Addendum to the APTA Recommended Practice for Transit Bus Operator Training

This addendum was created by the Joint Labor Management National Bus Operator Standards Committee in Seattle, WA on October 12-14th, 2011. This addendum was created to be considered for addition into the APTA RP for Transit Bus Operator Training, which can be viewed at http://www.aptastandards.com/portals/0/Bus%20Stds/Published/APTA-BTS-BO-RP-001-07%20Operator%20Training%20Published.pdf.

10. Customer Service Training

10.1 Role of professional transit operator
   2) Come to work ready to work
- Given proper storage space and a clean area at start of route, demonstrate how to keep the driver area free of clutter and debris that could cause a safety or health hazard and to maintain a professional appearance.

10. 3 Communicating
- Given a non-native English speaking passenger, demonstrate how to effectively communicate on basic topics such as fare and route of their bus.
- Given information on schedule delays, demonstrate how to effectively communicate valid explanations to passengers when necessary.
- Given information on accidents on accidents impeding routes, demonstrate how to effectively communicate valid explanations to passengers when necessary.

10.4 Difficult Situations
   3) Common triggers:
- Given another driver's road rage, demonstrate how to avoid conflict and accident.
- Given delays due to traffic and/or accidents, demonstrate how to effectively communicate valid explanations to passengers when necessary.

11. Technical

11.1.2 Energy Sources
   3) Demonstrate how to exercise necessary precautions when dealing with alternative fuel vehicles (hybrids, CNG, etc.)
   4) Demonstrate awareness of operation of relief vehicles/service vehicles

11.1.3 Vehicle Inspections
   3) Post-trip inspection/checklist
- Given non-hazardous trash located in driver area, demonstrate how to pick up and dispose of those materials that may cause a safety or health hazard.
   4) ADA equipment
- Demonstrate knowledge of how to properly inspect the Lift/ramp operation