

**SACRAMENTO REGIONAL TRANSIT DISTRICT**  
**Job Description**  
**Transportation Supervisor**

Overtime Status: Non-Exempt  
Grade: Hourly, per RT-AFSCME

Authorized: 12/96  
Bd. Revised: 11/05

***I. Job Summary***

This classification is primarily responsible for performing many of the tasks in the following areas: Dispatch Assignments; Radio Communication Assignments; Field Schedules and Operations; Field Customer Service; Field Safety and Accident Investigation; Supervisory/Administrative; Train Control; Enforcement Assignments; and Training. Some positions may be assigned to the training unit. Work mainly involves having primary responsibility for full-time supervision of staff including hiring/firing, corrective action, and completing and conducting performance evaluations.

***II. Supervision Received***

This class works under direction, receiving general instructions regarding the scope and approach to projects or assignments, but procedures and techniques are left to the discretion of the employee.

***III. Supervision Exercised***

This class provides direct and/or indirect supervision to lower level personnel.

***IV. Essential Functions and Responsibilities***

**A. Dispatch Assignments**

Duties may include:

Administer District operators' manpower needs for the current and next day. Organize, prepare, and assign work to extra-board bus and/or train operators; contact bus and/or train operators for day-off and/or tripper work. Determine and authorize the manpower requirements to maintain published schedules and services while minimizing the District's expenses. Organize and prepare the weekly bid process for permanently and/or temporarily vacated positions. Calculate and document timekeeping and pay records for bus and/or train operators. Record and take appropriate action for bus and/or train operators unauthorized time off. Coordinate and assign dispatching of operators according to established schedules. Create special service assignments, additional services, or reroute schedules to ensure adequate service. Coordinate vehicle availability and replacement equipment with maintenance staff. Respond to operator questions on schedules. Update transportation summary. Place radio calls. Other duties as assigned.

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### B. Radio Communication Assignments

Duties may include:

Manage control of radio communications utilized to maintain published services by directing bus and/or train operators and support staff. Authorize and direct information to personnel to reroute passenger services and vehicles when detour and schedule interruption situations occur. Manage, monitor, and coordinate priorities and non-routine communications. Coordinate communication with the maintenance department, emergency services, road supervisors, police services, Transit Officers and security to restore service disruptions/delay. Act as the central control for the District's off-hour emergencies. Maintain regular communication with the Customer Services Department to keep the public abreast of service interruptions. Record service disruptions and other unusual activities. Provide clear and concise directions on troubleshooting mechanical failures on the systems vehicles. Other duties as assigned.

### C. Field Schedules and Operations

Duties may include:

Provide on-site supervision of activities relating to bus operations, transfer stations, and emergency incidents. Evaluate routes, schedules, and general operations to ensure that service is provided according to schedule. Issue citations for fare and other ordinance violations. Respond to and investigate accidents, incidents, equipment failures, schedule delays, and service problems. Perform time and performance checks. Monitor operator arrival and departures from published schedules and routes. Provide on-the-job training and counseling to operators, as needed. Check construction sites, verify track warrants, and ensure system safety. Verify fare machine functions. May oversee work of security and Transit Officers. Cite illegally parked cars and escort train movements. Conduct area patrols to ensure safety and smooth operations on mainline. Perform minor running repairs such as bulbs, farebox jams, tape broken windows, etc. Other duties as assigned.

### D. Field Customer Service

Duties may include:

Provide customer assistance such as issuing system and scheduling information, fare vending machine operation, transporting passengers in vehicles, handling unruly/ill passengers by summoning medical assistance, obtaining law enforcement assistance or personally handling situations. Research, identify, investigate, interview, and document customer service complaints/commendations (PSR) and discipline operators if appropriate. Provide follow-up communication with the originator of the document. Provide information to the public regarding District's policies, job availability, service changes, expansions, and other miscellaneous information. Respond to and resolve operator and customer conflicts, complaints and disputes. Receive recommendations

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from the public and forward the information to the proper department. Promote a good corporate image in public. Handle school passenger problems, and act as liaison with school officials. Other duties as assigned.

### E. Field Safety and Accident Investigation

Duties may include:

Conduct accident investigations in accordance with District's guidelines. Respond to, evaluate, determine, and coordinate emergency services. Determine whether accident meets the definition of the Federal Transportation Administration (FTA) definition and determine whether a drug and alcohol test shall be administered to the operator. Assist police, fire, and ambulance services in the event of an emergency. Conduct traffic control, determine vehicle status for continued safe operations, and coordinate with radio control to maintain service as scheduled. Develop deviation of service routes during times of road closure, light rail failure, and school service while assisting passengers and directing crowds. Provide security for passengers and District operators and property. Patrol system to clear tracks of debris/obstruction or hazardous items. Respond to accidents, protect scene, take photos, statements, and gather information. Interview all appropriate parties and witnesses at accident scene. Assist with accident scene work with police/ fire, ensuring public safety and write accident reports. Evaluate damaged trains and property for disposition. Align crossing gates until wayside personnel arrive. Other duties as assigned.

### F. Supervisory Administrative

Duties may include:

Supervise, guide, and counsel operators and may direct security guards and Transit Officers. Serve as District's representative in designated hearings. Evaluate, investigate, and determine whether to uphold recommended disciplinary action. Plan, organize, and coordinate the Accident Grading Board. Serve as the District's representative or a member of the hearing panel. Conduct the initial review and evaluate the accident reports to determine whether an accident was preventable. Upon completion of the Accident Grading Board, document and forward notification of preventable accidents to appropriate departments/personnel. Develop training schedule with certified District operator for newly hired operators. Develop and present District's policies, procedures, practices, and expectations to new operators. Prepare documentation on operators for non-compliance with District's policies and procedures. Complete daily reports on activities performed on the date, accident investigation documentation, PSR dispositions, etc. Update all operator information including days off, time off, and attendance. Other duties as assigned.

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### G. Training

Duties may include:

Train new hires in all aspects of duties to be performed. Provide ongoing and refresher training for guards. Conduct classroom and OJT training sessions for light rail staff. Develop lesson plans for new training requirements and update existing plans. Maintain documentation of all training in staff training files. Other duties as assigned.

### H. Train Control

Duties may include:

Track system progress main line and some yard moves. Monitor schedule adherence. Devise moves for on-time performance. Authorize and schedule extra trains, test trains; add and cut cars (routine and otherwise). Document, log, and keep records of each day's events. Identify appropriate responder and dispatch to safety or service problems. Facilitate train moves to serve passengers safely and on-time. Other duties as assigned.

### I. Enforcement Assignments

Duties may include:

On a daily basis, will assess and resolve situations that require specific resources or special needs. Enforce fare evasion and other public ordinance violations to maintain compliance with the District fare system, rules and procedures. Address customer concerns regarding quality of life issues. Work in cooperation with Police Services and local law enforcement agencies to take appropriate legal action. Provide general security to Operators, District passengers, vehicles, facilities, wayside and parking lots. Attend court, which may be required as a result of citation of other job-related condition. Write detailed reports regarding incidents and accidents.

### J. Attendance Coordinator Assignments

Duties may include:

Maintains the attendance records of bus and/or train operators; reviews records, conducts counseling meetings, and administers written discipline when necessary; communicates with HR Department regarding action related to FMLA/CFRA and/or Workers Compensation matters; coordinates and schedules Fit for Duty examinations when necessary.

## **V. Minimum Qualifications**

### A. Required Prior Education

High school diploma or equivalent.

### B. Required Prior Experience

Three years transportation service related work experience, preferably in the public transit industry. Supervisory experience preferred.

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### C. Licenses/Certifications:

Driver License-Positions in this class require the ability to obtain and maintain a valid Class B California driver license with passenger and air brake endorsements, current medical and VTT certificate; and obtain and maintain the District's certification to operate a LRV, depending on position assignment.

## **VI. Required Knowledge and Abilities**

### A. Required knowledge of:

Office equipment: computer, key data entry, copier, fax machine.  
Conflict resolution skills.  
Methods and techniques of minor diagnostic troubleshooting and repairs of coaches and trains.  
California DMV rules and regulations governing motor vehicles and commercial vehicles.  
Basic mathematics.  
Filing procedures, retrieval, duplication and information gathering.  
Time management principles.  
All emergency and non-emergency train movements.  
Passenger loads, safe and unsafe loading, and disembarking locations.  
All emergency procedures and general orders, PUC, FRA, and APTA rules.  
Effective writing and communication skills.

### B. Required Ability to:

Learn District's geographic service area.  
Learn District's authorized ordinances and laws pertaining to issuance of citations.  
Learn District's policies and procedures on accident investigation.  
Learn District's policies, procedures, and practices, and Americans with Disabilities Act as it pertains to bus and rail operations.  
Learn District's Drug and Alcohol Testing and Rehabilitation Program.  
Learn District's policies and procedures pertaining to Attendance Program.  
Learn operation of radio communications.  
Learn system mainline including all substations, crossovers, and switches.  
Prioritize and communicate in an efficient manner/ elicit pertinent information to analyze, evaluate and determine the nature of the problem and develop resolutions.  
Interpret Labor contract.  
Maintain confidentiality.  
Develop and implement operation training programs.  
Investigate and assess vehicle and industrial injury accidents.  
Directly supervise the work and performance of assigned staff.  
Maintain diplomacy while performing duties.  
Identify and resolve unsafe situations.  
Coordinate radio control operations.  
Work with a variety of people in the community.

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Operate communication tools.

Comprehend, instruct, and interpret route instructions, block sheets, and map books (guide).

Protect self and public in situations that require backup.

Obtain PC832 certificate.

### C. Required Computer Skills with:

Common word processing software.

Common spreadsheet software.

Common database applications.

ERMS software concepts.

Accounting or operations software functionality.

Email, contact management, and scheduling software.

Presentation software.

### D. Physical and Mental Requirements:

(1) Mobility: frequent use of keyboard; frequent sitting for long periods of time; occasional bending or squatting. (2) Lifting: frequently up to 10 pounds; occasionally up to 25 pounds. (3) Vision: constant use of overall vision; frequent reading and close-up work; occasional color and depth vision. (4) Dexterity: frequent repetitive motion; frequent writing; frequent grasping, holding, and reaching. (5) Hearing/Talking: frequent hearing and talking, in person and on the phone. (6) Emotional/Psychological: frequent decision-making and concentration; frequent public and/or coworker contact; occasional working alone. (7) Environmental: frequent exposure to noise.