Curtis Washington

Bus Operator

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SUMMARY

Bus operator with 5 years on fixed transit routes and 2 years in paratransit, carrying about 600 riders a day with no preventable accidents. Uses defensive driving techniques, accurate fare collection and ADA ramp procedures, and keeps professional composure and good customer service with a busy, diverse ridership.

EXPERIENCE

Bus Operator

06/2021 - Present

Lakeshore Regional Transit — Milwaukee, WI

Public transit agency running 330 buses on 50 fixed routes.

- Drive 40-foot low-floor buses on 5 city routes, carrying about **600** riders a day at 96% on-time performance.
- Deploy ramps and kneeling systems for 20+ riders using wheelchairs or walkers each shift.
- Manage fare collection and transfer issues, closing every shift with a balanced farebox report.
- Resolve rider conflicts with de-escalation steps and call the control center by two-way radio when needed.

Paratransit Driver

04/2019 - 05/2021

Cream City Mobility Services — Milwaukee, WI

ADA paratransit contractor serving riders with disabilities countywide.

- Transported **18** to 22 riders a day door to door in a lift-equipped cutaway bus.
- Secured wheelchairs and scooters with 4-point tie-downs and checked lap and shoulder belts each trip.
- Updated trip status on a tablet manifest so dispatch could adjust 100+ daily schedules.
- Completed pre-trip inspections and reported 5 defects that kept unsafe buses off the road.

Route Delivery Driver

05/2015 - 03/2019

Brew City Uniform Rental — Milwaukee, WI

Uniform and mat rental service for restaurants and plants.

- Delivered uniforms and mats to **30** business accounts a day on a fixed weekly route.
- Completed daily truck inspections and kept a clean driving record for 4 years.
- Resolved billing and missing-item questions with customers at each stop.

SKILLS

- Defensive Driving Techniques
- Fare Collection
- ADA Ramp Procedures
- Wheelchair Securement
- De-escalation
- Two-Way Radio
- Pre-Trip Inspections
- Safe Driving Practices
- Customer Service
- Professional Composure

EDUCATION

High School Diploma

06/2009

Riverside University High School — Milwaukee, WI

CERTIFICATES

Commercial Driver's License, Class B with P Endorsement and Air Brakes

03/2019

Wisconsin Department of Transportation

Assault Awareness and Prevention for Transit Operators

10/2023

National Transit Institute