



# Line Instructor Guide Book

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**LINE INSTRUCTOR RESPONSIBILITY:** The Line Instructor is responsible for informing/instructing trainees of BT policies and procedures as well as the standards of bus operation. **Line Instructors will** determine if trainees meet the objectives of each route-specific task. **Line Instructors will** certify that the trainee has the ability or inability to safely and properly perform as a bus operator. **The Line Instructor shall** read the Training Commitment card to trainees and remain alert for hazards at all times.

## GRADE SHEET INSTRUCTIONS

The grade sheet can be found at <http://www.blacksburg.gov/index.aspx?page=1450> as "Line Instructor Score Sheet". Please take time to familiarize yourself with it before you get a trainee. Read every grade point thoroughly. This will save you time later.

Take special note of the following:

- "Basic Transit Bus Safety Operations": There are two points that say "Specify infractions" at the end. If you check "No" for one of these, please note the infraction.
- "Mirror Procedures": Since most of our accidents happen as a result of poor mirror use, we need to make sure the trainees are doing everything on this list.
- "Operator Procedures": Fourth down on the list is about bus stops. This point covers all types of bus stops, as opposed to only pull-ins. If you mark "No" for this, please circle which one(s) they're having problems with.

The middle of the second page asks about removing the trainee from the seat. This can be for anything from unsafe driving to just being too far behind schedule. Please fill this out appropriately.

\*\*\* This sheet is designed to accurately document exactly what the trainees are and are not doing correctly. MARK "NO" FOR ALL THAT APPLY!!! Don't worry about the scoring. It doesn't matter if it's their first or last session. If there's something they are not doing or doing incorrectly, mark the appropriate check point. Add additional comments wherever possible. No matter what points you mark them off for, if there's any reason you think they should repeat the route, there is a place to mark it on the back. Please do so. If you have additional concerns or comments, please call, email, or come see the training staff.

Please mark n/a for any points that don't get covered, such as securing a wheelchair or use of 10-codes. DON'T JUST MARK "YES" FOR EVERYTHING.

Do not leave anything blank. Make sure to get all of the trainee's information and their signature.

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## SKILLS PERFORMANCE CHECKLIST

### I. CHECK-IN & PROCEDURES

1. Exhibits adequate knowledge of check-in procedures including Walk-Around Inspection.
2. Signs WAI card and pay/trip sheet.
3. Has driver's packet, which includes: name badge, pen, watch, 10 codes and CDL license.
4. Can perform pre-trip inspection/procedures with little or no help from line instructor.
5. Proper attire is being worn according to the dress code of Blacksburg Transit.

### II. ROUTE KNOWLEDGE

#### A. Route Specifics:

1. Timecheck procedures (vehicle secured, rear doors closed, chocks in place).
2. Destination sign operation.
3. Route specific speed limits/maneuvers.
4. Proper 10-90 procedures (if applicable).
5. Makes appropriate announcements in absence of bus announcements.

#### B. Bus stops

1. Signals right at four bus lengths in advance of making a stop.
2. Four-ways two bus lengths in advance of making a stop.
3. Properly acknowledges and/or collects fares, transfers and ride tickets.
4. Watches doors to ensure that passengers are clear of entry and exit ways before closing the doors.
5. Waits for passengers to be seated before pulling out of stop.
6. Checks mirrors and scans for late passengers.
7. Checks over their shoulders in the blind spots before pulling into traffic.
8. Uses signals properly while pulling out.
9. Doesn't reopen doors after pulling out from a stop.
10. Checks for other buses pulling out in front/behind of the bus at stops before pulling into traffic.

#### C. Traffic laws and speed limits

1. Adheres to the proper speed limits/adjusts speed based on driving conditions.
2. Complete stops at signals/signs.

#### D. Pedestrians/bicycles

1. Does not stop on crosswalks.
2. Watches for pedestrians/bicycles in congested areas.
3. Uses caution around bike lanes.
4. Uses emergency brake while loading bikes.
5. Ensures that passengers secure bicycles on bicycle rack when in use.

#### E. Intersections

1. Knows and follows the appropriate right of way at intersections.
2. Does not wave people through intersections.
3. Enters intersections only when it is safe and clear to do so.
4. Approaches each intersection with caution and readiness to react.
5. Scans all intersections upon approach and during passage.

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**F. Crosswalks**

1. A crosswalk in use will be treated differently than an unoccupied crosswalk.
2. A bus will stop at the edge of an occupied crosswalk, and negotiate a safe passage while accounting for pedestrian traffic.
3. A bus operator will scan all unoccupied crosswalks as they are approached to ensure a safe passage.

**III. GENERAL DRIVING SKILLS****A. Smith System**

1. Aim high in steering.
2. Get the big picture.
3. Keep your eyes moving.
4. Leave yourself an out.
5. Make sure they see you.

**B. Accelerating**

1. Executes smooth and slow acceleration.
2. Minimizes vehicle roll back on inclines (hybrids).

**C. Braking/feathering the brakes**

1. Smooth, linear brake application.
2. Covers brake when coasting/going down hills/approaching 'stale green' light.
3. Modifies acceleration or braking to account for transmission changes (Retarder System/Hybrids, disc brakes on 6200's).
4. Feathers brakes to minimize or eliminate vehicle 'jerk back'.

**D. Space Cushion**

1. Uses Smith System to maintain at least a 4 second following distance from any forward moving traffic.
2. Increases stopping distance for any adverse road conditions.
3. Uses Smith System to leave an out by stopping at least 1 car length behind a vehicle.

**E. Scanning**

1. Accounts and plans for changing traffic/pedestrian conditions.
2. Applies Smith System by scanning mirrors every 5 to 8 seconds.
3. Checks tail swing before and during turns.
4. Applies Smith System by looking 15 seconds ahead for obstacles/hazards.

**F. Precision Turns**

1. Properly sets up turns by analyzing the situation and positioning the vehicle.
2. Checks traffic and communicates intentions by signaling before and during the turn.
3. Uses safe/comfortable speed during turns (3-5 mph).
4. Properly performs precision turns as per classroom training.
5. Exhibits adequate knowledge of buses front and rear overhang, and compensates.
6. Demonstrates proper lane positioning to accommodate for tail swing.

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#### IV. AREA OF OPERATION: SPECIAL MANEUVERS/PROCEDURES

##### A. Backing

1. Calls dispatch when necessary (10-85).
2. Uses GOAL (Get Ot And Look).
3. Uses a spotter if necessary.
4. Turns on 4-ways.
5. Blows horn.
6. Acknowledges that back-up beeper and back-up lights are working.

##### B. Railroads

1. Uses 4-ways.
2. Stops 15-50 feet away from the railroad tracks.
3. Opens front door, looks and listens, proceeds across tracks, turns off 4-ways 15-50 feet after accelerating away from tracks.

##### C. Radio Procedure

1. Exhibits adequate knowledge of proper radio procedure and etiquette.
2. Uses 10-codes properly.

##### D. Mentor Operation

1. Logs on/off of mentor.
2. Starts/stops tasks properly (if applicable).
3. Uses mentor only when the vehicle is not in motion.
4. Knows how to send messages using mentor.
5. Keeps counts up-to-date and accurate.
6. Completes at least one loop on Mentor fail sheet.

##### E. Wheelchair/handicapped persons procedures

1. Properly secures the bus before getting out of the driver's seat.
2. Kindly asks any passengers in the front area to move to another available seat or vacant area if possible.
3. Opens the door, kneels the bus and deploys the ramp if necessary.
4. Properly secures wheelchair using four points of contact after the wheel chair has satisfactorily been positioned on the bus.

##### F. Passengers with animals

1. Shows courtesy and exhibits good customer service to passengers with service animals.
2. Is assertive, yet courteous in preventing people with improperly secured pets on board.
3. Always puts passengers' safety first when making judgment calls regarding pets or animals.

##### G. Proper baby stroller storage

1. Children must be removed from strollers.
2. Strollers must be folded up and placed under seats.

**Things to Remember:**

1. If not on time, be early for your shift. This helps the trainee identify his/her trainer in a timely manner. It also helps the trainee get accustomed to being on time also.
2. Always comply with the BT dress code. Make sure you have your driver's packet, watch, pen, and driver's badge.
3. Complete all paperwork and trip sheets properly.
4. At the end of your shift, submit all the training sheets to supervisors at shift change.
5. Be ALERT! Watch for mistakes. Be prepared. You should be making turns mentally before the trainee physically makes the turn.
6. Stand behind the trainee; this allows him/her to hear you better. Sitting on the safety equipment box is prohibited.
7. Instill a positive attitude toward BT and the Training Staff.
8. Set a good example with your driving at all times, even if you are not training.
9. Stress the importance of defensive driving at all times. Make sure they know the 5 keys to the Smith System.
10. If you make a mistake while driving, swallow your pride and indicate the proper procedure to the trainee.
11. Allow trainees to do most of the driving after you make the first loop. If they get behind more than 6 minutes or their timing is causing problems with the other route buses, take over the route.
12. **If the trainee is not making reasonable progress or becomes a hazard to others, relieve the trainee and inform a supervisor as soon as possible. If you feel uncomfortable with the trainee's progress, do not hesitate to alert the training staff immediately.**
13. When trainees are not driving, make sure they are paying complete attention. They can learn a lot by watching and listening. Do not allow them to text or call while the bus is in motion.
14. It is very important to encourage your trainee. Some people need more reassurance than others. Praise them for the things they do right.
15. Offer constructive criticism to help correct trainee mistakes.

16. Never ignore a trainee's mistake but treat small and large mistakes with the appropriate responses.
17. Adjust training techniques to apply to a trainee's specific weaknesses.
18. Do not concentrate on the progress of the trainee during the current shift. Keep the big picture in mind and make continual judgments about the trainee. Ask yourself: "Will this person make a conscientious and safe BT driver without supervision with respect to courtesy and the schedule?"

