

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

**SUBJECT: HR - Approval of the Revised Class Specification for
Relief Bus Operator**

RECOMMENDATION

Recommendation of the Human Resources Director and the Civil Service Commission that City Council approve the revised class specification for Relief Bus Operator.

Expenditure: None

BACKGROUND

In February 2009, the class specification for Relief Bus Operator was approved by your Honorable Body. This classification had previously been an at-will classification in the Transit Department that had been created in 1997 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.

In January 2009, staff created the Apprentice Relief Bus Operator/Trainee classification which is an at-will classification. Trainees participate in a formal classroom and Bus Operator training program and are expected to successfully complete the training program to become Apprentice Relief Bus Operators within three months of hire. Apprentice Relief Bus Operators are expected to successfully obtain necessary licenses and certificates to qualify for the Relief Bus Operator classification.

This program will allow the Torrance Transit to develop qualified candidates to gain the necessary training and obtain the certifications required to become Relief Bus Operators and eventually become Bus Operators for the City. Staff is confident that candidates who successfully complete this program will be ready to assume the position of Relief Bus Operator for the City.

In order to transition successful Apprentice Relief Bus Operators to the Relief Bus Operator class in a competitive process, it is staff's recommendation that the Relief Bus Operator classification be revised to include Lateral entry to the classification.

At their meeting of October 12, 2009, the Civil Service Commission approved the revised class specification for Relief Bus Operator. This recommendation is submitted to your Honorable Body for your review and approval.

ANALYSIS

The class specification for Relief Bus Operator has been modified to include the distinction between the Lateral-entry Relief Bus Operator as well as a change to the Education and Experience section. The changes are as follows:

Distinguishing Characteristics

Lateral-entry Relief Bus Operator (RBO) is distinguished from entry-level RBO in that the Lateral-entry RBO is required to have successfully completed the Apprentice Relief Bus Operator training program within the last 90 days as certified by the Transit Department and possesses the required certification and licenses and a minimum of 3 months of successful performance as an Apprentice Relief Bus Operator.

License or Certificate – Lateral Entry

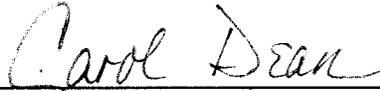
Possess and maintain a current California Class A or B Drivers License with a P endorsement and air brakes. Current VTT (Verification of Transit Training), SPAB card (School Pupil Activity Bus Certificate), or School Bus Driver’s Certificate is desirable.

Education and Experience – Lateral Entry

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

Completion of the City of Torrance Transit Department, Apprentice Relief Bus Operator Training program and completion of a minimum of 3 months of successful performance as an Apprentice Relief Bus Operator.

Respectfully submitted,
CIVIL SERVICE COMMISSION



Carol Dean, 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. Civil Service Commission Meeting Item for Revision of the Relief Bus Operator
- B. Revised Class Specification for Relief Bus Operator

Commission Meeting
October 12, 2009

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

SUBJECT: Approval of the Revised Class Specification for Relief Bus Operator

RECOMMENDATION

Recommendation of the Human Resources Director that your Honorable Body approve the revised class specification for Relief Bus Operator and forward it to the City Council for adoption.

BACKGROUND

In February 2009, your Honorable Body approved the class specification for Relief Bus Operator. This classification had previously been an at-will classification in the Transit Department that had been created in 1997 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.

In January 2009, staff created the Apprentice Relief Bus Operator/Trainee classification which is an at-will classification. Trainees participate in a formal classroom and Bus Operator training program and are expected to successfully complete the training program to become Apprentice Relief Bus Operators within three months of hire. Apprentice Relief Bus Operators are expected to successfully obtain necessary licenses and certificates to qualify for the Relief Bus Operator classification.

This program will allow the Torrance Transit to develop qualified candidates to gain the necessary training and obtain the certifications required to become Relief Bus Operators and eventually become Bus Operators for the City. Staff is confident that candidates who successfully complete this program will be ready to assume the position of Relief Bus Operator for the City.

In order to transition successful Apprentice Relief Bus Operators to the Relief Bus Operator class in a competitive process, it is staff's recommendation that the Relief Bus Operator classification be revised to include Lateral entry to the classification

The class specification has been revised and is before your Honorable Body for approval. Management has met and conferred on the changes to the class specification and the Torrance Municipal Employees – AFSCME (TME-AFSCME) concurs with this recommendation.

ANALYSIS

The class specification for Relief Bus Operator has been modified to include the distinction between the Lateral-entry Relief Bus Operator as well as a change to the Education and Experience section.

The changes are as follows:

Distinguishing Characteristics

Lateral-entry Relief Bus Operator (RBO) is distinguished from entry-level RBO in that the Lateral-entry RBO is required to have successfully completed the Apprentice Relief Bus Operator training program within the last 90 days as certified by the Transit Department and possesses the required certification and licenses and a minimum of 3 months of successful performance as an Apprentice Relief Bus Operator.

License or Certificate – Lateral Entry

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 – Lateral Entry

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

Completion of the City of Torrance Transit Department, Apprentice Relief Bus Operator Training program and completion of a minimum of 3 months of successful performance as an Apprentice Relief Bus Operator.

Respectfully submitted,

By Melody P. Lawrence
Melody Lawrence
Human Resources Manager

CONCUR:

Elaine M. Winer
Elaine M. Winer
Human Resources Director

Jeannie Moorman
Jeannie Moorman
TME-AFSCME President

Greg Ferguson
Greg Ferguson
TME-AFSCME Vice President

NOTED:

Laura Lohnes
Laura Lohnes
Civil Service Manager

Attachments:

- A. Revised Class Specification for Relief Bus Operator
- B. Existing Class Specification for Relief Bus Operator

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.

Lateral-entry Relief Bus Operator (RBO) is distinguished from entry-level RBO in that the Lateral-entry RBO is required to have successfully completed the Apprentice Relief Bus Operator training program within the last 90 days as certified by the Transit Department and possesses the required certification and licenses and a minimum of 3 months of successful performance as an Apprentice Relief Bus Operator.

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 Transit Dispatcher.

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.

Education and Experience – Lateral Entry:

Completion of the City of Torrance Transit Department, Apprentice Relief Bus Operator Training program and completion of a minimum of 3 months of successful performance as an Apprentice Relief Bus Operator.

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.

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.

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Education and Experience – Lateral Entry:

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