

# MIAMI DADE BUS OPERATOR PRACTICE TEST

PRACTICES TO PROTECT BUS OPERATORS FROM PASSENGER ASSAULT PRACTICES IN ASSURING EMPLOYEE AVAILABILITY FEDERAL REGISTER LABOR ARBITRATION AWARDS ANNUAL REPORT INFLUENCE OF SERVICE PLANNING DECISION ON RAIL TRANSIT SUCCESS OR FAILURE MANAGEMENT INFORMATION SYSTEMS TRANSPORTATION RESEARCH RECORD MOTORMAN, CONDUCTOR AND MOTOR COACH OPERATOR SOUTHERN REPORTER IN TRANSIT INTERNATIONAL PRESIDENT'S REPORT [TO THE] BIENNIAL CONVENTION JOURNAL OF THE FLORIDA EDUCATION ASSOCIATION WEST'S SOUTHERN REPORTER PRESS SUMMARY - ILLINOIS INFORMATION SERVICE MENTAL AND PHYSICAL DISABILITY LAW REPORTER URBAN TRANSPORTATION ABSTRACTS WEST'S FLORIDA DIGEST 2D METROPOLITAN TRANSPORTATION AND PLANNING FLORIDA PUBLIC EMPLOYEE REPORTER YUKO J. NAKANISHI JOEL VOLINSKI UNIVERSITY OF SOUTH FLORIDA. CENTER FOR URBAN TRANSPORTATION RESEARCH JEFFREY RICHARD BROWN ROGER BOLDT TRANSPORT WORKERS UNION OF AMERICA FLORIDA EDUCATION ASSOCIATION ILLINOIS INFORMATION SERVICE

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CH 1 INTRODUCTION BACKGROUND PROJECT OBJECTIVES TECHNICAL APPROACH TO PROJECT REPORT ORGANIZATION CH 2 LITERATURE SUMMARY TRANSIT SECURITY WORKPLACE VIOLENCE BUS OPERATOR TRAINING AND SELECTION VIDEO SURVEILLANCE SELF DEFENSE BUS OPERATOR PERSPECTIVE INTERNATIONAL STUDIES CH 3 SURVEY RESULTS CHARACTERISTICS OF SURVEY RESPONDENTS SECURITY PROVIDER FARE AND RULES ENFORCEMENT STANDARD OPERATING PROCEDURES DEFINITION OF ASSAULT ASSAULT CHARACTERISTICS TRAINING EMPLOYEE ASSISTANCE DATA COLLECTION AND REPORTING METHODS TO ADDRESS OPERATOR ASSAULTS BUS OPERATOR SELECTION METHODS IMPACT OF VIOLENCE AGAINST OPERATORS EFFECTIVE MEASURES CH 4 OPERATOR PROTECTION MEASURES TECHNOLOGY AND INFORMATION MANAGEMENT BARRIERS INFORMATION MANAGEMENT AND CRIME ANALYSIS VIDEO SURVEILLANCE AUDIO SURVEILLANCE AUTOMATIC VEHICLE LOCATION SYSTEM TRANSIT OPERATIONS DECISION SUPPORT SYSTEM EMERGENCY COMMUNICATIONS DNA KITS

PRESENTS STATE OF THE PRACTICE INFORMATION ABOUT THE VARIOUS ACTIONS TRANSIT AGENCIES AND OTHER EMPLOYERS HAVE TAKEN TO HELP ENSURE THE AVAILABILITY OF QUALITY EMPLOYEES IN AN INCREASINGLY COMPETITIVE EMPLOYMENT ENVIRONMENT IT FOCUSES ON THE PRACTICES AND POLICIES TRANSIT AGENCIES HAVE PUT IN PLACE TO HELP MINIMIZE ABSENTEEISM AT THEIR AGENCIES FROM WHICH OTHER AGENCIES MAY FIND USEFUL APPLICATIONS

IDENTIFIES THE CURRENT DIRECTION AND KEY FACTORS OF SELECTED TRANSIT AGENCIES THAT HAVE SUCCESSFULLY IMPLEMENTED MANAGEMENT INFORMATION SYSTEMS MIS THE SYNTHESIS DOCUMENTS THE RANGE VARIETY AND BENEFITS DERIVED FROM THE CURRENT INFORMATION AND EXAMINES HOW EFFECTIVELY INFORMATION FROM SPECIAL PURPOSE SYSTEMS IS INTEGRATED INTO THE OVERALL INFORMATION SYSTEMS ENVIRONMENT AND USED ACROSS DEPARTMENTAL BOUNDARIES

VOLS INCLUDE THE PROCEEDINGS OF THE ASSOCIATION S 12TH 27TH ANNUAL CONVENTIONS

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## CONCLUSION

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## FAQs

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