



# TRANSIT OPERATIONS ASSISTANT DIRECTOR

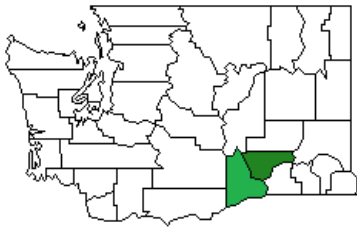
## \$74,346 - \$111,518

*Plus Excellent Benefits*

Apply by  
**January 27, 2019**  
*(First Review, Open Until Filled)*



**WHY APPLY?**



Located among the Columbia, Yakima, and Snake Rivers in southeastern Washington, Ben Franklin Transit provides public transportation for people who live and

work in both Benton and Franklin County. The area averages 300 days of sunshine a year, allowing residents and visitors to enjoy a multitude of outdoor activities, from water sports to golf to wine touring to outdoor theater.

Ben Franklin Transit (BFT) is a highly regarded agency and enjoys a great workplace culture and environment that is built on trust, pride, and teamwork. The agency has been recognized as one of the “Most Improved Transit Systems in the United States” by Metro Magazine.

BFT offers the right candidate an excellent career opportunity while working with a dedicated team to provide excellent customer service and vision to a vibrant community with a bright future!

**THE REGION**

Embedded in the heart of wine country and a rich agriculture community, Richland is located at the confluence of the Snake, Yakima, and Columbia Rivers and its sister cities of Kennewick, Pasco, and West Richland make up the Tri-Cities (population 273,100), fourth largest metropolitan area in Washington State.

Because of the mild climate and an abundance of warm, clear sunny days each year, Tri-City residents can enjoy a variety of outdoor recreation activities such as hiking the trails of Badger Mountain, water-skiing or kayaking on the Columbia River, hitting the links at one of the ten beautiful golf courses, or horseback riding through Red Mountain wine country. Sports fans can enjoy local sports teams that call the area home: The Tri-City Americans (WHL ice-hockey) and Tri-City Dust Devils (Single-A baseball). Residents enjoy the Tri-Cities’ unique local flavor, excellent school system, low crime rate, diverse recreational opportunities, and regional attractions.

Richland is just a few hours’ drive from the major urban centers of Seattle, Spokane and Portland, and the Tri-Cities Airport has direct flights to Seattle, Denver, Salt Lake City, Las Vegas, Minneapolis, Los Angeles, Phoenix and San Francisco.



For more information about the Tri-Cities area, visit:

- [www.visittri-cities.com](http://www.visittri-cities.com)
- [www.tricityregionalchamber.com](http://www.tricityregionalchamber.com)
- [www.tridec.org](http://www.tridec.org)

**THE ORGANIZATION**

**Mission Statement**

*To provide exceptional and cost-effective transportation services that consistently exceed customer expectations while promoting the principles and practices of livable communities and sustainable development.*

Ben Franklin Transit is a municipal corporation, which provides public transportation services in a 616 square mile area located in Benton and Franklin Counties. The area includes the cities of Kennewick, Pasco, Richland, West Richland, Benton City, Prosser and certain unincorporated areas of Benton and Franklin County. The service area contains a population of approximately 270,170 residents.

Ben Franklin Transit was formed May 11, 1981, when the voters in the service area voted to levy a 0.3 percent sales tax to support public transit. In April 2012, Ben Franklin Transit was classified as a Large Urban Transit.



BFT has a 2019 operating budget of \$42,022,300 and a capital budget of \$22,012,566 which are balanced with 2019 Operating Revenues, Federal/State Awards and Reserves. BFT employs 318 full and part-time employees, both union and non-union. BFT offers innovative choices when it comes to public transportation. In September 2017, BFT launched a comprehensive fixed route service change which established 17 fixed routes and added 28,000 hours of service.

This service expansion was accompanied by technology upgrades including mobile data terminals for Operators, GPS activated visual and audible announcements, automated passenger counters, performance data tracking and reporting software for NTD reporting and Wi-Fi modems for an enhanced customer experience. BFT also provides paratransit (Dial-A-Ride) services to the Public Transit Benefit Area (PTBA), taxi feeder, Trans+Plus Night and Sunday Service, and Demand Response services, as well as connector services for outside of BFT's PTBA.

In 2017 combined ridership for all modes of service totaled 3,301,942. In 2018, the agency is anticipating \$2.7 million revenue miles and 160,000 revenue hours. Boarding are expected to reach over 2.3 million.



Capital Projects planned for 2018-2023 total nearly \$50 million; 48% of this investment will come from local funds, demonstrating the financial strength of the organization. \$8 million has been set aside for amenities upgrades over the next five years.

BFT has had several achievements including the City of Richland's "Green Business of the Year" award and the Governor's Award for Pollution Prevention and Sustainability. In 2008, Ben Franklin Transit set all-time ridership records with just over 5.5 million passenger boarding's.

BFT is governed by an appointed ten-member Board of Directors. The Board consists of two Franklin County commissioners, one Benton County commissioner, and a city council member from each of six cities within BFT's service area, and one non-voting Collective Bargaining Representative. The overall management of BFT is divided into six departments; Transit Operations, Fleet and Facilities, Human Resources and Labor Relations, Marketing and Communications, Planning and Service Development, and Administrative Services.

As a community partner, BFT provides over 34,800 rides each year to special events such as the annual International Hydroplane Race and Air Show, Benton County Fair, Cable Bridge Run, and Art in the Park.

## THE POSITION

Under the direction of the Transit Operations Director, the Transit Operations Assistant Director is responsible for managing the daily transit operations for fixed-route and paratransit services, guiding dispatchers and operators to enhance quality service, and achieving departmental goals while ensuring compliance with Agency policies, procedures, and all applicable legal requirements, including the Americans with Disabilities Act (ADA).

### Other responsibilities include:

- Direct activities so that quality public transit service is provided to customers and the public safely, on schedule, and per quality standards and cost objectives.
- Direct, assign, train, and evaluate the work of staff; participate in hiring, discipline, and employment separation.

- Monitor daily operations including employee utilization and overtime.
- Develop and administer the departmental budget; approves the forecast of funds needed for staffing, equipment, materials, and supplies; approves expenditures and implements budgetary adjustments as needed.
- Establish, review, and modify department policies and procedures; set goals and standards for department.
- Maintain service and public safety; respond to operator concerns about safety or service interruptions and delays; recommend corrective action to resolve issues.
- Oversee the department's transit computer technology; identify issues and recommend technology improvements.
- Ensure compliance and enforcement of ADA, Federal Transit Administration (FTA), and other applicable state and federal laws.
- Provide oversight of the paratransit eligibility program to ensure compliance with ADA regulations.
- Administer the collective bargaining agreement to ensure compliance and worker satisfaction; attend collective bargaining negotiations and grievance related meetings.
- Review all transit routes measuring the efficiency and effectiveness of the public transportation offerings; identify underperforming services and areas of opportunity; make recommendations.
- Assumes the duties of Operations Director in their absence.
- Prepare a variety of daily, monthly, and annual reports, logs, and other records.
- Work with and maintain confidential information.



## OPPORTUNITIES & CHALLENGES

- 1. Collective Bargaining Agreements:** This position will assist the director and Human Resources staff with the collective bargaining process that will begin early in 2019.
- 2. Night Service:** BFT is implementing new evening services in 2019. This position will participate on the agency team to plan and roll out the new service.
- 3. Organizational Changes:** The department director is evaluating the operations of the department, to improve services internally and externally. This position will be expected to participate in this review and offer demonstrated organizational improvements for the department.
- 4. Policies and Procedures Update:** The department is working with a consultant to update the policies and procedures. This position will be expected to participate to complete the final draft of the policy manual and effectively roll out the new policies with staff.

## IDEAL CANDIDATE

### Education and Experience:

A Bachelor's Degree in Transportation, Public Administration, Planning or a related field, and five-years of increasingly responsible transit operations and management level experience is required. Seven years of related experience including work with unions is preferred. Candidates must possess or obtain a Washington State driver's license by time of hire. Candidates must obtain a Commercial Driver's License (CDL), and First Aid and CPR certification within 180 days of employment.

### Necessary Knowledge, Skills and Abilities:

- Experience interpreting and applying Federal, State, and local laws, rules, codes and regulations governing the delivery of transit and paratransit services, including ADA.
- Knowledge of the principles and practices of public transportation system operations and paratransit programs, including safety programs.
- Knowledge of the principles and methods of supervision, training, and employee development.
- An understanding of labor relations principles and procedures to supervise, train, evaluate, and motivate staff in a union environment.

- Knowledge of procedure for grievance/arbitration proceedings; techniques for investigating, analyzing, and resolving employee grievances.
- Knowledge of various kinds of disabilities, their related functional abilities and accommodation tools based on ADA regulations.
- Familiarity with the geography, major transit routes, and landmarks of Benton and Franklin counties, read schedules, paper/electronics maps and comprehend directions of travel.
- Ability to react quickly and calmly in emergency situations and adopt an effective course of action within established guidelines.
- Experience operating a two-way radio and computerized dispatch system.
- Ability to define problem areas and develop and recommend effective courses of action.
- Experience safely operating a transit bus and other applicable vehicles related to assigned activities.
- Ability to establish cooperative working relationships with those contacted during work, and write clear, concise reports and documentation.
- Ability to learn new technologies, policies, procedures and guidelines established by professional organizations and/or governing agencies.
- Ability to utilize office equipment and other relevant technology such as software and systems to meet business needs.
- Experience communicating clearly and concisely, both orally and in writing.
- Proven ability to work as a team member and independently, effectively applying organizational and time management skills, meeting deadlines, and complying with Agency policies.

Candidates may possess any combination of relevant education and experience that demonstrates their ability to perform the essential duties and responsibilities. The ideal candidate will be committed to excellent customer service.

### COMPENSATION & BENEFITS

- **\$74,346 - \$111,518 DOQ**
- Medical & Vision
- Dental
- Life and AD&D
- Short and Long-Term Disability
- Employee Assistance Program
- Health Reimbursement Account
- Competitive Paid Leave Program
- Public Employees' Retirement System (PERS)
- Optional Deferred Compensation / 457 Plans
- Optional Supplemental Insurance
- 6 Holidays & 2 Floating Holidays

Please visit:  
[www.bft.org](http://www.bft.org)



Ben Franklin Transit is an Equal Opportunity Employer. All qualified candidates are strongly encouraged to apply by **January 27, 2019** (first review, open until filled). Applications, supplemental questions, resumes and cover letters will only be accepted electronically. To **apply online**, go to [www.prothman.com](http://www.prothman.com) and click on "submit your application" and follow the directions provided. Resumes, cover letters and supplemental questions can be uploaded once you have logged in.



[www.prothman.com](http://www.prothman.com)

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