



Fresno County Rural Transit Agency

2035 Tulare Street, Suite 201, Fresno, CA 93721
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www.ruraltransit.org

Operations and Planning Manager

Employer: Fresno County Rural Transit Agency (FCRTA)

Job Type: Full Time, Permanent

Location: Selma, CA

Schedule: Monday – Friday, 8am-5pm

Salary: \$75,000-\$110,000

JOB DESCRIPTION

Assists the General Manager in supervising the daily operations of the operations and maintenance subcontractors. Monitors employee performance, identifies safety issues and addresses operational needs. Manage and provide oversight and direction for all of the functional areas of transit service and facilities. This is accomplished by monitoring the daily activities of the dispatch center, resolving customer issues, implementing performance measures and producing reports, tracking stats and performance, preparing and monitoring budget, managing procurements, managing and directing subcontractors and outside consultants, and ensuring that reliable and safe service is rendered to FCRTA passengers. The qualified candidate must possess a clear understanding of federal and state transportation programs and policies, as well as a working knowledge of requirements for public transit operators by the state and federal Department of Transportation.

EXAMPLE OF DUTIES:

- Coordinate projects or programs between FCRTA and various transit agencies or member agencies
- Prepare specific documents relating to FCRTA's transit planning and administration; these include but are not limited to board agendas, budget, productivity reports, drug and alcohol policy updates, ADA, Title VI, DBE compliance programs and environmental justice reports
- Participate in a variety of studies; collect, monitor and analyze data for Federal, State, regional and local agency reporting; provide analysis of issues and actions relative to public transit program responsibility; provide recommendations for improving the operational efficiency of the FCRTA public transit programs.
- Participate in the development of the short range transit plan (SRTP); establish goals and objectives; ensure consistency between all planning, operations and capital programming, and grant documents.
- Participate in the planning, operations and activities of the City's public transit programs (fixed-route and paratransit services); recommend service improvements and modifications (route design, run-cutting, bus stop locations, service performance, fare adjustments.
- Prepare and present oral and written reports to various committees and elected bodies

- Interact with the public and answer questions in a timely and professional manner
- Ability to provide objective and professional analysis on a variety of issues associated with public transit
- Preparation of the scope of work (RFP's, etc.), and other contract management related tasks such as interviews, selection, award, monitoring, and closeout of planning contracts, service & maintenance contracts, professional services, vehicle specifications, etc.
- Perform a variety of assignments relating to transit planning and operations for FCRTA
- Prepare grant funding applications and follow up reporting as required
- Directs the daily activities of the transit routes and maintenance facilities
- Monitors the subcontractor's employees for proper phone etiquette, which includes following proper protocols and providing excellent customer service
- Analyzes scheduling problems and develops solutions
- Monitors routes as necessary and coordinates with other departments to ensure high level of customer satisfaction, investigates and prepares responses to customer complaints and takes corrective actions to ensure quality customer service
- Assists in coordinating FCRTA Public Relations activities
- Attends public meetings with organizations within the community
- Ensures that service is provided according to FTA and Caltrans regulations and guidelines
- Calculates performance metrics based on reporting data
- Assists with validating and compiling monthly reports, both internally and with subcontractor
- Enforces FCRTA policies, procedures, rules and regulations
- Evaluates workforce requirements for dispatchers, operators and evaluates trip patterns for route structure and revisions or new routes
- Assists the General Manager with day-to-day operational oversight of operations, maintenance and administration including billing, payroll, routing, scheduling, DOT & compliance, accounts receivable and accounts payable
- Ensures subcontractor drivers have the daily documentation necessary to complete their routes. Coordinates field trips by the assignment of personnel and vehicles. Ensures vehicles dispatched are in proper working condition and daily DVI forms have been submitted
- Holds routine meetings with subcontractor staff to respond to service issues and keep staff abreast of customer requirements
- Reviews necessary daily and/or weekly reports for subcontractor and customer (Vehicle Maintenance Report, Complaint/Incident Report)
- Monitors and evaluates Operations activities including: vehicle on-time statistics, missed runs, revenue/cost data, total revenue hours, customer complaint data, accident data, road call data and other operations related functions
- Recommends corrective action with operations personnel. Interviews necessary staff and completes customer complaint investigations
- Informs General Manager of potential risks in the operations and maintenance
- Performs all other duties as assigned and may assist with other areas based on priority to safety, operations and management
- Implements management policies and makes decisions regarding proper enforcement to minimize risks
- Recommends actions to General Manager including subcontractor performance and contract/agreement compliance
- Maintains procedure documents
- Be available/on call to respond to issues out side of regular business hours, on call and be prepared to handle emergencies, service disruptions and other operational issues that may arise

SKILLS REQUIRED:

- Ability to represent FCRTA in collaboration with various municipal, state and federal

- agencies
- Ability to give effective public presentations to various Boards, Councils and Committees
- Ability to provide critical analysis of various public policy issues associated with transit
- Knowledge of standard transit terminology, techniques, and practices of modern transit planning
- Knowledge of planning research, technical writing, urban design and drafting techniques
- Knowledge of Syncromatics dispatch software and tablet operations
- Knowledge of real estate transactions including CEQA, NEPA, and Phase I and II ESA Reports
- Ability to perform calculations accurately and timely
- Ability to communicate effectively, both orally and in writing
- Mathematical and computer skills related to planning, statistical research and document preparation
- Knowledge of accounting and detailed reporting experience
- Knowledge of compliance, risk management and audits
- Ability to prioritize tasks and manage time effectively
- Ability to appropriately interact with subcontractor including drivers, senior management, customers and the general public
- Computer literate with working knowledge of Microsoft Word, Excel, Power Point
- Solid and effective interpersonal, verbal and written communication skills
- Strong leadership skills, ability to drive change and influence senior leaders
- Ability to prepare risk assessments, develop and implement mitigation plans, review and document processes and the effectiveness of corresponding controls
- Effective project management skills combined with detail-oriented work practices
- Demonstrates ability to lead and complete projects

QUALIFICATIONS

Education: Graduate from an accredited four-year college or university with a degree in City and Regional Planning, Public Administration, Geography or a related field. A Master's Degree is desirable, but not required.

Experience: Three to five years of professional experience working in a public or private transit.

How to Apply:

Submit a cover letter with a detailed resume, contact information (include email address for contact if possible) and references to:

Janelle Del Campo, Deputy Director
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 Fresno, CA 93721
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