

TRANSIT ADMINISTRATOR/ DISPATCHER

DEFINITION

Under general direction, performs a wide variety of professional, administrative, fiscal, and analytical transportation/transit-related work, including contract management, financial analysis, grant administration, and budget development. Assists in the overall administration of the transit system and may perform or support the duties of Transit Operations Supervisor and Transit Driver as needed. Ensures safe and efficient transit operations, including dispatching, schedule coordination, and driver oversight. Performs other related duties as assigned. This position may require working a variety of hours and days, including split shifts.

CLASS CHARACTERISTICS

The Transit Administrator/Dispatcher is an advanced-level, non-management classification in the Department of Public Works. This position is responsible for independently performing a wide variety of professional, administrative, fiscal, and operational duties related to the planning, coordination, and management of the City's transit system. Responsibilities include transit system analysis, schedule coordination, dispatching, contract management, budget development, financial analysis, and the preparation and administration of Federal and State transit grants.

This classification also includes oversight of daily transit operations, providing support in driver supervision and training, and ensuring compliance with safety and operational standards. Employees in this class may perform or assist with the duties of Transit Operations Supervisor and Transit Driver when necessary.

This is the advanced level in the Bus Driver series and is distinguished by the performance of a broader and more complex scope of duties, including administrative and oversight functions. Incumbents work with a high degree of independence and are fully familiar with the operational procedures, policies, and regulatory requirements of the transit division. Occasional supervision or guidance is received only in response to new or unique situations.

This position reports directly to the Transit Operations Supervisor.

ESSENTIAL FUNCTIONS

(Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills, and other characteristics. This list of tasks is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and tasks performed by positions in this class.)

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 to address business

needs and changing business practices. Essential duties include, but are not limited to, the following:

Exercise and assist with technical and functional supervision over Road Safety and Driver Trainer and Bus Drivers.

Assists in the planning, management, and administration of the City's transit services with a focus on fiscal oversight and grant-related activities.

Identifies and evaluates grant opportunities; prepares and submits grant applications to support and enhance transit programs; ensures compliance with all grant requirements and reporting obligations.

Administers and monitors transit-related grant expenditures; maintains accurate records and ensures proper use of allocated funds in accordance with federal, state, and local guidelines.

Assists in the development and administration of the transit division budget; monitors expenditures, tracks revenues, and evaluates financial performance.

Compiles, analyzes, and interprets financial and statistical data related to transit operations; prepares reports for use in budgeting, planning, and decision-making.

Supports contract management activities, including fiscal tracking of contract services and vendor compliance with financial terms.

Prepares and monitors Transit Performance Indicators, including metrics such as passenger revenues, operating costs, and service subsidies.

Coordinates with internal departments and external agencies on fiscal and grant-related transit matters; represents the transit division in meetings and discussions involving funding and financial planning.

Prepares and assists with all transit related reporting; inclusive of Tri-annual audits, State controller reports, National Transit Database yearly reporting, etc.

Dispatcher:

- Modern office procedures, methods and computer equipment
- Principles and practices of transit system operation
- Ensures operating policies and procedures are followed
- Maintain records and statistics and enter data in a computer
- Schedules and assigns daily bus routes and drivers in an efficient and effective routing system
- Monitors bus assignments, driver assignments, and updates bus drivers on daily vehicle status
- On a continuous basis, know and understand bus driving activities and observe safety rules. Intermittently analyze driving conditions; identify safety hazards

- Maintains operation of communications equipment
- Collects and complies daily ridership data for daily deposits
- Maintains written records of transit requests on computer
- Resolves scheduling conflicts, “no shows”, and cancellations
- Coordinates transit route adherence and customer deviation pickups
- Answers routine questions pertaining to the Transit System and City Services
- Assists in the development of specification and purchasing process for new equipment
- Compiles operation reports for Transit Operations Supervisor
- When assigned, order and pick-up supplies

Road Safety and Training:

- Assist in scheduling and assigning daily bus routes and drivers in an efficient and effective routing system
- Monitors bus assignments, driver assignments, and updates bus drivers on daily vehicle status
- Assists in resolving scheduling conflicts, “no shows”, and cancellations
- Oversees and provides input to route changes/emergency needs due to inclement weather or other situations that demand attention
- Ensures operating policies and procedures are followed
- Coordinates maintenance and repair of vehicles
- Monitors status of work orders
- Assist with and/or Plan and conduct classroom and behind-the-wheel training for new drivers; plan and conduct refresher and safety training for experienced drivers; document training provided in driver files
- Acquire and maintain training and safety materials
- Maintain records and statistics and enter data in a computer
- Count fare-box receipts; prepare and make bank deposits
- When assigned, assist in maintenance of bus shelters, stops and the transit system office
- Inspects vehicles for damage and compliance with safety standards; transports vehicles for servicing
- Ensures vehicles are equipped properly for special needs of clients
- Observes driving skills and work habits of drivers in the field
- Responds to problems in the field such as equipment failures and vehicle accidents
- Updates mileage, usage, transportation, vehicle and other related reports
- Updates the vehicle preventative maintenance schedule
- Assists in the development of specification and purchasing process for new equipment
- Performs physical (i.e. Safety equipment, signage, first aid kits) inventories
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Driver:

- Performs pre and post trip inspections of assigned transit bus
- Operates a variety of vehicles in a manner ensuring passenger and vehicle safety

- Cleans transit equipment and vehicles
- Assists customers on and off of the transit vehicles
- Collects fares and checks passenger passes or transfers
- Drive bus in the transportation of passengers on a deviated fixed-route or request basis; maintain on-time service and safe operation; clean bus and perform routine bus maintenance as required.

QUALIFICATIONS GUIDELINES

Education and/or Experience

The following generally describes the knowledge and abilities required to enter the job and/or be learned within a short period in order to successfully perform the assigned duties.

Education: Equivalent to graduation from an accredited two-year college with Associate Degree in public, business administration or a closely related field. A Certificate in Transit Management is highly desirable and may substitute for one year of the required education; or 3 years of applicable Transit administration experience as deemed suitable by the Public Works Director.

Experience: Two years of professional transportation/transit experience. Additional qualifying experience may substitute for the required education on a year-for-year basis.

Special Requirement: Must possess and maintain a valid California Commercial Driver's License Class B with passenger endorsement; or as required to drive all motor vehicles within the Transit Fleet (must be enrolled in the Department of Transportation Drug and Alcohol program) and be able to obtain a printout of an excellent driving record from the DMV. Must possess a current and appropriate DOT certification at all times. Ability to obtain a General Public Para Transit Vehicle (GPPV) and Verification of Transit Training (VTT) Certification required. Possession of, or ability to obtain prior to completion of the probationary period may be required, a Mass Transit Training Certificate issued by the Transportation Safety Institute or California Department of Education.

Knowledge, Skills, and Abilities

Dispatcher Knowledge, Abilities and other Characteristics:

- Understanding of Federal and State Traffic laws and regulations
- Understanding of ADA regulations
- Principles of customer service
- Understanding of using radio communication equipment
- Understanding of using phone systems
- Understanding of basic computer systems including word and spreadsheet programs

- Ability to be friendly and courteous on phone to all customers
- Ability to input data in a correct manner
- Ability to interpret and explain City Transit policies and procedures
- Act quickly and calmly in emergency situations

Road Safety and Training:

- Understanding of Federal and State Traffic laws and regulations
- Understanding of ADA regulations
- Principles and methods of training
- Safety and emergency procedures
- Ability to communicate clearly and concisely both orally and in writing
- Ability to understand and carry out oral and written instructions
- Ability to maintain a cooperative working relationship with the public and fellow employees
- Knowledge of first aid and emergency procedures
- Ability to maintain logs, daily schedules and various records
- Act quickly and calmly in emergency situations

Driver Knowledge, Abilities and other Characteristics:

- Knowledge of operation of vans and vehicles
- Understanding of and the ability to perform CDL inspections
- Knowledge of local community and street system
- Ability to be friendly, courteous and assist all passengers including passengers with special needs
- Ability to learn operations, services and activities of a customer service program
- Act quickly and calmly in emergency situations

PHYSICAL PROFILE: Category I; 4, 5, 6, 7, 12, 13, 18, 19, 20.