

TRANSIT OPERATIONS SUPERVISOR
Project 74

TRANSIT OPERATIONS SUPERVISOR

STUDY GUIDE

This study guide has been prepared so you may familiarize yourself with the types of questions asked on a typical written examination for Transit Operations Supervisor (TOS). The study guide is also designed to help you evaluate how well prepared you are for this examination and to provide information on you how you can further prepare for the position of TOS.

The Transit Operations Supervisor is not a senior bus operator. This is not a promotion based on seniority and longevity of experience. The experience gained as a bus operator is but one component of the job of the TOS. The examination for TOS will reflect this wider range of responsibilities, skills, and abilities, such as writing ability and analytical skills. These skills and abilities are not necessarily developed in the bus operator position. Applicants can draw on previous job experience as well as training and education.

This study guide includes a sample test; it is not the test you will be given for TOS. This study guide is intended as a study tool and does not guarantee success on the actual examination. However, this sample test does reflect the types of skills, knowledges, and abilities that will be tested in the written test portion of this examination. You are encouraged to take the sample test, determine your score with the answer sheet, and evaluate how well prepared you are to take the TOS examination.

If your score on the sample test is low, you will need to develop a plan to improve your preparation for the duties of the TOS. For some applicants, it may be easier to enroll in training classes or college courses to gain the necessary level of expertise. This guide will assist you in planning that effort.

The last page of this study guide includes recommendations for additional preparation to improve your skills. These recommendations are not the only ways to prepare. You may be able to identify other ways to improve your skills. It is your own responsibility, as an employee seeking promotional opportunity, to prepare for a promotion.

Do not be discouraged if you do poorly on the examination. If you are determined to promote to TOS you can develop a plan to improve your abilities. If you need assistance in planning your training or education, you can contact the Employee Development Department of the RTD at 972-7120.

The job bulletin for TOS provides examples of duties of the position. This includes a variety of assignments such as vehicle operations, communications, division dispatch, and instruction. The required knowledges and abilities of the position are:

Knowledge of:

- * District's bus transit system, routes, and fares
- * Transportation Department's operating policies, procedures and rules
- * laws and regulations governing public transportation systems
- * Federal Communications Commission and California Vehicle Code regulations
- * area emergency jurisdictions
- * union (UTU) contract

Ability to:

- * plan, organize and direct the activities of others
- * make accurate decisions under pressure
- * communicate effectively orally and in writing.
- * train and motivate employees
- * read, understand, interpret and apply contracts, laws and regulations
- * operate radio communication systems including voice radio and computer-aided dispatch equipment
- * perform arithmetical and statistical calculations and analyze numerical data
- * perform minor mechanical adjustments to transit vehicles

Some of these knowledges and abilities must be possessed by the candidate prior to his/her appointment to the TOS position; while other skills can be easily learned on the job. Each phase of the examination process will test for some of the knowledges, skills and abilities needed prior to appointment.

To prepare adequately for this test, you will be required to have a basic knowledge of the OPERATOR RULE BOOK and the U.T.U. CONTRACT. This information will help you answer questions measuring your knowledge and ability to apply rules and regulations important to this job. You will not be required to memorize these documents for the exam.

This study guide relates only to the first written test portion. THIS STUDY GUIDE IS BASED MAINLY ON QUESTIONS FROM PREVIOUS EXAMINATIONS AND IS NOT A PRECISE DUPLICATION OF THE TEST YOU WILL BE GIVEN. It is a sample of the types of questions you may be asked. The actual test may be longer. You will also see other types of questions on the test.

INSTRUCTIONS

This is a self test. It is highly recommended that you take the entire test in 60 minutes, resembling an actual test situation. At the end of this booklet is an answer sheet and evaluation of your score.

If you cannot answer a question, continue to the next one and return later to the ones you skipped. Your score will be determined by the number of correct answers. You will not be penalized for wrong responses.

ARITHMETIC

Transit Operations Supervisors perform various activities requiring the ability to use arithmetic, such as maintaining accurate records of sick, holiday, and vacation leave and computing simple statistics. This section measures your ability to use arithmetic to perform such activities.

1. On January 1, 1989, there were 4,567 Bus Operators. During the course of the year, 376 new Bus Operators were hired, 43 returned from Indefinite Leave of Absence, 45 became Train Operators, 59 were promoted, and 51 went on an Indefinite Leave of Absence. On December 31, 1989, there were 4,678 Bus Operators. How many Bus Operators left the company, assuming that is the only group not accounted for?
 - A. 111
 - B. 153
 - C. 266
 - D. 309

2. The total running time of a trip is 1 hour and 40 minutes. The District will provide a recovery time of 6 minutes or 10% of the running time, whichever is greater. If a Bus Operator pulls into the terminal 7 minutes late, how much recovery time is left?
 - A. 0 minutes
 - B. 3 minutes
 - C. 6 minutes
 - D. 10 minutes

3. If a bus is due to pull-in to the division in 3 hours and 58 minutes and the time is now 10:57 a.m., what time is it due in?
 - A. 1:55 p.m.
 - B. 2:05 p.m.
 - C. 2:55 p.m.
 - D. 3:05 p.m.

4. If 5% of the Bus Operators in a division did not report to work, of the 240 Bus Operators scheduled, how many reported to work?
 - A. 12
 - B. 120
 - C. 228
 - D. 235

5. Bus line 99 is due at Beal St. at 7:48 a.m. Monday it arrived at 7:56a.m.; Tuesday it arrived at 7:49 a.m.; Wednesday it arrived at 8:01a.m.; Thursday it arrived at 7:51 a.m.; Friday it arrived at 7:58 a.m. What was the average number of minutes it was late that week?

- A. 6
- B. 7
- C. 8
- D. 10

6. If the District employs 4,560 Bus Operators and $\frac{2}{3}$ of them are full-time, how many are part-time?

- A. 1368
- B. 1520
- C. 3040
- D. 3192

7. Of 400 Operators at Division 20, 250 are off on Saturday and Sunday. The fraction of Operators who work on weekends is

- A. $\frac{7}{9}$
- B. $\frac{6}{7}$
- C. $\frac{5}{6}$
- D. $\frac{3}{8}$

8. If during a flu epidemic 105 out of 420 employees were out on sick leave, what percentage of the employees are available to work?

- A. 25%
- B. 45%
- C. 55%
- D. 75%

more . . .

TABLE READING

As a Transit Operations Supervisors you will be required to interpret tables and maps. This section of the test was designed to measure your ability to do so.

Questions are based on the timetable below. Be sure to examine the structure of the timetable carefully as it is not structured in exactly the same way as the District's timetables.

TIMETABLE - EASTERN LINE

Bus No.	SOUTHBOUND				NORTHBOUND			
	Argus St.	Broad St.	Center St.	Deal St.	Deal St.	Center St.	Broad St.	Argus St.
	LT.	LT.	LT.	LT.	LT.	LT.	LT.	LT.
13	6:03	6:15	6:27	6:45	6:57	7:11	7:27	7:39
14	6:18	6:30	6:46	7:00	7:12	7:26	7:42	7:54
15	6:33	6:45	7:01	7:15	7:27	7:41	7:57	8:09
16	6:48	7:00	7:16	7:30	7:42	7:56	8:12	8:24
17	7:00	7:12	7:28	7:42	7:57	8:11	8:27	8:39
18	7:12	7:24	7:40	7:54	8:12	8:26	8:42	8:54
19	7:25	7:37	7:53	8:07	8:27	8:41	8:57	9:09
20	7:38	7:50	8:06	8:20 LU	-	-	-	-
13	7:48	8:00	8:16	8:30	8:42	8:56	9:12	9:24
21	P 7:58	8:10	8:26	8:40	8:57	9:11	9:27	9:39
14	8:06	8:18	8:34	8:48 LU	-	-	-	-
22	P 8:24	8:26	8:42	8:56	9:12	9:26	9:42	9:54
15	8:22	8:34	8:50	9:04 LU	-	-	-	-
23	P 8:30	8:42	8:58	9:12	9:27	9:41	9:57	10:09
16	8:40	8:52	9:08	9:22 LU	-	-	-	-
17	8:55	9:07	9:23	9:37	9:42	9:56	10:12	10:24

"p" indicates that a bus not previously in passenger service is placed in service at the time and place shown. "LU" indicates that a bus is taken out of service at the time and place shown and is sent to the garage.

11. The actual scheduled running time from Deal Street to Argus Street is

- A. 42 minutes
- B. 54 minutes
- C. 82 minutes
- D. 96 minutes

12. The layover time for Bus No. 19 at Deal Street is

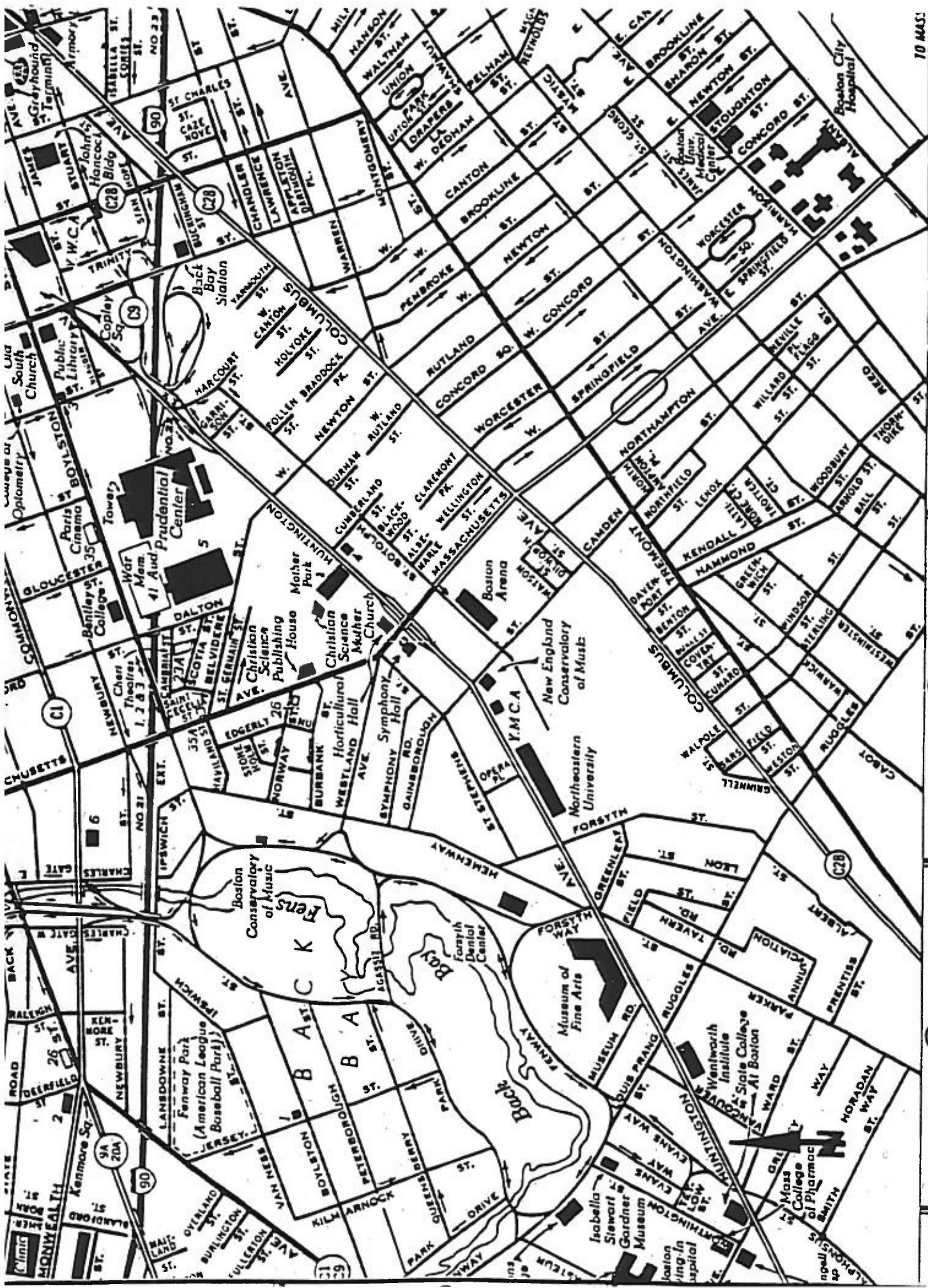
- A. 34 minutes
- B. 27 minutes
- C. 20 minutes
- D. 7 minutes

13. The minimum headway shown between buses leaving Argus Street is
- A. 13 minutes
 - B. 12 minutes
 - C. 10 minutes
 - D. 8 minutes
14. The Operator of Bus No. 15 leaves the Argus Street terminal on time at 6:33. At what time will he reach Center Street if he is on schedule?
- A. 7:01
 - B. 7:15
 - C. 7:16
 - D. 7:56
15. The total number of buses taken out of passenger service between 8:00 and 9:00 is
- A. one
 - B. two
 - C. three
 - D. four
16. The number of buses shown in the timetable as making two complete roundtrips is
- A. two
 - B. three
 - C. six
 - D. twelve
17. The most southernly street on this line is
- A. Argus Street
 - B. Broad Street
 - C. Center Street
 - D. Deal Street
18. A passenger boarding a bus at Deal Street would like to get to Broad Street by 8:15. She should board the bus which leaves Deal Street at
- A. 7:27
 - B. 7:30
 - C. 7:42
 - D. 7:57

MAP LOCATOR

Agassiz F5
Alphonsus G4
Back Bay Fens F5
Boylston E6
Brookline F7
Camden F6
Columbus G6
Cortes E8
Cumberland F6
Forsyth G6
Gainsborough F6
Gardner Museum G4
Greevy G5
Hammond G6
Huntington F6
Jersey E5
Kendall G6
Kilmarnock F5
Lattimore Ct. G6
Lenox G7
Massachusetts F6
Museum of
Fine Arts F5
Newton F7

Northampton F7
Opera Place F6
Park F5
Parker G5
Pembroke F7
Prudential Ctr E7
Queensberry F5
Route 90 E8
Ruggles G5
St. Botolph F6
Shawmut F8
Smith G4
Springfield F7
State College
at Boston G5
Tremont G6
Ward G5
Westland F6
Westminister G6
Windsor G6
Worcester F7
YMCA F6



MAP READING

INSTRUCTIONS:

Use the map and map locator you have been provided to answer questions 21-25. Note the small arrows on the map indicating the direction of the streets and the large arrow in the bottom left-hand corner of the map indicating the direction of north. You may write on both the map and map locator, and they must be turned in with the rest of your test materials.

21. Kilbarnock Street is
 - A. one-way easterly
 - B. one-way westerly
 - C. one-way southerly
 - D. one-way northerly

22. The (Isabella Stewart) Gardner Museum is on
 - A. Huntington Avenue
 - B. Washington Street
 - C. Evans Way
 - D. Worthington Street

23. Which of the following is located on Huntington, between Ruggles and Forsyth Way?
 - A. YMCA
 - B. State College at Boston
 - C. Northeastern University
 - D. Museum of Fine Arts

24. What direction is the YMCA relative to the State College at Boston?
 - A. Southeast
 - B. Northeast
 - C. Southwest
 - D. Northwest

25. Which street runs parallel to Huntington Avenue?
 - A. W. Newton St.
 - B. Columbus Ave.
 - C. Belvidere St.
 - D. Boylston St.

ENGLISH USAGE AND SPELLING

Transit Operations Supervisors must be able to write correctly and effectively because they frequently write reports and correspondence and they review material written by their subordinates. The following section is designed to measure your ability to recognize the correct errors in word usage, grammar, punctuation, and spelling.

Read the following groups of sentences. In each group there is a sentence which is incorrect. Mark your answer sheet with the letter which indicates the incorrect sentence.

31. A. The Bus Operator was released from duty until a more thorough investigation could be conducted.
- B. His attendance is in compliance with the District's policy.
- C. I interviewed both parties involved, than made a decision.
- D. The students are encouraged to participate in class discussions.
32. A. The division manager was neither in favor nor opposed to the plan.
- B. The other party involved in the accident accepted 100% liability.
- C. Because the accident report was incomplete, a question arose as to who was at fault.
- D. Everyone agreed that his performance had improved over the pass three months.
33. A. All Bus Operators who have avoidable accidents are required to take the class.
- B. There was a vast improvement in absenteeism after the new attendance policy was enforced.
- C. The Bus Operator was wrote up for insubordination.
- D. She was authorized to remain on her bus until the mechanic arrived.
34. A. The ambulance should of arrived sooner.
- B. She was Operator of the Quarter twice in her five years of service.
- C. Her promotion is pending the results of her formal hearing.
- D. Visual aids, such as slides, help students to have a better understanding of the subject matter.

35. A. The Operator refused to allow the passenger on board the bus with an expired bus pass.
- B. The Operator insisted that the mirror was already broke when she got on the bus.
- C. Graffiti seems to be a major problem at a layover located near a junior high school.
- D. Ridership has increased over the past year; thus, causing the need for additional bus service.

SPELLING

Examine each group of word carefully and mark your answer sheet accordingly:

- A. If only one word is spelled incorrectly
B. If two words are spelled incorrectly
C. If three words are spelled incorrectly
D. If all four words are spelled incorrectly
36. Wednesday, particular, similar, seperate
37. assistance, occurrence, commitee, official
38. maintainence, deliberate, neccesary, discribe
39. reccommendation, equipment, violation, schedule
40. injurys, dicipline, Febuary, termination

READING COMPREHENSION AND APPLICATION OF POLICY

Transit Operations Supervisors perform various activities requiring the ability to read and analyze contracts, policies and procedures. This section measures your ability to read and analyze written information.

This study guide provides one policy section as a sample. Answer the accompanying questions relating to that policy section.

performance, or physical indicators of probable drug use or alcohol abuse including, but not limited to, the following:

- a. When an employee is tardy five times within a floating ninety day period; or when an operator or other UTU represented employee has five Missouts.
- b. When an employee is excessively absent, in accordance with the District attendance policy or applicable union contract.
- c. A verbal altercation sufficiently disruptive as to warrant possible disciplinary action;
- d. Any accident involving damage less than the limits set forth in paragraph 1 of this section, where human factors may be a cause.
- e. When an employee's absences from work occur in a pattern of days off, such as the day after payday, or the day before or after their regular days off.

6.3.2 ACTIONS AFTER INCIDENTS OR ACCIDENTS

1. Following an event, altercation, or accident as described above in Section 6.3.1, field supervisory personnel at the scene shall do an immediate assessment of the condition of the employee(s) to detect possible signs of the presence of drugs or alcohol.
2. Whenever possible, the employee(s) should be transported immediately to the nearest authorized medical clinic to be checked for injuries and to receive first aid. The employee(s) shall be given an alcohol and drug test at this time.
3. The responsibility for allowing the employee to continue in service will rest with the field supervisor at the scene of the accident, event or altercation. However, at no time will an employee knowingly be permitted to work for more than three hours following an event, altercation, or accident as defined above, even if this results in a service cancellation or disruption. This provision does not require that an employee must be tested within three hours of an event,

MANAGEMENT RESPONSIBILITIES

3.1 REQUIRED ACTIONS

Managers and supervisors are responsible for enforcement of this Policy. The supervisor shall send any employee for an alcohol and controlled substance test after an employee is involved in any event, altercation, or accident as described below:

1. Accidents:
 - (a) A fatal accident.
 - (b) Any accident where an individual is injured by a bus or other District owned or operated vehicle or equipment, and is transported by ambulance to the hospital.
 - (c) Any collision involving the operator of a District owned or operated vehicle or equipment where the total property damage from the accident exceeds \$1,000.
 - (d) Any accident or incident which may have been caused by employee negligence on facilities owned, leased, or operated by the District, regardless of whether the employee is on duty or off duty.
2. When traumatic injuries may have been caused by negligence and require medical treatment. Both the employee who caused the injury and the employee who has been injured, where more than one employee is involved, shall be tested.
3. A physical altercation between two or more employees. In such cases all employees involved shall be tested. When one or more employees is attempting to restrain those involved in the altercation, or police or security officers are performing their official duties, they shall not be tested.
4. An employee shall be tested when two supervisors can articulate and substantiate specific behavioral,

altercation, or accident. However, the employee must be tested as soon as practicable.

4. Following a test, an employee shall be removed from service until the results of the test are known to the District and the employee.

6.3.3 ACTIONS AFTER TESTING PROCEDURES ARE UNDERWAY

1. A positive test for drugs or alcohol, except for marijuana as described in Section 6.4 below, will result in discharge proceedings being initiated. A formal hearing/review must be scheduled.
2. Following a positive finding of the presence of any drugs (except hallucinogens) or alcohol, detected during an off-duty physical exam, an employee shall be retested immediately upon return to work. The employee shall be withheld from service, unless light duty is available, until the results of the on-duty test are known to the District and the employee.

STANDARDS FOR DISCHARGE OR REHABILITATION PROCEEDINGS

When a test shows the presence of alcohol or drugs, the following standards shall apply.

- 6.4.1 Marijuana: A positive on duty test will result in discharge proceedings when the test follows:

1. An "on street" accident;
 2. Moving, or "yard", accident;
 3. Physical altercation; or
- when the employee has a history of using controlled substances.

- 6.4.2 When a positive test for marijuana occurs in all other instances, the employee shall be permitted to enter the EAP on a management referral, in lieu of a hearing which may result in discharge, if the employee agrees in writing to each of the following conditions:

1. The employee must agree to rehabilitation proceedings within twenty-four hours after the test results are known and must start them within seventy-two hours.
2. The employee must satisfactorily complete EAP;

3. The employee shall remain out of service without District compensation until released to return to work by the EAP;

4. The employee must test negative in order to return to service;

5. The employee shall be subject to mandatory, periodic drug and alcohol testing for a period of two years after return to duty; and

6. The employee shall be subject to discharge following any subsequent, positive on-duty test for alcohol or drugs.

If the employee does not agree to each condition, discharge proceedings shall be instituted. If the employee fails to satisfactorily complete EAP, discharge proceedings shall be instituted.

- 6.4.3 Alcohol: The employee will be subject to discharge proceedings following a first on-duty positive test.

- 6.4.4 Hallucinogenics: The employee will be subject to discharge proceedings for the first off-duty or on-duty positive test.

- 6.4.5 Prescription Drugs: The employee will be required to submit proof of the prescription to the manager within forty-eight hours of order to do so. The prescription must be in the employee's name and dated prior to the test. If the employee does not have a current, valid prescription, or if the prescription is not in the employee's name, the employee will be subject to discharge proceedings.

- 6.4.6 All other drugs will result in discharge proceedings following a first on-duty positive test.

- 6.4.7 Voluntary enrollment in EAP does not excuse or exempt an employee from discipline if s/he has alcohol or drugs in his/her system while on duty.

Read each question carefully and select the statement which is the best answer.

41. Which of the following substances if found during a drug and alcohol test will not subject an Operator to disciplinary action?
- A. Cocaine
 - B. Marijuana
 - C. Beer
 - D. Aspirin
42. Three Operators were involved in a physical altercation. According to witnesses, Operator #1 started the fight and Operator #2 was just defending himself. It was also reported that Operator #3 was initially trying to restrain the two other Operators, but when he was hit in the face by Operator #1, he became an active participant in the altercation.
- A. None of the Operators should be tested since there were no injuries or property damage.
 - B. Operator #1 should be the only one sent for a drug and alcohol test since he was the one that initiated the altercation.
 - C. Only Operator #1 and #2 should be sent for a drug and alcohol test since Operator #3 was initially trying to break-up the fight before becoming involved himself.
 - D. All three Operators should be sent for a drug and alcohol test.
43. An Operator is sent for an alcohol test after two supervisors agree that they smell alcohol on his breath while he is on duty. The next day he reports to work, but the results of the test are not back yet. He does not have alcohol on his breath and appears to be sober so he should be
- A. Allowed to work since there is a shortage of Bus Operators.
 - B. Advised that he cannot return to work until the results of the test are back.
 - C. Assigned to light duty until the results are in.
 - D. Advised that the manager will determine if he should be allowed to return to work before the results of his test are in.

44. If marijuana is detected in an Operator's system when he undergoes his bi-annual physical, what action should be taken?
- A. Discharge proceedings should be initiated.
 - B. He should be terminated until he satisfactorily completes the EAP.
 - C. He should be assigned to light duty until he tests negative.
 - D. He should be referred to the EAP and must agree to certain conditions in writing.
45. If an employee has alcohol or drugs in his system while on-duty, when does voluntary enrollment in the EAP exempt him from discipline?
- A. When the substance found in his system is marijuana.
 - B. When management refers him to the program.
 - C. When he satisfactorily completes the EAP.
 - D. Never.
46. The presence of cocaine is detected in the system of an off-duty Bus Operator during a return to work physical examination. What action should be taken?
- A. None since she was off-duty at the time.
 - B. Immediately refer her to the EAP and upon satisfactorily completing the program, she can return to work.
 - C. Upon her return to work, immediately send her to be retested and advise her that she is being withheld from service, pending the results of the test.
 - D. Do not allow her to return to work and immediately terminate her.

TOS STUDY GUIDE

ANSWER SHEET

A. ARITHMETIC

- 1. B
- 2. B
- 3. C
- 4. C
- 5. B
- 6. B
- 7. D
- 8. D

B. TIMETABLE READING

- 11. A
- 12. C
- 13. D
- 14. A
- 15. B
- 16. A
- 17. D
- 18. C

C. MAP READING

- 21. C
- 22. D
- 23. D
- 24. B
- 25. B

D. ENGLISH USAGE AND SPELLING

- 31. C
- 32. D
- 33. C
- 34. A
- 35. B
- 36. B
- 37. B
- 38. C
- 39. A
- 40. C

E. READING COMPREHENSION AND APPLICATION OF POLICY

- 41. D
- 42. D
- 43. B
- 44. D
- 45. D
- 46. C

SCORING KEY: YOU NEED TO HAVE CORRECT ANSWERS ON APPROXIMATELY 70 PERCENT OF THE QUESTIONS TO ACHIEVE A PASSING SCORE.

DISCLAIMER: THIS STUDY GUIDE IS DESIGNED TO FAMILIARIZE YOU WITH THE TESTING PROCESS AND TO HELP YOU EVALUATE YOUR SKILL LEVEL PRIOR TO THE EXAMINATION. THE ANSWER KEY PRESENTED ABOVE IS NOT OPEN FOR QUESTION WITH THE HUMAN RESOURCES DEPARTMENT.

IF, IN ANY INDIVIDUAL SECTION, YOU DID NOT GET 70% OF THE QUESTIONS CORRECT, YOU MAY WISH TO ATTEND SOME COURSES LISTED BELOW WHICH WILL HELP YOU PREPARE FOR EACH SECTION:

1. Los Angeles Unified School District - Adult Classes

- Algebra
- English 1,2,or 3
- English as a Second Language (ESL)
- English Composition
- English Fundamentals
- English Skills Review
- General Education Development (GED) Test Preparation
- Mathematics 1, 2, or 3
- Practical Mathematics
- Practical Writing
- Reading Improvement
- SAT Preparation/ English
- SAT Achievement Test Preparation/ Mathematics
- Vocational ESL

For more information on these classes, call (213) 625-6651.

2. Community Colleges

There are many city or community colleges throughout the Greater Los Angeles area which can provide classes similar to those offered above. Your local phone book should list the colleges in your area.

3. University Extension

Several universities in Los Angeles offer short term, evening classes that are often very job related. Contact the university directly to determine if they have a course which might meet your needs.

4. RTD Training

The RTD Employee Development Department is located on the second floor of the Headquarters Building, 425 S. Main Street. The Learning Center is open from 6:30 a.m. to 6:30 p.m. Monday through Thursday and from 6:30 a.m. to 4:30 p.m. on Friday. You can review video instructional materials on subjects such as basic math/algebra, basic writing, computer skills, and general supervision. Call 972-7111 for more information.

The RTD Employee Development Department also offers Training Classes to employees. The Pre-Supervisory Development series and the Analytical Skills class will expose you to basic writing, introduction to supervision, interpersonal skills and administrative analysis. You must place your name on a waiting list (call 972-7119) to enroll.

Finally, the Employee Development Department has many college catalogs which you are welcome to look at. The catalogs provide more information about related courses.

5. Rules, Policies, and Procedures

Familiarity with the RTD Operator's Rule Book and the UTU Contract will help you prepare for the section on application of policy.