

JOB DEMAND ANALYSIS

Position
Bus Driver
Compiled By
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Position Description
The role of a Bus Driver with Surfside Buslines Pty Ltd is to transport the general public along certain routes in a safe and timely manner.
Shifts/Breaks
Bus Driver's hours are very variable due to the nature of the role. Buses are in operation 24 hours a day, seven days a week. Shift lengths vary and are dependent on each particular geographical location and the corresponding busline (for details see the Enterprise Agreement). These are all inline with heavy vehicle legislative requirements. However as a guide activity frequencies have been calculated using a standard 8 hour shift as this is the average full time hours per working day.
Overall physical demand level (DOT standards – See Appendix)
Light
Duties
<ul style="list-style-type: none"> • Pre start check • Operating the vehicle • On completion of the bus run <p>Role Overview:</p> <ul style="list-style-type: none"> • The role of a Bus Driver to transport the general public along certain routes in a safe and timely manner. The Bus Driver's shift process includes: <ul style="list-style-type: none"> • Complete a breath alcohol test. • Retrieve their shift book for that day which includes routes, timetables, information and functions. • Review and interpret their allocated shift • Check noticeboards, display screens and rosters • At the designated time they head to their allocated bus. • Complete a bus pre-start inspection including inside and outside the bus. • Arrive to the first stop on time as per their allocated route. • Navigate their allocated route according to their duty sheet, sticking to the allocated timing points where possible • Provide professional Customer Service • Operate the ticket machine and handle cash • Assist customers with their needs such as operation of the wheel chair ramp, assisting customers with wheel chairs onto the bus as well as assisting customers with luggage/goods (up to 10kg). • Handle incidents and emergencies according to procedure such as: aggressive passengers, disruptive passengers including children, bus brake downs, bus fires, injuries, security related incidents such as theft and suspicious packages • Operate and communicate via a radio according to company procedure • Handle/report onboard customer complaints • Return to the depot at the completion of the final run of the shift. • Shut down the bus and perform an end of shift inspection • When back in the depot, the financial takings need to be counted, recorded and secured. • Sign off on the screen at the depot prior to leaving site. • Drivers are required to complete the following paperwork: pre-start inspections, incident reports and various

Critical Physical Demands

- Constant sitting, forward reach, hand function, foot movement, pushing and pulling;
- Frequent static and dynamic neck postures;
- Occasional standing and twisting / lateral flexion;
- Rare walking, forward bent posture, overhead reach, squatting/ kneeling, stairs, other climbing, floor to waist lifting up to 6kg, overhead lifting up to 5kg, waist to shoulder lifting up to 6kg and carrying up to 6kg.
- Ability to act in emergency situations to ensure safe evacuation of passengers

Equipment/Tools

Bus Drivers are required to use a wheelchair ramp, ticket machine, cash tin and drive numerous types of buses.

PPE/Uniform

Bus Drivers are required to wear a uniform and suitable closed in footwear. Optional extras include jumpers, caps and jackets. Drivers are required to wear high visibility vests in the yard at the depot and generally whenever they are outside their vehicle.

Environmental Factors

The buses are air conditioned however there may be a sun glare. The Bus Driver's are exposed to normal environmental dust and vibration.

Legend	% of Shift	8 h Shift	10 h Shift	12 h Shift
RARE	0-5%	1 – 24 min	1 – 30 min	1 – 36 min
OCCASIONAL	6% - 33%	25 min – 2 hr 38 min	31 min – 3 hr 18 min	37 min – 3 hr 58 min
FREQUENT	34% - 66%	2 hr 39 min – 5 hr 15 min	3 hr 19 min – 6 hr 36 min	3 hr 59 min - 8 hr
CONSTANT	67% - 100%	5 hr 16 min - 8 hr	6 hr 36 min – 10 hr	8 hr 1 min - 12 hr

FUNCTIONAL DEMANDS		TASK					COMMENTS
		R	O	F	C	Rep	
1.0	POSTURAL TOLERANCES						
1.1	Standing		X				Smooth concrete, gravel, bitumen, linoleum and uneven ground.
1.2	Walking	X					Smooth concrete, gravel, bitumen, linoleum and uneven ground.
1.3	Sitting				X		Required for bus driving, counting the cash float and administrative duties.
1.4	Lying						Not applicable.
1.5	Forward bent posture	X					Required for pre start to obtain folders from the filing cabinet, counting the float, carrying out the pre start interior and exterior bus inspection of low down areas, accessing the hose and the brush to wash the windscreen and setting out the hazard signs.
1.6	Forward reach				X		Required for obtaining the folder from the filing cabinet, obtaining the cash tin from the locker, washing the windscreen, using the grab rail to access and egress the bus, climbing the stairs, driving the bus, administrating change and tickets to customers, adjusting the wind screen blinds, adjusting the ramp and lodging the items in the safe.
1.7	Overhead reach	X					Required for accessing a locker, adjusting the windscreen blinds and washing the windscreen.
1.8	Squatting / kneeling	X					Required for obtaining cash tin from a low locker and adjusting the ramp.
1.9	Static neck postures			X			Neutral, flexion and extension are required for operating the vehicle and carrying out the pre start.
1.10	Dynamic neck movement			X			Rotation is required when operating vehicles and carrying out visual inspections of the internal and external features of the bus.
1.11	Crawling						Not applicable.
1.12	Stair climbing	X					Required for accessing the top deck of the bus for inspections.

1.13	Ladder climbing						Not applicable.
1.14	Other climbing	X					Access and egress a stationary bus (max step height 46cm).
1.15	Trunk twisting / lateral flexion		X				Required for adjusting the ramp and issuing change and tickets to customers.
1.16	Hand function (grip and dexterity)				X	X	Grip and dexterity are required for selecting a folder, logging into the computer system, carrying the cash tin, counting the cash float, physically inspecting the interior and exterior of the vehicle, holding the grab rail, gripping the steering wheel, issuing tickets and change to customers, holding the trigger of the refueling hose, using the signally features of the bus such as the indicator, radioing operations, adjusting the ramp, setting out the hazard signs and lodging items
1.17	Foot movement					X	Required for operating the bus.

Company	Surfside & Sunbus
Location	Ernest Depot, Gold Coast
Date	5/11/2018
Review Date	Every 12 mths to ensure currency of demands and role

FUNCTIONAL DEMANDS		TASK					COMMENTS
		R	O	F	C	Rep	
2.0	WEIGHTED TOLERANCES						
2.1	Floor to Waist Lifting	Up to 6kg					Hazard signs (6kg), cash tin (5kg) and paperwork (<0.5kg).
2.2	Waist to Shoulder Lifting	Up to 6kg					Hazard signs (6kg), cash tin (5kg) and paperwork (<0.5kg).
2.3	Overhead Lifting	Up to 5kg					Cash tin (5kg).
2.4	Carrying	Up to 6kg					Hazard signs (6kg), cash tin (5kg) and paperwork (<0.5kg).
2.5	Pushing				X		Required for controlling the steering wheel and to assist passengers in wheelchairs to safely access and egress the bus.
2.6	Pulling				X		Required for controlling the steering wheel and to assist passengers in wheelchairs to safely access and egress the bus. Bus Driver's may be required to re-fuel the vehicles, however, this is outsourced at present and may be an inherent requirement. This duty requires pulling of a hose.

FUNCTIONAL DEMANDS		TASK					COMMENTS
		R	O	F	C	Rep	
3.0	ENVIRONMENT						
3.1	Inhalable Dust				X		The Bus Driver's are exposed to normal environmental dust and vibration.
3.2	High Noise Levels				X		The Bus Driver's are exposed to noise from passengers and bus engines which are below the threshold.
3.3	Vibration exposure – hand/arm				X		The Bus Driver's are exposed to vibration through operating the vehicle.
3.4	Vibration exposure – whole body				X		The Bus Driver's are exposed to vibration through operating the vehicle however the seats have suspension.







4.0 PSYCHOLOGICAL DEMANDS

Legend	Intensity Description
LOW	Low amount of psychological or cognitive effort required.
MODERATE	Moderate amount of psychological or cognitive effort required.
HIGH	Significant psychological or cognitive effort required.

PSYCHOLOGICAL DEMANDS	EXPOSURE				COMMENTS
	R	O	F	C	
4.1 Monotonous tasks		Low			When drivers are rostered on a familiar route regularly, driving may become monotonous.
4.2 Multitasking			Moderate		Multitasking is required while performing tasks safely and concurrently including navigating traffic, bus stops, providing customer service, processing payments and communicating via radio.
4.3 Working Alone				Moderate	Constantly working alone with occasional radio communication with the depot.
4.4 Autonomy				Moderate	Predominantly self-supervised during the shift and driver only contacts the depot if assistance is required with a breakdown, customer issue or traffic incident.
4.5 Supervising others	Low				Supervision and mentoring of new bus drivers when required.
4.6 Accountability			Moderate		Accountable for road safety and passenger safety where errors in judgement or attention could cause property damage or injury.
4.7 Attention to detail				Moderate	Attention to detail is required in following prestart, starting and handling procedures, driving safely, road rules and interacting with other vehicles on the road.
4.8 Time Pressure				Moderate	Time pressure in closely following duty sheet and bus timetable.
4.9 Alertness				High	Driving requires constant sustained attention and alertness. Long shifts (up to 10 hours), night shifts and bad weather with poor visibility can cause driver fatigue.
4.10 Processing Information			Moderate		The cubic system is used to monitor the time, bus stops and process payments. The duty sheet or GPS system provides route information.
4.11 Decision making		Low			Judgment occasionally needed if traffic or road conditions require a detour from the route or when dealing with mechanical issues or other incidents.
4.12 Work relationships			Moderate		Communication skills are required in providing customer service to the public and when interacting with depot via radio.

4.13 Emotional situations		High			Occasional exposure to emotional and stressful situations involving fare evasion, abusive customers, traffic incidents, abusive drivers, projectiles hitting the bus and medical emergencies.
4.14 Environmental hazards		Moderate			Potential environmental hazards include traffic, weather events, road conditions, low visibility and bus noise/vibration.

5.0 CRITICAL FUNCTIONAL JOB DEMANDS

5.1	 <p>Check the allocated roster and runs for the shift</p>	 <p>Obtain cash tin from their individual locker</p>	<p>PRE START</p> <ul style="list-style-type: none"> • The Bus Driver checks the allocated run and roster; • The Bus Driver obtains the cash tin and counts the float; • The Bus Driver undertakes a breath alcohol screen; • The Bus Driver walks to the allocated bus and visually inspects the interior and exterior of the bus noting any damage; • The Bus Driver occasionally cleans the windscreen with a hose and brush before leaving the depot; • Bus Driver's may be required to re-fuel the vehicles, however, this is outsourced at present; • This task is performed on a daily basis; • This task can take up to 10 minutes to complete. <p>FUNCTIONAL DEMANDS:</p> <ul style="list-style-type: none"> • Lifting and carrying requirements: This task requires floor to waist lifting of up to 5kg, waist to shoulder lifting of up to 5kg, overhead lifting of up to 5kg, carrying of up to 5kg and pushing and pulling; • Postural requirements: This task requires standing, walking, sitting, forward bent posture, squatting, kneeling, static neck postures (neutral, flexion and extension), dynamic neck postures, stair climbing (up to 30cm), other climbing (up to 46cm), trunk twisting, lateral flexion and hand function; • Reaching requirements: This task requires forward reaching of up to 60cm (access the ramp) and vertical reaching up to 165cm (accessing a top locker). <p>PSYCHOLOGICAL DEMANDS:</p> <ul style="list-style-type: none"> • Autonomy at a moderate level of intensity; • Attention to detail at a moderate level of intensity; • Alertness at a moderate level of intensity.
	 <p>Counting the cash float</p>	 <p>Undergo a breath alcohol screen</p>	
	 <p>Inspecting the exterior of the vehicle</p>	 <p>Inspecting the interior of the vehicle</p>	

5.2



Accessing the bus carrying the cash tin



Accessing the bus carrying the cash tin



Using the push pull mechanism to control the wheel



Putting down the ramp



Putting down the ramp



Setting out the hazard signs

OPERATING THE VEHICLE

- The Bus Driver transports the general public;
- The Bus Driver takes payment and allocates tickets;
- The Bus Driver facilitates wheelchair and buggy access by putting the ramp up and down as required;
- In the case that the bus has a mechanical fault, the Bus Driver is required to set out the hazard signs and radio to operations regarding the issue. The Bus Driver may be required to access the engine hatch to visually assess the issue as guided by the Mechanic;
- This task is performed on a daily basis;
- This task can take up to 12 hours to complete.

FUNCTIONAL DEMANDS:

- **Lifting and carrying requirements:** This task requires floor to waist lifting of up to 6kg (hazard signs), waist to shoulder lifting of up to 5kg and carrying of up to 6kg and pulling and pushing;
- **Postural requirements:** This task requires standing, walking, sitting, forward bent posture, squatting, static neck postures (neutral, flexion and extension), dynamic neck postures, stair climbing (up to 30cm), other climbing (up to 46cm), trunk twisting, lateral flexion, hand function and foot movement;
- **Reaching requirements:** This task requires forward reaching of up to 60cm (access the ramp) and vertical reaching up to 150cm (adjust the windscreen blinds).

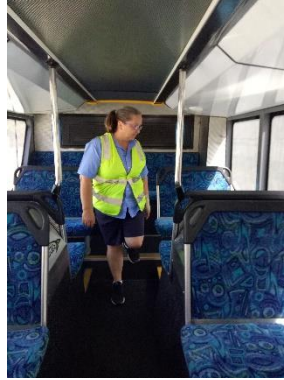
PSYCHOLOGICAL DEMANDS:

- Multitasking at a moderate level of intensity;
- Working alone at a moderate level of intensity;
- Autonomy at a moderate level of intensity;
- Accountability at a moderate level of intensity;
- Attention to detail at a moderate level of intensity;
- Time pressure at a moderate level of intensity;
- Alertness at a high level of intensity;
- Processing information at a moderate level of intensity;
- Managing work relationships at a moderate level of intensity;
- Managing emotional situations at a high level of intensity;
- Managing environmental hazards at a moderate level of intensity.

5.3



Carrying out a lost property check on upper deck



Carrying out a lost property check



Walking back to the depot



Lodging the items in the safe

ON COMPLETION OF THE BUS RUN

- The Bus Driver returns to the depot and carries out a lost property check;
- The Bus Driver carries the cash tin and counts the takings and the receipts. The Bus Driver lodges this in the safe or the cash counting machine.
- This task is performed on a daily basis;
- This task can take up to 20 minutes to complete.

FUNCTIONAL DEMANDS:

- **Lifting and carrying requirements:** This task requires floor to waist lifting of up to 5kg (cash tin), waist to shoulder lifting of up to 5kg, and carrying of up to 5kg;
- **Postural requirements:** This task requires standing, walking, sitting, forward bent posture, static neck postures (neutral, flexion and extension), dynamic neck postures, stair climbing (up to 30cm), other climbing (up to 46cm), trunk twisting, lateral flexion and hand function;
- **Reaching requirements:** This task requires forward reaching of up to 60cm (climbing the stairs) and vertical reaching up to 140cm (lodging the money).

PSYCHOLOGICAL DEMANDS:

- Autonomy at a moderate level of intensity;
- Attention to detail at a moderate level of intensity;
- Alertness at a moderate level of intensity.

JOB SUITABILITY

Position	Bus Driver		
Location			
Date			
Role may not be suitable for persons with the following conditions, without rehabilitation and/or workplace modifications:			
✓	Poor tolerance for sitting or sustained postures		
✓	Poor vision e.g. poor visual field and depth perception		
✓	Poor hand or upper limb function		
✓	Difficulty working overhead e.g. neck/shoulder problems		
✓	Medical conditions described in the Austroads publications "Assessing Fitness to Drive" (Effective 1 October 2016)		
Is the employee fit and able to perform the following?			
Physical Capabilities			
Light	Yes	No	Recommendations
Counting the float (5kg)	<input type="checkbox"/>	<input type="checkbox"/>	
Check the allocated roster and runs for the shift	<input type="checkbox"/>	<input type="checkbox"/>	
Operating a bus	<input type="checkbox"/>	<input type="checkbox"/>	
Inspecting the interior and exterior of the vehicle	<input type="checkbox"/>	<input type="checkbox"/>	
Putting up and down the ramp	<input type="checkbox"/>	<input type="checkbox"/>	
Setting out the hazard signs (6kg)	<input type="checkbox"/>	<input type="checkbox"/>	
Washing the windscreen of the bus using a hose and brush (up to 3kg)	<input type="checkbox"/>	<input type="checkbox"/>	
Refuelling	<input type="checkbox"/>	<input type="checkbox"/>	
Psychological Capabilities			
Moderate	Yes	No	Recommendations
Ability to perform multiple tasks concurrently	<input type="checkbox"/>	<input type="checkbox"/>	
Capacity to work autonomously and predominantly self-supervised	<input type="checkbox"/>	<input type="checkbox"/>	
Accountability for road safety and passenger safety where errors could cause property damage or injury	<input type="checkbox"/>	<input type="checkbox"/>	
Demonstrate attention to detail in following procedures, road rules and driving safely	<input type="checkbox"/>	<input type="checkbox"/>	
Ability to work under time pressure according to bus timetable	<input type="checkbox"/>	<input type="checkbox"/>	
Ability to process information using computer systems and duty sheet	<input type="checkbox"/>	<input type="checkbox"/>	
Capacity to communicate effectively with customers and team members	<input type="checkbox"/>	<input type="checkbox"/>	
Ability to navigate environmental hazards	<input type="checkbox"/>	<input type="checkbox"/>	
High	Yes	No	Recommendations
Capacity to sustain alertness and concentration throughout the shift	<input type="checkbox"/>	<input type="checkbox"/>	
Ability to manage potentially emotional and stressful situations	<input type="checkbox"/>	<input type="checkbox"/>	

Signature

Date

Doctor / Specialist Name

APPENDIX 1

37.2 U.S. Department of Labor Physical Demand Characteristics of Work

Overview:

The Physical Demand Characteristics of Work chart of the U.S. Department of Labor lists the occupational requirements for physical exertion.

Physical demand level	Occasional (0-33%)	Frequent (34-66%)	Constant (67-100%)	Typical energy
Sedentary	10 lbs (4.5 kilos)	negligible	negligible	1.5-2.1 METS
Light	20 lbs (9.0 kilos)	10 lbs and/or walk and/or stand with operation of controls	negligible and/or operate controls while seated	2.2-3.5 METS
Medium	20-50 lbs (9-22.7 kilos)	10-25 lbs. (4.5 – 11.4 kilos)	10 lbs (4.5 kilos)	3.6-6.3 METS
Heavy	50-100 lbs (22.7 – 45.4 kilos)	25-50 lbs (11.4 – 22.7 kilos)	10-20 lbs (4.5 – 9.0 kilos)	6.4-7.5 METS
Very Heavy	> 100 lbs (45.4 kilos)	> 50 lbs (> 22.7 kilos)	> 20 lbs (> 9 kilos)	> 7.5 METS

Parameters:

- Amount of weight moved at work
- Relative frequency that activity occurs during workday (occasional frequent or constant)

Where:

- Operation of controls includes pushing and/or pulling of arm and/or leg controls
- Operating controls while seated includes pushing and/or pulling of arm and/or leg controls

References:

Matheson LN. Chapter 18: Functional Capacity Evaluation. pages 168-188. IN: Demeter SL Andersson GBJ Smith GM. Disability Evaluation. Mosby. American Medical Association. 1996.