

# **Qualification Standards for Completion of Streetcar O&M Supervisor Training Program.**

**Note: This document is NOT being placed on this website as a document that would need to be studied in preparation for the Streetcar O&M Supervisor-In-Training selection process. Rather, it is a summary of the Qualification Standards/Competencies that will be required of trainees for successful completion of the Trainee program.**

The goal of this document is to define the standards for qualifications for the job duties associated with the O & M Streetcar Supervisor position in order to promote rule, policy compliance, and uniformity for safe and efficient transit service to a diverse public. These requirements are defined in order to insure performance compliant to King County policies, comparable to other agencies, but unique to the design and operating characteristics to the Seattle Streetcar System.

## **Demonstrated competencies in:**

1. King County and Streetcar Policies and Procedures
  - a. Drug free workplace
  - b. Sexual Harassment Policy
  - c. Workplace Violence
  - d. Non Discrimination and Anti-harassment Policy
  - e. Equal Employment Opportunity Policy
  - f. Nepotism Policy
  - g. Performance and Appearance Policy
  - h. Attendance Policy
  - i. Behavioral Standards
  - j. Evaluation Process
  - k. NRV operation
    - i. Defensive Driving Certification
2. Duty requirements and objectives
  - a. Email/Computer/ Network usage and policies
  - b. Supervisor Pick Procedures
  - c. Relief Shifts and Overtime procedures
  - d. Standard Operating Procedures
  - e. FMLA and L&I training

- f.** Workers compensation/Safety and claims management
  - g.** Fitness for duty/ Reasonable suspicion/ labor contract
  - h.** Ride Checks
  - i.** Passdown procedures
- 3.** Knowledge of Streetcar Alignments
  - a.** Station Familiarity
  - b.** Signals
  - c.** Substations
  - d.** Wayside
  - e.** On-Track Equipment
  - f.** Operational Maintenance Facilities
- 4.** Service management/Restoration/Recovery
  - a.** Hastus
  - b.** M5
  - c.** NextBus
  - d.** Seat Slides
  - e.** Link Control Center
  - f.** Blockages
  - g.** Seattle Police Department
- 5.** Facility/Station/Platform Management
  - a.** Forklift Operation
  - b.** RTIS/NextBus operation
  - c.** ORCA/FTP operation
- 6.** Support of Streetcar employees
  - a.** FMLA
  - b.** L&I
  - c.** PACE
- 7.** Streetcar Troubleshooting
  - a.** Door and Bridgeplate operations
  - b.** Propulsion Issues
  - c.** Degraded Run
  - d.** Vehicle Maintenance overview
    - i.** Vehicle Maintenance procedures and scheduling
    - ii.** Inspection Scheduling
- 8.** Customer Service
  - a.** Knowledge of customers i.e. Public/King County Management/City of Seattle/SDOT
  - b.** Policies and procedures
  - c.** Dealing with difficult people
- 9.** NIMS/Incident management

- a.** Basic first aid/CPR/AED
  - b.** Employee Assistance Program
  - c.** PPE policies
  - d.** Hazmat and Spill response policies and procedures
  - e.** Bloodborne Pathogens
  - f.** Suspicious Items
  - g.** Department of Homeland Security (DHS) Online Training
10. Streetcar documents
- a.** All Hazards Response Plan (AHRP)
  - b.** System Security and Emergency Preparedness Plan (SSEPP)
  - c.** System Safety Program Plan (SSPP)
  - d.** Standard Operating Procedures (SOP)
  - e.** Standard Maintenance Procedures (SMP)
  - f.** Streetcar Rulebook