

U.S. Department of Labor Employment and Training Administration Office of Apprenticeship (OA) Washington, D.C. 20210	<u>Distribution:</u>  A-541 Headquarters A-544 All Field Tech A-547 SD+RD+SAA+; Lab.Com  	<u>Subject:</u> New Apprenticeable Occupation: Coach Operator  <u>Code:</u> 200.1
Symbols: DSNIP/FJH		Action: Immediate

**PURPOSE:** To inform the staff of OA and the State Apprenticeship Agencies (SAA), Registered Apprenticeship program sponsors and other Registered Apprenticeship partners of the approval of a new apprenticeable occupation:

Coach Operator  
 O\*NET-SOC Code: 53-3021.00  
 RAPIDS Code: 2034  
 Training Term: 2,000 hours  
 Type of Training: Time-based

**BACKGROUND:** The occupation Coach Operator, submitted by Former Regional Director Mike Longeauy, on behalf of the San Jose Valley Transit Authority, was approved by the OA Administrator on April 7, 2015. The Coach Operator operates a motor coach (bus) safely and in accordance with a designated schedule: pick-up and drop off passengers at designated bus stops, collect fares and sells day passes, aid passengers in boarding or departing the motor coach as needed, and maintain order on the motor coach.

**ACTION:** The OA staff should familiarize themselves with this bulletin and the attached Work Process Schedule and Related Instruction Outline, as a source for developing apprenticeship standards and/or providing technical assistance.

If you have any questions, please contact Felecia Hart, Team Leader, Division of Standards and National Industry Promotion at (202) 693-3792.

**NOTE:** This bulletin is being sent via electronic mail.

Attachment:

- [WORK PROCESS SCHEDULE: COACH OPERATOR](#)

**WORK PROCESS SCHEDULE  
COACH OPERATOR  
O\*NET-SOC CODE: 53-3021.00 RAPIDS CODE: 2034**

**Description:** Operates a motor coach (bus) safely and in accordance with a designated schedule: picks up and drops off passengers at designated bus stops, collects fares and sells day passes, aids passengers in boarding or departing the motor coach as needed, operates the wheelchair lift when necessary and secures passengers' wheelchairs, calls out stops and provides information to passengers, maintains order on the motor coach, operates a two-way radio, prepares accident and incident reports, keeps records, and performs, related work as required.

Hours of on-the-job learning are not necessarily continuous and may not be in the order listed below. The hours recommended are approximate.

**Approximate Hours**

**Professional Coach Operator Competencies**

- **Coach Operator Equipment Proficiency Certification (coach equipment) 650**
  1. Van, Transit Bus, Articulated Transit Bus
  2. Diesel Bus, Hybrid Electric Bus
  3. Vehicle Axles 2, Vehicle Axles 3
  4. Automatic Transmission
  5. Brakes: Air, Anti-Lock
  
- **Coach Operator Performance Evaluation - Service Delivery 700**
  1. Safety Belt
  2. Dress Code
  3. Call Stops
  4. Customer Courtesy/Service
  5. Merges Safely
  6. Lane Changes
  7. Lane Selection
  8. Aiming High/Anticipates Traffic Hazards
  9. Following Distance Freeway (FWY)/Expressway(EXPY)/City
  10. Mirror Checks City/FWY
  11. Turns: Set-up/Speed/Steering Control/Mirror Use/Side Clearance
  12. Speed for Conditions
  13. ADA Compliance
  14. 3-1/2 Feet Right Side Clearance
  15. Yields to Bicycles/Pedestrians/Vehicles
  16. Proper Signal
  17. Braking Smooth/Feathers/Multiple App.
  18. Intersection Scanning
  19. Complete Stop Behind Limit Line
  20. Complete Stop At Railroad Crossings
  21. Speed In/Out of Coach Stops
  22. Mirror Use In/Out of Coach Stops
  23. Side Clearance In/Out of Coach Stops
  24. Complete Stop Before Opening Doors
  25. Watch Doors Open and Close

- 26. Parked With Wheels Curbed
- 27. Parked: In Neutral with Parking Brake Set
- 28. GFI: Fare Collection/Fare Media Tally

- **Coach Operator Professionalism Skills Checklist** **650**

- 1. Technical Street Skills:
  - Juggling multiple priorities on the job
  - Comfortable with equipment, routes, fares
  - Answers routine passenger questions; executes basic passenger assistance tasks
  - Follows basic safe work practices and procedures in coach operation
  - Follows standard operational/communications procedures in coach operation
- 2. Operator Personal/Interpersonal Skills:
  - Practices effective stress management; balances personal life with demands of the job
  - Effectively handles fare disputes and strong emotions from passengers
  - Effectively handles large groups of school children/other groups of passengers
  - Creates a safe riding experience for self and passengers; knows when to take a break during demanding/stressful schedules
  - Works effectively with supervisors and coworkers; asks for assistance from others

**Total Approximate Hours** **2,000**

**RELATED INSTRUCTION OUTLINE  
COACH OPERATOR  
O\*NET-SOC CODE: 53-3021.00 RAPIDS CODE: 2034**

The related instruction outline listed below is a recommended guideline. Instruction hours may be adjusted to meet the needs of the local program sponsor, but not be less than the minimum recommended hours contained in 29 CFR 29.5(4).

**PROGRAM PHASE 1: Classroom and related instruction**

**Optional - DMV (Optional - 120 hours)**

- Attain commercial permit- prep for written exams
- Attain commercial license-complete drive test to DMV standards
- Attain original VTT Card/transit card, if needed - meet minimum hours

**New Operator Training - Subjects and Competencies (minimum 200 hours)**

- **DMV Legal Regulations 32**
  - Legal requirements in the mass transit industry
  - Drug/Alcohol, etc.
  - ADA
- **Transit Operations 120**
  - Administrative (benefits, payroll, attendance, uniform, medical)
  - Rules, policies and procedures including discrimination, Title 6, harassment, etc.
  - Route training - out of service and then in-service
  - Logbooks - hours of service
  - Contracts, bidding
- **Customer Service 16**
  - Internal relationships, code of conduct (supervision, dispatch, OCC)
  - Public relations, on-board and off
  - Fares
  - Radio use
  - Maintaining your physical and mental health
- **Safety and Security 20**
  - Safe, defensive operation including minimal distractions
  - Adverse conditions
  - Fatigue Awareness
  - Security Awareness
  - Good reporting
  - Evacuation procedures
- **Technical Proficiency 12**
  - Understanding all equipment
  - Troubleshooting
  - Vehicle inspection

## **PROGRAM PHASE 2: Classroom and related instruction**

### **Professional Coach Operator Training – Subjects and competencies (minimum 32 hours)**

- The Transit Industry **2**
  - Current/future mass transit needs
  - Response to mass transit needs:
    - New fleet hybrid vehicle acquisition/deployment
    - Route/schedule changes to meet mass transit needs in the community
  - Critical role of Coach Operators as the public face
  
- Apprenticeship Program for Coach Operators **2**
  - Purpose, goals of apprenticeship program
  - Apprenticeship program operations:
    - Expectations and guidelines for apprentices
    - Role of mentors
    - Problem solving – who to turn to for help
  - Career ladders/job opportunities
  
- Professionalism in Service Delivery **16**
  - Coach Operator as a professional craft: skills checklist and levels of mastery
  - Guidelines for day-to-day work in the field:
    - Own your Actions (accountability)
    - Letting Go (don't take it personally)
    - Professional behavior with the public and coworkers
  - Special topics (Working the Extra Board; Seniority and work assignments; etc.)
  
- Professionalism in Field Operations **8**
  - Teamwork with co-workers, dispatch, maintenance, OCC, field and division supervisors
  - Problem-solving – taking initiative to find positive solutions
  - Effective communication skills – radio, interpersonal, written
  
- Professionalism in Personal/Life Skills **4**
  - Adapting personal/family life to the demands of a coach operator's schedule; understanding and managing attendance and time off policies to meet personal/family needs
  - Being proactive in addressing the health/wellness challenges of coach operators: sleep, nutrition, exercise, safety/ergonomics, stress management
  - Commitment to Action: quarterly self-assessment and adjustment to new work/life schedules and demands

**TOTAL MINIMUM HOURS**

**232**