TO: AC Transit Board of Directors
FROM: Michael A. Hursh, General Manager
SUBJECT: Revised Classification Specifications

ACTION ITEM

RECOMMENDED ACTION(S):
Consider adoption of Resolution No. 17-019 approving revised classification specifications of Transit Projects Supervisor and Transportation Supervisor.

BACKGROUND/RATIONALE:
Transit Projects Supervisor (AFSCME/Grade 7). This unit was transferred from Service Planning to the Maintenance Department. The classification specification was revised to more accurately reflect the current duties, responsibilities and physical requirements of this position. There is no change to the salary grade or overall level of responsibility.

Transportation Supervisor (AFSCME/Grade 6). This job specification was revised to reflect changes due to negotiations with AFSCME. Additional experience will not be required for Operations Control Center assignments and all transportation supervisors will be trained on the Operations Control Center. There is no change to the salary grade or overall level of responsibility.

BUDGETARY/FISCAL IMPACT:
There is no fiscal impact. There is no change to the salary grade of the Transit Projects Supervisor or the Transportation Supervisor classifications.

ADVANTAGES/DISADVANTAGES:
If approved, the advantages are revised classifications that align with the job functions of the current positions. There is no disadvantage to approving these revisions.

ALTERNATIVES ANALYSIS:
The alternative is for the Board not to approve these revised classifications and continue to do business as-is. This is not recommended because it would result in job duties that are not aligned with the classification specifications.

PRIOR RELEVANT BOARD ACTION/POLICIES:
None
ATTACHMENTS:

1. Resolution 17-019 and related Exhibits

Approved by: Grant Lee, Executive Director of Human Resources
Reviewed by: Elisabeth West, Human Resources Manager
Claudia Allen, Chief Financial Officer
Denise Standridge, General Counsel
Prepared by: Emily Cruz, Senior Human Resources Administrator
ALAMEDA-CONTRA COSTA TRANSIT DISTRICT
RESOLUTION NO. 17-019

A RESOLUTION APPROVING THE REVISED CLASSIFICATION SPECIFICATIONS OF TRANSIT PROJECT SUPERVISOR AND TRANSPORTATION SUPERVISOR.

WHEREAS, Public Utilities Code Section 24886 authorizes the Board of Directors of the Alameda-Contra Costa Transit District to determine and create such number and character of positions in the District as are necessary to carry on the functions of the District; as well as to establish the appropriate salary, salary range or wage for each classification created by the District; and

WHEREAS, the General Manager has assessed the current personnel needs of the District and determined amendments to the classification plan are necessary for the proper operation of the District; and

WHEREAS, the Board of Directors has reviewed and considered the recommendation of the General Manager to adopt the revised classification specifications of Transit Project Supervisor and Transportation Supervisor.

NOW THEREFORE, the Board of Directors of the Alameda-Contra Costa Transit District does resolve as follows:

Section 1. Adopts the revised classification specifications of Transit Project Supervisor and Transportation Supervisor as set forth in Exhibits A and B of this resolution.

Section 2. This resolution shall become effective immediately upon its passage by four affirmative votes of the Board of Directors.

PASSED AND ADOPTED this 24th day of May, 2017.

Elsa Ortiz, President

Attest:

Linda A. Nemeroff, District Secretary
I, Linda A. Nemeroff, District Secretary for the Alameda-Contra Costa Transit District, do hereby certify that the foregoing Resolution was passed and adopted at a regular meeting of the Board of Directors held on the 24th day of May, 2017, by the following roll call vote:

AYES:  
NOES:  
ABSENT:  
ABSTAIN:

__________________________________
Linda A. Nemeroff, District Secretary

Approved as to Form and Content:

__________________________________
Denise C. Standridge, General Counsel
TRANSIT PROJECTS SUPERVISOR

DEFINITION: Under general direction; plans, organizes, and implements the District’s Bus Stop program within the facilities maintenance department to provide safe, convenient, and strategically located stop sites; and exercises direct supervision over Bus Stop Maintenance Workers assigned staff.

REPRESENTATIVE FUNCTIONS include, but are not limited to:

- Supervises the installation and servicing of bus stop signs, decals and poles; assigns work to assigned staff and monitors completion of assignments to ensure conformance with standard maintenance and repair procedures, state, county and local codes.

- Coordinates with Planning staff on potential sites for installation of new stops, red zones, and stop improvements, as well as the relocation of current stops; considering multiple factors such as space availability for maneuvering buses, encroachments, vehicle traffic, driveways, and other safety related concerns.

- Coordinates with Marketing and Operations staff to ensure that service disruption notices are installed to meet AC Transit policies on public notification.

- Supervises and manages the selection, supervision, training, motivation, evaluation and discipline of assigned staff and ensures the development of staff skills and competencies; documents, tracks and schedules the ongoing training of assigned staff to ensure that they are able to maintain proficiency with evolving job requirements; ensures the provision of a high performing team.

- Inspects equipment, machinery, and tools to ensure such items are clean and in good operating condition; orders equipment and supplies to support ongoing bus stop maintenance activities.

- Acts as a District liaison and maintains contact with officials and staff of applicable jurisdictions within the AC Transit District including city, county, and state traffic engineers, city engineers, and planners in order to address problems with bus stops, review plans, and obtain necessary permits and approvals.

- Generates preventative maintenance and repair work orders, schedules, parts lists, and other reports using District equipment such as computers, appropriate software and mobile devices. Ensures the accurate entry and update of work orders and maintenance activity data in computer and assess management systems.

- Maintains contact with officials and staff of applicable jurisdictions within the District regarding street and sidewalk repairs, trash can installations, tree trimming, curb painting, parking restrictions, maintenance, and other physical modifications around bus stop sites.

- Geo-locates stops using Trimble-Unit and other Geographic Information Systems (GIS) hardware, and coordinates with appropriate District staff to update maintains the accuracy of bus stop data in Hastus and other software programs as directed by Planning staff in charge of GIS functions.

- Collaborates with other transit agencies and services to coordinate activities; and plan the allocation and use of shared facilities.

- Identifies potential hazards and barriers to established service, and initiates corrective action; and provides Underground Service Alert (USA) investigations and determines when alternate methods of installation are needed to local jurisdictions.

- Supports Customer Relations to responds to inquiries from the public, provides information, investigates...
Transit Projects Supervisor

complaints, and recommends corrective action as necessary to resolve bus stop related malfunctions and disputes.

- Supervises the installation and servicing of bus stop signs, decals and poles; assigns work to Bus Stop Maintenance Workers and monitors completion of assignments.
- Consults with transportation and maintenance staff in all Divisions regarding bus stops, and may provide expertise to District service implementation committees.
- Chairs the District's Bus Stop Committee.
- Monitors and supervises the work of independent contractors regarding bus stop services and installations as directed.
- Maintains records and files; and prepares various reports on operations and activities, including street repairs and new stop installations.
- Performs related duties as required.

MINIMUM QUALIFICATIONS:

Knowledge Of: Methods, techniques, and procedures used in the planning, development, and placement of bus stops and/or street signs; pertinent local, federal, state, and local laws, rules, and regulations; current office procedures, methods, and equipment, including computers current computer software including Microsoft Office and other related software; and principles and practices of supervision, and employee motivation, conflict resolution and discipline; budget development and administration.

Ability To: Analyze and develop effective solutions and new procedures to address problems; review and interpret governmental codes and regulations; identify, learn, interpret, and effectively implement District policies, procedures, and practices, District Personnel Rules and Regulations and applicable collective bargaining agreements; explain, and enforce pertinent District and Operations procedures; read and interpret plans, blueprints, and technical drawings; maintain awareness of safety and traffic at all times; use principles and practices of motivation, team building, and conflict resolution; resolve complaints in a satisfactory manner; analyze urgent and emergency situations and adopt quick and effective courses of action; communicate effectively both orally and in writing; speak effectively in public; and establish and maintain effective working relationships with those contacted in the course of work using principles of excellent customer service.

Education/Training: Equivalent to completion of the 12th grade. A Bachelor's degree from an accredited college or university with major coursework in business administration, communications or a related field.

Experience: Equivalent to five six (56) years of increasingly responsible experience in maintenance, transportation operations, or in street signage or bus stop maintenance, or related field, including one two (12) year of supervisory/lead experience.

License/Certification: Must obtain or possess, and maintain a valid California Class C Driver's License and meet the District's safe driving standards.

Special Requirements: Must be able to travel to any point within the boundaries of the AC Transit District at short notice.
Transit Projects Supervisor

(2) Must be able to work outside regular business hours including occasional weekends and be on call 24 hours as required.

Must be available to attend governmental, public, and community group meetings within the AC Transit District outside regular business hours, as needed.

(3) **Physical Requirements:** (1) Must maintain the physical condition necessary to perform tasks in an office setting operating a personal computer, keyboards, and other peripheral equipment; (2) must maintain mobility in order to safely drive a District vehicle to travel between District facilities and move safely within and around a large maintenance and repair facility (3) must maintain the physical condition necessary to perform the following physical movements at District facilities and at bus stop sites: frequently stand, walk, lift and transport light objects weighing up to fifteen (15) lbs., push, bend, balance, kneel, crouch, and make fine motor movements with the hands, fingers, and arms; and occasionally lift and transport objects weighing up to sixty (60) lbs., pull, climb, crawl, twist, reach, and use appropriate lifting equipment and techniques for heavier items.
DEFINITION: Under general supervision, coordinates the efficient, safe, and on-time movement of AC Transit fixed-route operations through Operations Control Center and the supervision of assigned areas. Bus Operators and revenue vehicles. Experienced and qualified Transportation Supervisors may be assigned to the District's Central Dispatch operations, as needed and at the discretion of the District after at least one (1) year of District transportation experience.

REPRESENTATIVE FUNCTIONS may include, but are not limited to:

- **Supervises Oversees** and maintains the safe and scheduled operation of the District's transit vehicles within an assigned district/area, and ensures passenger loads are within designated parameters.
- Monitors and evaluates Operators' in-service performance, provides additional instruction and positive feedback, recommends additional training when needed, and documents information used for progressive discipline in conformance with District policies and the Collective Bargaining Agreement.
- Responds to unusual or emergency situations on buses, bus-stops, and other District locations as required.
- Analyzes and makes recommendations regarding schedule adherence, and other operational needs or problems; reports discrepancies and/or unsafe conditions to appropriate personnel; and recommends and implements corrective actions.
- Maintains contact with Operations Control Center via radio, cell-phone, and laptop computer, in order to receive and/or transmit information; and interacts respectfully with customers, operators, motorists, and officials of law enforcement, utilities, and schools and other members of the public, as needs dictate.
- Investigates accidents to help determine cause and/or public safety personnel, as required.
- Troubleshoots fare-box malfunctions, and may conduct minor non-electronic repairs.
- Operates non-revenue vehicles when patrolling assigned geographical areas; operates revenue vehicles and buses in the yard, streets or highways when required or during emergency situations.
- Interacts with passengers, motorists, and other members of the public to resolve issues involving District employees and/or equipment.
- Prepares and maintains a variety of reports and files.
- Performs related duties, as required.

When assigned to Operations Control Center (OCC)—7% wage differential:

- Operates multiple computer systems and monitors information from various sources, including CAD/AVL system, OrbiCad, NextBus - and traffic information and live video from CalTrans and the Alameda County Congestion Management agency. Troubleshoots problems and anomalies; and interacts pro-actively with Bus Operators, field-other Transportation Supervisors, and Maintenance staff.
- Operates two-way radio systems, regular telephones, and cell phones to receive, record, and assist with incidents such as buses down, accidents, and emergencies. Requests information, as well as assistance from agencies of various jurisdictions, including Police, Fire, and Sheriff's departments, as needed.
- Maintains contact with Bus Operators, monitors radio transmissions; prioritizes responses based on urgency; responds quickly by confirming location and asking appropriate questions; monitors on-board bus Emergency Alarm audio when appropriate; and quickly carries out effective courses of action.
Transportation Supervisor

- Cross references electronic information with other data and information sources, such as Coach Stop lists, “On-Call” books, Operations Bulletins, maps, and other source materials.
- Maintains Transportation Supervisors’ daily work sheet, shift changes, and radio log: p-repares and maintains a variety of reports and files.
- Adheres to all safety rules, regulations, policies and procedures at all times.
- Maintains courteous liaison with other Transportation Supervisors, Division Dispatchers, Superintendents, and Maintenance personnel and other District personnel as needed.
- Performs related duties, as required.

MINIMUM QUALIFICATIONS:

Knowledge Of: The current Collective Bargaining Agreement; fare structures and routes; division dispatching functions; principles and practices of modern supervision and employee motivation; District routes, schedules, and fare structures; AC Transit Personnel Rules and Regulations and all relevant policies, procedures and practices in regards to safety and transit operations; principles of conflict resolution; and currently used computer hardware and applicable software at an intermediate level of proficiency.

Ability To: Communicate in English effectively both orally and in writing; maintain effective communication with employees in a team environment; handle matters of a confidential nature; maintain composure in stressful situations and resolve complaints in a satisfactory manner while interacting with difficult individuals; operate non-revenue and revenue District vehicles; continually multi-task and prioritize work; investigate and analyze both routine and emergency situations, quickly comprehend and analyze all available sources of information and data, and adopt effective courses of action; interpret and apply applicable provisions of the Collective Bargaining Agreement; operate multiple computers systems and keyboards simultaneously and fluently; learn to use and effectively operate new computer hardware, software, and other communications technologies as implemented by the District; replace electronic transit vehicle equipment; and establish and maintain effective working relationships with those contacted in the course of work using principles of excellent customer service.

Experience: Equivalent to four (4) years as a full-time Bus Operator, or journey-level mechanic; OR two (2) years equivalent experience as a full-time Bus Operator or journey-level mechanic plus two (2) years in a position requiring knowledge of transit operations.

OCC Assignment: must include a minimum of one (1) year as a Transportation Supervisor and participation in the Central Dispatch training program. Failure to pass training or testing will result in assignment to regular road shifts only. Incumbents will be required to participate in classroom and/or on-the-road training.

Education/Training: Equivalent to completion of the 12th grade. Training as an AC Transit Division Dispatcher or Extra-Qualified Division Dispatcher is desirable. Up to two (2) years of college coursework directly relevant to public transportation may be substituted for up to one (1) year of the required experience.

License/Certification: Must possess and maintain a valid California Class B Driver’s License with a passenger and air brake endorsement, a valid Verification of Transit Training (VTT) card and meet the District’s driving standards.

Special Requirement: Must be willing to: (1) work assigned shift within a 24/7 environment which may include nights, weekends and holidays (2) travel within the District’s service area, facilities and other locations as needed.

Physical Requirements: (4) Field Operations: Must maintain the physical ability necessary to: safely drive all revenue and non-revenue District vehicles, sit in a vehicle continually or intermittently for up to four or more hours per day depending on weather and traffic; enter and exit vehicle quickly and frequently; stand, walk, and climb bus stairs frequently; grasp, lift, hold, and manipulate light items under twenty (20) pounds frequently, such as laptop computers, cell phones, clipboards and writing implements; occasionally lift heavier
Transportation Supervisor

items and materials up to fifty (50) pounds, such as buckets and bags of absorbent materials; and occasionally stoop, kneel, or bend; use a computer and peripheral equipment necessary to perform tasks in an office setting, operating multiple computers, keyboards, and other peripheral equipment. For Both Assignments: Must maintain normal vision and hearing (with or without correction) on a constant basis.

Additional Requirements: (1) No suspensions in District employment for disciplinary reasons; (2) no passenger complaints resulting in the administration of discipline, and no adverse entries within the last twelve months; (3) no at-fault accidents within the last eighteen months; and (4) must be able to demonstrate competency with currently used computer programs for word-processing and spreadsheets at an intermediate level of proficiency, and operate a keyboard.

REV 4-135/17. Previously revised 8/97, 10/04, & 3/06, 10/13.

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