

Minimum Fixed Route Bus Operator Training Guidelines

	Training Category	Training Hours Per Operator	
		Recommended Minimum Hours Per Operator Trainee	Percent of Total Training Program ¹
Classroom Training (80 hours)	Safety and Security	24	12%
	<ul style="list-style-type: none"> • Safe Vehicle Operation • Defensive Driving/Accident Prevention • Hazard Recognition • Emergency Procedures 		
	Customer Service	24	12%
	<ul style="list-style-type: none"> • Role of Transit Operator • Customer Basics • Communications • Difficult Situations • Customers with Disabilities and ADA 		
	Agency Specific	16	8%
	<ul style="list-style-type: none"> • Local Policies and Procedures • Fare Policies • Documentation and Paperwork • Reporting for Duty • Appearance • Code of Conduct • Employee/Operator Handbook 		
	Regulatory	16	8%
	<ul style="list-style-type: none"> • Drug & Alcohol Program Training • Commercial Driver's License Training • Occupation Safety and Health Administration (OSHA) Training • Americans with Disabilities Training • Rule 14-90 • Other Regulatory Training 		
Wheel Training (40 hours)	Technical Operator Skills (<i>on bus training time</i>)	40	20%
	<ul style="list-style-type: none"> • Vehicle Familiarization • Pre/Post Trip Inspections • Seat Positioning/Mirrors • Vehicle Start-Up Procedures • Steering/Maneuvering • Lift/Ramp Deployment • Securement • Signaling • Braking • Routine Procedures • Service Stops/Transfer Facilities • Driving Conditions/Adverse Weather • Simulator Training (if applicable) 		
	Note: Of the Technical Operator Skills training, each operator trainee must spend a minimum of ten (10) hours of instruction/observation with a Certified TSI Bus Operator Instructor or equivalent.		
Route Training (80 hours)	Route/Line Training (<i>on-the-job training</i>)	80	40%
	<ul style="list-style-type: none"> • System and Route Familiarization • Line Instructor Training and Observation • On The Job Training 		
TOTAL		200	100%

¹The minimum training standards are for new bus operators. Training for experienced bus operators relocating to the agency can be adjusted at the discretion of the bus operator trainer/instructor. Hours are expressed in time per trainee. At the discretion of the instructor, times can be adjusted to accommodate class size.