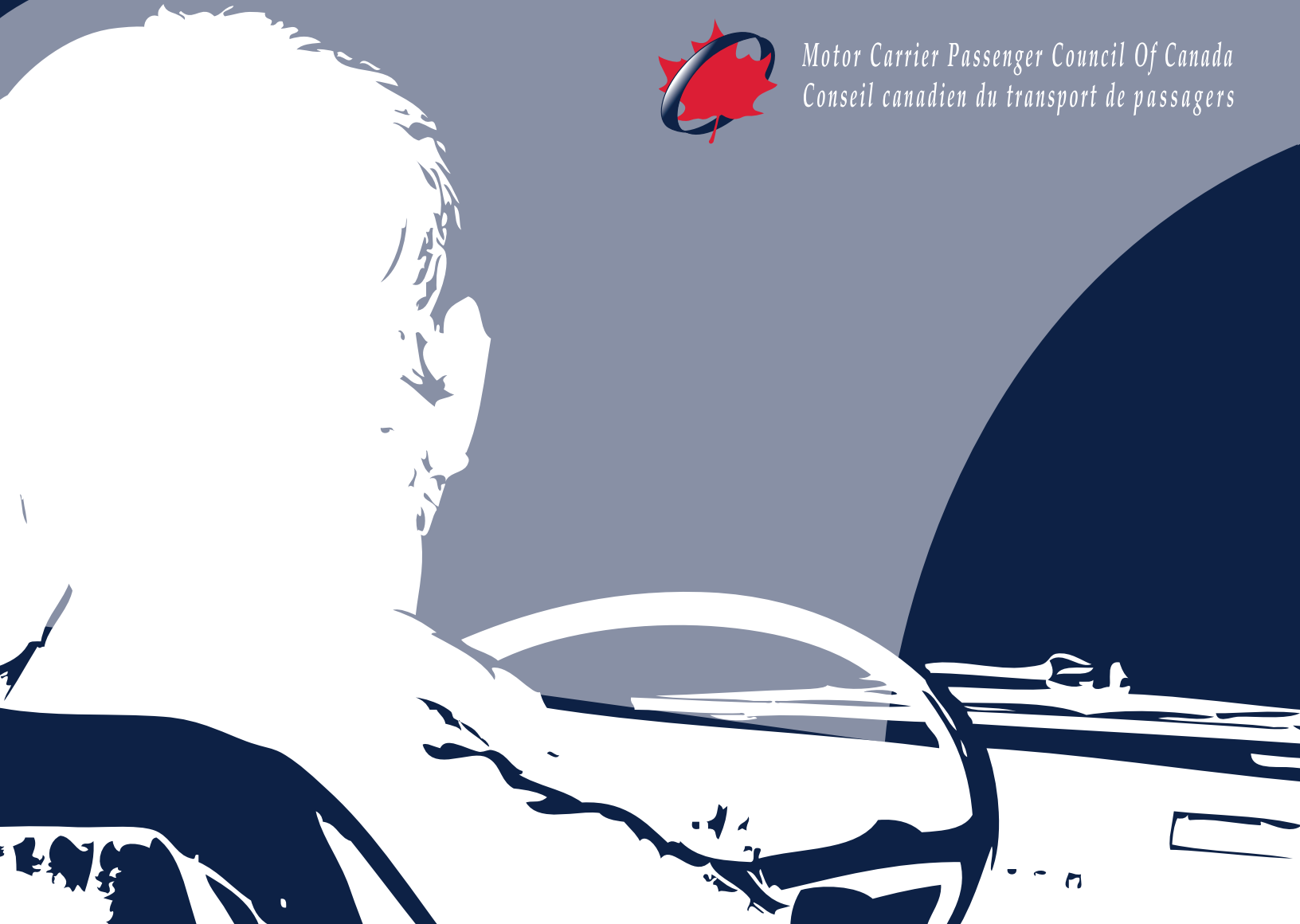




# National Occupational Standards PROFESSIONAL BUS OPERATOR



*Motor Carrier Passenger Council Of Canada  
Conseil canadien du transport de passagers*



# INTRODUCTION

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The modern bus and coach industry plays a major role in the Canadian economy and is an exciting place in which to work and build a career. Moving millions of people daily, the industry looks forward to continued growth. New technology is opening up many new developments, and modern techniques have created a vibrant, responsive industry. The industry is working hard to provide new and better services for all its customers, this in turn means that a wide variety of skills is needed to deliver the highest level of customer care to the public.

The Motor Carrier Passenger Council of Canada was established in January 1999 in partnership with Human Resources Development Canada (HRDC) to address human resource issues of value to the motor carrier passenger industry.

**The sector comprises:**

**Urban transit** systems engaged in the public transportation of passengers in urban areas;

**Intercity bus** lines providing scheduled inter-urban and rural passenger transportation;

**Tour and charter** bus services using motor coaches to transport groups and tourists;

**School bus transportation** providers using traditional yellow buses to transport students to and from school;

**Accessibility services** transporting persons with special needs.

The Council represents the interests of more than 100,000 employees across Canada, and is mandated to orchestrate the co-operation of management, unions, associations and government to improve human resource standards, performance and recognition for the industry.

This Occupational Standard has been developed by industry professionals and describes the skills, knowledge and abilities required to perform his or her duties as a Professional Bus Operator. Occupational standards can be used for a variety of purposes, and may form the basis for training, curriculum development, accreditation of training programs, recruitment, performance improvement, career development and the certification of practitioners.

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# THE MOTOR CARRIER PASSENGER COUNCIL OF CANADA

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## VISION

The Council's vision is to develop, promote and enhance human capability by sharing resources, talents and best practices resulting in business and personal growth within the motor carrier passenger industry.

## GOALS

- Enhance the recognition and value of the professional within the motor carrier passenger industry.
- Promote and share industry excellence through the creation of an industry-wide inventory of human resource development success stories.
- Provide a national and collective voice on human resource issues.
- Develop standards for educational curriculum and accredited training programs leading to certification in recognition of an individual's skills, knowledge and attitudes.
- Support and encourage efforts to attract people to establish careers in the Motor Carrier Passenger Industry.
- Establish national occupational standards outlining the skills and attitudes required of an individual to perform competently in a particular occupation.

To achieve its goals the Council's mandate supports the passenger transport sector in a number of ways. For example

- researching and identifying skill requirements and training needs;
- providing advisory services on recruitment, selection, workplace learning, and assessment procedures;
- representing the industry's training needs to government;
- assisting the sector to access funding for training and human resources programs;
- working with professional institutions establishing coherent career paths;
- working with the industry to professionalize the operators vocation;
- building the industry public image and ridership;
- strengthening industry security (businesses and jobs);
- stabilizing operator staffing;
- working with industry and government to perpetuate and expand industry self-regulation;
- providing a centralized resource pool (database, reference library, programs, materials).

*GUIDE TO THE OCCUPATIONAL STANDARD*

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# THE OCCUPATIONAL STANDARD

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## WHAT ARE STANDARDS?

Standards describe the tasks and sub-tasks to be performed in an occupation. They include statements outlining the performance, knowledge and abilities required for competency in an occupation.

### **Standards are relevant to individuals in the bus and coach industry because they**

- cover areas of work involved
- can be undertaken “on the job”
- recognize expertise and experience
- cover new skills and knowledge
- are developed by the industry itself

## BENEFITS OF STANDARDS

### **Industry Professionals**

- offer a foundation for career development
- provide motivation to learn and develop new and existing skills
- offer greater job satisfaction through improved personal achievement
- enhance public and professional image

### **Employers and Owners**

- provide guidance for recruitment, training and development of staff
- provide means of increasing competitiveness and profitability
- identify key tasks and roles
- ensure that employee skills are effectively utilized
- help create a competent, flexible and motivated workforce
- help to promote the industry as a viable career choice for new entrants

### **Educators**

- provide the basis for curriculum and training development
- identify areas where expertise is required

### **Community**

- provide a national framework related to identified needs for occupational skills, knowledge and abilities
- provide nationally recognized, industry-driven benchmarks of best performance
- provide the means for making better use of national resources

# THE OCCUPATIONAL STANDARD

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## RELATIONSHIP TO CERTIFICATION

Standards provide the basis for the development of certification criteria for a system of professional recognition.

## DEVELOPMENT OF THE OCCUPATIONAL STANDARD

This Occupational Standard was developed and validated by people with extensive knowledge and experience in bus operations.

In September 1999 extensive research was conducted into existing provincial and international standards.

In November 1999 an Occupational Analysis Workshop was conducted in Ottawa, Ontario with 14 industry practitioners mostly from Eastern Canada.

In February 2000 a Validation Workshop was conducted in Vancouver, British Columbia with 13 industry practitioner mostly from Western Canada.

In April 2000 the final draft document was mailed to 116 individuals, industry organizations and bus operating organizations for their comments and input. All respondents endorsed the document, some requested minor changes or additions which were incorporated into this document.

In December 2003 a revision workshop was conducted in Vancouver, B.C. with 26 industrial practitioners and 5 invited Educational Institution representatives from across Canada.

In September 2006 a revision workshop was conducted in Toronto, Ontario with 12 industry practitioners from across Canada.

In November 2009 a revision workshop was conducted in Toronto, Ontario with 15 industry practitioners from across Canada.

In November 2012 a revision workshop was conducted in Montréal, Québec with 13 industry practitioners from across Canada.

In June 2019 a revision workshop was conducted in Toronto, Ontario, with 15 industry practitioners from across Canada.

In 2022 a structural revision was undertaken.

# THE OCCUPATIONAL STANDARD

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## STRUCTURE OF THE STANDARD

To facilitate the understanding of the nature of the occupation, the work performed is divided into the following divisions:

<b>BLOCK</b>	<i>Block</i> is the largest division within the analysis, and reflects a distinct operation relevant to the occupation
<b>TASK</b>	<i>Task</i> is a distinct, observable, measurable, activity, which, combined with others, makes up the logical and necessary steps the practitioner is required to perform to complete a specific assignment within a block.
<b>CONTEXT STATEMENT</b>	<i>Content Statement</i> defines the parameters of the task.
<b>SUB-TASK</b>	<i>Sub-Task</i> is the smallest division into which it is practical to subdivide any work activity, and, combined with others, fully describes all duties constituting a task.
<b>SUPPORTING KNOWLEDGE AND ABILITIES</b>	<i>Supporting Knowledge and Abilities</i> are the elements of skill and knowledge an individual must acquire to adequately perform the sub-task.

## LAYOUT OF THE STANDARD

This Occupational Standard is divided into two sections:

<b>SECTION 1</b>	Blocks A – E are common to all Professional Bus Operators
<b>SECTION 2</b>	Blocks F – J applies to specific segments of the industry. It should be noted that many Professional Bus Operators work in two or more of these specialities.

# SCOPE OF THE PROFESSIONAL BUS OPERATOR

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## PROFESSIONAL BUS OPERATORS

The title “Professional Bus Operator” defines a person, who, because of his or her knowledge, training and abilities, is capable of operating a motor vehicle for hire, designed to carry passengers. Professional Bus Operators typically work in one or more of five major transportation areas: urban, intercity, school, tour/charter, and accessible services.

Professional Bus Operators are responsible for the safe operation of their vehicles at all times including diverse weather and traffic conditions, and must follow schedule guidelines sometimes under difficult circumstances. Bus Operators usually work alone, without direct supervision, which necessitates a great deal of individual autonomy and responsibility.

Customer relations are a large part of the Professional Bus Operator’s daily duties. Today’s bus passengers expect a high level of quality customer service from the Professional Bus Operator. To ensure the continued growth of the industry, Professional Bus Operators must be able to communicate effectively with all passengers and respond to their needs.

Professional Bus Operators must constantly monitor their passengers and other drivers. They must exercise a great deal of tact and diplomacy when dealing with difficult passengers and disrespect from other drivers. Professional Bus Operators must be alert and manage their personal well being as they can drive long hours with minimum breaks, operate during peak periods with split shifts and must cope with adverse weather, construction and traffic conditions.

Professional Bus Operators must be aware of the driver-related mechanical, electrical, and computerized systems associated with different types of buses, which, with the advent of modern technology, are becoming more complex. Technology also plays an increasing role in the communications and scheduling of buses. Most Professional Bus Operators now maintain electronic communications with their dispatcher, and some buses are equipped with passenger-monitoring video systems, automatic vehicle-location systems, global positioning, and computerized information systems. This increasingly sophisticated face of public transportation means that a wide variety of skills are required, including business, technical, and social skills. Professional Bus Operators must participate in an on-going process of acquiring new skills and knowledge.

Although not an Occupational Standard, it is important that the Professional Bus Operator maintain a healthy lifestyle and constantly self-monitor stress levels. There will be times when job-related or personal trauma can adversely affect performance. Knowledge of company and community support systems is essential to ensure public and personal safety is not compromised during job performance.



# *SCOPE OF THE PROFESSIONAL BUS OPERATOR*

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## **URBAN BUS OPERATORS**

Urban Bus Operators travel prescribed routes in towns, cities and the suburbs picking up passengers at designated stops according to defined schedules. Often they must deal with heavy traffic and congested streets while collecting fares, issuing transfers and validating passes. Many urban buses now have wheelchair/scooter accessible features, which may require the bus operator to assist the passenger on and off the bus by operating ramps or lifts and securing the wheelchair, scooter, and passenger. Some urban busses now also have bicycle racks for storing passenger's cycles. Urban Bus Operators meet a wide variety of urban passengers which many report makes the job interesting. Operating during peak periods can also result in lengthy split shifts and heavy passenger loads.

## **INTERCITY BUS OPERATORS**

Intercity Bus Operators typically pick up passengers at inner-city bus terminals and drive them directly to bus terminals in other cities. However, some Intercity Bus Operators make frequent stops to pick up and drop off passengers and parcels at local agencies. Parcel pick-up and delivery is an important component of the Intercity Bus Operator's work, which may entail some heavy lifting and maintaining careful records. They drive in remote areas of the country without reliable radio or cellular telephone communications to request assistance in an emergency. They face long hours of highway driving, often at night, and must be sensitive to the comfort and needs of long-distance passengers.

## **SCHOOL BUS OPERATORS**

School Bus Operators drive students to and from school, and to and from intramural activities, stopping and starting in both rural and urban areas. These operators have the additional safety and security responsibility associated with carrying students, i.e. maintaining order, and ensuring safe stopping and starting, often on busy highways and country roads. In most areas they are also responsible for controlling traffic through the use of flashing lights. Many School Buses now have wheelchair accessible features, which require the Bus Operator to assist the passenger on and off the bus and secure wheelchairs/scooters. First-Aid and CPR certification is also required in some jurisdictions. Some bus operators are now required to be aware of the special and medical needs of students; such as, autism and allergic reactions.

## *SCOPE OF THE PROFESSIONAL BUS OPERATOR*

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### **TOUR AND CHARTER BUS OPERATORS**

Tour and Charter Bus Operators convey passengers from point to point for specific purposes, such as sightseeing tours, transporting passengers from their hotel to the airport or rail station, or transporting groups, i.e. sports teams or the elderly. Tour and Charter Bus Operators often have the additional responsibility of acting as Tour Guides, and, as such, they must be knowledgeable of the sights and places of interest. Some tours may last up to 30 days, which means the Tour Bus Operator must be mindful of the needs of their passengers over extended long periods of time. Although Tour Bus Operators spend a great deal of time away from home, most report that this is compensated for by seeing new sights and meeting new people. Tour and Charter Operators must be aware of cross-border rules and restrictions and must check passengers' documentation prior to departure.

### **ACCESSIBLE SERVICES BUS OPERATORS**

Accessible Services Bus Operators transport passengers using vehicles specially equipped to accommodate wheelchairs, scooters, and people with special needs. They provide a door-to-door service assisting passengers from and to their doors and on and off the bus. Accessible Services Bus Operators must have a high level of sensitivity to the needs of their passengers, and many are required to have First Aid and CPR certification.

## *ANALYSIS – SECTION 1*

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### ***COMMON CORE***

**BLOCK A** PRE/POST OPERATIONS

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**BLOCK B** VEHICLE OPERATIONS

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**BLOCK C** CUSTOMER RELATIONS

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**BLOCK D** ADMINISTRATION

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**BLOCK E** EMERGENCY OPERATIONS

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Are applicable to all professional bus operators

# BLOCK A *PRE/POST OPERATIONS*

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<b>TASK 1</b>	<b>Checks in for Work</b>
	<p><b>Context statement:</b></p> <p>While some Professional Bus Operators drive the same bus over the same routes day-after-day, most must check-in daily with the dispatcher or computerized dispatch system to obtain their work and vehicle assignment. They also prepare themselves for their day's activities by checking notices and assembling their work material. Some Urban Bus Operators do not check into the depot, but take over from another operator on the street.</p>

<b>Sub-task 1.01</b>	<b>Reports to dispatch (as required)</b>
	<p><b>Supporting Knowledge &amp; Abilities</b></p> <ul style="list-style-type: none"><li>1.01.01 knowledge of check-in time</li><li>1.01.02 knowledge of dispatch location</li><li>1.01.03 knowledge of organization's check-in procedures</li><li>1.01.04 knowledge of assignment to be performed</li><li>1.01.05 knowledge of materials required and vehicle assigned</li><li>1.01.06 knowledge of legislation and organization's policies regarding drug and alcohol use by employees</li><li>1.01.07 ability to communicate with dispatcher/operations</li><li>1.01.08 ability to use electronic dispatch systems</li><li>1.01.09 ability to resolve scheduling conflicts</li><li>1.01.10 ability to interpret organization's bulletins and special instructions pertaining to such things as detours</li></ul>

<b>Sub-task 1.02</b>	<b>Reviews operators' notices</b>
	<p><b>Supporting Knowledge &amp; Abilities</b></p> <ul style="list-style-type: none"><li>1.02.01 knowledge of location of bulletin boards</li><li>1.02.02 knowledge of special codes</li><li>1.02.03 knowledge of relevance of conditions for information exchange</li><li>1.02.04 ability to read and understand information</li><li>1.02.05 ability to communicate existing conditions to relieving operator</li></ul>

<b>Sub-task 1.03</b>	<b>Prepares work material</b>
	<b>Supporting Knowledge &amp; Abilities</b>
1.03.01	knowledge of transfer
1.03.02	knowledge of forms
1.03.03	knowledge of recording logs (manual or electronic)
1.03.04	knowledge of schedules and route instructions
1.03.05	ability to complete forms and log books
1.03.06	ability to read route and road maps
1.03.07	ability to ensure route and road maps are current
1.03.08	ability to install fare box and cash floats where applicable



<b>TASK 2</b>	<b>Circle Checks Vehicle</b>
	<b>Context statement:</b>
	Professional Bus Operators are responsible for the safe operation of their vehicle. Sometimes they must take responsibility for a vehicle that has just come in from service with a different operator. The operator must ensure that the vehicle is safe, clean, operational and ready for service. Professional Bus Operators also circle check their vehicle periodically throughout their own shift and may be required to do so electronically

<b>Sub-task 2.01</b>	<b>Visually inspects vehicle</b>
	<b>Supporting Knowledge &amp; Abilities</b>
2.01.01	knowledge of pre-trip inspection procedures
2.01.02	knowledge of forms and required documents on board
2.01.03	knowledge of National, Provincial and Municipal Safety Codes
2.01.04	knowledge of Motor Vehicle Acts
2.01.05	ability to inspect lights, tires, mirrors, body, interior, etc.
2.01.06	ability to ensure safety equipment is in place and functioning
2.01.07	ability to verify all forms and required documents are on board
2.01.08	ability to ensure vehicle is safe for service

Sub-task 2.02	Starts vehicle
	<p><b>Supporting Knowledge &amp; Abilities</b></p> <p>2.02.01 knowledge of starting procedures</p> <p>2.02.02 knowledge of location of starting mechanisms</p> <p>2.02.03 ability to identify unusual noises and abnormal vehicle behaviour</p>

Sub-task 2.03	Checks vehicle systems
	<p><b>Supporting Knowledge &amp; Abilities</b></p> <p>2.03.01 knowledge of location of all vehicle systems</p> <p>2.03.02 knowledge of location of driver-related electrical systems</p> <p>2.03.03 knowledge of location and accessibility of fluid systems</p> <p>2.03.04 knowledge of location of emergency equipment and exits</p> <p>2.03.05 knowledge of location and function of door controls</p> <p>2.03.06 knowledge of reporting procedures</p> <p>2.03.07 ability to read and interpret gauges, dials and indicators</p> <p>2.03.08 ability to ensure vehicle has sufficient fuel to complete trip</p> <p>2.03.09 ability to check emergency equipment and exits</p> <p>2.03.10 ability to check operation of the door controls</p> <p>2.03.11 ability to check brakes</p> <p>2.03.12 ability to check and adjust communication systems</p> <p>2.03.13 ability to read fluid indicators</p> <p>2.03.14 ability to locate supplies for fluid systems</p> <p>2.03.15 ability to describe and document defects; initiate work orders, if required</p>

Sub-task 2.04	Personalizes vehicle operator's area
	<p><b>Supporting Knowledge &amp; Abilities</b></p> <p>2.04.01 knowledge of location of switches and adjustments</p> <p>2.04.02 ability to adjust mirrors, seat, steering wheel, sun visor, and communication system</p> <p>2.04.03 ability to operate fare media equipment, where applicable</p> <p>2.04.04 ability to operate electronic ticketing systems and applications as required</p>

<b>TASK 3</b>	<b>Conducts Post-operation Procedures</b>
	<p><b>Context statement:</b></p> <p>Professional Bus Operators do not simply walk away from their vehicles at the end of the working day. Most organizations require operators to follow detailed post-operation procedures. Bus Operators must ensure that all passengers have exited the vehicle. They must remove and hand in any items left by passengers. They must inspect the vehicle, report any defects, and prepare a post-trip report. They are also responsible for ensuring the vehicle is safely parked and secure.</p>
<b>Sub-task 3.01</b>	<b>Conducts post-trip inspection</b>
	<p><b>Supporting Knowledge &amp; Abilities</b></p> <p>3.01.01 knowledge of organization’s lost property policies and procedures</p> <p>3.01.02 knowledge of organization’s post-trip inspection procedures</p> <p>3.01.03 knowledge of applicable legislation</p> <p>3.01.04 ability to identify and report problems to appropriate department, i.e., mechanics, supervisor, or relief driver</p> <p>3.01.05 ability to inspect vehicle interior for lost property, and sleeping passengers</p>
<b>Sub-task 3.02</b>	<b>Removes work-related materials</b>
	<p><b>Supporting Knowledge &amp; Abilities</b></p> <p>3.02.01 knowledge of where to return items, i.e. transfers, documentation and fares</p> <p>3.02.02 ability to inspect area to ensure all materials are removed</p>
<b>Sub-task 3.03</b>	<b>Checks out with dispatch and/or control centre (as required)</b>
	<p><b>Supporting Knowledge &amp; Abilities</b></p> <p>3.03.01 knowledge of location of dispatch and/or control centre</p> <p>3.03.02 knowledge of procedures to verify work is completed</p> <p>3.02.03 knowledge of vehicle sign-in procedures</p> <p>3.03.04 ability to communicate with dispatcher and/or control centre</p> <p>3.03.05 ability to follow check-out procedures</p>
<b>Sub-task 3.04</b>	<b>Log out of electronic management devices</b>
	<p><b>Supporting Knowledge &amp; Abilities</b></p> <p>3.04.01 knowledge of electronic management devices, e.g. E-log, scanners</p> <p>3.04.02 ability to log out of electronic devices, e.g. E-log, scanners</p>

# BLOCK B VEHICLE OPERATIONS

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<b>TASK 4</b>	<b>Drives Vehicle</b>
	<p><b><i>Context statement:</i></b></p> <p>Professional Bus Operators spend most of their workday manoeuvring their vehicle from one point to another. As such they encounter a wide variety of other drivers, some of whom would prefer not to follow a bus, others block stops, drive erratically, and few have an appreciation for the difficulty of safely transporting passengers, manoeuvring and stopping a bus. Professional Bus Operators must be constantly aware of their surroundings, and take precautions to avoid accidents. Because buses tend to operate in most weather conditions Professional Bus Operators must monitor such conditions and adjust their driving accordingly.</p>

<b>Sub-task 4.01</b>	<b>Follows applicable Traffic Acts</b>														
	<p><b>Supporting Knowledge &amp; Abilities</b></p> <table border="1"><tbody><tr><td data-bbox="472 957 597 995">4.01.01</td><td data-bbox="605 957 1516 995">knowledge of current Traffic Acts in various Provinces/States</td></tr><tr><td data-bbox="472 1003 597 1041">4.01.02</td><td data-bbox="605 1003 1516 1041">knowledge of municipal and rural bylaws</td></tr><tr><td data-bbox="472 1050 597 1087">4.01.03</td><td data-bbox="605 1050 1516 1087">knowledge of vehicle operator licensing requirements</td></tr><tr><td data-bbox="472 1096 597 1134">4.01.04</td><td data-bbox="605 1096 1516 1134">knowledge of transit priority measures such as priority traffic signals, bus only lanes, contra-flow lanes, queue by-pass lanes, and turn exceptions</td></tr><tr><td data-bbox="472 1142 597 1180">4.01.05</td><td data-bbox="605 1142 1516 1180">knowledge of medical requirements for vehicle operator licence</td></tr><tr><td data-bbox="472 1188 597 1226">4.01.06</td><td data-bbox="605 1188 1516 1226">knowledge of provincial commercial safety program</td></tr><tr><td data-bbox="472 1234 597 1272">4.01.07</td><td data-bbox="605 1234 1516 1272">ability to follow applicable acts, bylaws, and regulations</td></tr></tbody></table>	4.01.01	knowledge of current Traffic Acts in various Provinces/States	4.01.02	knowledge of municipal and rural bylaws	4.01.03	knowledge of vehicle operator licensing requirements	4.01.04	knowledge of transit priority measures such as priority traffic signals, bus only lanes, contra-flow lanes, queue by-pass lanes, and turn exceptions	4.01.05	knowledge of medical requirements for vehicle operator licence	4.01.06	knowledge of provincial commercial safety program	4.01.07	ability to follow applicable acts, bylaws, and regulations
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4.01.04	knowledge of transit priority measures such as priority traffic signals, bus only lanes, contra-flow lanes, queue by-pass lanes, and turn exceptions														
4.01.05	knowledge of medical requirements for vehicle operator licence														
4.01.06	knowledge of provincial commercial safety program														
4.01.07	ability to follow applicable acts, bylaws, and regulations														



Sub-task 4.02	Manoeuvres vehicle
	<p><b>Supporting Knowledge &amp; Abilities</b></p> <p>4.02.01 knowledge of lane changing procedures</p> <p>4.02.02 knowledge of reversing procedures</p> <p>4.02.03 knowledge of vehicle dimensions and clearances</p> <p>4.02.04 knowledge of vehicle operating controls</p> <p>4.02.05 ability to park on a grade</p> <p>4.02.06 ability to back-up vehicle</p> <p>4.02.07 ability to operate transmission systems</p> <p>4.02.08 ability to operate brake systems</p> <p>4.02.09 ability to manoeuvre in restricted spaces</p> <p>4.02.10 ability to secure vehicle</p> <p>4.02.11 ability to conduct turns</p> <p>4.02.12 ability to interpret mechanical and engine feedback</p> <p>4.02.13 ability to operate all controls</p>

Sub-task 4.03	Practices defensive driving techniques
	<p><b>Supporting Knowledge &amp; Abilities</b></p> <p>4.03.01 knowledge of dimensions of vehicle</p> <p>4.03.02 knowledge of causes of collisions and incidents</p> <p>4.03.03 knowledge of regulations and policies regarding rail crossings</p> <p>4.03.04 knowledge of regulations regarding intersections and crosswalks</p> <p>4.03.05 knowledge of wildlife on roadways</p> <p>4.03.06 knowledge of night driving techniques</p> <p>4.03.07 knowledge of impact of seasonal changes</p> <p>4.03.08 knowledge and awareness of driving large commercial vehicles</p> <p>4.03.09 ability to recognize safe following distances in changing weather, road and load conditions</p> <p>4.03.10 ability to estimate stopping/braking distances</p> <p>4.03.11 ability to maintain safety cushion</p> <p>4.03.12 ability to anticipate the actions of others</p> <p>4.03.13 ability to respond to potentially hazardous situations</p> <p>4.03.14 ability to continuously check mirrors for traffic, pedestrians, and passengers</p>

Sub-task 4.04	Allows for weather and road conditions
	<p><b>Supporting Knowledge &amp; Abilities</b></p> <p>4.04.01 knowledge of weather and road conditions along route</p> <p>4.04.02 knowledge of traction control, ice detection, and anti-lock braking systems</p> <p>4.04.03 knowledge of regulations pertaining to safety chains and seasonal tire rules</p> <p>4.04.04 knowledge of effect of Jake brake and engine retarder</p> <p>4.04.05 ability to continuously monitor weather conditions</p> <p>4.04.06 ability to adjust speed to weather and road conditions</p> <p>4.04.07 ability to recover from a skid</p> <p>4.04.08 ability to dry wet brakes</p> <p>4.04.09 ability to operate in different lighting conditions</p> <p>4.04.10 ability to install and remove snow chains if required</p> <p>4.04.11 ability to operate Jake brake and engine retarder devices</p> <p>4.04.12 ability to terminate operations due to adverse conditions</p>
Sub-task 4.05	Assesses and monitors personal well being
	<p><b>Supporting Knowledge &amp; Abilities</b></p> <p>4.05.01 knowledge of the effect of the operator’s physical and emotional condition on the safe operation of the vehicle</p> <p>4.05.02 knowledge of the effects of forces outside the workplace on the safe operation of the vehicle</p> <p>4.05.03 knowledge of stress-coping techniques</p> <p>4.05.04 knowledge of “over-the-counter” drugs that affect driver abilities</p> <p>4.05.05 knowledge of “fit for duty” policy</p> <p>4.05.06 ability to recognize personal fatigue symptoms</p> <p>4.05.07 ability to recognize personal stress symptoms</p> <p>4.05.08 ability to communicate personal condition to appropriate personnel</p>
Sub-task 4.06	Assesses and monitors vehicle operating conditions
	<p><b>Supporting Knowledge &amp; Abilities</b></p> <p>4.06.01 knowledge of driver-related mechanical systems</p> <p>4.06.02 knowledge of requirements of fuel systems</p> <p>4.06.03 knowledge of organization’s procedures for dealing with mechanical problems</p> <p>4.06.04 knowledge of driver-related technology systems</p> <p>4.06.05 ability to interpret warning lights and gauges</p> <p>4.06.06 ability to monitor vehicle for performance abnormalities, such as vibrations, smoke, and noise</p> <p>4.06.07 ability to maintain bus operation despite failing technology</p>

Sub-task 4.07	Merges into traffic
	<p><b>Supporting Knowledge &amp; Abilities</b></p> <p>4.07.01 knowledge of vehicle performance</p> <p>4.07.02 knowledge of Highway Traffic Act and company policies</p> <p>4.07.03 ability to judge speeds and distance</p> <p>4.07.04 ability to be decisive in the context of safety</p> <p>4.07.05 ability to check blind spots</p> <p>4.07.06 ability to check mirrors</p> <p>4.07.07 ability to signal intentions</p>

TASK 5	Follows Safe Boarding and Exiting Procedures
	<p><b>Context statement:</b></p> <hr/> <p>Professional Bus Operators pick-up and drop-off passengers. Some do this constantly, others less often; but all must ensure that their passengers board and exit safely. This includes enforcing safe boarding and exiting procedures and ensuring all passengers are on board and secure before departing from the stop.</p>

Sub-task 5.01	Pulls into stop
	<p><b>Supporting Knowledge &amp; Abilities</b></p> <p>5.01.01 knowledge of policy regarding request stops</p> <p>5.01.02 knowledge of space environment and height restrictions</p> <p>5.01.03 knowledge of Highway Traffic Act in various Provinces/States</p> <p>5.01.04 ability to recognize potential hazards</p> <p>5.01.05 ability to indicate intentions to other drivers</p> <p>5.01.06 ability to identify various types of service stops, as required</p> <p>5.01.07 ability to operate vehicle controls to result in a smooth and safe stop</p>

Sub-task 5.02	Ensures all door areas are clear
	<p><b>Supporting Knowledge &amp; Abilities</b></p> <p>5.02.01 knowledge of direction and path of door for opening and closing</p> <p>5.02.02 knowledge of blind spots where intending passengers cannot be seen</p> <p>5.02.03 knowledge of which mirrors and/or screens monitor boarding and exiting passengers</p> <p>5.02.04 ability to check stairwell for snow and debris build-up</p> <p>5.02.05 ability to communicate to passengers the rules applicable to boarding and exiting safely</p>

Sub-task 5.03	Boards and exits people with special needs
	<p><b>Supporting Knowledge &amp; Abilities</b></p> <p>5.03.01 knowledge of safe practice for accessibility loading and unloading</p> <p>5.03.02 knowledge of regulations and policies regarding special needs passengers</p> <p>5.03.03 knowledge of bus kneeling, ramp and lift features</p> <p>5.03.04 knowledge of emergency manual ramp and lift operation</p> <p>5.03.05 knowledge of passenger securement/restraint systems such as J hooks, O rings, and Q'straints</p> <p>5.03.06 knowledge of where security device should be attached to wheelchairs, scooters, etc.</p> <p>5.03.07 knowledge of service animal regulations</p> <p>5.03.08 ability to identify passengers who require special boarding assistance</p> <p>5.03.09 ability to secure vehicle prior to operating ramps and lifts</p> <p>5.03.10 ability to operate kneeling, ramp and lift features safely</p> <p>5.03.11 ability to secure passengers and wheelchairs/scooters/walkers</p> <p>5.03.12 ability to reassure passengers of tie-down requirements while maintaining passenger dignity</p> <p>5.03.13 ability to communicate obstacles and seating to visually impaired passengers</p> <p>5.03.14 ability to board service animals</p>

Sub-task 5.04	Ensures aisles are clear of items
	<p><b>Supporting Knowledge &amp; Abilities</b></p> <p>5.04.01 knowledge of what constitutes a safe aisle</p> <p>5.04.02 knowledge of Traffic Acts pertaining to aisles and emergency exit access</p> <p>5.04.03 ability to communicate to passengers the necessity of removing impediments to free passage</p>

Sub-task 5.05	Ensures passengers are seated or secure
	<p><b>Supporting Knowledge &amp; Abilities</b></p> <p>5.05.01 knowledge of what constitutes the safety of passengers in a moving vehicle</p> <p>5.05.02 knowledge of company policies pertaining to passenger securement</p> <p>5.05.03 ability to communicate applicable safety requirements in a tactful manner</p> <p>5.05.04 ability to monitor passenger safety conditions</p> <p>5.05.05 ability to identify passengers with unsure footing and ensure seating before moving</p>

Sub-task 5.06	Monitors stop areas
	<p><b>Supporting Knowledge &amp; Abilities</b></p> <p>5.06.01 knowledge of dangers associated with stop area</p> <p>5.06.02 ability to constantly monitor stop area for changing conditions</p> <p>5.06.03 ability to check for late-coming passengers</p>

<b>TASK 6</b>	<b>Follows Schedule Guidelines</b>
	<p><b>Context statement:</b></p> <p>The traveling public expects buses to be on time regardless of road and weather conditions. However, since schedules are often designed for average weather and road conditions, it is not always possible for the Professional Bus Operator to keep to them while practicing defensive driving techniques in less than ideal conditions. Since Professional Bus Operators are conscientious about monitoring time and adjusting speed between stops, this can contribute to both driver and passenger stress and frustration.</p>

<b>Sub-task 6.01</b>	<b>Monitors traffic and weather conditions</b>
	<p><b>Supporting Knowledge &amp; Abilities</b></p> <p>6.01.01 knowledge of schedule and road conditions along route</p> <p>6.01.02 knowledge of vehicle performance in all weather conditions</p> <p>6.01.03 knowledge of the effect of weather conditions on traffic and vehicle performance and control</p> <p>6.01.04 knowledge of traffic patterns at various times of day</p> <p>6.01.05 knowledge of applicable alternative routes</p> <p>6.01.06 ability to interpret the effects of weather on road conditions</p> <p>6.01.07 ability to adjust driving to weather and road conditions</p> <p>6.01.08 ability to recognize changing weather and road conditions</p> <p>6.01.09 ability to be prepared for adverse weather conditions</p>

<b>Sub-task 6.02</b>	<b>Monitors speed and time</b>
	<p><b>Supporting Knowledge &amp; Abilities</b></p> <p>6.02.01 knowledge of current schedule</p> <p>6.02.02 knowledge of 24-hour clock</p> <p>6.02.03 knowledge of different time zones</p> <p>6.02.04 ability to adjust speed to complete schedule safely</p> <p>6.02.05 ability to convert 12-hour clock to 24-hour clock</p>

Sub-task 6.03	Reports deviation from schedule to authorized personnel
	<b>Supporting Knowledge &amp; Abilities</b>
	6.03.01 knowledge of communication devices and systems
	6.03.02 knowledge of notification procedures
	6.03.03 ability to operate communications equipment
	6.03.04 ability to assess seriousness of deviation
	6.03.05 ability to inform passengers of delay and expected arrival time
	6.03.06 ability to suggest route changes to management

Sub-task 6.04	Respond to schedule adjustment
	<b>Supporting Knowledge &amp; Abilities</b>
	6.04.01 knowledge of communication devices and systems
	6.04.02 knowledge of standing policies and procedures
	6.04.03 knowledge of detours
	6.04.04 knowledge of applicable Motor Vehicle Act regarding electronic operating devices
	6.04.05 ability to adjust to schedule changes
	6.04.06 ability to communicate route changes with passengers



TASK 7	Ensures Passenger Safety and Comfort
	<b>Context statement:</b>
	Professional Bus Operators are required to constantly monitor the interior of the vehicle to ensure there are no potential hazards and their passengers are comfortable.

Sub-task 7.01	Manages climate of vehicle
	<b>Supporting Knowledge &amp; Abilities</b>
	7.01.01 knowledge of climate controls
	7.01.02 ability to communicate with passengers re comfort levels
	7.01.03 ability to adjust climate controls or ventilation system to suit passengers

Sub-task 7.02	Ensures adequate interior lighting
	<b>Supporting Knowledge &amp; Abilities</b>
	7.02.01 knowledge of Traffic Acts regarding interior lighting
	7.02.02 knowledge of interior lighting systems
	7.02.03 knowledge of passengers' requirements
	7.02.04 knowledge of organization's policy and procedures
	7.02.05 ability to adjust interior lighting as required

Sub-task 7.03	Monitors vehicle passenger area
	<b>Supporting Knowledge &amp; Abilities</b>
	7.03.01 knowledge of what constitutes a safe, comfortable environment
	7.03.02 ability to recognize potential hazards such as flying objects and how to rectify the situation
	7.03.03 ability to monitor and assess passenger comfort

Sub-task 7.04	Considers passenger comfort when driving
	<b>Supporting Knowledge &amp; Abilities</b>
	7.04.01 knowledge of driving techniques that ensure a comfortable ride
	7.04.02 ability to maintain constant speed and brake smoothly
	7.04.03 ability to start and stop smoothly
	7.04.04 ability to anticipate hazards, and respond in time to maintain a comfortable ride

Sub-task 7.05	Monitors people with special needs
	<b>Supporting Knowledge &amp; Abilities</b>
	7.05.01 knowledge of applicable legislation and/or code of practice for special needs passengers
	7.05.02 knowledge of regulations and policies regarding special needs passengers
	7.05.03 ability to identify passengers with special needs
	7.05.04 ability to communicate with respect and dignity
	7.05.05 ability to accommodate passengers with special needs



<b>Sub-task 7.06</b>	<b>Performs interior in-service inspection for hazardous materials</b>
	<b>Supporting Knowledge &amp; Abilities</b>
7.06.01	knowledge of safe inspection process
7.06.02	knowledge of potentially dangerous material
7.06.03	knowledge of reporting process for contaminated vehicle
7.06.04	ability to communicate contaminated vehicle to passengers and management
7.06.05	ability to identify bio-hazardous material

## **BLOCK C** *CUSTOMER RELATIONS*

<b>TASK 8</b>	<b>Greets Passengers</b>
	<b>Context statement:</b>
	The Professional Bus Operator is usually the only representative of the organization the public sees, and, as such, should reflect its values and standards. Professional Bus Operators must maintain a positive attitude when dealing with the variety of passengers they encounter including people with special needs.

<b>Sub-task 8.01</b>	<b>Displays professional image</b>
	<b>Supporting Knowledge &amp; Abilities</b>
8.01.01	knowledge of acceptable standards for personal hygiene and appearance
8.01.02	knowledge of dress code
8.01.03	knowledge of what constitutes professionalism
8.01.04	ability to perform duties in an efficient and effective manner
8.01.05	ability to project a dignified and professional demeanour
8.01.06	ability to treat people with respect

<b>Sub-task 8.02</b>	<b>Acknowledges passengers</b>
	<b>Supporting Knowledge &amp; Abilities</b>
8.02.01	knowledge of forms of salutation
8.02.02	ability to greet passengers in a hospitable manner
8.02.03	ability to put passengers at ease
8.02.04	ability to communicate in a professional manner
8.02.05	ability to respond to passengers with special needs

<b>TASK 9</b>	<b>Responds to Passenger Inquiries</b>
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	<p><b>Context statement:</b></p> <p>Professional Bus Operators are the points of contact for passenger information. They must respond to requests for information in a clear, concise manner, and display patience and good listening techniques to ensure the passenger has understood the information presented. Professional Bus Operators also deal with questions from the general public who are not travelling on their bus. Some Professional Bus Operators may also respond to special requests from passengers, such as discharging passengers at non-scheduled stops and stowing of bicycles.</p>
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<b>Sub-task 9.01</b>	<b>Informs passengers of vehicle rules and regulations</b>
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|  | <p><b>Supporting Knowledge &amp; Abilities</b></p> <ul style="list-style-type: none"> <li>9.01.01 knowledge of organization’s policy and procedures regarding rules and regulations</li> <li>9.01.02 knowledge of public address communication systems</li> <li>9.01.03 ability to inform passengers of rules and regulations</li> <li>9.01.04 ability to use public address system</li> <li>9.01.05 ability to be tactful and diplomatic</li> </ul> |
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<b>Sub-task 9.02</b>	<b>Responds to questions from the public</b>
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|  | <p><b>Supporting Knowledge &amp; Abilities</b></p> <ul style="list-style-type: none"> <li>9.02.01 knowledge of how and when to access information</li> <li>9.02.02 knowledge of connections and related bus routes</li> <li>9.02.03 knowledge of local area</li> <li>9.02.04 ability to listen to inquiries</li> <li>9.02.05 ability to communicate requested information</li> <li>9.02.06 ability to ensure public has understood information</li> </ul> |
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Sub-task 9.03	Handles customer complaints
	<p><b>Supporting Knowledge &amp; Abilities</b></p> <p>9.03.01 knowledge of policy and procedures regarding complaints</p> <p>9.03.02 knowledge of effective problem-solving techniques</p> <p>9.03.03 knowledge of conflict resolution techniques</p> <p>9.03.04 ability to deal with passenger problems</p> <p>9.03.05 ability to direct complaints to organization's appropriate personnel</p> <p>9.03.06 ability to display tact and diplomacy</p>

Sub-task 9.04	Accommodates passengers' special requests
	<p><b>Supporting Knowledge &amp; Abilities</b></p> <p>9.04.01 knowledge of policies and procedures regarding special requests</p> <p>9.04.02 ability to use good judgement and discretion in handling special requests</p> <p>9.04.03 ability to determine appropriateness of special requests, such as discharging passengers between regular stops and stowing bicycles</p> <p>9.04.04 ability to assist with luggage, parcels, strollers, and bicycles</p> <p>9.04.05 ability to respond to passengers with special needs</p>



TASK 10	Manages Difficult Situations
	<p><b>Context statement:</b></p> <p>While most of the travelling public follows society's rules in an appropriate manner, occasionally a Professional Bus Operator will encounter a difficult passenger or situation which threatens the comfort or safety of other passengers and/or the Operator. Such situations must be dealt with swiftly, decisively and with tact and diplomacy. Professional Bus Operators work alone and have only the force of personality to enforce the rules, or their radio or cell phone to call for assistance. As a last resort, they may request the passenger to leave the vehicle in accordance with policy and legislation.</p>

<b>Sub-task 10.01</b>	<b>Anticipates potential problems</b>
	<b>Supporting Knowledge &amp; Abilities</b>
	10.01.01 knowledge of potentially hazardous situations
	10.01.02 knowledge of strategies to defuse threatening situations
	10.01.03 knowledge of policy and procedures and available support
	10.01.04 ability to interpret body language
	10.01.05 ability to recognize a potential problem before it happens
<b>Sub-task 10.02</b>	<b>Determines level of assistance required</b>
	<b>Supporting Knowledge &amp; Abilities</b>
	10.02.01 knowledge of available organization and community resources
	10.02.02 knowledge of communication procedures, systems, and devices
	10.02.03 knowledge of emergency communication procedures, systems, and devices
	10.02.04 ability to assess and determine urgency of a particular situation
	10.02.05 ability to determine what help is needed or available
	10.02.06 ability to use communication systems, including emergency devices
<b>Sub-task 10.03</b>	<b>Informs passengers of rules and regulations as required</b>
	<b>Supporting Knowledge &amp; Abilities</b>
	10.03.01 knowledge of effective communication techniques
	10.03.02 knowledge of organization's policies and procedures
	10.03.03 knowledge of traffic rules
	10.03.04 ability to inform passengers of rules
	10.03.05 ability to manage passengers infringing rules
	10.03.06 ability to communicate with tact and diplomacy
<b>Sub-task 10.04</b>	<b>Ensures safe discharge of disruptive passengers</b>
	<b>Supporting Knowledge &amp; Abilities</b>
	10.04.01 knowledge of organization's procedure and legislation regarding the ejection of passengers or denial of boarding
	10.04.02 ability to use good judgement
	10.04.03 ability to use tact and diplomacy throughout a difficult situation
	10.04.04 ability to secure assistance if necessary

# BLOCK D ADMINISTRATION

<b>TASK 11</b>	<b>Relates to Others</b>
	<b>Context statement:</b> Professional Bus Operators spend most of their day communicating with passengers. However, they must also relate to people at their base of operation at various levels of the organization, and other parties they communicate with on a daily basis such as law enforcement officers, parents, school officials, special needs administrators, tour directors, other motorists, and ticket and passenger agents.
<b>Sub-task 11.01</b>	<b>Communicates with dispatcher</b>
	<b>Supporting Knowledge &amp; Abilities</b>
	11.01.01 knowledge of relevant computer skills
	11.01.02 knowledge of verbal communication techniques
	11.01.03 knowledge of written communication techniques
	11.01.04 knowledge of radio phraseology and radio communication skills
	11.01.05 knowledge of other electronic communication techniques
	11.01.06 ability to communicate effectively and precisely
	11.01.07 ability to display tact, diplomacy and flexibility
	11.01.08 ability to follow directives
<b>Sub-task 11.02</b>	<b>Communicates with other road users</b>
	<b>Supporting Knowledge &amp; Abilities</b>
	11.02.01 knowledge of verbal and non-verbal communication techniques
	11.02.02 knowledge of written communication techniques
	11.02.03 knowledge or radio phraseology and radio communication techniques
	11.02.04 knowledge of other electronic communication techniques
	11.02.05 ability to communicate effectively and precisely
	11.02.06 ability to display professional conduct when communicating with others
	11.02.07 ability to provide support to others
	11.02.08 ability to assist where possible, as required, or to request assistance

Sub-task 11.03	Communicates with supervisors
	<b>Supporting Knowledge &amp; Abilities</b>
	11.03.01 knowledge of verbal communication techniques
	11.03.02 knowledge of written communication techniques
	11.03.03 knowledge of radio phraseology and radio communication techniques
	11.03.04 knowledge of other electronic communication techniques
	11.03.05 ability to communicate effectively and precisely
	11.03.06 ability to be tactful, diplomatic and flexible
	11.03.07 ability to communicate by radio and other electronic devices

Sub-task 11.04	Communicates with maintenance personnel
	<b>Supporting Knowledge &amp; Abilities</b>
	11.04.01 knowledge of basic bus systems operations
	11.04.02 knowledge of verbal communication techniques
	11.04.03 knowledge of written communication techniques
	11.04.04 knowledge of radio phraseology and radio communication techniques
	11.04.05 knowledge of other electronic communication techniques
	11.04.06 ability to communicate
	11.04.07 ability to identify and describe malfunctions clearly and adequately

Sub-task 11.05	Communicates with job-related stakeholders
	<b>Supporting Knowledge &amp; Abilities</b>
	11.05.01 knowledge of verbal communication techniques
	11.05.02 ability to communicate to job related stakeholders, such as school officials, parents, law enforcement officers, care givers, tour directors, passenger and parcel agents
	11.05.03 ability to communicate
	11.05.04 ability to be tactful, diplomatic and flexible

Sub-task 11.06	Follows guidelines applicable to communication
	<p><b>Supporting Knowledge &amp; Abilities</b></p> <p>11.06.01 knowledge of legislation that supersedes organization’s policy, rules or union agreements i.e. Freedom of Information/Privacy Act, Human Rights Code, etc</p> <p>11.06.02 ability to follow Human Rights legislation in the Province, Territory, or State of operation when communicating with passengers</p> <p>11.06.03 ability to ensure that all information of a personal nature gathered in the course of duty is conveyed only to authorized personnel</p> <p>11.06.04 ability to refrain from inappropriate conversations with co-workers and passengers</p>

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TASK 12	Prepares Reports
	<p><b>Context statement:</b></p> <p>Professional Bus Operators work without direct supervision. They interact with a wide variety of people and are responsible for the vehicle they operate. They provide written/electronic reports of their activities in a timely fashion to the organization for which they work. Some reports require only simple forms to be completed; others require a detailed narrative report. Today there is a tendency to work in a paperless environment therefore eliminating the need for written reports.</p>

Sub-task 12.01	Prepares pre-trip inspection reports (as required)
	<p><b>Supporting Knowledge &amp; Abilities</b></p> <p>12.01.01 knowledge of information required in pre-trip report</p> <p>12.01.02 knowledge of bus mechanical systems</p> <p>12.01.03 knowledge of bus electrical systems</p> <p>12.01.04 knowledge of major/minor defect reporting</p> <p>12.01.05 ability to recognize major/minor defects and potential defects</p> <p>12.01.06 ability to gather and record pre-trip report information</p>

Sub-task 12.02	Prepares incident reports
	<p><b>Supporting Knowledge &amp; Abilities</b></p> <p>12.02.01 knowledge of time frames for filing incident reports</p> <p>12.02.02 knowledge of information required in incident reports</p> <p>12.02.03 ability to write details of situation with clarity and accuracy</p> <p>12.02.04 ability to gather and record information including witness statements</p>

<b>Sub-task 12.03</b>	<b>Prepares payroll reports and time sheets</b>
	<b>Supporting Knowledge &amp; Abilities</b>
	12.03.01 knowledge of information required in a payroll report and time sheet
	12.03.02 ability to fill out forms
<b>Sub-task 12.04</b>	<b>Prepares accident and collision reports</b>
	<b>Supporting Knowledge &amp; Abilities</b>
	12.04.01 knowledge of organization's policies and procedures regarding accident/collision notification
	12.04.02 knowledge of legal requirements
	12.04.03 knowledge of information required in accident/collision report
	12.04.04 ability to sketch accident/collision scenes and provide written details
	12.04.05 ability to obtain witness statements when possible and required
	12.04.06 ability to obtain appropriate information from other parties involved
<b>Sub-task 12.05</b>	<b>Completes trip reports</b>
	<b>Supporting Knowledge &amp; Abilities</b>
	12.05.01 knowledge of information required in trip report
	12.05.02 ability to gather and record information
	12.05.03 ability to collect and hand in receipts and expense reports
<b>Sub-task 12.06</b>	<b>Completes logbook (as required)</b>
	<b>Supporting Knowledge &amp; Abilities</b>
	12.06.01 knowledge of legislation regarding logbooks
	12.06.02 knowledge of information required in logbook
	12.06.03 ability to gather and record pertinent information accurately and legibly



# BLOCK E EMERGENCY OPERATIONS

<b>TASK 13</b>	<b>Deals with Passenger Emergencies</b>
	<b>Context statement:</b> Some Professional Bus Operators handle hundreds of passengers per day; others are with the same passengers for long periods of time. It is inevitable, therefore, that Professional Bus Operators will be confronted from time to time by passenger emergencies. Such emergencies can be life-threatening for the passenger in distress or for other passengers. Professional Bus Operators, working alone, must deal with the emergency swiftly and decisively.
<b>Sub-task 13.01</b>	<b>Anticipates passenger emergencies</b>
	<b>Supporting Knowledge &amp; Abilities</b>
	13.01.01 knowledge of organization's emergency procedures
	13.01.02 knowledge of potential problem indicators
	13.01.03 knowledge of available solutions
	13.01.04 knowledge of safety risks to passengers and vehicle in unfamiliar territories
	13.01.05 ability to identify potential problems
	13.01.06 ability to assess situation
	13.01.07 ability to identify safest available location to park
<b>Sub-task 13.02</b>	<b>Responds to medical emergencies</b>
	<b>Supporting Knowledge &amp; Abilities</b>
	13.02.01 knowledge of legal rights and responsibilities
	13.02.02 knowledge of emergency procedures
	13.02.03 knowledge of organization's procedures regarding medical emergencies
	13.02.04 ability to take control of the situation
	13.02.05 ability to respond appropriately
	13.02.06 ability to gather and record information
	13.02.07 ability to complete Incident Report
	13.02.08 ability to communicate with emergency medical personnel
<b>Sub-task 13.03</b>	<b>Responds to disruptive behaviour emergencies</b>
	<b>Supporting Knowledge &amp; Abilities</b>
	13.03.01 knowledge of legal rights and responsibilities
	13.03.02 knowledge of organization's procedures regarding disruptive behaviour emergencies
	13.03.03 knowledge of when driver intervention is required
	13.03.04 ability to determine the passenger's needs
	13.03.05 ability to take required action
	13.03.06 ability to defuse situation
	13.03.07 ability to communicate with emergency personnel
	13.03.08 ability to ensure safety of other passengers

Sub-task 13.04	Responds to criminal emergencies
	<p><b>Supporting Knowledge &amp; Abilities</b></p> <p>13.04.01 knowledge of legal rights and responsibilities</p> <p>13.04.02 knowledge of emergency procedures</p> <p>13.04.03 knowledge of organization’s procedures regarding criminal emergencies</p> <p>13.04.04 knowledge of when driver intervention is required</p> <p>13.04.05 knowledge of organization’s emergency communications codes, as necessary</p> <p>13.04.06 ability to respond to threats of violence such as bomb threats, biohazards, and weapons</p> <p>13.04.07 ability to drive vehicle to safe place</p> <p>13.04.08 ability to protect passengers, vehicle and other road users</p> <p>13.04.09 ability to remain calm</p> <p>13.04.10 ability to communicate with emergency personnel</p>



TASK 14	Deals with Vehicle Emergencies
	<p><b>Context statement:</b></p> <p>Professional Bus Operators drive thousands of kilometres per year, over which time they will encounter mechanical emergencies, regardless of how well the vehicle is maintained. Professional Bus Operators must assume a leadership role in dealing with such emergencies, putting safety first and foremost.</p>

Sub-task 14.01	Evacuates passengers
	<p><b>Supporting Knowledge &amp; Abilities</b></p> <p>14.01.01 knowledge of organization’s emergency evacuation procedures</p> <p>14.01.02 knowledge of accident procedures</p> <p>14.01.03 knowledge of manual, electric and air-operated emergency doors</p> <p>14.01.04 ability to organize safe and orderly evacuation</p> <p>14.01.05 ability to operate emergency evacuation equipment</p> <p>14.01.06 ability to calm passengers</p> <p>14.01.07 ability to escort passengers to safety</p> <p>14.01.08 ability to ensure all passengers have exited</p>

Sub-task 14.02	Deals with system failures
	<p><b>Supporting Knowledge &amp; Abilities</b></p> <p>14.02.01 knowledge of vehicle operating systems</p> <p>14.02.02 knowledge of potential system problems</p> <p>14.02.03 knowledge of organization’s procedures regarding system failures</p> <p>14.02.04 ability to identify system problems</p> <p>14.02.05 ability to assess the degree of the emergency</p> <p>14.02.06 ability to handle the vehicle while experiencing system failures</p> <p>14.02.07 ability to secure vehicle</p> <p>14.02.08 ability to use and set up emergency equipment</p> <p>14.02.09 ability to communicate nature of emergency and assistance required</p>

Sub-task 14.03	Deals with environmental hazards
	<p><b>Supporting Knowledge &amp; Abilities</b></p> <p>14.03.01 knowledge of rules and regulations pertaining to potential environmental hazards such as fluid leaks, fire, hazardous goods, and exhaust fumes</p> <p>14.03.02 knowledge of organization’s procedures regarding environmental hazards</p> <p>14.03.03 knowledge of Workplace Hazardous Materials Information System (WHMIS)</p> <p>14.03.04 ability to identify the hazard</p> <p>14.03.05 ability to anticipate potential environmental hazards</p> <p>14.03.06 ability to position vehicle away from sensitive areas, such as, catch basins, sewers</p> <p>14.03.07 ability to report environmental hazards such as fluid leaks, fire, dangerous or hazardous goods, and exhaust gasses</p>

Sub-task 14.04	Obtains assistance
	<p><b>Supporting Knowledge &amp; Abilities</b></p> <p>14.04.01 knowledge of organization’s procedures</p> <p>14.04.02 ability to use communications equipment</p> <p>14.04.03 ability to describe problem</p> <p>14.04.04 ability to determine level and type of assistance required</p> <p>14.04.05 ability to ensure passenger safety until assistance arrives</p>

Sub-task 14.05	Deals with vehicle accidents
	<p><b>Supporting Knowledge &amp; Abilities</b></p> <p>14.05.01 knowledge of organization’s procedures regarding accidents</p> <p>14.05.02 knowledge of Provincial/State accident regulations</p> <p>14.05.03 knowledge of police requirements</p> <p>14.05.04 ability to ensure safety and comfort of passengers</p> <p>14.05.05 ability to determine and assist injured passengers</p> <p>14.05.06 ability to assess damage</p> <p>14.05.07 ability to provide information to police</p> <p>14.05.08 ability to maintain control of situation</p> <p>14.05.09 ability to gather relevant information such as witnesses, road conditions, and other vehicles at scene</p> <p>14.05.10 ability to complete Accident Report</p> <p>14.05.11 ability to participate in accident follow-up action</p>

Sub-task 14.06	Deals with fire
	<p><b>Supporting Knowledge &amp; Abilities</b></p> <p>14.06.01 knowledge of organization’s emergency procedures</p> <p>14.06.02 knowledge of use of fire extinguishing equipment on board</p> <p>14.06.03 ability to use appropriate fire extinguishing equipment</p> <p>14.06.04 ability to evacuate vehicle</p> <p>14.06.05 ability to direct passengers to safe area</p> <p>14.06.06 ability to communicate with fire department</p>



TASK 15	Deals with Public Emergencies
	<p><b>Context statement:</b></p> <p>Because of the time spent on the road, Professional Bus Operators encounter and respond to emergencies external to the vehicle. They are the eyes and ears of the community and report unusual events. They may be the first on the scene of an accident, or they may be called upon to provide a safe place for people in danger. In some organizations, first-aid training and certification is mandatory; in others, the Operator is not permitted to leave the vehicle and its passengers. In some cases, this may bring the Operator into conflict between following policy and the moral obligations of a certified first-aid trained person. In some jurisdictions Professional Bus Operators provide support to Emergency Measures Organizations by assisting with emergency evacuations</p>

Sub-task 15.01	Responds to accidents
	<p><b>Supporting Knowledge &amp; Abilities</b></p> <p>15.01.01 knowledge of organization’s policies and procedures regarding accident reporting</p> <p>15.01.02 ability to secure vehicle before assisting</p> <p>15.01.03 ability to request assistance</p> <p>15.01.04 ability to assist at scene</p> <p>15.01.05 ability to control accident site</p> <p>15.01.06 ability to calm passengers</p> <p>15.01.07 ability to report accidents</p>

Sub-task 15.02	Provides “Safe Haven” for those in need
	<p><b>Supporting Knowledge &amp; Abilities</b></p> <p>15.02.01 knowledge of organization’s policies and procedures regarding “Safe Haven”</p> <p>15.02.02 knowledge of "Safe Haven" concept</p> <p>15.02.03 ability to assess situation</p> <p>15.02.04 ability to assist persons requiring assistance</p> <p>15.02.05 ability to request assistance</p> <p>15.02.06 ability to report incidents</p>

Sub-task 15.03	Participates in programs such as “road watch” or “neighbour-hood watch”
	<p><b>Supporting Knowledge &amp; Abilities</b></p> <p>15.03.01 knowledge of "road watch" and "neighbourhood watch" concepts or programs</p> <p>15.03.02 ability to monitor surroundings for unusual activities when appropriate and safe</p> <p>15.03.03 ability to recognize unusual activities</p> <p>15.03.04 ability to respond to emergencies</p> <p>15.03.05 ability to request assistance</p> <p>15.03.06 ability to respond to police alerts</p> <p>15.03.07 ability to report incident</p>

**Sub-task 15.04****Provides support to Emergency Management****Supporting Knowledge & Abilities**

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| 15.04.01 | knowledge of emergency broadcast systems to advise populations of adverse conditions requiring possible evacuation |
| 15.04.02 | knowledge of service agencies with authority to request busses for evacuation                                      |
| 15.04.03 | knowledge of corporate procedures and limitations for appropriate uses of busses as evacuation vehicles            |
| 15.04.04 | knowledge of emergency evacuation routes   |
| 15.04.05 | knowledge of vehicle's capability under adverse conditions   |
| 15.04.06 | ability to follow direction of emergency personnel   |
| 15.04.07 | ability to lead or follow a vehicle convoy along prescribed routes   |
| 15.04.08 | ability to monitor and reassure evacuees   |
| 15.04.09 | ability to exercise judgement under rapidly changing conditions  |

## *ANALYSIS – SECTION 2*

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### *SPECIALTY SKILLS*

This section contains information pertinent to a specific sector of the industry:

**BLOCK F** URBAN OPERATIONS

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**BLOCK G** SCHOOL BUS OPERATIONS

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**BLOCK H** INTERCITY OPERATIONS

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**BLOCK I** TOUR AND CHARTER OPERATIONS

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**BLOCK J** ACCESSABLE SERVICES

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It should be noted that many professional bus operators work in two or more of the above sectors

# BLOCK F URBAN OPERATIONS

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<b>TASK 16</b>	<b>Interacts with Urban Passengers</b>
	<b>Context statement:</b> Urban Bus operations can be highly stressful, as the Professional Bus Operators must deal with a large number of passengers per day, with a diversity of cultures and temperaments. In addition, they constantly deal with urban traffic, weather conditions, and congested streets while maintaining schedule without compromising safety. Bus Operators are expected to maintain a professional image at all times.
<b>Sub-task 16.01</b>	<b>Monitor fare payments</b>
	<b>Supporting Knowledge &amp; Abilities</b>
	16.01.01 knowledge of fare structure
	16.01.02 knowledge of acceptable methods of payment
	16.01.03 knowledge of fare collection procedures such as use of fare box and exact fare, if applicable
	16.01.04 ability to advise passengers of fares
	16.01.05 ability to operate and interpret fare media equipment
	16.01.06 ability to apply fare dispute procedures
<b>Sub-task 16.02</b>	<b>Receives, verifies, and issues fare products</b>
	<b>Supporting Knowledge &amp; Abilities</b>
	16.02.01 knowledge of transfer system and passes
	16.02.02 ability to check transfers and passes
	16.02.03 ability to inform passengers if transfer or pass is invalid
	16.02.04 ability to operate transfer media equipment



<b>Sub-task 16.03</b>	<b>Monitors passenger loads</b>
	<b>Supporting Knowledge &amp; Abilities</b>
16.03.01	knowledge of organization's procedures regarding passenger loads
16.03.02	knowledge of legal loading limits
16.03.03	ability to communicate loading limits to potential passengers
16.03.04	ability to communicate priority seating

<b>Sub-task 16.04</b>	<b>Monitors entrances and exits</b>
	<b>Supporting Knowledge &amp; Abilities</b>
16.04.01	knowledge of which mirrors monitor which doors
16.04.02	knowledge of manual, electric and air-operated doors
16.04.03	knowledge of door controls
16.04.04	ability to maintain clearance of entrances and exits
16.04.05	ability to communicate use of doors to passengers
16.04.06	ability to ensure passengers are entering and exiting safely
16.04.07	ability to scan area for intending passengers, prior to moving vehicle



<b>TASK 17</b>	<b>Manoeuvres Urban Vehicles</b>
	<b><i>Context statement:</i></b>
	Urban Bus Operators often drive on congested city streets, not necessarily designed to accommodate large vehicles. They drive in a wide variety of traffic and weather conditions, make frequent stops, and merge in and out of the traffic flow. Other drivers may resent the space taken up by urban buses and try at every opportunity to pass the vehicle.

Sub-task 17.01	Drives vehicle in congested situations
	<p><b>Supporting Knowledge &amp; Abilities</b></p> <p>17.01.01 knowledge of safe driving techniques</p> <p>17.01.02 knowledge of vehicle dimensions</p> <p>17.01.03 knowledge of route and/or reroute</p> <p>17.01.04 ability to identify and respond to potential hazards</p> <p>17.01.05 ability to judge clearances</p> <p>17.01.06 ability to anticipate actions of other road users</p> <p>17.01.07 ability to respond to unsafe behaviours</p> <p>17.01.08 ability to anticipate upcoming stops, turns and lane changes</p> <p>17.01.09 ability to adjust speed subject to road conditions</p> <p>17.01.10 ability to respect other drivers</p>

Sub-task 17.02	Operates a wide variety of vehicles
	<p><b>Supporting Knowledge &amp; Abilities</b></p> <p>17.02.01 knowledge of organization's procedures which relate to the operation of each vehicle type</p> <p>17.02.02 knowledge of operating characteristics of a variety of vehicles types</p> <p>17.02.03 knowledge of all driver-related operating and electrical systems for each vehicle type</p> <p>17.02.04 ability to adapt to each vehicle type</p> <p>17.02.05 ability to recognize defects in each vehicle type</p>

Sub-task 17.03	Follows and manages scheduled routes
	<p><b>Supporting Knowledge &amp; Abilities</b></p> <p>17.03.01 knowledge of scheduled arrival and departure times for route</p> <p>17.03.02 knowledge of route system and schedule</p> <p>17.03.03 knowledge of city layout</p> <p>17.03.04 ability to read maps</p> <p>17.03.05 ability to interpret organization's directives</p> <p>17.03.06 ability to adapt to unexpected route changes</p> <p>17.03.07 ability to operate in a safe manner while maintaining schedule</p>

# BLOCK G SCHOOL BUS OPERATIONS

<b>TASK 18</b>	<b>Follows Stopping Procedures</b>
	<b>Context statement:</b> School Bus Operators perform most of the tasks of other Bus Operators in addition to transporting children, which requires greater awareness of safety around the stop area. School Bus Operators must follow detailed procedures for the safe stopping, not only of their vehicle, but the approaching and following traffic. The actual procedures vary from jurisdiction to jurisdiction. Some jurisdictions have amber warning lights; others, in some urban areas, use no warning lights at all.
<b>Sub-task 18.01</b>	<b>Approaches stop and activates overhead lights</b>
	<b>Supporting Knowledge &amp; Abilities</b>
18.01.01	knowledge of organization’s procedures, municipal and provincial laws regarding the operation of advance signalling devices
18.01.02	knowledge of when to check mirrors
18.01.03	knowledge of when to reassess traffic prior to loading and unloading students
18.01.04	ability to assess traffic conditions
18.01.05	ability to assess potentially dangerous conditions surrounding stop area
18.01.06	ability to activate warning lights (where applicable)
<b>Sub-task 18.02</b>	<b>Deploys stop arm and crossing gate</b>
	<b>Supporting Knowledge &amp; Abilities</b>
18.02.01	knowledge of laws and procedures regarding the use of school bus stopping devices
18.02.02	ability to activate stop arm and crossing gate
18.02.03	ability to check stop arm and crossing gate
18.02.04	ability to monitor traffic to ensure student safety

<b>Sub-task 18.03</b>	<b>Secures vehicle at stop</b>
	<b>Supporting Knowledge &amp; Abilities</b>
18.03.01	knowledge of procedures in securing vehicle, such as engaging parking brake and neutral gear
18.03.02	ability to check all mirrors, traffic, students and environment
18.03.03	ability to verify that traffic has stopped in both directions

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<b>TASK 19</b>	<b>Boards and Exits Students</b>
	<b>Context statement:</b>
	School buses make frequent stops, usually at, or near, the student’s residence. School Bus Operators must ensure that students enter and exit the vehicle safely. They must follow relevant rules and regulations governing this activity. They must also watch to ensure that students exit at the correct stop and ensure that a parent or guardian is present to meet the students if applicable.

<b>Sub-task 19.01</b>	<b>Advise students of safe road-crossing procedures</b>
	<b>Supporting Knowledge &amp; Abilities</b>
19.01.01	knowledge of procedures and hand signals at student crossings
19.01.02	knowledge of number of students who are to board or exit vehicle
19.01.03	ability to inform students of safe crossing procedures
19.01.04	ability to use hand signals for students
19.01.05	ability to recognize when it is safe for students to cross road
19.01.06	ability to monitor mirrors for vehicles ignoring crossing signals

<b>Sub-task 19.02</b>	<b>Ensures all students have crossed road and boarded</b>
	<b>Supporting Knowledge &amp; Abilities</b>
19.02.01	knowledge of number of students required to cross road
19.02.02	ability to ensure all students at stop have crossed safely and boarded bus

<b>Sub-task 19.03</b>	<b>Ensures students exit at designated stop</b>
	<b>Supporting Knowledge &amp; Abilities</b>
19.03.01	knowledge of each student's designated disembarkation stop
19.03.02	knowledge of number of students who require to cross road
19.03.03	ability to alert students as the vehicle approaches their stop
19.03.04	ability to ensure all students at stop have crossed road safely
<b>Sub-task 19.04</b>	<b>Ensures parent or guardian is present at stop if necessary</b>
	<b>Supporting Knowledge &amp; Abilities</b>
19.04.01	knowledge of organization's policies and procedures regarding parent or guardian picking up students
19.04.02	ability to recognize students who need to be met
19.04.03	ability to recognize the presence of a parent or guardian
19.04.04	ability to apply procedures when parent or guardian is not at stop
19.04.05	ability to confirm with students the identity of a parent or guardian
<b>Sub-task 19.05</b>	<b>Ensures students are out of "danger zone"</b>
	<b>Supporting Knowledge &amp; Abilities</b>
19.05.01	knowledge of what constitutes a "danger zone"
19.05.02	knowledge of how to check "danger zone" before re-entering traffic
19.05.03	ability to inform students of danger zones
19.05.04	ability to check mirrors
19.05.05	ability to deactivate warning lights, stop arm, and crossing gate
<b>Sub-task 19.06</b>	<b>Verifies that all student checks are completed</b>
	<b>Supporting Knowledge &amp; Abilities</b>
19.06.01	knowledge of how to thoroughly check the interior of the bus for sleeping students
19.06.02	knowledge of procedure for checking the bus with child-monitoring systems
19.06.03	ability to check vehicle interior
19.06.04	ability to comply with company parking policy

<b>TASK 20</b>	<b>Manages Students</b>
	<b>Context statement:</b> Because they tend to travel the same route every day, School Bus Operators develop a unique relationship with the students, which they must balance with the need to maintain order on the bus to ensure the safety of all students.
<b>Sub-task 20.01</b>	<b>Ensures students are seated</b>
	<b>Supporting Knowledge &amp; Abilities</b>
	20.01.01 knowledge of vehicle rules and regulations
	20.01.02 ability to inform students of vehicle rules regarding seating
	20.01.03 ability to enforce seating rules
	20.01.04 ability to enforce seat belt usage where applicable
<b>Sub-task 20.02</b>	<b>Promotes positive student behaviour</b>
	<b>Supporting Knowledge &amp; Abilities</b>
	20.02.01 knowledge of bus rules and regulations
	20.02.02 knowledge of techniques to create positive environment
	20.02.03 ability to enforce rules with respect and tact
	20.02.04 ability to communicate to students the rules and the consequences of non-compliance
	20.02.05 ability to ensure safety of students on vehicle
	20.02.06 ability to communicate with school officials, parents, and company supervisors regarding discipline problems
	20.02.07 ability to use techniques for positive environment
<b>Sub-task 20.03</b>	<b>Manages students with special needs</b>
	<b>Supporting Knowledge &amp; Abilities</b>
	20.03.01 knowledge of various special needs both physical and behavioural
	20.03.02 knowledge of appropriate responses to and interactions with special needs passengers
	20.03.03 knowledge of available resources, both persons and materials
	20.03.04 ability to interpret non-verbal signs
	20.03.05 ability to remain calm
	20.03.06 ability to communicate at appropriate level
	20.03.07 ability to solicit assistance from school personnel
	20.03.08 ability to promote acceptance and understanding from other students

# BLOCK H *INTERCITY OPERATIONS*

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<b>TASK 21</b>	<b>Interacts with Intercity Passengers</b>
	<b>Context statement:</b> Intercity Bus Operators have a more interpersonal relationship with their passengers. Passengers are on the bus longer than are urban passengers and the Intercity Bus Operator must pay greater attention to their comfort needs.
<b>Sub-task 21.01</b>	<b>Provides introduction to route</b>
	<b>Supporting Knowledge &amp; Abilities</b>
	21.01.01 knowledge of schedule
	21.01.02 knowledge of facilities at rest stops
	21.01.03 knowledge of necessity for passenger head count
	21.01.04 ability to communicate schedule and rest stop information
	21.01.05 ability to reconcile head count
	21.01.06 ability to respond to questions
	21.01.07 ability to assist passengers to embark and disembark
	21.01.08 ability to assist special needs passengers
<b>Sub-task 21.02</b>	<b>Provides information en route</b>
	<b>Supporting Knowledge &amp; Abilities</b>
	21.02.01 knowledge of other bus routes to passenger's intended destination
	21.02.02 knowledge of public address system
	21.02.03 knowledge of schedule and rest stops
	21.02.04 ability to communicate information and services
	21.02.05 ability to answer questions

<b>Sub-task 21.03</b>	<b>Ensures adequate supplies</b>
	<b>Supporting Knowledge &amp; Abilities</b>
21.03.01	knowledge of supplies required such as tickets, transfers, windshield washer, and toilet chemicals
21.03.02	knowledge of where to obtain supplies
21.03.03	ability to replenish various supplies

<b>Sub-task 21.04</b>	<b>Transports unaccompanied minors</b>
	<b>Supporting Knowledge &amp; Abilities</b>
21.04.01	knowledge of what constitutes safety and comfort of minors
21.04.02	knowledge of regulations regarding unaccompanied minors
21.04.03	ability to ensure safety and comfort of unaccompanied minors
21.04.04	ability to follow regulations regarding unaccompanied minors

<b>Sub-task 21.05</b>	<b>Ensures vehicle and passenger documentation</b>
	<b>Supporting Knowledge &amp; Abilities</b>
21.05.01	knowledge of ticketing procedures
21.05.02	knowledge of border documentation requirements
21.05.03	ability to check passenger border documents
21.05.04	ability to ensure vehicle has appropriate documents
21.05.05	ability to verify passenger payment

<b>TASK 22</b>	<b>Handles Luggage and Freight</b>
	<b>Context statement:</b>
	A large part of the Intercity Bus Operator's job is to handle intercity freight. They stop at depots along the route to pick up and drop off freight. They must know the destination of each piece, and load the vehicle so that the freight is readily accessible at each stop. Likewise, with passengers' luggage, they must ensure that all luggage is tagged and matched to the passenger's destination.



Sub-task 22.01	Handles regular freight and luggage
	<p><b>Supporting Knowledge &amp; Abilities</b></p> <ul style="list-style-type: none"> <li>22.01.01 knowledge of electronic freight systems</li> <li>22.01.02 knowledge of organization's rules regarding freight and luggage</li> <li>22.01.03 knowledge of destination and transfer points</li> <li>22.01.04 knowledge of fares and tariffs</li> <li>22.01.05 ability to verbally communicate the necessity for accurate luggage tags</li> <li>22.01.06 ability to lift freight as per organization's guideline</li> <li>22.01.07 ability to organize load to ease retrieval</li> <li>22.01.08 ability to organize waybills and documentation</li> <li>22.01.09 ability to collect fares and tariffs</li> <li>22.01.10 ability to operate electronic freight systems</li> </ul>

Sub-task 22.02	Tows freight trailers
	<p><b>Supporting Knowledge &amp; Abilities</b></p> <ul style="list-style-type: none"> <li>22.02.01 knowledge of trailer weight limits</li> <li>22.02.02 knowledge of air brake system</li> <li>22.02.03 ability to hook up trailer, connect lights, etc.</li> <li>22.02.04 ability to back-up a towed vehicle</li> </ul>

# BLOCK I TOUR AND CHARTER OPERATIONS

<b>TASK 23</b>	<b>Interacts with Tour and Charter Passengers</b>
	<b>Context statement:</b> Tour and Charter Bus Operators may spend many days with their passengers and tend to develop a unique personal relationship. Tour and Charter Bus Operators are not only responsible for the comfort and safety of their passengers, they are also charged with ensuring each passenger enjoys the tour experience. They are the first point of contact for passengers incurring problems on the tour, and may spend time finding or making arrangements for the replacement or repair of lost or broken items. They may also be called upon to assist passengers after regular working hours.
<b>Sub-task 23.01</b>	<b>Greets and orients passengers</b>
	<b>Supporting Knowledge &amp; Abilities</b>
	23.01.01 knowledge of day's events
	23.01.02 knowledge of itinerary
	23.01.03 knowledge of appropriate level of familiarity
	23.01.04 ability to communicate with passengers, tour directors, guides, hotel staff, and maintenance staff
	23.01.05 ability to organize breaks, points of interest, lunch, etc.
	23.01.06 ability to project a friendly and welcoming environment
	23.01.07 ability to assist passengers in boarding vehicle
	23.01.08 ability to respond to individual inquiries
<b>Sub-task 23.02</b>	<b>Points out sights of interest</b>
	<b>Supporting Knowledge &amp; Abilities</b>
	23.02.01 knowledge of history and significance of point of interest
	23.02.02 ability to verbally communicate noteworthy sites and relevant history

Sub-task 23.03	Responds to needs of tour passengers
	<p><b>Supporting Knowledge &amp; Abilities</b></p> <p>23.03.01 knowledge of needs of passengers</p> <p>23.03.02 ability to locate services for passengers</p> <p>23.03.03 ability to elicit special needs information from passengers</p> <p>23.03.04 ability to remember special requirements of passengers as tour progresses</p> <p>23.03.05 ability to accommodate individual needs with schedule and safety requirements</p> <p>23.03.06 ability to respond to passengers' individual special needs encountered after regular working hours</p>

Sub-task 23.04	Organizes pick-up and drop-off of passengers
	<p><b>Supporting Knowledge &amp; Abilities</b></p> <p>23.04.01 knowledge of pick-up and drop-off location of passengers</p> <p>23.04.02 ability to organize and assist with luggage</p> <p>23.04.03 ability communicate with passengers, tour directors, guides, hotel staff</p>



TASK 24	Manoeuvres Tour Vehicle
	<p><b>Context statement:</b></p> <p>Tour and Charter Bus Operators drive to a wide variety of tour destinations. Often this is unfamiliar territory. Because of the nature of the business, Tour and Charter Bus Operators try to deliver their passengers as close to the points of interest and their drop-off points as possible. In many cases this means manoeuvring the large vehicles into very tight spaces. Many tour destinations have rules and restrictions on tour and charter buses. On long tours and charters the Tour and Charter Bus Operator must prepare the vehicle for the next day's activities, and on trans-border tours and charters they must ensure that all vehicle documentation is in order and assist passengers with theirs.</p>

<b>Sub-task 24.01</b>	<b>Prepares vehicle daily</b>
	<b>Supporting Knowledge &amp; Abilities</b>
	24.01.01 knowledge of local bus cleaning services
	24.01.02 knowledge of local bus repair facilities
	24.01.03 ability to ensure vehicle is clean, tidy and operational for day's activities
<b>Sub-task 24.02</b>	<b>Operates passenger media systems</b>
	<b>Supporting Knowledge &amp; Abilities</b>
	24.02.01 knowledge of the operation of passenger systems
	24.02.02 ability to orient passengers to the use of media systems
	24.02.03 ability to match media options with passenger preferences
<b>Sub-task 24.03</b>	<b>Drives in unfamiliar territory</b>
	<b>Supporting Knowledge &amp; Abilities</b>
	24.03.01 knowledge of local regulations
	24.03.02 knowledge of dimensions of vehicle
	24.03.03 knowledge of security risks to passengers and vehicle in unfamiliar territories
	24.03.04 knowledge of parking regulations at site
	24.03.05 ability to interpret maps and tour bus information documentation
	24.03.06 ability to manoeuvre in restricted spaces
	24.03.07 ability to interpret local restrictions on tour vehicles
	24.03.08 ability to select safe parking area and secure vehicle
	24.03.09 ability to circumnavigate route to and from site
<b>Sub-task 24.04</b>	<b>Ensures vehicle and passenger documentation</b>
	<b>Supporting Knowledge &amp; Abilities</b>
	24.04.01 knowledge of border documentation requirements
	24.04.02 ability to check passenger border documents
	24.04.03 ability to ensure vehicle has appropriate documents

# BLOCK J ACCESSIBLE SERVICES OPERATIONS

<b>TASK 25</b>	<b>Plans Route</b>
	<b>Context statement:</b> Accessible Services Bus Operators, for the most part, provide door-to-door service by picking up prescheduled passengers. However occasionally they are required to pick up passengers “on demand,” which requires them to constantly readjust their route.
<b>Sub-task 25.01</b>	<b>Interprets schedule with written or electronic run sheets</b>
	<b>Supporting Knowledge &amp; Abilities</b>
	25.01.01 knowledge of city streets
	25.01.02 knowledge of traffic patterns
	25.01.03 knowledge of construction or obstruction areas
	25.01.04 knowledge of passenger needs
	25.01.05 knowledge of organization’s policies and procedures
	25.01.06 ability to prioritise pickup and return
	25.01.07 ability to decipher relevant computer codes and abbreviations
	25.01.08 ability to interpret written run sheet
	25.01.09 ability to use computerized run sheet
<b>Sub-task 25.02</b>	<b>Co-ordinates with dispatch and other operators</b>
	<b>Supporting Knowledge &amp; Abilities</b>
	25.02.01 knowledge of electronic communication operations and protocol
	25.02.02 knowledge of electronic communication systems and devices
	25.02.03 ability to use communications systems and devices
	25.02.04 ability to discuss and prioritize needs of passengers
	25.02.05 ability to display flexibility

<b>Sub-task 25.03</b>	<b>Selects most expedient route</b>
	<b>Supporting Knowledge &amp; Abilities</b>
25.03.01	knowledge of road conditions
25.03.02	knowledge of driver notices published and posted at garage
25.03.03	knowledge of city streets and environment such as which is smoothest or has the least stops
25.03.04	ability to read maps
25.03.05	ability to adapt to new situations
25.03.06	ability to look and plan ahead
25.03.07	ability to make quick decisions



<b>TASK 26</b>	<b>Assists Passengers to and from Seating</b>
	<b>Context statement:</b>
	All Accessible Services Bus Operators provide a service to people with special needs. Unlike most other Professional Bus Operators they pick-up and deliver their passengers from and to their doors. They must be cognizant of the medical conditions of their passengers and their individual abilities.

<b>Sub-task 26.01</b>	<b>Provides door-to-door service</b>
	<b>Supporting Knowledge &amp; Abilities</b>
26.01.01	knowledge of passenger needs
26.01.02	knowledge of location of access points
26.01.03	knowledge of types of disabilities
26.01.04	knowledge of mobility device handling techniques
26.01.05	ability to locate, greet, and identify passengers at door
26.01.06	ability to assist passengers to and from vehicle
26.01.07	ability to discuss passenger needs with caregiver and/or attendant

<b>Sub-task 26.02</b>	<b>Ascertains level of assistance required</b>
	<p data-bbox="472 285 894 321"><b>Supporting Knowledge &amp; Abilities</b></p> <p data-bbox="472 344 1414 380">26.02.01 knowledge of various disabilities and the related needs of passengers</p> <p data-bbox="472 388 1114 424">26.02.02 knowledge of personal needs of passengers</p> <p data-bbox="472 432 1455 468">26.02.03 knowledge of personal hazards, i.e., uneven pavement, large crowds, etc.</p> <p data-bbox="472 476 1435 543">26.02.04 ability to be flexible, open-minded, patient, adaptable, empathetic and compassionate</p> <p data-bbox="472 552 1049 588">26.02.05 ability to interpret non-verbal signals</p>

<b>Sub-task 26.03</b>	<b>Provides appropriate assistance safely</b>
	<p data-bbox="472 728 894 764"><b>Supporting Knowledge &amp; Abilities</b></p> <p data-bbox="472 787 1281 823">26.03.01 knowledge of organization's policy and safety procedures</p> <p data-bbox="472 831 1479 898">26.03.02 knowledge of mobility aids' construction and performance in normal and abnormal conditions</p> <p data-bbox="472 907 1143 942">26.03.03 knowledge of personal ability and limitations</p> <p data-bbox="472 951 1203 987">26.03.04 knowledge of mobility device handling techniques</p> <p data-bbox="472 995 1492 1062">26.03.05 ability to recognize hazardous conditions, such as slope of ramp, condition of sidewalk, uneven pavement, large crowds, and weather</p>

<b>TASK 27</b>	<b>Manoeuvres Vehicle for Safe Access</b>
	<p><b>Context statement:</b></p> <p>The Accessible Services Bus Operators must carefully position the vehicle to ensure safe boarding and exiting of passengers. This is often in the passenger’s driveway or parking lot. While most Professional Bus Operators occasionally back-up their vehicles, the Accessible Services Bus Operator constantly backs in and out of driveways and parking lots to get as close as possible to the passenger’s access point.</p>
<b>Sub-task 27.01</b>	<b>Allows space for lifts and ramps</b>
	<p><b>Supporting Knowledge &amp; Abilities</b></p> <p>27.01.01 knowledge of performance and limitations of vehicle</p> <p>27.01.02 knowledge of ramp and/or lift operations and limitations</p> <p>27.01.03 ability to manoeuvre vehicle to allow clear and safe access to lift and/or ramp</p> <p>27.01.04 ability to judge distances</p> <p>27.01.05 ability to allow space for full travel of lifts and ramps</p>
<b>Sub-task 27.02</b>	<b>Backs up vehicle</b>
	<p><b>Supporting Knowledge &amp; Abilities</b></p> <p>27.02.01 knowledge of safe backing techniques</p> <p>27.02.02 knowledge of organization’s procedures</p> <p>27.02.03 knowledge of performance of vehicle</p> <p>27.02.04 ability to safely back vehicle into narrow areas, private lanes, etc.</p> <p>27.02.05 ability to judge distances</p>



<b>TASK 28</b>	<b>Provides Attention to Special Needs</b>
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	<p><b>Context statement:</b></p> <p>Accessible Services Bus Operators develop a distinct relationship with their passengers. For some passengers the trip to a care centre is the only time they leave their homes. Because all have some form of lack of mobility and some have serious medical conditions, the Accessible Services Bus Operator must constantly monitor passenger safety and security. They must do this with a great deal of tact and sensitivity to preserve the dignity and independence of their passengers. Accessible Services Bus Operators also have additional responsibilities during emergencies due to the immobility of some of their passengers.</p>
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<b>Sub-task 28.01</b>	<b>Establishes and maintains professional relationships with passengers and attendants</b>
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|  | <p><b>Supporting Knowledge &amp; Abilities</b></p> <ul style="list-style-type: none"> <li>28.01.01 knowledge of organization’s policy and procedures</li> <li>28.01.02 knowledge of disability conditions and related needs</li> <li>28.01.03 knowledge of medical conditions and related needs</li> <li>28.01.04 ability to communicate with passengers and attendants</li> <li>28.01.05 ability to be sensitive to passenger needs</li> <li>28.01.06 ability to relate to passengers with special needs</li> </ul> |
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<b>Sub-task 28.02</b>	<b>Maintains awareness of passenger safety and security</b>
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|  | <p><b>Supporting Knowledge &amp; Abilities</b></p> <ul style="list-style-type: none"> <li>28.02.01 knowledge of policy regarding leaving passengers</li> <li>28.02.02 knowledge of disabilities</li> <li>28.02.03 knowledge of impediments to mobility</li> <li>28.02.04 knowledge of proper securement</li> <li>28.02.05 ability to anticipate dangerous situations</li> <li>28.02.06 ability to react to slipping, tripping and falling of passengers</li> <li>28.02.07 ability to ensure passenger has entered first accessible door before departing</li> <li>28.02.08 ability to properly secure passengers</li> </ul> |
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Sub-task 28.03	Monitors passengers for signs of distress
	<b>Supporting Knowledge &amp; Abilities</b>
	28.03.01 knowledge of disability conditions and related needs
	28.02.02 ability to identify emotional distress
	28.02.03 ability to identify physical distress
	28.02.04 ability to identify medical distress
	28.02.05 ability to take appropriate action

## *APPENDIX A: TASK PROFILE CHART*

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