



Bock Consulting

Job Analysis

Job Title	Bus Driver – Rental Car Facility	Worker	
DOT Number	913.463-010	Claim Number	
Employer	Port of Seattle	Employer Phone #	(206) 787-3000
Employer Contact	Stacy Mattson	Date of Analysis	September 20, 2012 (Revised 5/17/2016)

☐ Job of Injury ☐ Transferable Skills Job ☐ New Job ☒ 4-8 Hours Per Day ☒ 5 Days Per Week

Job Description, Essential Functions, Tasks and Skills:



The Port of Seattle is a municipal corporation created on September 5, 1911 by the voters of King County. The Port of Seattle is divided into operating divisions, plus other departments that support the divisions and the broad mission of the Port: 1) Aviation Division, 2) Maritime Division, and 3) Economic Development Division. The Aviation Division operates Seattle-Tacoma International Airport. Sea-Tac serves more than 40 million passengers a year.

This job analysis was developed specifically for the Bus Drivers transporting travelers to and from the Rental Car Facility located near Sea-Tac Airport.

Drivers operate 40-foot buses powered by compressed natural gas (“CNG”). The buses have automatic transmissions, power steering, and power brakes. Drivers must interact with passengers in a courteous, respectful, and professional manner, and respond to passengers’ requests and/or questions. Drivers are fully responsible for the safety and satisfaction of their passengers. Note: Drivers do not collect fares from passengers.

Drivers are scheduled for shifts lasting between 4 and 8 hours. Drivers operate buses 24 hours per day, 7 days per week. There are 7 drop off bays and 7 pick-up bays at the Rental Car Facility. At the terminal, there is a





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north and a south stop, each with 3 bus bays. Buses have seats for 29 passengers, and can accommodate up to another 31 standing passengers (for a total of 60 passengers).

Tasks Assigned to Drivers

- Perform routine walk-around visual inspection on bus prior to picking up passengers. Check for damage to the vehicle and ensure all lights and other signals are operational. Check fuel level. Report any defects to supervisor.
- Monitor entry and exit of passengers using the front and rear doorways.
- Interact with passengers in a courteous, respectful, and professional manner, and be responsive to passengers' requests and or questions.
- Assist passengers with loading luggage onto, or unloading luggage off of the bus. Arrange and organize luggage loaded onto the interior luggage rack on the bus to ensure efficient use of rack space.
- Log the number of passengers on/off bus.
- Provide safe and efficient transportation for passengers on the designated loop between the Rental Car Facility and the airport terminal. The busses do not operate on a set schedule; the drivers are tasked with ensuring efficient and timely transportation of passengers.
- Regulate heating equipment and ventilation of bus for comfort of passengers.
- Identify passenger medical emergencies. Radio supervisor for assistance.
- Attend staff meetings as required.
- Maintain professional appearance, including wearing the Port provided uniform.
- Report mechanical malfunction of buses and other equipment as necessary.
- Operate 2-way radio system as needed. Contact Duty Supervisor via radio at beginning and end of shift, and as needed throughout the shift. Report delays, accidents, incidents, and issues to Supervisor.



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Necessary skills and abilities include:

- Must have knowledge of safety standards and practices related to bus operations.
- Ability to operate a bus in a safe and efficient manner.
- Must have knowledge of applicable motor vehicle laws and regulations.
- Ability to interact with passengers in a professional and courteous manner.
- Must have the ability to learn and implement standard procedures, regulations, and requirements with respect to operating buses for the Port of Seattle.
- Must be able to work independently and make sound decisions based on common sense.
- Must be able to speak and write in English.
- Must have reliable transportation to work.
- Must possess and maintain DOT medical certification, and renew qualifications as specified by Federal Regulations.
- Ability to operate 2-way radio system and learn/use applicable codes.
- Ability to pass all required security and background checks, including a safe driving record and acceptable work history.
- Must have the ability to perform the physical demands of the position as outlined in the Physical Demands section of this job analysis.



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Machinery, Tools, Equipment, Personal Protective Equipment

- Gillig busses, with power steering, power brakes, power mirrors, power seats, power wheelchair ramp, two-way radio, back-up camera, PA system, HVAC systems, security cameras, and luggage shelves/rack systems.
- Paper/pencil/clipboard.
- Road hazard box with reflective markers.



Drivers wear uniforms provided by the Port, with personal footwear.

Education / Training

- High school diploma or GED.
- Must hold a valid Washington Driver's License, and have a CDL-Level B with Air Brake and Passenger Endorsements.
- Drivers must have experience operating passenger buses. Minimum: Six to twelve months. Preferred: More than 5 years of experience.



Other qualifications:

- Drivers must be a member or join the Teamsters Union, Local 117.
- Must be eligible for employment in the United States, and be able to pass background check.
- During the past 5 years must not have a conviction or citation for any of the following: more than two (2) moving violations and/or at-fault accidents of any kind; speeding over 15 mph above the speed limit; reckless driving; negligent driving; driving while under the influence of alcohol or other drugs; license suspended/revoked/cancelled/restricted; hit and run; vehicular homicide; vehicular assault; eluding law enforcement; leaving the scene of an accident.
- During the past 3 years, must not have had an unfavorable result on a Department of Transportation drug and/or alcohol test.
- Must have valid DOT Medical Certification.
- Must be able to communicate effectively in both verbal and written English.

Per the Dictionary of Occupational Titles (DOT): 913.463-010 Bus Driver

Specific Vocational Preparation ("SVP"): 4 (Three to six months).



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COGNITIVE AND BEHAVIORAL ELEMENTS/DEMANDS

Frequency Definitions:		
Continuously = Occurs 66-100% of the time.	Occasionally = Occurs 1-33% of the time	
Frequently = Occurs 33-66% of the time.	Rarely = May occur less than 1% of the time.	
Never = Does not ever occur.		
Comprehension		
Articulating and comprehending information in conversations.		Frequently
Reading, comprehending, and using written materials.		Occasionally
Understanding and solving problems involving math and using the results.		Rarely
Using technology/instruments/tools & information systems.		Occasionally
Working with two and three dimensional formats.		Never
Remembering		
Remembering spoken instructions.		Frequently
Remembering written instructions.		Frequently
Remembering visual information.		Continuously
Recalling information incidental to task at hand.		Continuously
Memorizing facts or sequences.		Continuously
Remembering simple instructions.		Continuously
Remembering detailed instructions.		Continuously
Learning & Processing		
Effectively learning and mastering information from classroom training.		Occasionally
Effectively learning and mastering information from on-the-job training.		Occasionally
Learning from past directions, observations, and/or mistakes.		Continuously
Using common sense in routine decision making.		Continuously
Recognizing and anticipating potential hazards and taking precautions.		Continuously
Thinking critically and making sound decisions.		Continuously
Integrating ideas and data for complex decisions.		Rarely
Determining and following precise sequences.		Occasionally
Coordinating and compiling data and information.		Occasionally
Analyzing, synthesizing data and information.		Never
Tasking and Planning		
Performing repetitive or short-cycle work.		Continuously
Working under specific instructions.		Continuously
Completing complex tasks.		Never
Directing, controlling, or planning for others as necessary for basic tasks.		Never
Directing, controlling, or planning for others as necessary for complex tasks.		Never
Multi-tasking.		Occasionally
Planning, prioritizing, and structuring daily activities.		Occasionally



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Use Appropriate Behavior for Professional Work Environment		
	Receiving criticism and accepting limits appropriately.	Occasionally
	Maintaining emotional control and organization under increased stress.	Continuously
	Maintaining socially appropriate affect, temperament, and behavior.	Continuously
	Monitoring own quality of performance and altering behaviors to correct mistakes or improve outcome.	Continuously
	Working independently and/or unsupervised.	Continuously
	Adapting to frequent interruptions, changes in priorities, or changes in work location.	Occasionally
	Responding effectively to emergency situations.	Rarely

Frequency Designations: Required Beneficial Not Necessary		
Maintaining Attendance and An Assigned Work Schedule		
	Maintaining predictable and reliable attendance each work shift.	Required
	Being punctual.	Required
	Taking rest periods at set times or only at times determined by breaks in job responsibilities.	Required
	Adjusting to a flexible schedule of work days and or shifts.	Required



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PHYSICAL DEMANDS

NOTES:

- There are three classifications of Drivers: full-time Drivers (full-time, fixed shift schedule), part-time Drivers (part-time, fixed shift schedule), and Relief Drivers (no fixed schedule; generally used to cover vacations and illnesses of full-time and part-time Drivers). The physical demands of the Driver position are the same for each driver category.
- Drivers are expected to help passengers by loading luggage, strollers, boxes, coolers, and other items onto the bus, or unloading items off of the bus (of note, passengers primarily need assistance when loading the bus). Drivers should also arrange and organize items loaded on the interior luggage rack of the bus to ensure efficient use of rack space.
- Drivers are required to assist customers with special needs, including customers with wheelchairs and other mobility devices. Mobility devices may include scooters, carts, and walkers.



N/A: Not Applicable

S: Seldom (1-10% of the time)

O: Occasional (10-30% of the time)

F: Frequent (30%-70% of the time)

C: Constant (Over 70% of the time)

WNL: Within Normal Limits (talking, hearing, etc.)

STRENGTH: ☐ Sedentary ☐ Light ☐ Medium ☒ Heavy ☐ Very Heavy

Frequency

Comments

Sitting	C	The driver's seats in the buses are highly adjustable. The seats have an air suspension system, can be set to different heights and distances from the steering wheel, the angled of the seat back can be changed, and there is an adjustable lumbar support. Drivers will generally stand and walk while stopped at the RCF or terminal, before starting the route again. Driver's shifts may be between 4 and 8 hours. If working a 4 hour shift, the Driver is given a 15 minute break; if working an 8 hour shift, the Driver is given a 1 hour break. Drivers also sit if participating in meetings.
Standing	S-O	While performing the pre-trip inspection, arranging and organizing items loaded on the luggage rack to ensure efficient use of rack space, standing outside the bus between driving route, talking with passengers outside the bus, and cleaning windows and/or mirrors.
Walking	S-O	While performing the pre-trip inspection, assisting passengers load and unload luggage/other items, arranging and organizing items loaded on the luggage rack to ensure efficient use of rack space, walking outside the bus between driving route, assisting with wheelchairs/other mobility devices, and walking to the back of the bus to identify items left by passengers.



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Driving	C	Primary function of the position. All buses are equipped with power steering and power brakes. All adjustments necessary to operate bus (i.e., adjusting mirrors) are adjusted using controls where the Driver sits.
Foot Controls	C	While driving. The Driver's feet are used to control the accelerator and brake pedals, turn signals, and the high/low beam light control.
Lifting (up to 15 pounds)	S-O	Assisting passengers load and unload luggage/other items. Carrying window cleaning solution, paper towels, and spill kits. Lifting handset of 2-way radio mounted in bus, and clipboard with log sheets. In case of an emergency, potentially lifting a fire extinguisher (10 lb. extinguisher), or road hazard box (with reflective markers and flares).
Lifting (15 to 40 pounds)	F	Assisting passengers load and unload luggage/other items. Note: Passengers primarily need assistance when loading the bus. Also, arranging and organizing items loaded on the interior luggage rack to ensure efficient use of rack space.
Lifting (40 to 70 pounds)	S-O	Assisting passengers load and unload luggage/other items. Note: Passengers primarily need assistance when loading the bus.
Carrying (up to 15 pounds)	S-O	Assisting passengers load and unload luggage/other items (primarily short distances less than 25 feet). Carrying window cleaning solution, paper towels, spill kits, and clipboard with log sheets. In case of an emergency, potentially carrying a fire extinguisher (10 lb. extinguisher), or road hazard box (with reflective markers and flares).
Carrying (15 to 40 pounds)	O	Assisting passengers load and unload luggage/other items (primarily short distances less than 15 feet). Note: Passengers primarily need assistance when loading the bus. Also, many items have wheels, which reduces the amount of carrying necessary.
Carrying (40 to 70 pounds)	S	Assisting passengers load and unload luggage/other items (primarily short distances less than 15 feet). Note: Passengers primarily need assistance when loading the bus. Also, many items have wheels, which reduces the amount of carrying necessary.
Pushing/Pulling (up to 20 pounds)	S-O	Loading items onto or pulling items from the various levels of the interior luggage rack. Arranging and organizing items loaded on the luggage rack to ensure efficient use of rack space. Steering the bus (7-10 lbs. of force required). Assisting wheelchairs onto bus and maneuvering wheelchairs on bus, securing wheelchairs and other mobility devices on bus using ratchet straps. Pulling down or retracting sun shades in the Driver's area (est. 2-3 lbs.). Opening or closing doors on a bus before the bus power is turned on, or after the power is turned off (usually at the beginning or end of a shift – 12 lbs.), opening/closing driver's side window (20 lbs.), and engaging/disengaging parking air brakes (20 lbs.).

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Pushing/Pulling (20 to 50 pounds)	S	Loading items onto or pulling items from the various levels of the interior luggage rack. Arranging and organizing items loaded on the luggage rack to ensure efficient use of rack space.			
Bending at Waist	F	Loading items onto or pulling items from the bus floor or the lower shelf of the interior luggage rack. Arranging and organizing items loaded on the floor or lower shelf of the luggage rack to ensure efficient use of rack space. Completing pre-trip inspection, entering the Driver's seat, driving, checking mirrors and looking for hazards, assisting individuals in wheelchairs or using other mobility devices, and securing wheelchairs and other mobility devices on bus.			
Twisting at Waist	O	Loading items onto or pulling items from the various levels of the interior luggage rack. Arranging and organizing items loaded on the luggage rack to ensure efficient use of rack space. While driving, although drivers are trained to use mirrors to mitigate twisting as much as possible. Also, while operating the controls located next to the driver, and opening the window next to the Driver.			
Bending Neck	C	All assigned tasks incorporate neck movements.			
Climbing Stairs	S	The busses are low floor, "kneeling" busses. There is one step up into the bus. When not near a curb and the bus is not kneeling, the initial step into the bus is approximately 15". When next to a curb, the step is approximately 10-11". When kneeling next to a curb, the front door is approx. 7-8" from curb height. There are two steps on the bus to reach the Driver's seat platform (7-9"). And there are two steps toward the back of the bus used to reach the back seating platform (8-9").			
Crouching/Kneeling	S	While securing wheelchairs and other mobility devices on bus, inspecting tires of the bus during pre-trip inspection, reaching items left on the floor of the bus.			
Reaching (floor to shoulder height)	F-C	Loading items onto or pulling items from the various levels of the interior luggage rack. Arranging and organizing items loaded on the luggage rack to ensure efficient use of rack space. While grasping the steering wheel to enter the Driver's seat, steering the bus (the steering wheel on the bus is 20 inches in diameter, with an inside diameter of 17.5 inches), securing wheelchairs and other mobility devices on bus using ratchet straps, using controls and switches to operate bus systems located in front of and to the left of the Driver, and retrieving items left on the bus.			
Reaching (over the shoulder)	S-O	Potentially while loading items onto or pulling items from the top level of the interior luggage rack, or arranging and organizing items loaded on the top level of the luggage rack to ensure efficient use of rack space. While using controls and switches to operate bus systems located overhead in front of and to the left of the Driver, adjusting microphone for PA system, and pulling down or retracting the sun shades in the Driver's area.			
Repetitive Motion	O	Performing repetitive body movements to steer the bus and operate bus controls (specifically foot controls).			
Handling/Grasping	F	20	% Pinch Grasp	80	% Whole Hand Grasp

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Fine Finger Manipulation	O	While adjusting switches, knobs, and buttons to control bus systems, writing on log sheet, placing ratchet straps on wheelchairs and other mobility devices to secure the devices on the bus, pulling down or retracting sun shades in Driver's area, and potentially operating a fire extinguisher.
Writing	S	While writing on log sheets, and documenting issues to be fixed on the bus. Potentially taking notes at meetings.
Talking	F	Communicating with passengers and supervisors.
Hearing	C	Communicating with passengers and supervisors. Listening for hazards, sirens, or other dangers.
Seeing	C	Vital for safety of passengers.
Normal Job Site Hazards	C	Operating a large commercial vehicle in traffic, potentially in bad weather conditions, other moving vehicles, pedestrians, and other typical hazards of driving on the road. Bus floor may be slippery when wet (water may be tracked in by passengers). Potential exposure to fumes, exhaust, and vibrations. There is a possibility that a Driver may have to deal with an angry or intoxicated passenger.
Expected Environmental Conditions	C	A majority of the Driver's time is spent in the bus, which is a temperature controlled environment (heat and air conditioning is available in the buses). A Driver may be exposed to temperature changes when the doors are opened to pick up or drop off passengers. A Driver may be exposed to external weather conditions when starting or finishing a shift, or exiting the bus between driving.

The above job analysis represents the requirements of a specific job based on personal observations, discussions with employer representatives, and/or workers. On occasion, practicality and feasibility prevent the direct observation and/or gathering of objective quantifiable data. For this reason, a "best estimate" may have been used when reporting physical demand frequencies.

Analysis was done on the job site?

☒ Yes

☐ No

Job Analysis Reviewed By:

Stacy Mattsen; Betty Zaloudek-Moore

Completed by Vocational Provider

Brice York, CDMS

Date May 17, 2016

Signature of
Vocational Provider

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FOR PHYSICIAN'S/EVALUATOR'S USE ONLY

- ☐ The injured worker can perform the physical activities described in the job analysis and can return to work on _____
- ☐ The injured worker can perform the physical activities described in the job analysis on a part-time basis for _____ hours per day. The worker can be expected to progress to regular duties in _____ weeks/months.
- ☐ The injured worker can perform the described job, but only with the modifications/restrictions in the attached report and/or listed below. These modifications/restrictions are (check one):
☐ Temporary for _____ weeks _____ months
☐ Permanent
- ☐ The injured worker cannot perform the physical activities described in the job analysis based on the physical limitations in the attached report and/or listed below. These limitations are (check one):
☐ Temporary for _____ weeks _____ months
☐ Permanent

COMMENTS:

Date _____ Physician's/Evaluator's
Signature _____

Physician's/Evaluator's
Name Printed _____

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Port of Seattle Employee Health & Safety Department at (206) 787-3406