



Frequently Asked Questions

Q: When is GoTriangle hiring bus operators?

A: GoTriangle is always accepting applications for Operators; our goal is to keep a steady stream of interested and qualified applicants who can be ready to meet a hiring demand.

Q: Do I need to possess a CDL (Commercial Driver License) to become a GoTriangle Bus Operator?

A: Having a CDL is not a requirement for submitting an application; however, applicants who *already* have a CDL license or permit will be given priority consideration. Individuals who are extended an offer of employment will be required to have a CDL Permit with a Passenger Endorsement before starting training. Also note, if you already currently hold a Class A or Class B CDL but do not have a Passenger Endorsement, you must take a Passenger Test to receive the Passenger Endorsement needed to drive a transit bus.

Q: How can I obtain a CDL Permit?

A: To obtain a CDL permit, you must pass three written tests. Tests are administered by the North Carolina D.M.V. at all Drivers License Offices. (Offices are open Monday through Friday). We encourage applicants seeking a CDL to obtain a copy of the CDL manual to study before taking the written tests. For your convenience the North Carolina Commercial Driver's Manual is available online at <http://www.ncdot.org/>. In addition, you may pick up a manual from any Driver's License Office. To obtain a permit to learn to drive a transit bus you must pass three written tests: a General Knowledge test, an Air Brakes test, and a Passenger test.

Q: What other qualifications are necessary to become a Bus Operator? A:

The most important qualification is a North Carolina class B CDL (or permit) with a Passenger Endorsement. Other qualifications are: demonstrated relevant employment history, strong customer service skills, good decision-making skills and a keen sense of responsibility. You must also possess the knowledge and ability to comply with the Americans with Disabilities Act (ADA) and have completed a high school education or equivalent. In addition, a clean driving history and background check are required. Good attendance is essential for a bus operator.

Q: Are there physical requirements for being a Bus Operator?

A: To safely operate a commercial motor vehicle, you must be in good physical condition. A NC DOT medical card is required to obtain a CDL for driving a transit bus. Every commercial motor vehicle operator must be able-bodied and strong enough to

drive his or her vehicle with ease. Individuals who suffer from chronic diseases such as heart trouble, seizure disorders, high or low blood pressure, fainting or dizzy spells, diabetes, or any other physical or mental disability that could reduce driver control, may not meet DOT requirements. GoTriangle requires a pre-employment functional assessment test for all drivers/operators.

Q: Does GoTriangle provide CDL training?

A: Yes. As part of the regular training program, Trainees who begin employment with a CDL permit will receive in house training and testing required to obtain a CDL. After 6 months of employment, bus operators may be reimbursed for the expense of obtaining a Class B CDL license with a passenger endorsement.

Q: Will having points on my license disqualify me?

A: Applicants with more than two points will automatically be disqualified. If an applicant has two or fewer points, they may still be considered for employment based upon a clean overall driving history and year of most recent violation.

Q: Will you check my criminal background?

A: Yes. Background checks are performed on all candidates before an offer is extended. A candidate may be disqualified for employment based upon a criminal history of domestic violence, theft or drug possession.

Q: Does GoTriangle require drug testing?

A: Yes. GoTriangle is a Drug Free Work Place and requires pre-employment drug testing and random drug testing of Bus Operators. Testing is performed in compliance with Federal Regulations under 49 CFR Part 40 and 49 CFR Part 655. CDL drivers must never use narcotics, drugs, or abuse alcoholic beverages.

Q: How much can I expect to earn while in training?

A: You will receive the training rate of \$13.00/hr. and more if you have direct experience.

Q: Once I complete training will the starting hourly rate change?

A: Yes. The training period rate is \$13.00 per hour and lasts for 60 days. After the training period, the starting hourly rate increases to \$15.00 per hour. Rates will also increase when the employee has an annual performance review. Bus operators also have the opportunity to earn an annual safety bonus of up to a maximum of \$1500.

Q: What is the maximum hourly rate I can expect to earn as a bus operator?

A: We reward employees based upon performance. Operators receive annual merit increases and are also eligible for additional pay through an Operator Promotion Program.

Q: How long is the training program?

A: The training program consists of 60 days of training and includes a combination of classroom, in-vehicle training, route training, and in-service training. Training is

paid. A training day is typically 8 to 10 hours long. Candidates accepted into the training program should be prepared to be available for training during all Triangle Transit operating hours. Trainees must attend all scheduled training classes.

Q: What hours would I work as a Bus Operator with GoTriangle?

A: GoTriangle's service hours are from 5:00 AM to 11:45 PM, Monday through Friday and from 5:15 AM to 7:30 PM on Saturdays and Sundays. A Bus Operator's shift varies depending on the set schedule. A Bus Operator can expect to work a split shift with hours in the morning, afternoon, and/or evening. Shifts are picked based on seniority. A new hire can expect to be scheduled to work a split shift and weekends or a cover shift.

Q: What types of benefits would I receive as a full time Bus Operator? A:

GoTriangle provides a comprehensive benefit package which includes Medical, Dental and Vision. Employees also receive 12 days of sick and vacation per year. Supplemental benefits paid for by the employee are also available (e.g. spousal and family insurance). A Summary of Benefits is listed on GoTriangle's website (www.gotriangle.org). There is a 30-day waiting period from the date of hire for employees to become eligible for benefits.

Q: Do part time Bus Operators receive benefits?

A: No, part time Operators do not qualify for the benefits package.