

**Agency Name**  
**Transit Policies and Procedures**

<b>Subject</b>	Standardized Questionnaire for Applicants
<b>Section</b>	Personnel
<b>Effective Date</b>	
<b>Approved By</b>	
<b>Approval Date</b>	

**Purpose**

Create standardized questions for job applicants to eliminate partiality and discrimination.

**Procedure**

Prepare a standardized list of interview questions for each job description. Ensure that the questionnaire is used with each applicant during the interview process and that all questions are asked and answered. Require the interviewer to sign and date the form at the end of the interview.

**Responsibilities**

The Transit Director and department directors should work together to create a standardized questionnaire for applicants. The Transit director should ensure that it is reviewed and updated annually.

**Example**

See attached template.

**Agency Name**  
**Questionnaire for Applicants**

<b>Position:</b>	<b>Date:</b>
<b>Candidate's Name:</b>	
<b>Name &amp; Signature of Interviewer:</b>	

**Interview Questions:**

1. Why are you interested in this job? How did you learn about it?
2. Can you work full-time/part-time and what hours are best for you?
3. Have you ever driven a vehicle to transport people?
4. Do you have a clean driving record? Driving citation in the last 3 years?
5. Do you possess a CDL? If so, what class?
6. How familiar are you with our service area? At following road directions?
7. Are you comfortable being around elderly and disabled individuals?
8. Would you describe yourself as being a patient individual?
9. How would you describe your communication skills (verbal & written)?
10. How would you handle a disgruntled customer?
11. Do you currently hold a CPR or First Aid Training Certificate?
12. Do you have any physical limitations that would prevent you from securing a wheelchair or helping a passenger board a vehicle?
13. If you were offered this position, when could you start?
14. Do you have any questions for us?