

Coles County Council on Aging, Inc.
Job Description

I. POSITION TITLE: Dial-a-Ride Driver

II. POSITION SUMMARY: With the final authority resting with the Coles County Council on Aging, Inc. and under the direct supervision of the Executive Director and Operations Director, the Dial-a-Ride Driver will be responsible for the safe, efficient transport of passengers and/or movement of vehicles as dispatched to them by the Dial-a-Ride Dispatcher.

*The CCCoA has determined that this position is a Safety Sensitive position.

*The CCCoA has determined that this position is a “non-exempt” position (must be paid time and one half for pre-approved overtime.)

*The CCCoA has determined that this position does require a pre-employment physical examination with satisfactory results (in accordance with the relevant funding sources).

*The CCCoA has determined that this position cannot be considered for light duty restriction based on the nature of the job requirements

*Any Driver of the Dial-a-Ride Program cited for driving under the influence of drugs or alcohol, whether driving a D-A-R vehicle or privately-owned automobile will be subject to immediate termination of employment.

III. DIRECT RESPONSIBILITIES:

1. Transporting passengers to locations within the approved service area
2. Maintaining the upkeep of the vehicles (expenses shall be incurred by the Program) under the supervision of the Operations Director and Maintenance Director
3. Coordinating with the Secretary/Dispatcher on the schedule and routing of trips
4. Assisting passengers to and from their homes (Drivers may not step into the dwelling itself), on and off the vehicle, on and off the wheelchair lift, with their packages, etc. on an as-needed basis
5. Completing the required paperwork accurately and on time
6. Having the vehicle inspected and maintained as required by State law
7. Providing safe transportation by obeying all traffic laws, observing safety regulations and maintaining a safe driving record
8. Performing a daily walk-around safety inspection, completing the daily vehicle and life inspection forms and reporting all defects to the Maintenance Director
9. Not operating the vehicle to transport passengers when malfunctions and/or defects in equipment or in any vehicle system or device which could threaten safe operating performance is detected, until such defect(s) is (are) corrected
10. Reporting all accidents and completing all required reports as soon as possible
11. Exercising responsible leadership at all times
12. Maintaining discipline on the bus and reporting any disciplinary problems to the Operations Director
13. Becoming acquainted with and abiding by all new rulings and laws affecting Driver’s job responsibilities and performance
14. Demonstrating mature judgment capability

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15. Expressing and displaying a willingness to follow rules established by Federal and State law, the Department of Transportation, the Department on Aging and the CCCoA
16. Presenting a neat, clean appearance
17. Refraining from the use of vulgar, profane or obscene language in the presence of passengers or the general public
18. Not eating or drinking while operating the vehicle (Exception: In extreme hot weather conditions, liquids may be brought on board the vehicle as long as they are properly secured)
19. No smoking a pipe, cigar, cigarette or chewing tobacco while driving or on the vehicle
20. Having a knowledge of proper placement of warning devices when vehicle is disabled or stopped for any reason
21. Using a seat belt when vehicle is in operation
22. Not operating vehicle until everyone is seated and belted and carry-on items are secured
23. Knowing how to evacuate passengers safely and conducting periodic verbal/physical emergency evacuation drills of passengers
24. Asking each wheelchair passenger how he/she can best be handled in an emergency when the mobility device cannot be operated
25. Demonstrating proper caution before crossing railroad tracks as per instruction from Mattoon Police Department
26. Exercising extreme caution when operating in hazardous conditions such as snow, ice, fog, smoke, dust, rain or any other condition which adversely effects visibility and/or traction and reducing speed accordingly
27. Knowing physical/mental/emotional condition of each passenger (learned at time of registration and made available to Driver)
28. Knowing how to extinguish any type of fire
29. Knowing exact location of nearest medical facilities within or near the service area
30. Not allowing a greater number of passengers to be transported than the number of which the vehicle was designed and for which permanent seats are provided
31. Not resorting to physical, verbal or emotional abuse of a passenger, regardless of provocation
32. Treating all passengers courteously and respectfully
33. Not allowing passengers on the vehicle that are not on the daily schedule as prepared by the Secretary/Dispatcher (does not refer to ZIP Line passengers)
34. Being responsible for payment of any tickets or citations issued for violation of State of Illinois motor vehicle laws
35. Performing any other related tasks as deemed necessary by the Executive Director, Administrative Assistant or Operations Director.

IV. QUALIFICATIONS:

1. Criminal Background Record Check with satisfactory results
2. Be age 21 or over

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3. Undergo annual DOT physical examination, drug screen and TB test with acceptable results
4. Driver's license record review, when required, with acceptable results
5. High School diploma or GED required
6. Maintain a neat and orderly appearance while at work/representing the CCCoA
7. Display proof of a current and valid CDL driver's license with passenger and senior endorsements or pass the test to receive the properly classified license as a condition of employment within 6 months of hire date.
8. Pass a Department of Transportation physical examination, drug screen and TB test prior to hiring
9. Experience in safely driving the same type (or similar) of vehicle for not less than two years, including experience throughout the four seasons
10. Completion of passenger assistance training, emergency procedures training, defensive driving course, CPR and the Heimlich Method, blood-borne pathogen training, drug and alcohol awareness training and any other training mandated by the Illinois Department of Transportation, Rural Transit Assistance Center or CCCoA
11. Be willing to attend training as requested and/or required and complete annual refresher courses
12. Be in sound physical and mental condition
13. Have visual acuity of 20/40 (in each eye) with or without correction, depth perception and peripheral vision within normal limits, and must be able to distinguish between red, green and yellow (as determined by DOT physical)
14. Shall not have a hearing loss that will inhibit ability to communicate with passengers or hear emergency signals
15. Shall not be addicted to the use of narcotics, habit-forming drugs or alcoholic beverages, as evidenced by the required drug testing
16. Adhere to random drug and alcohol testing policies established by Federal Transit Administration
17. Shall not suffer from cardiovascular disease, epilepsy, diabetes (not diet controllable) or any condition which may result in loss of consciousness or control
18. Shall have sufficient strength to assist passengers and to handle mobility devices
19. Good work references

V. OTHER

The Dial-a-Ride Driver shall be covered by the Personnel Policies and Procedures of the Coles County Council on Aging. Rate of pay shall be commensurate with experience, job performance, responsibilities, and availability of funding.

Approved by CCCoA Board of Directors: 1979, revised March 1986, August 1992,
October 2001, May 2006

Effective: January 1, 2017 Ratified: April 26, 2018