



San Fernando Valley Service Council

October 5, 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



Questions?

