

Council on Aging Van Driver
Adopted by Transportation Committee on 6/2/21

Van drivers transport Senior Citizens and People with Disabilities between various places as planned including grocery stores, doctors' appointments and shopping centers.

Duties

Van drivers are responsible for the following:

- Pick up and drop off of passengers at designated locations
- Follows a planned route according to a time schedule
- Helps disabled passengers get on and off the van/ Secures wheelchairs on the van as needed.
- Makes sure that passengers have entered destinations and carries passengers' bundles on and off vehicle if necessary. Van drivers are not allowed to enter any passenger's home or lose sight of the vehicle at any time.
- Obeys traffic laws and state and federal transit regulations
- Follows procedures to ensure passenger safety
- Hears and communicates orally when the van is in motion. Communicate orally on a two-way radio with transportation dispatch and emergency services while the van is in motion
- Keeps the van clean, according to BRTA lease, and presentable to the public
- Reports all accidents immediately, requesting police or ambulance service as needed; assists injured persons until services arrive; and completes required accident reports.
- Notifies the proper authority in cases of mechanical failure, safety deficiencies, when off schedule, or other incidents
- Submits any required reports to the Transportation Administrator.

Van drivers should also possess the following specific qualities:

- **Customer-service skills.** Van drivers regularly interact with passengers and must be courteous and helpful.
- **Hand-eye coordination.** Driving a van requires the controlled use of multiple limbs on the basis of what a person observes. Federal regulations require drivers to have normal use of their arms and legs.

- **Hearing ability.** Van drivers need good hearing. Federal regulations require the ability to hear a forced whisper in one ear at five feet (with or without the use of a hearing aid).
- **Patience.** Because of possible traffic congestion and sometimes unruly passengers, van drivers are put in stressful situations and must be able to continue to calmly operate their bus.
- **Physical health.** Federal regulations do not allow people to become drivers if they have a medical condition that may interfere with their operation of a van, such as high blood pressure or epilepsy. A full list of medical reasons that keep someone from becoming a licensed van driver is available from the U.S Federal Motor Carrier Safety Administration.
- **Visual ability.** Van drivers must be able to pass vision tests. Federal regulations require at least 20/40 vision with a 70-degree field of vision in each eye and the ability to distinguish colors on a traffic light.

Licenses, Certifications, and Registrations

- All van drivers must have a valid Massachusetts driver license and a good driving record.
- Will complete CPR and First Aid training courses and maintain certification(s) without lapse.
- Must pass a background check.
- A pre-employment Criminal Offenders Record Investigation (CORI) check will be performed on each applicant. A clean CORI check, without DUI conviction, is required.
- A pre-employment DOT physical and drug screening must be completed, as well as, ongoing drug tests.
- Accessible Lift Use and Passenger Securement training and every 2-year re-certification
- Defensive Driver Class and every 2-year re-certification
- Disability awareness training and every 3-year re-certification
- Substance Abuse Awareness training
- Must have knowledge of the towns street system and local points of interest.

Supervision

Works under the general supervision of the Council on Aging Director and the Transportation Administrator

Physical Requirements

While performing the duties of this job, the employee is frequently required to sit; use hands to finger, handle, or feel; reach with hands and arms; climb; bend, stoop, and kneel; and talk and hear. The employee must be physically able to perform and demonstrate emergency evacuation procedures. The employee must be able to communicate orally and hear on a two-way radio with transportation dispatch and emergency services while the van is in motion. Employee must be able to communicate effectively and positively with staff and passengers. This includes the pushing/pulling of up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, night/dusk vision, color vision, and peripheral vision.