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ROBERT BERKSTRESSER

TECHNICAL AREA OF SPECIALIZATION

- . Charter and School Bus Operations
- . Safety and Driver Qualifications

CURRENT LICENSE AND CERTIFICATES

Driver's License #N3787682, Commercial Class A, M1 with TPN endorsements (doubles, triples, passenger transportation, tank vehicles).

California school bus driver's certificate, unrestricted.

California school bus instructor's certificate, unrestricted.

WORK HISTORY

1996 to present: **John Fiske Brown Associates, Inc. Expert Witness.** Operational practices of all aspects of buses and other commercial vehicles, including operator selection, training, and supervision.

2000 to present: **Escondido Union High School District, Director of Transportation.**

Supervisory Responsibilities:

Supervise 15 to 25 employees in the Transportation Department. Carry out supervisory responsibilities in accordance with organization's policies and applicable laws. Responsibilities include interviewing, recommending, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Duties and Responsibilities:

Coordinate dispatching activities, communication operations, and assignment of drivers to obtain optimum use of

facilities, equipment, and human resources. Inspect physical facilities of terminal and buses for cleanliness, safety, and appearance, and take required action to meet prescribed standards.

Process customer complaints and initiate corrective actions to improve customer relations and services.

Initiate investigations into causes of accidents, interview drivers concerned to determine responsibility, and submit reports to management.

Check trip and dispatch logs for conformance with schedules.

Direct preparation and issuance of new schedules to operating personnel.

Assure replacement buses for vehicles involved in accidents and buses and operators for special charter or tours.

Direct and participate in training of personnel and issue manuals, bulletins, and technical guides to improve services and operational activities.

Review operator bids for routes to determine assignments for driving personnel.

Direct preparation and retention of dispatch, driver training, and vehicle maintenance records and reports.

1994 to 2000: **Sundance Stage Lines, Operations Manager.** Responsible for dispatching, safety, and training.

1984-1994: **Goodall's Charter Bus/Gray Line Tours, Director of Operations.** Executed all aspects of operations for a fleet of 85 buses, which included school, charter, and commuter express routes. Acquisition of vendors, based on price and service. Responsible for the efficient and cost-effective operation of company while maintaining quality service. Responsible **Duties and Responsibilities:**(Cont.)

for all shop activities, priority scheduling, hiring of mid-level supervisors, drivers, and all maintenance personnel. Handled purchasing and all related duties. Responsible for all safety and training activities.

1981-1984: **Mark IV Charter Lines, Division Manager.**

Responsible for start-up of San Diego division of Mark IV Charter Bus Lines based in Gardena, California.

Responsibilities included hiring and firing of drivers, customer relations, sales, shop supervision, dispatch of drivers and buses, payroll, executor of school contracts, setting up appropriate vendors and reporting to corporate office. Responsible for driver instruction and all related safety aspects of division.

1980-1981: **Goodall's Charter Bus Service, Driver Supervisor.** Evaluated drivers, maintained all required records for driver files. Screened drivers prior to hire and made recommendations. Supported shop activities with regard to parts purchasing and maintenance scheduling.

1979-1980: **Santa Fe Christian High School.** Taught driver's training and drove school-owned buses. Set up and instructed driver's training program for 10th and 11th grade students.

1975-1979: **Goodall's Charter Bus Service, charter and school bus driver.** Transported school pupils on fixed routes and field trips. Operated motor coaches on interstate and intrastate tours and charters.

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