



Title: Director, Transportation

FLSA Status: Exempt

BRIEF DESCRIPTION:

The purpose of this position is to manage and direct the activities of the Bus Transportation and Community Bus Services (CBS) departments and to fully support the goals and objectives of both the Operations Division and the District. This is accomplished by supervising staff, preparing and monitoring the department budget, developing and managing programs, policies, and procedures, directing the provisions of Demand Response service, developing service integration and optimization plans, coordinating vehicle maintenance, monitoring facility condition and needs, assisting in procuring new buses, interpreting and administering union contracts and providing field customer service. Other duties include responding to, containing, and managing emergency situations, participating in District and department training opportunities and programs, completing special projects, representing the Deputy Chief Operating Officer in their absence, representing the department at community meetings and acting as a resource base to other departments, executive management, and outside agencies as requested/directed.

ESSENTIAL FUNCTIONS:

Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single incumbent in this position. Additionally, please be aware of the legend below when referring to the physical demands of each essential function.

(S) Sedentary	(L) Light	(M) Medium	(H) Heavy	(V) Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally; 10-25 lbs. frequently; or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally; 50-100 lbs. frequently; or up to 20-50 lbs. constantly.

#	Code	Essential Functions
1	S	Performs department administration by overseeing the operation and maintenance of the department's daily service requirements, directing analysis of transit use and providing recommendations for route integration and optimization, the management of its workforces, and overall compliance with multiple collective bargaining agreements, managing the Operator staffing plan and projections and their weekly reports, monthly summaries, and periodic hiring recommendations, prioritizing department programs/needs, developing and managing department budget, assisting in coordinating training programs, representing and/or managing needs and response in emergency situations, and meeting and coordinating with other departments.
2	L	Oversees and monitors CBS routes and service provisions by communicating and coordinating with Scheduling and Planning departments, reviewing running times and late buses on existing routes and recommending route optimization plans, making field checks of routes, communicating with Operators on issues on their routes, and communicating with passengers regarding complaints.
3	S	Develops, implements and manages programs, policies, and procedures by setting annual goals and standards, measuring and reporting monthly progress, reviewing existing department policies and procedures, and developing needed plans and procedures for improvements.
4	S	Supervises personnel by developing the department's management team, overseeing



		department training and daily functioning, performing periodic performance evaluations, organizing and prioritizing department work, directing and empowering subordinate staff, and communicating effectively to the department.
5	S	Provides field customer service by developing and communicating verbal and written responses to complaints about service and department personnel, personally monitoring and observing transit service as a passenger, and managing the activities and reporting of the division's quarterly spotter service.

JOB REQUIREMENTS:

-Description of Minimum Job Requirements-	
Formal Education	<p>Work requires broad knowledge in a general professional or technical field. Knowledge is normally acquired through four (4) years of an accredited college or university resulting in a Bachelor's degree or equivalent in Business Administration, Public Administration, Management or a related field.</p> <p>Additional directly related experience beyond the minimum requirement may substitute for the required education based on the ratio of one and a half (1.5) years of experience for each (1) year of education.</p>
Experience	A minimum of seven (7) years of progressively responsible experience in public transportation, with four (4) years of experience in a bus/paratransit operations environment and three (3) years of supervisory experience.
Supervision	Work involves problem solving and mediating highly conflicting, unexpected and unusual problems involving multiple groups. Applies broad management responsibility for a large program or set of related functions. Provides direct and indirect supervision to lower level personnel.
Human Collaboration Skills	Recommendations regarding policy development and implementation are made and/or recommended. Evaluates customer satisfaction, develops cooperative associations, and utilizes resources to continuously improve customer satisfaction.
Freedom to Act	The employee normally performs the duty assignment according to his or her own judgment, requesting supervisory assistance only when necessary. Special projects are managed with little oversight and assignments may be reviewed upon completion. Performance reviewed periodically.
Technical Skills	Advanced: Work requires advanced skills and knowledge in approaches and systems, which affect the design and implementation of major programs and/or processes organization-wide. Independent judgment and decision-making abilities are necessary to apply technical skills effectively.
Budget Responsibility	Position has major fiscal responsibility. Is responsible for department-wide financial decisions. Assures that appropriate linkages exist between budget requests and departmental goals and objectives. Monitors budget plan, and adjusts as necessary.
Reading	Advanced - Ability to read literature, books, reviews, scientific or technical journals, abstracts, financial reports, and/or legal documents. Ordinarily, such education is obtained in at the college level or above. However, it may be obtained from experience and self-study.
Math	Intermediate - Ability to deal with system of real numbers; practical application of fractions, percentages, ratios/proportions and measurement. Ordinarily, such education is obtained in high school up to college. However,



	it may be obtained from experience and self-study.
Writing	Advanced - Ability to write editorials, journals, speeches, manuals, or critiques. Ordinarily, such education is obtained in at the college level or above. However, it may be obtained from experience and self-study.
Certification & Other Requirements	<p>Possession of a valid California driver's license is required with the ability to obtain and maintain a valid Class B driver's license, with Passenger and Airbrake endorsements.</p> <p>Obtain and maintain Verifiable Transit Training requirements.</p> <p>Obtain and maintain National Incident Management System (NIMS) training.</p> <p>Obtain and maintain PC832 certificate.</p>

KNOWLEDGE	
	<ul style="list-style-type: none"> • Principles of labor relations and collective bargaining. • Principles of administration, leadership, supervision, training, and management. • Methods and techniques of preparing transportation summary, reports, and transportation related documents. • English language and communication, both written and oral. • Principles of transit bus/light rail operations/service, equipment, vehicles, dispatch, radio and road positions in the field. • Small Bus/Paratransit and Demand Response services, business systems, policies, procedures and functions, and the laws, ordinances, rules, regulations and codes applicable to the functional areas assigned. • Applicable transit federal, state and local laws such as ADA, PUC regulations. • Budget preparation and cost control. • Personnel and payroll processes. • Bus/light rail operations. • Effective management and motivational techniques. • Transit specific penal codes and ordinances. • District routes, schedules, rules, and regulations. • Principles and practices of public relation and/or customer service.

SKILLS	
	<ul style="list-style-type: none"> • Advanced word processing, spreadsheet, presentation and database software • Specialized software related to functional area

ABILITIES	
	<ul style="list-style-type: none"> • Plan, organize, direct, coordinate and supervise work and staff engaged in the assigned functional areas is required. • Ensure operational requirements compliance. • Learn department specific standard operating procedures and emergency procedures. • Uniformly apply disciplinary action and related staff decisions. • Ensure supervisor qualifications in all areas of responsibility/dispatch, road, and radio positions. • Ensure that all data collected is accurate, complete and correct. • Deal with difficult people and situations.



- Resolve issues to the satisfaction of all parties involved.
- Speak clearly and communicate messages to individuals at all levels within the District and public at large.
- Investigate, locate, and retrieve data from archives and record retention areas.
- Comply with the time constraints as outlined in contracts or agreements documentation.
- Ensure operational requirements are complied with.
- Implement and administer new and existing programs, policies, and procedures.
- Remain current with evolving applicable federal, state and local laws or decisions.
- Serve as ombudsman and advocate for traditional and non-traditional Demand Response services.
- Obtain and maintain a valid Class B California driver's license, with passenger and air brake endorsements and current medical certificate.
- Comply with the random drug testing provisions for safety-sensitive classifications as required by the Department of Transportation (49 CFR, Part 655).
- Obtain and maintain Verifiable Transit Training requirements.
- Obtain and maintain National Incident Management System (NIMS) training.
- Obtain and maintain PC832 certificate.



OVERALL PHYSICAL STRENGTH DEMANDS:

-Physical strength for this position is indicated below with "X"-				
Sedentary X	Light	Medium	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

PHYSICAL DEMANDS:

C Continuously 2/3 or more of the time.	F Frequently From 1/3 to 2/3 of the time.	O Occasionally Up to 1/3 of the time.	R Rarely Less than 1 hour per week.	N Never Never occurs.
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Note: This is intended as a description of the way the job is currently performed. It does not address the potential for accommodation.

-Physical Demand-	-Frequency-	-Brief Description-
Standing	O	Observing work site, observing work duties, communicating with co-workers
Sitting	C	Desk work, meetings, driving
Walking	F	To other departments/offices, around work site
Lifting	R	Supplies, files
Carrying	R	Supplies, files
Pushing/Pulling	O	File drawers
Reaching	F	For files
Handling	C	Paperwork
Fine Dexterity	C	Computer keyboard, telephone keypad, calculator
Kneeling	N	
Crouching	R	Filing in lower drawers, retrieving items from lower shelves/ground
Crawling	R	Under equipment
Bending	O	Filing in lower drawers, retrieving items from lower shelves/ground
Twisting	O	Getting inside vehicle
Climbing	O	Stairs
Balancing	N	
Vision	C	Reading, computer screen, driving, observing work site
Hearing	F	Communicating via telephone/radio, to co-workers/public
Talking	F	Communicating via telephone/radio, to co-workers/public
Foot Controls	O	Driving
Other (specified if applicable)		

MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Computer and associated hardware and software.



ENVIRONMENTAL FACTORS:

C Continuously	F Frequently	O Occasionally	R Rarely	N Never
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D Daily	W Several Times Per Week	M Several Times Per Month	S Seasonally	N Never
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-Health and Safety Factors-	
Mechanical Hazards	R
Chemical Hazards	N
Electrical Hazards	N
Fire Hazards	N
Explosives	N
Communicable Diseases	N
Physical Danger or Abuse	R
Other (see 1 below)	N

-Environmental Factors-	
Respiratory Hazards	M
Extreme Temperatures	S
Noise and Vibration	M
Wetness/Humidity	S
Physical Hazards	N

(1) N/A

PROTECTIVE EQUIPMENT REQUIRED:

NON-PHYSICAL DEMANDS:

F Frequently From 1/3 to 2/3 of the time	O Occasionally Up to 1/3 of the time	R Rarely Less than 1 hour per week	N Never Never occurs
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-Description of Non-Physical Demands-	-Frequency-
Time Pressure	F
Emergency Situation	O
Frequent Change of Tasks	O
Irregular Work Schedule/Overtime	F
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	O
Tedious or Exacting Work	O
Noisy/Distracting Environment	R
Other (see 2 below)	O

(2) Stress

PRIMARY WORK LOCATION:

Office Environment	X	Vehicle	
Warehouse		Outdoors	
Shop		Other (see 3 below)	
Recreation/Neighborhood Center			

(3)N/A

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required. This description is subject to modification as the needs and requirements of the position change.



CLASS HISTORY:

Adopted: 11/04
Revised: 03/09, 03/17 (combined with Dir, CBS)
Title Change:
Maintenance
Update:
Abolished:
Job Key: 60002826