

EMPLOYEE:

CLAIM #



King County

## Cognitive and Behavioral Job Analysis Form

ALTERNATE FORMAT AVAILABLE

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**JOB TITLE:** Transit Operator      **JOB CLASSIFICATION:** Transit Operator  
**DOT TITLE:** Bus Driver (Motor Trans.)      **DOT NUMBER:** 913.463-010  
**DEPARTMENT:** Transportation      **DIVISION:** Transit  
**# OF POSITIONS IN THE DEPARTMENT WITH THIS JOB TITLE:** 2,800 (full- & part-time)  
**CONTACT'S NAME & TITLE:** Vicki LaRitz, Assistant Manager, Transit Operations  
**CONTACT'S PHONE:** (206) 684-1588  
**ADDRESS OF WORKSITE:** Various King County Locations  
**VRC NAME:** Michael Richards, M.Ed., CRC      **DATE COMPLETED:** April 2004  
**VRC NAME:** Peter Hu, CRC      **DATE REVIEWED:** April 2009

**WORK HOURS:** Variable schedule with part-time and over-time.

**OVERTIME:** The amount of overtime may vary according to route assignment, employee seniority, employee preference and/or daily variations in schedule

### JOB DESCRIPTION

This is a safety sensitive position and employee is subject to random drug testing and other conditions as required to maintain a Commercial Driver's License (CDL). The employee must be able to operate diesel or electric-powered mass transit vehicles, collect passenger fares, issue passes and provide fare, route and schedule information.

### ESSENTIAL ABILITIES FOR ALL KING COUNTY JOB CLASSIFICATIONS

1. Ability to demonstrate predictable, reliable, and timely attendance.
2. Ability to follow written and verbal directions and to complete assigned tasks on schedule.
3. Ability to read, write & communicate in English and understand basic math.
4. Ability to learn from directions, observations, and mistakes, and apply procedures using good judgment.
5. Ability to work independently or part of a team; ability to interact appropriately with others.
6. Ability to work with supervision, receiving instructions/feedback, coaching/counseling and/or action/discipline.

### JOB SPECIFIC REQUIREMENTS

Employee must be at least 21 years old at the time of application, hold a Washington State driver's license, have a responsible driving record, read and write in English, have an acceptable employment record, and be available days, nights, weekends, holidays and split shifts (mornings

and afternoons. Ability to obtain a Commercial Driver's License (CDL) prior to completion of training..

All CDL holders must complete a medical examination/fitness determination. Transit Operators must meet the Federal Physical Qualifications for Drivers as stated in the Federal Motor Carrier Safety Regulations (FMCSR), found at 49 CFR 391.41. The only exception to these standards, for Transit Operators, is for the condition of Insulin-Treated Diabetes Mellitus (I-TDM), following receipt of proper documentation. In addition, all CDL holders must meet the blood pressure standards adopted by the U.S. Department of Transportation, effective 10/1/04.

## **ESSENTIAL FUNCTIONS**

1. Regularly and safely operate a transit coach on a pre-determined route and schedule, in order to transport passengers for a large public transportation system.
2. Comply with traffic laws and rules, state/federal regulations, Transit policy and procedures in order to provide safe, reliable service.
3. Perform inspection of coach before going on-route in order to provide safe and reliable service.
4. Interact appropriately with the public and co-workers in order to provide customer service and the safe transport of passengers.
5. Apply rules and procedures in emergency situations; making judgments about appropriate actions to minimize potential harm to passengers, the general public, or property.
6. Change the destination sign.
7. During an infrequent rare occasion such as an emergency situation, exert up to "very heavy" physical force and use a variety of body motions in relationship to the coach or passengers.
8. Respond to emergency situations and apply braking and steering (to include pressure to arms, legs, and hands generated while bracing one's self during such maneuvers); provide evacuation assistance to customers. As needed, rapidly move in and out of the driver's seat and/or move from side to side to avoid physical assault.
9. Assist passengers with limited mobility by operating an electronic lift, and securing wheelchairs with straps and seat belts.
10. Call out stops to assist passengers in reaching their destinations.
11. Provide transfers, schedules, and punch holes in transfer slips for customers.
12. Occasionally, reset the electrical poles on the trolley coaches.
13. Handle multiple tasks.
14. Manage the stressful job of driving a transit bus and associated security issues with unruly customers.

## **NON-ESSENTIAL FUNCTIONS**

1. Assist Transit Operator trainees during the initial period of driving practice.
2. Participate in committee meetings and/or focus groups.

## **PERSONAL PROTECTIVE EQUIPMENT USED**

Gloves, vest.

### **OTHER TOOLS & EQUIPMENT USED**

Bus, keypad, radio, electric poles, paper punch, transfers, seatbelts, straps to secure wheelchairs, fire extinguishers, triangles, flares and other safety equipment and wheel blocks.

### **DEMANDS AS JOB IS TYPICALLY PERFORMED**

Continuously = occurs 66-100% of the time

Frequently = occurs 33-66% of the time

Occasionally = occurs 1-33% of the time

Rarely = may occur less than 1% of the time

Never = does not ever occur (such demands are not listed)

**This job is classified as:** Medium - exerting 20 to 50 pounds of force occasionally, and/or 25-50 pounds of force frequently, and/or 10-20 pounds of force continuously.

## **COMPREHENSION**

### **Articulating and comprehending information in conversations**

Occurs frequently while conversing with the Communication Coordinator, Service Supervisor, Base Dispatcher, Base Chief, other Drivers, public employees and transit customers (passengers). Receives instructions from and communicates or converses with Supervisors and other transit personnel. Diversity of conversation would vary, especially with the Seattle area general public as customers. Conversations with the Communication Coordinator frequently take place via mobile radio.

Health Care Provider initial here if the above activity is restricted \_\_\_\_\_

### **Reading, comprehending, and using written materials**

Occurs occasionally while reviewing pre-plan and re-routing instructions, learning or referencing The Book (Policy and Procedures Manual), reviewing office mail and messages, reading daily bulletins and while using the schedule card, stop announcement card and map book. Complexity may vary from simple to mildly technical.

Health Care Provider initial here if the above activity is restricted \_\_\_\_\_

### **Understanding and solving problems involving math and using the results**

Occurs occasionally while estimating or calculating time and distance of the transit vehicle in relation to the route schedule with estimated arrival time. Drivers account for exceptions by mentally adding and subtracting clock time. They also make conversions back and forth from 12- and 24-hour time. Experienced or seasoned drivers would make such calculations mentally with frequent time-distance estimates while proceeding through a route. Some math calculations would be completed when reviewing time and pay information and documenting work activity.

Health Care Provider initial here if the above activity is restricted \_\_\_\_\_

### **Using technology/instruments/tools & information systems**

Occurs occasionally to frequently while operating the radio and communication equipment, using the electronic fare box (logging in, entering fare sets, etc.), or using the coach PA system.

Health Care Provider initial here if the above activity is restricted \_\_\_\_\_

### **Working with two dimensional formats**

Occurs occasionally while using route and re-route maps.

Health Care Provider initial here if the above activity is restricted \_\_\_\_\_

## **Memory**

### **Remembering spoken instructions**

Occurs occasionally while receiving verbal instructions or directions at a daily briefing, being advised regarding traffic and incident reports, receiving instructions by radio from the Communication Coordinator and general instructions or advisories from the Base Dispatcher, Base Chief or Service Supervisor. Transit Operators also receive spoken instructions from other drivers and occasionally from public officials (Firemen or Policemen). Drivers may also participate in training sessions or classes where instructions are presented verbally.

Health Care Provider initial here if the above activity is restricted \_\_\_\_\_

### **Remembering written instructions**

Occurs continuously while applying policies and procedures from "The Book" or from reviewing daily operation and base bulletins. Instructions may be posted or copied or distributed by memo or other written material as related to special instructions, re-routing or general human resource or employee instructions.

Health Care Provider initial here if the above activity is restricted \_\_\_\_\_

### **Remembering visual information**

Occurs frequently to continuously while operating a transit coach along any given route. Route cues or reference points are often visual markers such as land marks, intersections, known businesses, buildings, etc. Drivers also receive visual information through street signs and possibly streetlights and even hand signals.

Health Care Provider initial here if the above activity is restricted \_\_\_\_\_

### **Recalling information incidental to task at hand**

Occurs frequently while following changes in traffic or assigned routes, providing directions to passengers such as addresses, bus stops, transfer points, etc.

Health Care Provider initial here if the above activity is restricted \_\_\_\_\_

**Memorizing facts or sequences**

Occurs continuously while driving through assigned routes, responding to customer inquiries, following the sequence while switching from diesel to electric and back again, while loading or unloading wheelchairs, when conducting check in – check out procedures or when making vehicle inspections.

Health Care Provider initial here if the above activity is restricted \_\_\_\_\_

**Remembering simple one or two step instructions**

Occurs occasionally while implementing route changes, communicating with Service Supervisor, Coordinator or others, or when following step by step procedures for reporting an accident.

Health Care Provider initial here if the above activity is restricted \_\_\_\_\_

**Remembering detailed or multi-step instructions**

Occurs occasionally while following King County rules or policies, following details of a specific route modification or adhering to driving regulations.

Health Care Provider initial here if the above activity is restricted \_\_\_\_\_

**LEARNING & PROCESSING NEW INFORMATION**

**Effectively learning and mastering information from classroom training**

Occurs rarely such as during initial “hire-on” classes/training or later with refresher classes or specialized training (new requirements or equipment, accident prevention classes, etc.).

Health Care Provider initial here if the above activity is restricted \_\_\_\_\_

**Effectively learning and mastering information from on-the-job training**

Occurs rarely while working with a Trainer on a bus, going through accident retraining or brief demonstrations by equipment specialists, short briefings on policies or procedures, etc.

Health Care Provider initial here if the above activity is restricted \_\_\_\_\_

**Learning from past directions, observations, and/or mistakes**

Occurs occasionally to frequently while learning from ones mistakes (such as making a wrong turn), using past verbal or written instructions and/or using feedback or comments from the customers.

Health Care Provider initial here if the above activity is restricted \_\_\_\_\_

**Using common sense in routine decision making**

Occurs frequently to continuously while making new or sequential decisions while driving a bus. Drivers very often have to adjust to traffic or weather conditions and the frequent to continuous dealings with customers arriving on and departing from the coach.

Health Care Provider initial here if the above activity is restricted \_\_\_\_\_

**Recognizing and anticipating potential hazards and taking precautions**

Occurs frequently to continuously while being aware of road and traffic conditions, observing passengers and operating the vehicle in such a way as to protect both property and public well being.

Health Care Provider initial here if the above activity is restricted \_\_\_\_\_

**Thinking critically and making sound decisions**

Occurs rarely to occasionally while dealing with an emergency situation, a hazardous exposure or potential security risk.

Health Care Provider initial here if the above activity is restricted \_\_\_\_\_

**Determining and following precise sequences**

Occurs continuously while following a time schedule and bus route, driving alternate routes, using protocol when communicating on the radio, assisting wheelchair passengers and performing general troubleshooting sequences or procedures related to coach systems.

Health Care Provider initial here if the above activity is restricted \_\_\_\_\_

**Coordinating and compiling data and information**

Occurs rarely to occasionally while completing and reporting accident or incident information, documenting scheduling problems or tracking actual versus scheduled time and while recording other operations data as may be requested.

Health Care Provider initial here if the above activity is restricted \_\_\_\_\_

**TASKING & PLANNING**

**Performing repetitive or short-cycle work**

Occurs continuously while following the guidelines, policies and rules of the road; driving on schedule through an assigned route; providing instructions or directions to customers; planning time and routing information; looking, listening and visualizing conditions, landmarks and checkpoints; and making stop announcement over the PA system.

Health Care Provider initial here if the above activity is restricted \_\_\_\_\_

**Working under specific instructions**

Occurs continuously while following the guidelines and policies or rules of the road and otherwise utilizing ones training and supplemental instruction throughout any given work day.

Health Care Provider initial here if the above activity is restricted \_\_\_\_\_

**Directing, controlling, or planning for others as necessary for basic tasks**

Occurs rarely while assisting with the training of a new driver or assisting and providing information to transit customers.

Health Care Provider initial here if the above activity is restricted \_\_\_\_\_

**Multi-tasking**

Occurs continuously while driving, watching passengers, checking traffic and vehicle operation conditions, giving instructions, using communication equipment, operating the fare box and making customer announcement in part simultaneously. These tasks occur throughout a workday – simultaneously and in various combination.

Health Care Provider initial here if the above activity is restricted \_\_\_\_\_

**Planning, prioritizing, and structuring daily activities**

Occurs occasionally while route planning and when planning time and changing activity or schedules. Activity is greatly structured by the route and schedule, but drivers occasionally deal with unexpected changes and occurrences.

Health Care Provider initial here if the above activity is restricted \_\_\_\_\_

**MAINTAINING ATTENDANCE AND AN ASSIGNED WORK SCHEDULE**

**Maintaining predictable and reliable attendance**

Is necessary each work shift as a basis to ensuring safe, reliable and dependable transit services to the public.

Health Care Provider initial here if the above activity is restricted \_\_\_\_\_

**Being punctual**

Is necessary each work shift in order to ensure safe, reliable and dependable transit services to the public.

Health Care Provider initial here if the above activity is restricted \_\_\_\_\_

**Taking rest periods at set times or only at times determined by breaks in job responsibilities**

Is necessary each work shift in order to accomplish safe, reliable and dependable transit services to the public. Note: a degree of flexibility with breaks is required, but also structured, according to the schedule of the assigned route.

Health Care Provider initial here if the above activity is restricted \_\_\_\_\_

**Adjusting to a flexible schedule of work days and or shifts**

Is necessary but variable depending on ones seniority, past experience, personal preferences or assigned duties. Some senior drivers have the ability to pick very consistent and regular schedules that change little. Others choose a more variable schedule.

Health Care Provider initial here if the above activity is restricted \_\_\_\_\_

**USE APPROPRIATE BEHAVIOR FOR A PROFESSIONAL WORK ENVIRONMENT**

**Receiving criticism and accepting limits appropriately**

Occurs occasionally while receiving instruction from a supervisor or less formally through interactions with coworkers and/or customers.

Health Care Provider initial here if the above activity is restricted \_\_\_\_\_

**Maintaining emotional control and organization under increased stress**

Occurs occasionally to frequently while either driving in adverse traffic/weather conditions or exposed to a wide range of variety in transit passengers. Drivers are occasionally exposed to unruly or otherwise inappropriate and even threatening passenger behavior. The ability to maintain emotional control while under stress is essential when working with the public.

Health Care Provider initial here if the above activity is restricted \_\_\_\_\_

**Maintaining socially appropriate affect, temperament, and behavior**

Occurs continuously while providing a service to and engaging with the general public. Customer service is emphasized as Drivers represent Metro Transit to the public and are expected to demonstrate courtesy, composure and a positive attitude while providing a service to the public.

Health Care Provider initial here if the above activity is restricted \_\_\_\_\_

**Monitoring own quality of performance and altering behaviors to correct mistakes or improve outcome**

Occurs frequently while maintaining a timely schedule, reducing customer complaints and maintaining high safety standards. Drivers are largely self-supervised while working alone along their designated route.

Health Care Provider initial here if the above activity is restricted \_\_\_\_\_

**Working independently and/or unsupervised**

Occurs continuously while working alone driving a bus through the assigned route. Supervisory personnel or assistance can be summoned as needed while driving a route. Service Supervisors provide intermittent supervision as needed while Drivers are away from the Base.

Health Care Provider initial here if the above activity is restricted \_\_\_\_\_



**Adapting to frequent interruptions, changes in priorities, or changes in work location**

Occurs occasionally while dealing with customers, talking with the Coordinator and implementing route or schedule changes. Work location or routes may change requiring adaptive behavior.

Health Care Provider initial here if the above activity is restricted \_\_\_\_\_

**Responding effectively to emergency situations**

Occurs rarely to occasionally while dealing with upset or inappropriate passengers, being involved in or within the proximity of an accident, exposure to hazardous material or having mechanical problems while away from the base.

Health Care Provider initial here if the above activity is restricted \_\_\_\_\_

**ENVIRONMENTAL FACTORS**

Work is performed in a mobile motor vehicle setting that is both indoors or outdoors. Driving in inclement weather would be "semi-outdoors" given the Driver's proximity to the transit doors and the continuous entering and exiting of customers. Inclement weather can also affect work conditions by requiring a Driver to operate the transit coach in adverse conditions, dress appropriately, contend with schedule changes, etc.

**The noise level is**

HCP Initials if Restricted

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Moderately loud and estimated to range from 85-125 decibels. The noise is caused by constant engine noise, customer/passenger noise (which can be considerable at times), traffic noise, intermittent passing of construction work or activities, communications radio, heat and defroster fans and the occasional passing and close proximity of an emergency vehicle with the siren operating.

**Work environment may include the following exposure(s):**

Outside weather – occasionally – semi-exposed while driving.  
Wet – occasionally – inclement weather.  
Humidity/dampness – occasionally – weather conditions.  
Fumes – occasional  
Odors – occasional  
Dusts – occasional  
Gases – rare  
Moving mechanical parts – rare  
Vibration – frequent  
Toxic or caustic chemicals – rare (battery acid, gasoline)  
Confined spaces – rare

HCP Initials if Restricted


## POTENTIAL MODIFICATIONS TO JOB

- Fixed or variable schedule according to need.
- Changes in route type (residential, downtown, etc.)
- Reduced hours or transitional schedule.
- Changes in route location.
- Change in vehicle type

## SIGNATURES

Signatures on this page are obtained before the document becomes available for use and are not required each time the document is reused. Obtained signatures are kept on file at King County Safety & Claims. The Health Care Provider signature section is separate and appears on the following page.

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Printed name & title of VRC evaluator

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Signature of VRC evaluator

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Date

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Printed name & title of contact

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Signature of contact

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Date

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Printed name & title of employee

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Signature of employee

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Date

**HEALTH CARE PROVIDER SECTION**

Check all that apply

☐ The employee is released to perform the described duties without restrictions on performance or work hours as of \_\_\_\_\_.

☐ The employee is released to perform the described duties on a reduced schedule as of \_\_\_\_\_. The recommended schedule is:

\_\_\_\_\_  
\_\_\_\_\_ ☐ Temporary until \_\_\_\_\_ ☐ Permanent as of \_\_\_\_\_

☐ The employee is released to perform the described job with the following modifications:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ ☐ Temporary until \_\_\_\_\_ ☐ Permanent as of \_\_\_\_\_

☐ The employee is not released to perform the described duties due to the following job functions:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ ☐ Temporary until \_\_\_\_\_ ☐ Permanent effective \_\_\_\_\_

☐ The employee is unable to work in any capacity.  
A release to work is: ☐ anticipated by \_\_\_\_\_ ☐ Not expected

The limitations are due to the following objective medical findings:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
Printed or typed name and phone number of Health Care Provider

\_\_\_\_\_  
Signature of Health Care Provider

\_\_\_\_\_  
Date