

## TRANSIT DRIVER/DISPATCHER

### PURPOSE

To drive a paratransit vehicle on a demand responsive curb-to-curb and on a deviated fixed route transit system; to assist patrons on and off the vehicle; and to receive, schedule and route Read-Ride bus requests.

### WORKING CONDITIONS

Work is performed in a driving environment with exposure to a variety of weather, odor and fume conditions. Some duties are performed within an office environment. May be subject to occasional evening and weekend hours.

### PHYSICAL DEMANDS

Work emphasizes speech, hearing, vision and manual dexterity, as well as prolonged sitting, moderate lifting, reaching, stooping, pulling and pushing activities.

### SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Transit Coordinator.

### DISTINGUISHING CHARACTERISTICS

Transit Driver/Dispatcher is distinguished from the higher level classification of Transit Coordinator by the latter is a supervisory classification with overall responsibility for overseeing and implementing transit related programs. It is further distinguished from Transit Driver II by the former also performs dispatching duties as a regular assignment.

### ESSENTIAL JOB FUNCTIONS – Duties may include, but are not limited to, the following:

Operates a General Public Paratransit Vehicle (GPPV) on City streets and highways in all weather conditions in accordance with safe driving practices and California Vehicle Codes.

Assists patrons boarding and leaving the bus including elderly, disabled, and school age children.

Safely operates a hydraulic wheelchair lift.

Operates a two-way radio and cellular phone; responds to requests for services requiring adjustments to existing schedules and routes.

Maintains vehicle inspection reports and daily trip logs.

Conducts daily vehicle checks as prescribed by State standards; reports needed vehicle repairs to supervisor; performs minor maintenance as needed; cleans interior and exterior of vehicle; cleans transit vehicle storage facility and bus shelters, as assigned.

As Dispatcher, receives ride requests and quickly and efficiently organizes Read-Ride services and operates two-way radio and cellular phone to relay request to Transit Drivers.

Reads maps and assists Transit Drivers with directions and alternative routes.

Collects transit related data including dispatch logs, ridership information, incident reports and other data pertinent to transit operations; tallies data and provides to Transit Coordinator for reporting purposes.

Works closely with Transit Coordinator to ensure routes are properly scheduled.

Receives and reports complaints to Transit Coordinator.

Builds and maintains positive working relationships with co-workers, other City employees and the public using principles of good customer service.

### **OTHER JOB FUNCTIONS**

Performs related duties as assigned.

### **Knowledge and Abilities:**

Knowledge of principles of effective customer service; modern office procedures, methods and computer equipment; geographic layout of the City; principles and practices of safe motor vehicle operations; the transport of passengers; basic arithmetic; methods of basic maintenance and emergency repair; departmental procedures.

Ability to operate a motor vehicle; perform basic and emergency repairs; communicate with the public in an effective and professional manner; receive and relay information accurately; maintain accurate records; make basic mathematical calculations; understand and carry out oral and written instructions; maintain physical ability to assist passengers boarding and leaving bus; maintain order among passengers; establish and maintain effective working relationships with those contacted in the course of work; communicate effectively, both orally and in writing.

**Education and Experience:**

Any combination equivalent to experience and education that would likely provide the required knowledge and abilities would be qualifying. Typical ways to obtain the knowledge and abilities would be:

**Education:** Equivalent to graduation from high school.

**Experience:** Satisfactory completion of the City of Dixon Driver Trainee on-the-job training program.

**Other Requirements:**

Possession of a valid California Class C Driver's License and a satisfactory driving record as a condition of initial and continued employment.

Possession of, or ability to obtain, a valid California Class B Driver's License with passenger endorsement and a California Highway Patrol General Public Paratransit Vehicle (GPPV) Certificate within 90 days of appointment.

Satisfactory completion of a DMV medical exam including drug screen is a condition of employment.

Must submit to random drug and alcohol testing.

Must submit to fingerprinting process.

The ability to speak Spanish is highly desirable.