Transit Program Manager

Purpose of the role:
Under general direction, plans, organizes, integrates, and directs the activities and work of the City’s public transit operations within the Public Works Department; directly oversees and supervises assigned operations, functions, services, and personnel. The incumbent will prepare and administer the transit program budget, develop performance goals, monitor performance of the program, direct implementation of services, and provide technical assistance to other divisions, departments, and agencies.

The Transit Program Manager is responsible for managing the City’s public transit services, comprised of fixed route, community shuttle services, and various transit related operations with the City’s transit contracts programs and performs related duties as assigned.

Distinguishing Characteristics:
The Transit Program Manager is responsible for policy development, program planning, fiscal management, administration, and operational direction of the transit program. The incumbent provides highly responsible and complex administrative support in coordinating and managing the City’s Transit program and is responsible for successfully obtaining transit and grant funding to support long-term program sustainability. Assignments are broad in scope and the incumbent has considerable latitude for the exercise of independent judgment in carrying out assigned responsibilities and in meeting with City staff and management, as well as outside local, state, and federal agencies.

Essential Duties and Responsibilities:
The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

- Plans, organizes, controls, integrates and evaluates the work of Transit operations in the Public Works department; with subordinate staff, develops, implements and monitors long-term plans, goals and objectives focused on achieving the department's mission and assigned priorities; participates in the development of and monitors performance against the annual unit budget; manages and directs the development, implementation and evaluation of plans, policies, systems and procedures to achieve annual goals, objectives and work standards.

- Selects, trains, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures.

- Plans and evaluates the performance of staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; recommends compensation and provides other rewards to recognize performance; takes disciplinary action, up to and including
termination, to address performance deficiencies, in accordance with the City's Personnel Rules and Regulations.

- Monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; recommends, within departmental policy, appropriate services, and staffing levels.

- Provides leadership and works with staff to develop and retain highly competent, customer service-oriented staff through selection, compensation, training, and day-to-day management practices which support the City’s mission and values.

- Directs the preparation of a variety of studies and reports relating to current and long-range City transit program needs and develops specific proposals to meet them.

- Negotiates and executes cooperative agreements, Memorandums of Understanding, and transit contracts.

- Coordinates statistics and metrics reporting on ridership levels, maintenance costs and program efficiency and productivity. Develops, administers, and monitors agreements and contracts for transit services including fixed route bus service, dial-a-ride, special events and demand response; Initiates, coordinates, and participates in writing, negotiating, and administering transit service contracts, and handles local, state and federal reporting requirements.

- Directs and administers operations, activities, and programs in compliance with accepted federal, state and municipal standards. Administers, monitors, and reviews transit related grant activity and requirements. Manages preparation of mandatory compliance reports and participates in compliance audits as needed.

- Represents the City at various meetings and works as a transit liaison with other cities. Responds to public inquiries, comments, and suggestions; prepares and presents reports and makes recommendations to City staff, management and Council.

- Provides advice and technical assistance to City and department management and staff, commissions and committees and the public on public transit matters; confers with a variety of public and private officials on public transit issues and serves as the City’s representative to other governmental agencies, including acting as Fiscal Agent for the ECTA MOU, the City’s liaison to the Transit Operator and Citizen’s Advisory Committees of VCTC, and other transit regulatory and planning groups as required including the Transit Emergency Preparedness Plan and Transit Efficiency and Integration Study.

- Maintains current knowledge of new trends and innovations in the field of public transit; attends and participates in professional group meetings; participates in professional development activities; reads publications relevant to area of assignment.

- Performs related duties as required.
The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

**Knowledge of:**
- Management and supervisory principles and practices, including budgeting, goals and objectives development, and work planning and organization; principles and practices of modern public transit operations, urban and transportation planning; federal, state and local laws and regulations governing public transit services and contracts; trends, approaches and problem-solving techniques used in urban and transportation planning; local government organization and service delivery, as related to assigned managerial area of responsibility; economic, environmental, and/or social concepts applicable to the transportation planning process; community trends and market analysis techniques.

**Ability to:**
- Plan, organize, assign, review and evaluate the work of professional, technical, and administrative support staff; train staff in work procedures and provide for their professional development; prepare, administer, and monitor a program budget and anticipate future budgetary needs; make persuasive oral presentations of ideas and recommendations; interpret and apply complex rules, regulations, laws and ordinances; establish and maintain effective working relationships with those encountered in the course of the work; provide technical assistance and staff leadership on all aspects of the function; evaluate alternative approaches, and adopt effective solutions; prepare detailed written material, including staff and administrative reports using standard office and computer equipment; analysis of policies, proposed code amendments, and changes to established programs and policies; exercise sound, independent judgment and initiative within established guidelines

**Desired Minimum Qualifications:**

**Competencies:**
- Effective Communicator
- Strategic Thinker
- Problem Solver and Decision Maker
- Planner and Organizer
- Interpersonally Effective
- Skill and Career Development Coach
- Technically Knowledgeable

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Education/ Training:**
A typical way of obtaining the knowledge, skills, and abilities outlined above is graduation from a four-year college or university with major course work in public administration, business administration urban planning, transportation planning or related field; seven years of transit program management experience, two of which were in a supervisory capacity; or an equivalent combination of training and experience.

**Licenses; Certificates; Special Requirements:**
A valid class C California driver's license.
The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands
Position requires sitting, standing, walking on level and slippery surfaces, reaching, twisting, turning, kneeling, bending, stooping, squatting, crouching, grasping and making repetitive hand movement in the performance of daily duties. The position also requires both near and far vision when inspecting work and operating assigned equipment. The need to lift, carry and push tools, equipment and supplies weighing 25 pounds or more is also required. Additionally, the incumbent in this outdoor position works in all weather conditions including wet, hot and cold. The incumbent may use cleaning and lubricating chemicals which may expose the employee to fumes, dust and air contaminants. The nature of the work also requires the incumbent to climb ladders, use power and noise producing tools and equipment, drive motorized vehicles and heavy equipment, work in heavy vehicle traffic conditions and often work with constant interruptions.

Mental Demands
While performing the duties of this class, the incumbent is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve complex problems; use math/mathematical skills; perform highly detailed work under changing, intensive deadlines, on multiple concurrent tasks; work with constant interruptions, and interact with officials and the public.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee usually works under typical office conditions where the noise level in the work environment is quiet. Employees may occasionally be required to work in outside conditions, exposed to wet and/or humid conditions, where the noise level may be loud.

Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications may not include all duties performed by individuals within a classification. In addition, specifications are intended to outline the minimum qualifications necessary for entry into the class and do not necessarily convey the final qualifications of incumbents within the position.

Pursuant to California Government Code Section 3100, all public employees are required to serve as disaster service workers subject to such disaster service activities as may be assigned to them by their supervisor or by law.