San Gabriel Valley Service Council
October 10, 2016

Metro Operations Department
Bus Operator Overview
Operator Central Instruction

- Recruitment Process
- Minimum Qualifications
- Basic Bus Operator Training
- Behind the Wheel Training
- Probationary Period
Operator Responsibilities

- Safe Driving
- In Service On-Time Performance
- Customer Service
Customer Service Skills

- Courtesy, empathy, patience
- Providing customers with information
- Dealing with language barriers
Customer Code of Conduct

- Animals
- Wheeled riding devices (other than mobility aid devices such as wheelchairs)
- Blocking aisles
- Boarding, seating, and exiting
Customer Code of Conduct

- Disorderly conduct
- Eating, drinking, smoking
- Excessive noise
- Safety Systems
  - SmartDrive
  - Monitors
  - Digital Video Downloads
  - Silent Alarms
- LA Metro Transit Watch app
Causes for and responses to customer pass-ups

- Overcrowding
- Wheelchair securement locations filled
- Bike rack full
Fare

- Short fare, fare evasion, or patron says they paid but display says otherwise
- Fare box not functioning properly
- A patron misses the 2 hour transfer window, blames late bus
- TAP Card data allows for more efficient service planning
- All door boarding pilot projects
Operational Challenges

- Mechanical Breakdowns
- Equipment problems
- Accidents
- Issues affecting Schedule Adherence
  - Detours
  - Community Events
  - Marathons
  - CicLAvia
  - Protests
  - Traffic

[Image of buses with text: Metro]
Questions?