



# Paratransit Bus Operator Information Packet

## Utah Transit Authority

3610 South 900 West, Salt Lake City, UT 84119

669 West 200 South Salt Lake City, UT 84101

1110 South Geneva Road, Orem, UT 84058

135 West 17<sup>th</sup> Street, Ogden, UT 84404

**(801) 287-2324**

Come build a career today with Utah Transit Authority (UTA), the American Public Transit Association 2014 Outstanding Public Transportation System of the year. UTA strengthens and connects communities with more than 44 million riders annually with a system of innovative, sustainable and accessible service. If you have the talent to succeed and enthusiasm to make it happen, we look forward to hearing from you today.

For current job openings please visit our website at [www.rideuta.com](http://www.rideuta.com).

## **Bus Operator Expectations**

At Utah Transit Authority we believe our Operators are people who can make a real difference. UTA continues to strive to raise the industry standard for world-class customer service. Operators are responsible for creating a quality experience for our customers, thus improving the quality of life for our community. We attribute our success to the people we employ and to the standards and service philosophy which are engrained as part of our culture. These standards include the following:

- Safety
- Customer Service
  - Model a professional image
  - Make a positive impression
  - Proactively help people
  - Create a comfortable atmosphere
  - Show sincere kindness
- Reliability/Punctuality

## **Flextrans Service**

Flextrans is UTA's ADA Paratransit Service for riders who have a disability that prevents them from making some or all of their trips on fixed route buses. There are two types of services offered- Flex routes and Para routes. Flex routes follow a fixed route, but can deviate up to 3/4 mile off route to pick up passengers. Para routes are curb-to-curb, so it requires you to find addresses throughout the valley. Flextrans Bus Operators are required to assist passengers on and off the vehicles, secure their wheelchairs, and assist with seat belt securement. Due to the nature of our service, this job is very physical. You must be able to kneel down, bend over and push, at times, heavy weight into place. As service providers, you are required to have extensive interaction with our riders. You will also be required to work around the service animals (which may not be limited to dogs) who accompany some clients. Attendance at work is crucial not only to UTA, but to your peers and clients as well.

## **Major Responsibilities**

Responsible for operating UTA passenger buses in accordance with UTA operating procedures, assuming responsibility for the safety of customers and equipment. Performs standard pre-trip/post-trip vehicle inspections. Communicates appropriate information to Dispatch, customers, supervisors, and others designated to receive such information. Answers questions from customers and others. Collects appropriate fare from passengers. Follows UTA guidelines, operating rules and procedures.

## **Minimum Qualifications**

### **EDUCATION/TRAINING**

Successful completion of UTA Bus Operator Training Program.

### **EXPERIENCE**

1. Must have one year experience in a customer service role with the ability to solve problems and resolve customer inquiries.
2. Be at least 21 years of age and demonstrate excellent customer service skills.
3. Have a valid Utah driver's license
4. Be a safe driver with no more than 2 moving violations in the past 3 years.

5. Have no convictions for driving under the influence of alcohol or any drugs within the past 10 years.
6. Pass the written Class “C” CDL test and Passenger Endorsement test prior to the start of the paid-training program.
7. Be familiar with the Wasatch Front.
8. Able to communicate effectively in English.
9. Able to pass a Department of Transportation (DOT) physical examination and drug test after you are offered employment.
10. Successfully complete a paid training program.
11. Able to follow verbal instructions and read maps.
12. Ability to perform the physical requirements of the job.
13. Must be able to report for assigned shift on time.
14. Able to meet schedule demands, scheduled shifts, and scheduled departures.
15. Must be able to pass Division of Services for People with Disabilities (DSPD) background screening. This screening includes but may not be limited to: fingerprint-based checks of national crime information databases, and/or state child abuse and elder abuse registries for offenses that may impact the ability of the applicant to have unsupervised contact with vulnerable populations.

## **Benefits**

- Regular pay increases.
- Life, Medical, Dental, Disability, and Vision Insurance – your first 30 calendar days of employment are considered your orientation period, then you have 60 calendar days and benefits are available on the following 1<sup>st</sup> of the month.
- Access to CareHere, our on-site clinic, is available at no cost for employees and dependents enrolled in UTA’s Health Plans. CareHere provides UTA employees and dependents with a health and wellness center to treat both acute and chronic conditions such as the common cold and the flu, high blood pressure, and diabetes. They also provide annual physicals, health coaching, lab work, sleep apnea testing, and much more, all at no cost to the employee. New operators will have access to the clinic the 15th of the month following their hire date. Once enrolled in UTA’s health plans the insured employees and dependents can also begin using the clinic. Please note, if you choose to enroll in UTA’s Health & Wellness Program, PACE you can save up to \$1,000 a year on medical premiums. Information regarding this benefit will be included in your benefit enrollment packet.
- Vacation—1 week after 1 year of service, 2 weeks after 2 years of service, 3 weeks after 7 years of service, 4 weeks after 14 years of service, and 5 weeks after 25 years of service.
- Paid holidays and personal time.
- Two retirement plans:
  - Defined Benefit (pension) plan after six months of service (UTA paid).
  - Deferred Compensation 457 plan after one year of service. UTA matches your contribution up to 2% of your annual pay.
- Retiree Medical Program helps you build savings to fund medical expenses after retirement.
- Enjoy wellness benefits, including access to workout equipment, fitness testing, cholesterol testing, weight loss, and smoking cessation programs.
- Tuition reimbursement
- Employee Assistance Plan (EAP). They can help you and your family with life’s difficulties, such as marital, family, financial, medical, legal, or job problems.
- Annual \$270 uniform voucher after 1 year.
- Free transit passes for your immediate family upon graduation from training. You will already have a pass.

- Employee wellness programs and incentives, including in-house exercise facilities. Your spouse can participate as well. Employees can participate in our wellness program to receive a discount on their health insurance premium.

## **Extra-Board & Regular Operator Schedules**

The 'Extra-Board' refers to Operators who do not have regular shifts. These Operators work varying hours each day to fill in when Regular Operators are sick, on vacation, or when there is other work available. As an Extra-Board Paratransit Operator, you would not receive your schedule until 5:00 p.m. the day before your shift. Please see the sample schedule below and FAQs for additional information. You become a Regular Paratransit Operator through seniority and availability; it may take between 3 - 5 years to become a Regular Paratransit Operator. If you become a Regular Operator you would know exactly what you are working every day until the next shift bid, at which time you would bid for a new shift for the next four months.

A large portion of our customers use our service to get to and from work each day. To accommodate commuters there is heavy demand in the peak AM and PM hours. Because of this, there is little work available during the mid-day hours when ridership is low. Therefore, most of our Operators work split shifts, where they go out on a route in the morning, then have an unpaid break, then return in the afternoon/evening for another route.

Extra-Board Operators bid on what is called a 'window' of time. Windows are 15 hours in length, and start as early as 4:30 a.m. and end as late as 11:30 p.m. If you bid on a window that starts at 4:30 a.m. your 'window' is over at 7:30 p.m. This means that you can be worked *any* time between those hours, though you likely will not work the entire window; you will most likely work a split shift within your window. UTA makes every attempt to schedule you within your window, but if you are scheduled to work outside your window you are paid overtime. The window will remain the same, but work hours within that window will continue to change daily.

The sample schedules below are the types of hours you could expect to work as a Flextrans Extra-Board Operator. Split shifts, as seen with Operators #1 and #2, are most common. Operator #1 has to report to the Meadowbrook garage at 4:57 am, where they will pick up a bus and drive until that shift ends at 2:45 pm at the 3500 S Redwood Road bus stop. They can then use the transit system or get a ride back to the Meadowbrook garage to pick up their car. Their next shift of the day starts at 4:21 pm on Central garage, and ends at 6:05 at the Central garage. \*Operators may be paid \$5 travel allowance per day if they start or end a shift at a bus stop or TRAX station.

Occasionally Operators will have a day where they work three splits, as seen in the sample schedule for Operator #3. We also have what is called a report shift, as seen in the sample schedule for Operator #4. On the report shift below, Operator #4 is to report to the garage at 1:00, and basically wait to see if they are needed for a route. If another Operator is unable to make their shift, Operator #4 will take that Operators shift and his/her end time will most likely *not* be the 5:00 listed on the schedule, as they will be out driving on a route. If other Operators make all of their scheduled shifts and there is no work for Operator #4 to take, Operator #4's shift will end at the scheduled time of 5:00 and they will be paid for the time they spent at the garage.

<b>Name</b>	<b>Start Time*</b>	<b>Start Location</b>	<b>End Time*</b>	<b>End Location</b>
Operator #1	4:57 am	Meadowbrook	2:45 pm	3500 S Redwood

(Window: 4:30am – 6:30pm)	4:21 pm	Central Garage	6:05 pm	Central Garage
<b>Operator #2</b> (Window: 6:15am – 8:15pm)	6:26 am 4:41 pm	Central Garage Meadowbrook	8:01 am 7:19 pm	Salt Lake Central Meadowbrook
<b>Operator #3</b> (Window: 8:00am – 9:00pm)	6:03 am 8:33 am 3:50 pm	Central Garage Salt Lake Central 3900 S State	7:57 am 11:33 am 8:00 pm	Central Garage Millcreek Meadowbrook
<b>Operator #4</b> (Report Shift) (Window: 11:00am – 12:00am)	1:00 pm	Meadowbrook	5:00 pm	Meadowbrook

\*Actual Operator schedules are in military time

This position can be challenging for many- days off are not consecutive, schedules change daily, and Operators are expected to work split shifts. Bus Operators are expected to be on time to every shift, and we have a strict no-fault policy on punctuality. We understand this schedule is not for everyone. If you think this may not be the position for you or if you have any questions please contact Human Resources at 801-287-2324.

## **Frequently Asked Questions**

\*For additional scheduling information and sample schedule above.

- I don't have a CDL, am I still eligible for the position?  
*Yes, you are still eligible. You are not required to have a CDL to apply. If you are a made a conditional offer of employment you will be required to pass the written test for the CDL and appropriate endorsements at least one week prior to starting training. Failure to get the appropriate class CDL and endorsements may result in additional charges being incurred by the applicant. (\*Note: Paratransit Operators require a Class 'C' CDL permit and Passenger Endorsement. All other divisions require a Class 'B' CDL permit with Passenger Endorsement and Air Brakes.)*
- I have a CDL from another state, will that be valid?  
*No, you will need to transfer your CDL to Utah for the applicable class and endorsements.*
- I have a criminal history, will I be eligible for the position?  
*A criminal history does not automatically bar employment. The nature and date of the offense are taken into account. Be honest on your application and in the interview when asked about any criminal convictions.*
- Will I have to work weekends?  
*Yes, you will have to work weekends until your seniority allows you to bid for certain days off. You may or may not have one weekend day off.*
- Will I have to work evenings?  
*Yes, your window of work may include evenings.*
- Will I know my two days off per week ahead of time?  
*Yes, change day happens every four months and your days off will be the same 2 days off for the entire four month period until the next change day.*
- Will UTA work around my school schedule or my second job?  
*Because the schedule changes frequently we are unable to accommodate schedules around other commitments.*
- What can I do in between my split shifts?

*Because the time between shifts is unpaid you are able to do whatever you choose until your shift starts again. Some operators choose to go home while others choose to use the work out facilities or watch a movie at the garage. You can use the transit system to go shopping or to run errands.*

- Will I start and stop in the same place every day?  
*No, where you report varies daily and you may also start and stop at different places in the same shift.*
- How does seniority and bidding determine my schedule?  
*Operators bid (choose) their schedules based on seniority three times per year. Seniority is determined by the date of hire following training.*
- I don't have a car, can I ride UTA transit to all of my shifts?  
*Typically you can ride transit to your shifts. However, if you are the first bus out or last bus in you will need rides for those times. Transit is not available 24-7. During the training period transit may not be available due to varied training times and locations.*
- What is the training schedule?  
*Training is typically Monday – Friday at various times, including morning or night shifts, and occasional weekend work. Trainees do not receive paid holidays and are expected to attend 100% of their training.*
- Are there advancement opportunities within UTA?  
*Yes, opportunities in the professional, technical, and clerical fields are available throughout the organization in Operations, Maintenance, and Administration.*

## **Selection Process**

Our selection process is a thorough process that includes requirements of both UTA and the Department of Transportation (DOT). We understand the Extra-Board schedule is not for everyone. If at any time in the recruitment process you decide it isn't for you please inform the HR Representative you have been working with.

- **Application**            Fill out an application for a current opening on UTA's website. Please answer all questions carefully and thoroughly. Please make sure to account for the last 10 years whether you were in school, a homemaker, unemployed, etc.
- **Application Review**    We check your qualifications after receiving your application. If selected for an interview we will check your Utah court records.
- **Interview**                If invited to interview you will be contacted via email. The interview will last approximately 45 minutes.
- **Background Check**      If selected to proceed in the recruitment we will check your references, Driver's License Record (DLR) and employment history. Time frame: 1-2 weeks.
- **Conditional Offer**        If you are selected for training, you will be given a conditional job offer. A conditional offer and continued employment is contingent upon passing all tests, background checks, obtaining a CDL permit and endorsements, and successfully passing the training program.
- **DOT Physical,**            A DOT physical exam, UTA physical abilities test and drug test are required after

**Physical Abilities,  
& Drug Test**

a conditional job offer is made. All three are paid for by UTA. UTA complies with all DOT regulations. The DOT standards include:

- a) No loss of a foot, leg, hand, or arm.
- b) Not an insulin-dependent diabetic.
- c) No established medical history or clinical diagnosis of epilepsy, or any other condition likely to cause loss of consciousness, or any loss of ability to control a motor vehicle.
- d) Distant visual acuity of 20/40 in each eye.
- e) No average hearing loss in the better ear greater than 40 decibels at 500, 1000, or 2000 Hz.

## **Flextrans Bus Operator Training Details**

**Pay** \$14.00 per hour

**Hours** The five week training will consist of classroom instruction and on the job training at various locations. The five weeks of training follows a variable day and night schedule Monday through Saturday. Trainees must have flexibility to work various days and hours, including early mornings, evenings, and weekends. Trainees typically work between 35-40 hours per week while in training. Trainees do not get paid for holidays while in training.

**Topics** Best practices of driving a bus, reading schedules and route maps, customer service, safety, fare enforcement, UTA policies and procedures, and other skills needed to be a professional bus operator.

**Licensing** You must complete the requirements to receive your Class C Commercial Driver License (CDL) permit and passenger endorsement prior to the start of training. You will need to study a CDL handbook prior to taking the written portion of the CDL test. During training, you will receive additional study materials and take the driving portion of the licensing exam.

**Dress Code**

- Clean uniform shirt (you will be loaned 3 operator shirts your first day of training)
- Clean black or dark blue pants. **No denim**, twill, or sweatpants
- Black polishable shoes
- Dark colored socks
- Belt- black or dark brown
- Cover any tattoos that contain nudity, profanity, or violence
- Use a modest amount of jewelry
- No excessively long fingernails that may interfere with safe bus operation
- Have an overall clean and professional look
- You are to be dressed in proper trainee uniform every day you are in training

## **Flextrans Bus Operator Employment Terms**

- Pay** Once you become a Flextrans Extra-Board Operator, you will receive \$16.23 per hour with \$.50 increases every 6 months for the first 5 years. Other scheduled increases bring the hourly rate up to \$21.37 per hour after 5 years.
- Probation** Your probationary period ends after 90 working shifts of driving successfully as an Extra-Board Operator. Please note that your probation time is not related to your benefits eligibility time.
- Time** Reliability is critical to our business. Customers depend on the bus being on time. That means that you have to be on time, too. We have a strict, no-fault policy on punctuality. One minute is considered late, and too many occurrences can result in termination.

**Note:** *This packet is for applicant information only and is not intended to be a contract. If there are any discrepancies between this document and formal UTA policies or contracts, the established policies, procedures, and contracts will be upheld.*