

**MONTGOMERY COUNTY GOVERNMENT  
ROCKVILLE, MARYLAND  
CLASS SPECIFICATION**

**Code No. 004466  
Grade T1**

**TRANSIT BUS OPERATOR**

**DEFINITION OF CLASS:**

This class of work involves operating a public transit bus to pick up, transport and discharge passengers. Regularly recurring contacts include co-workers in the organizational unit of assignment to exchange work-related information; on an incidental basis, they may include public safety personnel in response to a traffic accident, an emergency or a hostile situation. The large majority of contacts are with the public; these contacts occur throughout the work period and involve providing direct assistance to bus riders by responding to questions about routes, stops, directions, fare charges, transfers and other matters, and enabling or helping passengers to board and de-board a bus by raising and lowering it through controls, guiding, pulling, pushing and securing wheelchairs and otherwise aiding passengers with disabilities who use assistive equipment and the elderly. The customer care and customer assistance that Transit Bus Operators are expected to render to all passengers are particularly important. Distinguishing characteristics of care and assistance are frequency and brevity.

An employee in this class, after successful completion of a driver training program, is responsible for the safe and on-time operation of a public transit bus in all types of weather and traffic conditions and for tactful and courteous interactions with the public. Employees in this class operate all of the makes and models of public transit buses in use by the County. Work is performed on a fixed route basis or in demand-response mode by which passengers are provided door-to-door or point-to-point service such as from a community center to a shopping center and return. Transit Bus Operators operate their buses and drive their routes in strict accordance with established schedules and written or verbal instructions independent of direct supervision; remote oversight includes operational monitoring and provision of verbal directions by an 'operational control' communicator. In special bus trip situations (programmed transportation), Transit Bus Operators may at times select the most efficient route of travel between pick up and drop off points. Unruly passengers, traffic congestion problems and other unusual situations not covered by instructions are referred to the 'operational control' communicator, a 'road coordinator' or a supervisor for help. Work performance is measured continuously by electronic or human monitoring that includes on-time performance measures, through periodic field checks, and by review of accident reports, rider comments, vehicle/farebox-generated computer reports and other measures. The complexity of this class of work is characterized by Transit Bus Operators having to perform several tasks, some simultaneously, including, but not limited to, safely operate a transit bus at different speeds under varying traffic/weather conditions and meet arrival and departure time requirements; assist passengers onto and off the transit bus; transition from one route to another, which requires changing destination signs, farebox rates, and transfer tickets; operate wheelchair lifts and related equipment; and answer passenger questions about destinations, transfers, and other public and privately operated transit systems. Work also requires employees to conduct visual inspections of their assigned transit bus and to complete pre-trip and post-trip checklist reports, as well as prepare a brief written report of any unusual conditions or events adversely affecting the safe, timely operation of the bus. The impact of properly performed work is realized by the safe, on-time operation of a transit bus and provision of effective customer service, thereby enabling passengers to consistently depart from and arrive at posted times and locations. The large majority of work assignments require continuous operation of a transit vehicle for

extended periods in all types of weather and traffic conditions. The work may include 'split shifts' as well as varying work days and start/finish times. Medium physical effort, resulting in noticeable fatigue, is used in regularly positioning self, reaching, bending, turning, and constantly moving hands, arms, feet and legs to operate hand and foot vehicle controls, providing assistance to passengers boarding and de-boarding a transit bus including the elderly and passengers who use wheelchairs and other assistive equipment which require special securing measures by the Transit Bus Operator, as requested, and/or otherwise performing the work of the class. This class of work presents considerable potential risks due to the presence, at times, of disruptive or hostile patrons among the riding public; strict observance of safety precautions is required.

**EXAMPLES OF DUTIES: (Illustrative Only)**

- Operates a public transit bus to pick up, transport, and discharge passengers while adhering to route/schedule and motor vehicle laws; drives the correct route at different speeds under varying traffic/weather conditions to adhere to arrival and departure times and other requirements; transitions from one route to another, which requires changing destination signs, farebox rates, and transfer tickets; and uses on-board communications equipment to communicate with co-workers and, as needed, announce route number, destination and major arrival pick-up and discharge points to passengers.
- Provides customer service and courteous interaction with passengers by responding to their inquiries about schedules, routes, fares, stops, transfers and connections to other routes and services such as Metrobus or MTA commuter bus stops/service and Metrorail or MARC train stations, ridership promotions, and transit service policies.
- Operates vehicle doors, raising/lowering features, wheelchair lifts, securing mechanisms and related equipment; and aids passengers boarding and de-boarding the transit bus.
- Operates a transit bus in programmed transportation mode by which passengers are provided door-to-door or point-to-point service such as community centers to shopping centers and return service.
- Maintains communication by radio or text messaging with 'operational control' communicators in Central Communications to report traffic delays, detours, transit bus breakdowns, traffic accidents, interruptions in service, or other information vital to maintaining efficient transit operation; responds to instructions.
- Inspects general condition and status of the vehicle before and after the daily run; reports unsafe vehicle conditions or damage.
- Provides route training and orientation to new vehicle operators.
- Ensures deposit of prescribed fare; issues transfers as appropriate.
- Maintains vehicle operating records and prepares accident and prolonged traffic delay reports.
- Maintains appropriate security for transit vehicle and its contents; reports the presence of suspicious packages or other items to the appropriate personnel.
- Maintains knowledge of vehicle safety features and the mechanical devices and their proper use and operation.
- May provide bus transportation services to residents who have been instructed to evacuate areas of the County; and may provide transportation for first responders in certain events which may include natural disasters, man-made disasters, or acts of terrorism.
- Performs related duties as required.

## **KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of, and skill in, operating a transit bus of varying length/make/model to pick up, transport and drop off passengers across various routes in urban, suburban and rural settings safely and timely; this knowledge/skill set includes traffic laws, basic motor vehicle operation regulations, the rules of the road, defensive driving, and safety procedures.
- Knowledge of (1) fundamental Ride On transit bus operational and administrative procedures to adhere to route/schedules and re-routing instructions and to properly react to bus problems, traffic problems, passenger problems/incidents, traffic accidents, fare disputes and other matters as they pertain to bus operation and passenger transport/interactions, (2) the geography and public transportation network of the County as they pertain to the routes assigned sufficient to adhere to routes/schedules and to provide basic information to passengers about public bus transportation routes/schedules and connections with Metrorail and Metrobus, MTA and MARC), and (3) transit communications procedures and equipment sufficient to communicate with co-workers concerning bus operation and passenger transport/interactions while in service.
- Skill in problem solving to select, organize and logically process relevant information (verbal, numerical or abstract) to solve a problem. Examples include safely and effectively operating a transit bus in consideration of timelines, weather, traffic and other factors; using vehicle doors, bus-door raising/lowering controls, wheelchair lifts, securing mechanisms and related equipment; and conducting effective pre- and post-trip operator level checks and services on the vehicle; and handling behavioral problems in the bus in accordance with policies, procedures and training.
- Skill in oral communication to understand verbal information (instructions, descriptions and ideas) and to express such information verbally so that others will understand. Examples include exchanging traffic, schedule and bus condition information with co-workers (face-to-face and via radio), providing route information with the traveling public, and announcing stops via a public address system (as required).
- Skill in written communication to understand written information (instructions, descriptions and ideas), and to express such information in writing so that others will understand. Examples include reading route information and completing forms.
- Interpersonal skills to interact and team with others in a businesslike, customer service-oriented manner.
- Ability to work under pressure and maintain emotional self-control during peak periods, emergencies and other situations.
- Willingness to work fluctuating hours, split shifts, weekends, holidays, and a reasonable amount of overtime. Duties include continuous driving for two to three hours at a time without a break.
- Visual acuity of 20/40 or better in each eye with or without corrective lenses.
- Hearing ability sufficient to perform essential tasks safely with or without a hearing aid.
- Possess and maintain in good working order an accurate timepiece.

## **MINIMUM QUALIFICATIONS:**

**Experience:** Three (3) years minimum driving experience as a motor vehicle operator with a current Class C (or equivalent) driver's license from applicant's state of residence and a current safe driving record as determined by the Department/Agency to which the position is assigned, and one (1) year of direct customer service experience.

**Education:** Sufficient education to understand and express instructions, descriptions and ideas (such as bus route/schedule information, customer service policies and bus condition information) in both spoken

and written English, and to make basic arithmetic calculations (such as addition and subtraction to keep to schedules).

**Equivalency:** None.

**Physical Ability:** Ability to operate all transit buses in the County's inventory (currently from 30-40 feet in length), which requires, but is not limited to, physical abilities needed to operate a transit bus throughout a shift. They include, but are not limited to, the abilities to (a) conduct pre-trip and post-trip inspections, (b) operate hand controls, (c) operate foot controls, (d) help passengers with disabilities who use assistive devices and other passengers who need help 'negotiating' the bus, (e) announce stops and route information and exchange other types of information face-to-face and use a public address system, a radio-telephone and other equipment, and (f) attend to multiple work inputs and outputs simultaneously using vision and hearing

**OTHER:**

- Applicants must be at least twenty-one (21) years of age on the first day of employment in this job class.

**LICENSE:**

**At Time of Employment Application:**

- Possession and maintenance at all times of a valid (non-provisional and non-probationary) Class C (or equivalent) driver's license from applicant's state of residence.

**First Day of County Employment:**

- Possession and maintenance at all times of either a valid Class B (or equivalent) Commercial Driver's License (CDL), with Passenger and Air Brake Endorsements, or an Instructional Permit for a Class B (or equivalent) CDL, with Passenger and Air Brake Endorsements, issued by applicant's state of residence.

**Upon Completion of Bus Operator Training by Montgomery County:**

- Possession and maintenance at all times of a Class B (or equivalent) CDL, with Passenger and Air Brake Endorsements, issued by the employee's state of residence.

**PROBATIONARY PERIOD:**

The probationary period must be six (6) months for a full-time or part-time employee appointed to a merit system position and three (3) months for a promoted employee, during which time performance will be carefully evaluated. Continuation in this class will be contingent upon successful completion of the probationary period.

**MEDICAL EXAM PROTOCOL:** Core Exam with a Urine Drug and Alcohol Screen.

**Class Established:** December 1972

**Revised:** February 1975

May 1979

August 1985

December 1990

**Classification Study:** August 1992 (M)

November 1995

**Classification Study:** June 1999 (M)

**Classification Study:** November 2005 (M)

January 2007

June 2008

August 2013

**Classification Study:** July 2016 (M)

**Classification Study:** March 2017 (M)

**Revised:** Medical Protocol per OMS Review: May, 2022