

# REGIONAL TRANSIT ISSUE PAPER

Agenda Item No.	Board Meeting Date	Open/Closed Session	Information/Action Item	Issue Date
10	3/14/16	Open	Action	3/4/16

Subject: Approving New Job Descriptions and the District's Authorized Classifications, Positions and Salary Grades and Salary Grade Values

## ISSUE

Whether to approve new job descriptions and the District's Authorized Classifications, Positions and Salary Grades, and Salary Grade Values.

## RECOMMENDED ACTION

Adopt Resolution No. 16-03-\_\_\_\_, Amending Exhibit A of Resolution No. 15-07-0085 and Approving New Job Descriptions and the District's Authorized Classifications, Positions and Salary Grades.

## FISCAL IMPACT

Position Category	# of EE's	Prorated FY16 Cost	Full FY17 Cost	Within FY16 Budget	Funding Source FY16	Within FY17 Budget	Funding Source FY17
Transit Agent	30*	\$ 305,791	\$ 1,968,702	Yes	Savings from G4S/RT Police Services	Yes	Savings from G4S/RT Police Services
Transportation Supervisor	2	\$ -	\$ 331,176	No	N/A - FY 2017 Item	TBD	FY 2017 Item
Transportation Supervisor	1	\$ 41,304	\$ 131,798	Yes	Savings from G4S/RT Police Services	Yes	Savings from G4S/RT Police Services
Transportation Superintendent	1	\$ 26,423	\$ 168,576	Yes	Savings from G4S/RT Police Services	Yes	Savings from G4S/RT Police Services
Operators for Bus/Rail	10	\$ 139,541	\$ 782,250	No**	Fiscal Sustainability Issue	TBD	Arena Revenue
Part-Time Cleaner	15	\$ 98,366	\$ 423,758	Yes	Through vacancy savings	Yes	Through vacancy savings
	59	\$ 611,425	\$ 3,806,260				

\*Staff is seeking authorization for up to 30 positions; however the actual number of positions filled will be limited to the actual savings reductions realized.

\*\* Hiring the 10 Operators for Bus/Rail will achieve the need for the new planned bus and rail service; however RT has not received revenue to offset the upfront cost for hiring and training these operators. RT is working through plans to fully fund the new planned bus and rail service and this will be identified in the FY 2017 budget. However, in the current fiscal year, this cost has been identified as a non-budgeted item that does not meet the fiscal sustainability policy.

Approved:

Presented:

Final 03/08/16

General Manager/CEO

Director, Human Resources

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## DISCUSSION

**Summary:** The proposed personnel actions will result in the addition of 59 new position allocations within FY16; 10 Bus Operator positions, 3 Transportation Supervisors, 1 Transportation Superintendent, the creation of a new Transit Agent job description and 30 associated Transit Agent positions, and the creation of a Part-Time Cleaner job description and fifteen 15 associated Part-Time Cleaner positions.

### System Improvement Initiatives and the Golden 1 Center

As a result of the recent system improvement initiatives and the opening of the Golden 1 Center, the need for a more specialized approach to customer service was identified. To address those needs, Regional Transit (RT) staff has identified several areas of improvement that once implemented will give RT the ability to continue to provide improved quality customer service that is clean, safe and convenient to its riders. Staff has identified two new positions to fill gaps in service: Part-Time Cleaner and Transit Agent. Additionally, with the increased demand for service to and from the new arena, staff has identified the need to hire 10 additional operators, in addition to 3 Transportation Supervisors and 1 Transportation Superintendent to supervise and train the additional employees.

### OPERATIONS DIVISION

#### Part-Time Cleaner

The Part-Time Cleaner position is being created to address cleanliness issues on RT's light rail vehicles. This position will augment existing night time cleaning of RT's Light Rail vehicles and will provide day time cleaning while the vehicles are in revenue service. Duties will be similar to that of the current Service Worker classification, but will focus exclusively on the cleanliness and presentation of RT's Light Rail Vehicles. Unlike the Service Workers, the Cleaners will not have any responsibility with respect to the operation or movement of the vehicles and incumbents will not be required to possess a commercial driver's license.

The Part-Time Cleaner position is being proposed as a demonstration agreement between RT and the International Brotherhood of Electrical Workers (IBEW). The IBEW leadership will take the proposal to its membership for an approval vote. If approved, RT will commence recruitment. The demonstration agreement if approved, will be for a term of 1 year unless canceled earlier by either party. If the demonstration agreement is not extended, the Part-Time Cleaner position will be eliminated. The agreement could also be extended by agreement of the parties or addressed in normal labor negotiations in 2018. This position will be a part-time, limited benefit position. Changes to the total number of authorized positions are reflected in Exhibit A.

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Transit Agent

The Transit Agent position is being created as a means for RT to have a more visible presence on the light rail lines and to address the steady increase in fare evasion rates over the past several years. This position will be solely responsible for verifying fares that have been paid by RT’s customers. Incumbents will be located on the light rail and will refer all nuisance calls or citation responsibilities, other than those for fare evasion, to RT’s Contracted Police Services Department or RT’s existing Transit Officers. To ensure RT is fully staffed in time for the opening of the Golden 1 Center, RT will need to begin recruiting for these positions in the month of March to allow time for recruitment activities (onboarding) and training to occur prior to the anticipated opening.

The Transit Agent position is being created through a demonstration agreement between RT and the Amalgamated Transit Union (ATU). The demonstration agreement will be valid for a 2-year term unless canceled earlier by either party. The agreement could also be extended by agreement of the parties or addressed in normal labor negotiations in 2017. If the Transit Agent demonstration agreement is terminated and not extended, the incumbents will be offered the opportunity to apply for open authorized positions for which they might be qualified. This position will be a full-time, benefitted position represented by the ATU. Funding for these positions has been included in the pending draw-down of the contract guard positions. As the Transit Agents are hired, the G4S contract will be reduced commensurately. Changes to the total number of authorized positions are reflected in Exhibit A.

Bus / Light Rail Operators

To address the increased need for additional transportation options in support of the opening of the Golden 1 Center, RT staff has identified the need to add ten (10) Bus/Light Rail Operators. Positions will primarily be assigned to the Light Rail Department, but may also have assignment within Bus as need is indicated by these additional service demands. The change to the total number of authorized positions is reflected in Exhibit A.

Transportation Superintendent / Supervisor

In response to the identified need for additional support because of the opening of the Golden 1 Center, staff has determined that there is a need to add an additional 3 Transportation Supervisors and 1 Transportation Superintendent to oversee the on-going training efforts associated with the hiring of 10 Bus Operators and 30 Transit Agent positions, as well as to provide additional evening/night coverage for Operations. These positions are essential to ensure adequate supervision and support of these new positions, in addition to maintaining quality customer service to current and future RT customers. Funding for these positions has been included in the pending reduction of the contract guard positions. The changes to the total number of authorized positions are reflected in Exhibit A.

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Event Attendants

In addition to the staffing outlined above, the District intends to hire a pool of approximately 40-50 RT retired annuitants to serve as Event Attendants. This pool of RT retired annuitants will serve in a wayfinding capacity on the system for the 85 major events held throughout the year at the Golden1 Center. Staff anticipates hiring to begin in July 2016, and therefore Staff will seek authorization to add the positions in an upcoming Authorized Position Issue paper.

Authorized Classifications, Positions and Salary Grades and Salary Grade Values

Changes to position control described above are reflected in the Authorized Classifications, Positions and Salary Grades list (Authorized Positions List), attached to the Resolution as Exhibit A.

New Job Descriptions

The new job descriptions are listed below and are attached to the Resolution as Exhibit B.

<u>Previous Job Title</u>	<u>Disposition</u>	<u>New Job Title</u>
N/A	New	Transit Agent
N/A	New	Part-Time Cleaner

Staff recommends approval of this action.

RESOLUTION NO. 16-03-\_\_\_\_\_

Adopted by the Board of Directors of the Sacramento Regional Transit District on this date:

March 14, 2016

**AMENDING EXHIBIT A OF RESOLUTION NO. 15-07-0085 AND APPROVING NEW  
JOB DESCRIPTIONS AND THE DISTRICT'S AUTHORIZED CLASSIFICATIONS,  
POSITIONS AND SALARY GRADES**

BE IT HEREBY RESOLVED BY THE BOARD OF DIRECTORS OF THE  
SACRAMENTO REGIONAL TRANSIT DISTRICT AS FOLLOWS:

THAT, effective March 15, 2016, Resolution No. 15-07-0085 is hereby amended by deleting Exhibit A and replacing it with attached Exhibit A "Authorized Classification, Positions and Salary Grades."

THAT, effective March 15, 2016, the new job descriptions of Transit Agent and Part-Time Cleaner, attached as Exhibit B, are hereby approved.

\_\_\_\_\_  
JAY SCHENIRER, Chair

A T T E S T:

MICHAEL R. WILEY, Secretary

By: \_\_\_\_\_  
Cindy Brooks, Assistant Secretary

**EXHIBIT A**  
**Effective March 15, 2016**  
**AUTHORIZED CLASSIFICATIONS, POSITIONS, AND SALARY GRADES**

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<u>AEA Family:</u>	<u>Job Classification Titles</u>	<u>Authorized Positions</u>	<u>Grade</u>
	Accountant I	0	205
	Accountant II	0	108
	Assistant Architect	0	206
	Assistant Engineer	0	208
	Assistant Planner	2	207
	Assistant Resident Engineer	2	208
	Associate Architect	1	109
	Associate Civil Engineer	1	110
	Associate Engineer	0	109
	Associate Systems Engineer	2	110
	Engineering Analyst I	0	205
	Engineering Analyst II	0	207
	Engineering Technician	1	205
	Grants Analyst	0	206
	Human Resources Trainer	0	206
	Information Technology Business Systems Analyst	0	107
	Inspector	0	204
	Junior Engineer	0	205
	Long Range Planner	1	208
	Payroll Analyst	1	204
	Procurement Analyst I	0	205
	Procurement Analyst II	4	207
	Programmer Analyst I	0	205
	Programmer Analyst II	0	208
	Quality Assurance Specialist I	0	202
	Quality Assurance Specialist II	0	205
	Real Estate Analyst I	0	205
	Real Estate Analyst II	0	207
	Resident Engineer	0	110
	Revenue Analyst	1	207
	Schedule Analyst I	1	205
	Schedule Analyst II	2	207
	Senior Accountant	2	109
	Senior Architect	1	111
	Senior Civil Engineer	1	111
	Senior Community and Government Affairs Officer	2	108
	Senior Engineering Analyst	1	109
	Senior Engineering Technician	1	207
	Senior Grants Analyst	2	108
	Senior Information Technology Business Systems Analyst	3	109
	Senior Marketing and Communications Specialist	1	108
	Senior Planner	0	109
	Senior Procurement Analyst	3	109
	Senior Programmer Analyst	2	109
	Senior Quality Assurance Specialist	1	108
	Senior Real Estate Analyst	0	108

\* Denotes Change in Classification/Count  
(1) Increase in Position(s)  
(2) Decrease in Position(s)  
\*\* No Grade, Salary by Employment Contract  
\*\*\* No Grade, Salary Stated in MOU

<u>Job Classification Titles</u>	<u>Authorized Positions</u>	<u>Grade</u>
Senior Social Media & Website Specialist	1	109
Senior Systems Engineer	1	111
Service Planner	1	208
Vehicle Equipment Maintenance Specialist	0	207
Video Communications Systems Analyst	1	208
<b><u>Total General Family Allocations:</u></b>	<b>43</b>	

\* Denotes Change in Classification/Count  
(1) Increase in Position(s)  
(2) Decrease in Position(s)  
\*\* No Grade, Salary by Employment Contract  
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<u>MANAGEMENT &amp; CONFIDENTIAL FAMILY:</u>	<u>Job Classification Titles</u>	<u>Authorized Positions</u>	<u>Grade</u>
	Accessible Services Administrator	1	110
	Administrative Assistant I ( <i>GM, Labor Relations &amp; Legal Cost Centers</i> )	0	200
	Administrative Assistant II ( <i>GM, Labor Relations &amp; Legal Cost Centers</i> )	2	202
	AGM - Administration	1	IV
	AGM of Engineering and Construction	1	IV
	AGM of Marketing and Communications	1	III
	AGM of Planning and Transit System Development	1	III
	Attorney I	0	108
	Attorney II	0	110
	Attorney III	3	112
	Chief Administrative Officer	0	III
	Chief Counsel	1	**
	Chief Financial Officer	1	IV
	Chief of Facilities and Business Support Services	1	III
	Chief of Police Services	1	IV
	Chief of Staff	1	II
	Chief Operating Officer	1	V
	Clerk to the Board	1	208
	Community Bus Services Superintendent	0	110
	Compliance and Quality Assurance Auditor	1	112
	Deputy Chief Counsel	1	V
	Deputy General Manager	0	VI
	Director, Accessible Services and Customer Advocacy	1	112
	Director, Bus Maintenance	1	112
	Director, Civil and Track Design	1	113
	Director, Community Bus Services	1	112
	Director, Construction Management	1	112
	Director, Facilities	1	112
	Director, Finance and Treasury	1	112
	Director, Human Resources	1	112
	Director, Information Technology	1	112
	Director, Labor Relations	1	112
	Director, Light Rail	1	113
	Director, Long Range Planning	1	112
	Director, Office Management and Budget	1	112
	Director, Organizational Development	0	112
	Director, Planning	0	112
	Director, Procurement Services	1	112
	Director, Project Management	1	112
	Director, Real Estate	0	112
	Director, Safety	1	112
	Director, Scheduling	1	112
	Director, Systems Design	0	113
	Director, Transportation	1	112
	EEO Administrator	1	110
	Executive Assistant	1	207
	General Manager/CEO	1	**
	Human Resources Administrator	1	110
	Human Resources Analyst I	1	205

\* Denotes Change in Classification/Count

(1) Increase in Position(s)

(2) Decrease in Position(s)

\*\* No Grade, Salary by Employment Contract

\*\*\* No Grade, Salary Stated in MOU



<u>Job Classification Titles</u>	<u>Authorized Positions</u>	<u>Grade</u>
Human Resources Analyst II	1	208
Labor Relations Analyst I	1	205
Labor Relations Analyst II	0	208
Legal Secretary	1	204
Maintenance Superintendent - Bus	1	111
Maintenance Superintendent - Light Rail	1	111
Maintenance Superintendent - Wayside	1	111
Manager, Accounting	1	110
Manager, Community and Governmental Affairs	0	111
Manager, Contracts and Disadvantaged Business Enterprise	1	110
Manager, Customer Service	1	110
Manager, Enterprise Resources and Databases	1	111
Manager, Grants	1	110
Manager, Marketing and Communications	1	111
Manager, Quality Assurance	0	111
Manager, Revenue	1	110
Materiel Management Superintendent	3	110
Network and End User Operations Administrator	1	110
Operations Training Administrator	0	110
Paralegal	0	205
Payroll Supervisor	1	109
Pension and Retiree Services Administrator	1	110
Principal Civil Engineer	1	112
Principal Planner	1	110
Principal Systems Engineer	1	112
Purchasing and Materials Administrator	1	110
Quality Assurance Administrator	1	110
Real Estate Administrator - Acquisitions	0	109
Real Estate Administrator - Asset Management	1	109
Real Estate Administrator - Transit Oriented Development and Joint Development	0	109
Risk Administrator	1	110
Risk Analyst I	0	204
Risk Analyst II	1	207
Senior Administrative Assistant	5	206
Senior Attorney	1	113
Senior Classification and Compensation Analyst	0	108
Senior Financial Analyst	3	108
Senior Human Resources Analyst	5	109
Senior Labor Relations Analyst	2	109
Senior Paralegal	2	207
Senior Risk Analyst	1	109
Senior Schedule Analyst	0	108
Transportation Superintendent - Bus	3	110
Transportation Superintendent - Light Rail	2	110
(1) Transportation Superintendent - Police Services	1	110
<b>Total Management and Confidential Allocations:</b>	<b>94</b>	
<b>Total District-wide Salaried Allocations:</b>	<b>137</b>	

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(1) Increase in Position(s)  
(2) Decrease in Position(s)  
\*\* No Grade, Salary by Employment Contract  
\*\*\* No Grade, Salary Stated in MOU

<u>Job Classification Titles</u>		<u>Authorized Positions</u>	<u>Grade</u>
<b><u>AFSCME 146 Family:</u></b>	Accessible Services Eligibility Specialist	3	205
	Administrative Assistant I	0	200
	Administrative Assistant II	11	202
	Administrative Supervisor	1	***
	Administrative Technician	14	204
	Communications Infrastructure Specialist	1	207
	Community Bus Services Dispatcher Supervisor	5	***
	Customer Advocacy Supervisor	1	***
	Customer Advocate I	2	201
	Customer Service Supervisor	1	***
	Facilities Supervisor	3	***
	Graphic Designer	2	205
	Information Technology Project Coordinator	1	109
	Information Technology Technician I	0	205
	Information Technology Technician II	2	206
	Maintenance Supervisor - Bus	8	***
	Maintenance Supervisor - Light Rail	11	***
	Maintenance Supervisor - Wayside	6	***
	Maintenance Trainer - Bus	1	***
	Maintenance Trainer - Light Rail	1	***
	Marketing and Communications Specialist	1	206
	Network Operations Engineer	2	208
	Network Operations Technician	2	205
	Operations Trainer	4	209
	Route Check Supervisor	0	***
	Route Checker	4	200
	Safety Specialist I	0	205
	Safety Specialist II	0	207
	Senior Customer Advocate	1	205
	Senior Facilities Specialist	2	109
	Senior Inspector	1	206
	Senior Safety Specialist	2	109
	Transit Officer Supervisor	1	***
(1)	Transportation Supervisor	54	***
<b><u>Total AFSCME 146 Allocations:</u></b>		<b>148</b>	

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(1) Increase in Position(s)  
(2) Decrease in Position(s)  
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\*\*\* No Grade, Salary Stated in MOU

<u>Job Classification Titles</u>	<u>Authorized Positions</u>	<u>Grade</u>
<b><u>ATU 256 Family:</u></b>		
Accounting Technician	1	***
Accounts Payable Clerk	2	***
Claims Technician	1	***
Customer Service Clerk	1	***
Customer Service Representative	14	***
(1) Transit Agent	30	***
Fare Prepayment Clerk	1	***
(1) Operators (Bus, CBS and Light Rail combined)	475	***
Payroll Technician	1	***
Procurement Clerk	2	***
Reception Clerk	1	***
Revenue Clerk	3	***
Senior Clerk	1	***
Transit Fare Inspector	13	***
Treasury Clerk	1	***
<b>Total ATU 254 Allocations:</b>	<b>547</b>	
<b><u>IBEW 1245 Family:</u></b>		
Bus Service Worker	29	***
Electronic Mechanic	3	***
Facilities and Grounds Worker I	2	***
Facilities and Grounds Worker II	4	***
Facilities Electronic Technician	1	***
Facilities Maintenance Mechanic	16	***
Facilities Service Worker	9	***
Journey Lineworker	0	***
Light Rail Assistant Mechanic	8	***
Light Rail Service Worker	22	***
Light Rail Vehicle Technician	38	***
Lineworker	0	***
Lineworker Technician	20	***
Mechanic A	26	***
Mechanic A (Body/Fender)	6	***
Mechanic A (Gasoline/Propane)	2	***
Mechanic B	8	***
Mechanic C	17	***
Painter	2	***
(1) Part-Time Cleaner	15	***
Rail Laborer	7	***
Rail Maintenance Worker	8	***
Senior Mechanic	0	***
Senior Rail Maintenance Worker	2	***
Storekeeper	10	***
Upholsterer	1	***
<b>Total IBEW 1245 Allocations:</b>	<b>256</b>	
<b>TOTAL AUTHORIZED ALLOCATIONS:</b>	<b>1088</b>	

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(1) Increase in Position(s)  
(2) Decrease in Position(s)  
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**Salaried Classification Series**

*Note: A vacancy occurring within a salaried classification series may be filled at the same level as that vacated or at any lower level provided that only the one vacancy is filled.*

Accessible Services Eligibility Specialist, Administrator  
Accountant I, II, Senior  
Administrative Assistant I, II, Technician, Senior, Supervisor  
Assistant Architect, Associate, Senior  
Assistant Planner, Service Planner, Long Range Planner, Senior, Principal  
Attorney I, II, III, Senior  
Customer Advocate I, Senior  
Engineering Analyst I, II, Senior  
Engineering Technician, Senior  
Grants Analyst, Senior  
Human Resources Analyst I, II, Senior, Administrator  
Information Technology Technician I, II  
Inspector, Senior Inspector, Assistant Resident Engineer, Resident Engineer  
IT Business Systems Analyst, Senior  
Junior Engineer, Assistant, Associate, Associate Civil, Senior, Principal  
Junior Engineer, Assistant, Associate, Associate Systems, Senior, Principal  
Labor Relations Analyst I, II, Senior  
Marketing and Communications Specialist, Senior  
Network Operations Technician, Network Operations Engineer, Network and End User Operations Administrator  
Network Operations Technician, Video Communications Systems Analyst, Network and End User Operations Administrator  
Paralegal, Senior  
Payroll Analyst, Supervisor  
Procurement Analyst I, II, Senior  
Programmer Analyst I, II, Senior  
Quality Assurance Specialist I, II, Senior, Administrator  
Real Estate Analyst I, II, Senior, Administrator  
Risk Analyst I, II, Senior, Administrator  
Safety Specialist I, II, Senior  
Schedule Analyst I, II, Senior

**EXHIBIT B**  
**New Job Descriptions**  
Effective March 15, 2016

Job Description-Previous Title	Disposition	Job Description - New Title
N/A	New	Transit Agent
N/A	New	Part-Time Cleaner



**Title: Part-Time Cleaner**

FLSA Status: Non-Exempt

**BRIEF DESCRIPTION:**

The purpose of this position is to individually or as a member of a crew, perform a variety of routine cleaning tasks to light rail vehicles. The position cleans District light rail vehicles (LRV), Practices safe work processes and contributes to the creation and maintenance of a clean, safe environment for the public.

This position will be considered a demonstration position for up to 1 year. Incumbents should recognize that the position could be eliminated at any time during that 1 year demonstration period and that no guarantee of continued employment exists. If the position were to be eliminated, incumbents could apply for other RT positions, but would have no guarantee of employment in any other classification.

**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	% of Time
1	M	Sweeps, mops, steams, scrapes and washes the interior and exterior of Light Rail Vehicles. Work may be performed at the Light Rail facility or when the LRV is on the main line. Incumbent may be required to change work locations throughout the shift.	95%
2	S	Participate in scheduled assignment or informational meetings as required to ensure adequate coverage of shifts, work load and assignments. Training may be related to existing work assignments, or assignments that are new to the incumbent.	5%



**JOB REQUIREMENTS:**

-Description of Minimum Job Requirements-	
Formal Education	Work requires the knowledge and ability to read and understand written instructions, basic operational, technical or office processes, and the routine operation of machines. Level of knowledge is equivalent to four (4) years of high school or equivalent.
Experience	Minimum one (1) year up experience in a position performing janitorial and/or industrial cleaning duties, or a position responsible for the cleaning and or servicing of equipment, facilities or vehicles.
Supervision	Job has no responsibility for the direction or supervision of others.
Human Collaboration Skills	Work requires regular interaction involving exchange and receipt of information.
Freedom to Act	The employee normally performs the duty assignment after receiving detailed instructions as to methods, procedures, and desired end results with little room for deviation. The immediate supervisor may, at times, provide close and constant review.
Technical Skills	Basic - Work requires the use of standard technical skills appropriate to the work environment of the organization
Budget Responsibility	Position has no fiscal responsibility.
Reading	Basic - Ability to recognize meaning of common two - or three-syllable words. Ordinarily, such education is obtained in elementary school up to high school. However it may be obtained from experience and self-study.
Math	Basic – Ability to perform the four basic arithmetic operations (addition, subtraction, multiplication, division). Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.
Writing	Basic - Ability to write simple sentences containing subject, verb, and object, and/or series of numbers, names, and addresses. Ordinarily, such education is obtained in elementary up to high school. However, it may be obtained from experience and self-study.
Certification & Other Requirements	Most possess a valid Class C CA Driver’s License with a satisfactory driving record.



**KNOWLEDGE**

- Basic cleaning techniques and equipment.
- Basic cleaning chemicals, interactions, danger signs and safe disposal methods.
- Basic first aid and safety practices.
- Safe lifting methods
- Proper handling and disposal of blood-borne pathogens.

**ABILITIES**

- Learn and effectively perform a variety of routine maintenance assignments.
- Learn and effectively apply District policies and procedures.
- Learn and follow established safety practices.
- Understand and follow guidelines for safe handling of toxic and/or caustic chemicals and other hazardous materials, including blood-borne pathogens.
- Understand and effectively follow both oral and written instructions.
- Work independently for long periods of time and as a positive team member.
- Perform manual labor on a continuous basis.
- Communicate in a clear and understandable manner both orally and in writing.
- Read and understand designated computer reports and schedules.
- Use District cleaning supplies and equipment in an accurate and safe manner.
- Operate District vehicles and equipment in a safe and effective manner.
- Establish and maintain effective working relationships with those contacted in the performance of required duties.
- Use tact and diplomacy in interactions with the public including individuals who may display volatile behavior.
- Perform the essential functions of the job without causing harm to self or others.





**OVERALL PHYSICAL STRENGTH DEMANDS:**

-Physical strength for this position is indicated below with "X"-

Sedentary	Light	Medium X	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	C	Around work site, equipment, District vehicles, property
Sitting	O	District equipment, vehicles
Walking	C	To and around work site, equipment, District vehicles, property
Lifting	F	Equipment, supplies, trash
Carrying	C	Equipment, supplies, trash
Pushing/Pulling	O	Equipment
Reaching	C	For supplies, equipment, trash
Handling	C	Equipment
Fine Dexterity	C	Manipulating equipment, using tools/equipment
Kneeling	C	Under seats, around equipment
Crouching	C	Under seats, around equipment
Crawling	F	Under seats, around equipment
Bending	C	Under seats, around equipment
Twisting	C	Under seats, around equipment
Climbing	F	Under seats, around equipment
Balancing	C	Under seats, around equipment
Vision	C	See objects clearly within one to 20 feet; using a full field of vision, good depth perception and the ability to view objects at night.
Hearing	C	Communicating with co-workers and public
Talking	C	Communicating with co-workers and public
Foot Controls	O	While operating District vehicles
Other (specified if applicable)		

**MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:**

Radio, cleaning equipment, ladders, pen/pencil, flashlight, keys



**ENVIRONMENTAL FACTORS:**

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

<b>-Environmental Factors-</b>	
Respiratory Hazards	O - D
Extreme Temperatures	O – S
Noise and Vibration	F – D
Wetness/Humidity	F – S
Physical Hazards (high voltage, dangerous machinery, aggressive passengers)	O - W

(1) Biohazards

**PROTECTIVE EQUIPMENT REQUIRED:** Gloves, mask, coveralls, boots,

**NON-PHYSICAL DEMANDS:**

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

**PRIMARY WORK LOCATION:**

Office Environment		Vehicle	X
Warehouse	X	Outdoors	X
Shop	X	Other	
Recreation/Neighborhood Center			

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.



**Title: Transit Agent**

FLSA Status: Non-Exempt

**BRIEF DESCRIPTION:**

The purpose of this position is to perform fare inspection activities aboard RT vehicles and within RT’s Fare Paid Zone. This is accomplished by conducting fare inspection and citation issuance activities while vehicles are in-service and general customer service. Other duties include: writing reports; maintaining records; attending training; and providing court documentation and testimony. Ability to communicate clearly and professionally on a hand held radio is required.

This position will be considered a demonstration position for up to 2 years. Incumbents should recognize that the position would be eliminated at any time during that 2 year demonstration period and that no guarantee of continued employment exists. If the position were to be eliminated, incumbents could apply for other RT positions, but would have no guarantee of employment in any other classification.

**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	% of Time
1	M	Performs fare enforcement activities on-board RT vehicles. Checks for proof of fare; issues citations for fare violation infractions checks and verifies passenger identification documents.	90%
2	L	Enters fare citation information into computerized system, completes various forms and reports including incident and accident reports, appear in court to present evidence and testimony related to job duties.	10%



**JOB REQUIREMENTS:**

-Description of Minimum Job Requirements-	
Formal Education	High School Diploma or GED equivalent.
Experience	Minimum 2 years of full time experience working directly with the public, which must have included interpreting or enforcing policies and/or regulations or providing information and assistance directly to the public. Previous experience in a security related environment would be a plus.
Supervision	Job has no responsibility for the direction or supervisor of others.
Human Collaboration Skills	Decisions regarding implementation of policies may be made. Contacts may involve stressful, negative interactions with the public requiring high levels of tact and the ability to respond to aggressive interpersonal interactions.
Freedom to Act	The employee normally performs the duty assignments after receiving general instruction as to methods, procedures and desired end results. There is some opportunity for discretion when making selections among a few, easily identifiable choices. The assignment is usually reviewed upon completion.
Technical Skills	Basic - Work requires the use of standard technical skills appropriate to the work environment of the organization.
Budget Responsibility	Position has no fiscal responsibility.
Reading	Intermediate – Ability to read papers, periodicals, journals, manuals, dictionaries, thesauruses, and encyclopedias. Ordinarily, such education is obtained in high school up to the college level. However, it may be obtained from experience and self-study.
Math	Basic – Ability to perform the four basic arithmetic operations (addition, subtraction, multiplication, division). Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.
Writing	Intermediate – Ability to write reports, prepare business letters, expositions, and summaries with proper format, punctuation, spelling and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to the college level. However, it may be obtained from experience and self-study.
Certification & Other Requirements	Obtain CPR/First Aid Certification and obtain and maintain Penal Code Section 832 Certificate.



**KNOWLEDGE**

- General security concepts and practices related to the enforcement of applicable rules, regulations, ordinances, policies and procedures
- Customer service and public relations methods and techniques
- General office practices and methods
- Practical application of computers and peripheral equipment
- English grammar, punctuation, spelling and usage
- Standard office machine usage

**SKILLS**

- Basic word processing, spreadsheet, database and e-mail software
- Specialized software and equipment related to functional area

**ABILITIES**

- Successfully complete District's Fare Inspector training program
- Learn and apply District's policies, procedures and practices with respect to fares
- Quickly learn District's routes and fare structures
- Learn to operate communications and safety equipment related to position
- Learn and demonstrate proper court testimony presentation
- Work independently and follow verbal and written instructions
- Work flexible and irregular hours
- Communicate clearly and concisely in English both orally and in writing
- Establish and maintain effective working relationships with those encountered in the course of work
- Communicate and interact with employees and the public effectively and professionally and maintain courteous demeanor
- Apply customer service skills, representing the District in a positive way while working with the public
- Demonstrate good judgment and decision making skills
- Effectively handle emergency situations, confrontational situations and difficult customer interactions
- Maintain simple records, accurately complete forms and prepare related reports



**OVERALL PHYSICAL STRENGTH DEMANDS:**

-Physical strength for this position is indicated below with "X"-					
Sedentary	Light	<b>X</b>	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	F	O	R	N
<b>Continuously</b> 2/3 or more of the time.	<b>Frequently</b> From 1/3 to 2/3 of the time.	<b>Occasionally</b> Up to 1/3 of the time.	<b>Rarely</b> Less than 1 hour per week.	<b>Never</b> Never occurs.

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	C	Observing work site; Communicating with co-workers
Sitting	R	Desk work; Meetings
Walking	C	Around worksite; Entering/exiting LRVs; To/from locker and rest facilities
Lifting	O	Supplies; Equipment; Passenger personal items (bikes, carts, strollers, children, etc.)
Carrying	C	Supplies; Paperwork; Keys; Radio; Duty belt
Pushing/Pulling	R	Equipment; Wheelchairs; Opening LRV doors
Reaching	F	For supplies; For upper hand rails/poles on LRVs
Handling	C	Paperwork (citation book, logs); Pens/Pencils; Radio
Fine Dexterity	C	2-Way Radio; Issuing Tickets (handheld ticket device); Holding onto upper hand rail/pole
Kneeling	N	
Crouching	R	Assisting passengers with personal items (bikes, carts, strollers, children, etc.)
Crawling	N	
Bending	O	Retrieving items from below
Twisting	F	Getting in/out of LRVs; Assisting boarding passengers; Communicating with passengers
Climbing	F	Onto equipment; Stairs; Enters/Exits LRVs
Balancing	C	On equipment; Stairs; Walking through moving LRVs; Issuing Citations; Observing environment
Vision	C	Reading; Writing; Computer screen; observing worksite
Hearing	C	Communicating via telephone/radio, to co-workers/public; Listening to environment
Talking	C	Communicating via telephone/radio; Communicating with co-workers/public
Foot Controls	N	
Other (specified, if applicable)		



**MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:**

Radio, Pepper spray, Cite book, Keys, Handheld Ticket device, Pen/Pencil, Flashlight

**ENVIRONMENTAL FACTORS:**

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

<b>-Environmental Factors-</b>	
Respiratory Hazards	M
Extreme Temperatures	D
Noise and Vibration	D
Wetness/Humidity	S
Physical Hazards (high voltage, dangerous machinery, aggressive passengers)	D

(1) Biohazards

**PROTECTIVE EQUIPMENT REQUIRED:** Pepper spray

**NON-PHYSICAL DEMANDS:**

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

**PRIMARY WORK LOCATION:**

Office Environment	Vehicle	X
Warehouse	Outdoors	X
Shop	Other	
Recreation/Neighborhood Center		

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.