

COMPETENCY-BASED OCCUPATIONAL FRAMEWORK FOR REGISTERED APPRENTICESHIP

Transit Coach Operators

ONET Code: 53-3031.00

RAPIDS Code:

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Work Process Schedule

Job Functions and Competencies

WORK PROCESS SCHEDULE		ONET Code: 31-9093.00	
Transit Coach Operator		RAPIDS Code:	
JOB TITLE:			
LEVEL:		SPECIALIZATION:	
STACKABLE PROGRAM <input type="checkbox"/> yes <input type="checkbox"/> no			
BASE OCCUPATION NAME:			
Company Contact: Name			
Address:		Phone	Email
Apprenticeship Type: <input type="checkbox"/> Competency-Based <input type="checkbox"/> Time-Based <input type="checkbox"/> Hybrid		Prerequisites CDL Class A or B permit or license with passenger and air brake endorsement	
JOB FUNCTION 1: Adheres to policies, laws and regulations related to operating a motor coach		Core or Optional	Level
Competencies		Core or Optional	RTI
A. Follows agency standards for attire and appearance			OJT
B. Adheres to customer service policies			
C. Follows agency personnel policies and practices			
D. Fulfills agency training and assessment requirements			
E. Maintains a safe and secure environment for self and passengers			

JOB FUNCTION 2: Follows standard operating procedures issued by employer	Core or Optional		Level
Competencies	Core or Optional	OJT	RTI
A. Completes a pre-trip inspection of critical components and completes Driver Vehicle Inspection Report			
B. Performs a post-trip inspection check			
C. Performs a proper terminal check			
JOB FUNCTION 3: Properly and safely operates transit vehicle during the day and night in a variety of weather situations and road conditions	Core or Optional		Level
Competencies	Core or Optional	OJT	RTI
A. Operates vehicle safely in the day or night			
B. Scans, detects, and responds properly to potential dangers in the driving environment			
C. Performs proper parking/securement procedures			
D. Properly performs routine procedures such as fare collection, relief procedures, and end of route procedures			
E. Safely performs service stops			
F. Safely enters and exits intersections and roundabouts			
G. Safely shares road with bicyclists, pedestrians, and motorists; accident avoidance			
H. Consistently uses proper signals to communicate to other drivers			
I. Manages life as an operator to minimize stress and maintain health			
JOB FUNCTION 4: Provides customer service to passengers; ensures safe transportation of passengers	Core or Optional		Level
Competencies	Core or Optional	OJT	RTI
A. Adheres to Americans with Disabilities Act requirements			

B. Assists customers with special needs			
C. Reports malfunctions, breakdowns or maintenance needs accurately and promptly.			
D. Safely and effectively diffuses escalating situations			
E. Displays knowledge of the routes to assist passengers with navigation			
JOB FUNCTION 5: Utilizes appropriate vehicle communication devices and techniques; communicates professionally with others to gain or convey information	Core or Optional		Level
Competencies	Core or Optional	OJT	RTI
A. Properly uses signals to communicate with drivers			
B. Communicates appropriately with dispatch operators and/or supervisors			
C. Reports malfunctions, breakdowns or maintenance needs accurately and promptly			
D. Displays knowledge of the routes to assist passengers with navigation			
JOB FUNCTION 6: Operates according to health, safety and environmental standards, best practices and requirements	Core or Optional		Level
Competencies	Core or Optional	OJT	RTI
A. Complies with hours of service requirements			
B. Operates in a way that minimizes negative impact of transportation on environmental health and safety			
C. Responds appropriately and completes proper documentation in the event of an accident			

Specialization

Type of Specialization: _____

JOB FUNCTION 1:		Level
Competencies	OJT	RTI
JOB FUNCTION 2:		Level
Competencies	OJT	RTI
JOB FUNCTION 3:		Level
Competencies	OJT	RTI

Related Technical Instruction Plan

COURSE NAME	Course Number
	Hours
LEARNING OBJECTIVES	
COURSE NAME	Course Number
	Hours
LEARNING OBJECTIVES	
COURSE NAME	Course Number
	Hours
LEARNING OBJECTIVES	

COURSE NAME	Course Number
	Hours

LEARNING OBJECTIVES

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LEARNING OBJECTIVES