion to Transit Dispatcher.

February 23, 2009
Commission Meeting

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

Subject: Approval of the Class Specifications for Relief Bus Operator

RECOMMENDATION
The Human Resources Director recommends that your Honorable Body approve the proposed class specification for Relief Bus Operator and forward to the City Council for adoption.

BACKGROUND
At your meeting of October 22, 2007 staff advised the Commission that as a result of a tentative agreement with TME-AFSCME, that the City intended to convert the Relief Bus Operator from an at-will to a civil service classification, which recommendation is before your Honorable Body.

The proposed class specification of Relief Bus Operator is submitted for your review and approval. The City has met and conferred with TME-AFSCME who concurs in the recommendation before your Honorable Body.

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.

Relief Bus Operators safely operate a motor coach on an assigned route and schedule; collect and account for fares; perform daily bus safety inspection; greet and provide direction and other information to customers; and performs other related work as required.

Primary Examples of Duties include:

- Performs a complete pre-trip inspection of bus, safety checks equipment, and informs dispatch when adjustments or repairs are necessary, in accordance with Department of Motor Vehicle regulations.
- Collects and counts fares, issues transfer tickets, and transports passengers on public transit buses
- Maintains schedule adherence for pull-out time and en-route service
- Drives with due regard to safety and comfort of passengers
- Provides schedule, route, and fare information to passengers seeking assistance concerning the Torrance Transit System and connecting lines in the Los Angeles Metropolitan area; notifies Dispatch to obtain additional information as needed.

The Qualification Guidelines section includes knowledge and ability statements required at entry and those required to successfully perform the duties as an incumbent gains experience in the position. Knowledge and abilities statements listed below reflect the requirements of the classification such as:

Knowledge of:

- Safety principles and regulations applicable to bus operations including the California Vehicle Code and other local traffic regulations.

- Customer service practices including courtesy to passengers, sensitivity to passengers with disabilities, stop announcements, responding to questions and providing information and direction to customers
- Proper bus safety and maintenance inspections procedures.
- Two-way radio procedures and codes.
-

Ability to:

- Operate a passenger bus safely and effectively in accordance with the California Vehicle Code and local traffic regulations.
- Read maps.
- Arrive on-time and work independently with minimal supervision.
- Communicate politely and cooperatively with passengers and members of the public. Exercise tact and sound judgment when resolving operational and passenger problems.

To qualify for the position, a typical combination of Education and Experience that provides the knowledge and skills required is illustrated, such as:

Minimum 6 months of driving with a Class A or B license with Passenger endorsement; at least 21 years of age and a satisfactory driving record for the past three years. In addition, Relief Bus Operators are required to possess and maintain a current California Class 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 is desirable.

Respectfully submitted,

By _____
Melody Lawrence
Human Resources Manager

CONCUR:

_____
Elaine M. Winer
Human Resources Director

_____
Greg Ferguson
Acting TME-AFSCME President

_____
Jason Schwartz
TME-AFSCME Treasurer

NOTED:

_____
Laura Lohnes
Civil Service Manager

Attachments:
A) Proposed Relief Bus Operator Class Specification

ATTACHMENT A

RELIEF BUS OPERATOR

DEFINITION

Under general supervision, safely operates a motor coach on an assigned route and schedule; collects and accounts for fares; performs daily bus safety inspection; greets and provides direction and other information to customers; and performs other related work as required.

DISTINGUISHING CHARACTERISTICS

Distinguished from Bus Operators in that incumbents work a minimum of 20 hours per week but shall work no more than 35 hours per week. At this level, incumbents work with minimal instruction or assistance; work requires incumbents to exercise sound judgment in selecting appropriate guidelines to follow; significant deviations require prior approval.

SUPERVISION EXERCISED/RECEIVED

Supervision is received from the Transit Operations Supervisor, Senior Business Manager, or Transit Operations Manager. Relief Bus Operators may receive instruction and direction from a Lead Bus Operator.

EXAMPLES OF ESSENTIAL DUTIES

The following duties represent the principal job duties however; they are not all-inclusive.

- Performs a complete pre-trip inspection of bus, safety checks equipment, and informs dispatch when adjustments or repairs are necessary, in accordance with Department of Motor Vehicle regulations.
- Collects and counts fares, issues transfer tickets, and transports passengers on public transit buses
- Maintains schedule adherence for pull-out time and en-route service
- Drives with due regard to safety and comfort of passengers
- Provides schedule, route, and fare information to passengers seeking assistance concerning the Torrance Transit System and connecting lines in the Los Angeles Metropolitan area; notifies Dispatch to obtain additional information as needed.
- Operates wheelchair lift and assists disabled passengers in boarding, securing, riding, and alighting in a safe manner
- Receives and transmits two-way radio messages involving accidents, incidents, emergencies, criminal activities, or other authorized Agency business utilizing judgment and discretion to ensure patron and individual safety.
- Reports hazardous or dangerous conditions along bus route and at passenger loading zones, including such hazards as unusual traffic, road conditions, obstructions, construction, and criminal activity
- Writes reports and completes forms as required, may prepare detailed written reports concerning accidents, incidents, breakdowns, and mechanical defects.
- Adheres to safety rules, regulations, policies, and procedures to ensure the well being of Torrance Transit customers and employees
- Complies with all City and departmental work rules, policies, and procedures

EXAMPLES OF OTHER DUTIES

The following duties represent duties that are generally performed by this position, but are not considered to be principal job duties:

Performs other related duties

QUALIFICATION GUIDELINES

Knowledge of:

- Safety principles and regulations applicable to bus operations including the California Vehicle Code and other local traffic regulations.
- Customer service practices including courtesy to passengers, sensitivity to passengers with disabilities, stop announcements, responding to questions and providing information and direction to customers
- Proper bus safety and maintenance inspections procedures.
- Two-way radio procedures and codes.

Ability to:

- Operate a passenger bus safely and effectively in accordance with the California Vehicle Code and local traffic regulations.
- Read maps.
- Arrive on-time and work independently with minimal supervision.
- Communicate politely and cooperatively with passengers and members of the public. Exercise tact and sound judgment when resolving operational and passenger problems.
- Establish and maintain effective working relationships with co-workers, other City employees, and employees of other transit agencies.
- Exercise sound judgment in stressful situations
- Understand and follow detailed oral and written instructions
- Interpret and successfully maneuver traffic pattern flows and potential road hazards
- Inspect a bus for safe operation.
- Identify and report equipment malfunctions and safety hazards.
- Collect and count fares, issue transfer tickets and transport passengers on public transit buses
- Speak, read, and write basic English
- Operate a two-way radio.
- Maintain basic records, complete reports and perform basic arithmetic computations.
- Adhere to all City and departmental rules, policies and procedures.

LICENSE OR CERTIFICATE:

Possess and maintain a current California Class 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 is desirable.

EDUCATION AND EXPERIENCE:

Any combination of education and experience that would have provided the knowledge and skills required is qualifying. A typical way to obtain the knowledge and skills would be:

Minimum 6 months of driving with a Class A or B license with Passenger endorsement; at least 21 years of age and a satisfactory driving record for the past three years.

SPECIAL REQUIREMENTS

Performance of the essential duties of this position includes the following physical demands and/or working conditions:

A current DMV H-6 record showing a ten-year driving history and no points within the last three (3) years is required at time of application.

Work is performed indoors (i.e. on the bus) but regularly outside in seasonal climate and weather conditions. Drives for prolonged period of time with limited rest breaks. Heavy city traffic conditions are encountered on a daily basis. Follows a schedule. Noise from traffic and a two-way radio, slippery surfaces and dust are situations regularly encountered. Physical demands include driving, walking, constant arm movements and sitting for long periods of time.

These positions are considered safety sensitive and subject to drug and alcohol testing, including random testing, under Federal Transportation Administration (FTA) drug and alcohol regulations.

Position requires availability to work various shifts on weekdays, weekends, evenings, and holidays.

CAREER LADDER INFORMATION

Experience gained in this classification may serve to meet the minimum requirements for promotion to Bus Operator.