



NCTPA Title: **PROGRAM MANAGER - PUBLIC TRANSIT**
FLSA: Exempt
Salary Range: XXXXXX
Last Amended: 07/15/2015

DESCRIPTION

Under administrative direction, responsibility for the day-to-day development and implementation of the transit-related activities for the Napa County Transportation Planning Agency (NCTPA); overall responsibility of long and short range service planning, overseeing and monitoring the contracted transit service provider; regulatory compliance, customer service, oversees studies, prepares analyses, and performs other related duties.

The NCTPA is a joint powers authority consisting of County of Napa, the cities of American Canyon, Napa, St. Helena, Calistoga, and the Town of Yountville who are jointly engaged in the coordination of transportation planning, programs and systems. NCTPA serves as the County of Napa's congestion management agency and public transit provider.

CLASS CHARACTERISTICS

Under administrative direction of the Executive Director, the Program Manager - Public Transit manages the countywide fixed route, commuter services, paratransit, and local shuttle transit systems within the Napa Valley. The successful candidate must be able to multi-task, meet deadlines and work independently and as part of a team.

SUPERVISION RECEIVED AND EXERCISED

Administrative direction is received from the NCTPA Executive Director.

The incumbent may directly or indirectly supervise subordinate professional, technical, or clerical employees.

ESSENTIAL DUTIES

Duties may include, but are not limited to, the following:

1. Manages the day-to-day operations of the countywide fixed route, paratransit, and local shuttle transit systems within the Napa Valley.
2. Oversees and participates in short range service planning, including monitoring rider and service trends. Develops strategic plans, goals and objectives related to the delivery of transit services in the Napa Valley; performs research and analysis leading to the development of new and improved transit systems, with consideration of routing patterns, rate structures, travel patterns, cost-benefit analyses, financial needs, funding sources, and related issues; monitors and

- evaluates the effectiveness of transit programs and, as necessary, makes recommendations and modifications to achieve desired outcomes.
3. Prepares analysis and reports on various performance measures for information to policy boards, management decision making. Makes long and short term service recommendations and capital improvements.
 4. Oversees the day to day management of Service Provider contractor.
 5. Responsible for development of transit schedules, routes, and bus stop inventory;
 6. Inspects contractor equipment and services for compliance with standards of reliability, on-time performance and customer service; ensures contractor compliance with federal, state, regional and local laws and regulations; schedules and facilitates regular contractor meetings to review and resolve issues; works with other government agencies to insure that transportation plans are integrated with planning for the overall development of an area.
 7. Reviews and implements transit-related procedures and methods as needed; develops and implements new policies and procedures, internal controls, and various systems to improve operational efficiency and effectiveness, and ensure organizational compliance with applicable policies, procedures, laws, and regulations.
 8. Plans and oversees the development of special transit programs such as Taxi scrip program, Mileage Reimbursement Program, Shared Vehicle Program.
 9. Responds to the day-to-day operational issues that arise among transit users, NCTPA member agencies, and contract operators.
 10. Reviews and approves the monthly transit invoice, as well as, any accompanying reports submitted by the vendor(s).
 11. Assists with the development and administration of a comprehensive marketing and public information program integrating fixed route, paratransit, and local shuttle services.
 12. Prepares transit-related information for the education of policy makers, staff and general public; interprets and explains transit service objectives, policies and procedures to community organizations, governmental agencies, staff, and the public.
 13. Represents the NCTPA and its member agencies on various matters and issues as assigned; serves as a liaison to various county and city staff as well as state and federal agencies; represents the NCTPA Board and Executive Director at federal, state, regional (e.g., MTC, ABAG, or BAAQMD), and local meetings and functions as assigned.
 14. Identifies personnel and other resources needed to meet organizational objectives; obtains and allocates resources as needed to meet operational and program objectives.
 15. Reviews and analyzes proposed legislation and advises on potential impact to

assigned functions.

16. Prepares and presents transit-related agenda reports, analyses and recommendations to the Executive Director and Board of Directors; researches issues as requested.
17. Performs related duties as assigned.

QUALIFICATIONS GUIDELINES

To qualify for this position, an individual must possess a combination of experience, education, and/or training that would likely produce the knowledge and abilities required to perform the work. A desirable combination of qualifications is described as follows:

Education: Equivalent to a bachelor's degree from an accredited four year college or university with major coursework in transportation planning, urban planning, public administration, or a closely related field. Possession of a master's degree is desirable.

Experience: Six years of increasingly responsible professional experience in transit/transportation planning or related transportation work. Experience working with a policy board is required. One year supervisory experience is desirable.

REQUIRED KNOWLEDGE AND ABILITIES

Knowledge of:

- Principles and practices of transit/transportation planning, analysis, and traffic modeling theory.
- Principles, operations and methods of public administration, including administrative planning, financial and budgetary analysis, budget preparation and control, problem analysis, and program evaluation.
- Industry trends particularly as it relates to technologies and advancements relating to deployment of public transportation
- Familiarity with public agency operations and boards with understanding of intergovernmental relations and techniques for collaborating successfully with elected officials and individuals from other agencies and groups.
- Federal, state, and local funding eligibility. Familiarity with federal, state, and local statutes and regulations as they relate to transit operations and compliance. Specific knowledge of Americans with Disability Act and Federal Transit Administration 3rd Party Contracting Requirements and general knowledge of federal and state procurement requirements. Familiarity with legislative developments affecting transit/transportation programs and funding sources at the federal, state, regional, and local levels.
- Current trends and methods in transit/transportation planning including forecasting, data collection and analysis.
- Principles and methods of program and contract administration, monitoring and evaluation.

- Principles and practices of effective supervision and basic personnel management.
- Research, analytical and statistical methods applicable to transit/transportation planning.
- Internal controls appropriate for a public agency setting.
- Documentation management.
- Transportation funding processes and procedures.
- General office procedures and administration; contracts administration and procurement.
- Development of policy recommendations for consideration by decision makers.

Ability to:

- Plan, organize and manage a comprehensive transit program and related planning projects.
- Perform complex transit planning and analysis duties.
- Administer and negotiate contracts; evaluate effectiveness of contract services provided.
- Analyze and prepare budgets and funding proposals.
- Organize and prioritize work assignments;
- Develop, implement and revise administrative services, policies and procedures.
- Make presentations before commissions, City Councils, Board of Supervisors, and other public and private groups as needed.
- Analyze situations accurately and take effective action.
- Prepare clear and concise correspondence and technical reports; collect, organize and maintain records.
- Communicate effectively both orally and in writing.
- Read, interpret and apply complex technical material.
- Establish and maintain cooperative working relationships with staff, other departments and agencies, the private sector, and the public.
- Operate a personal computer with word processing, spreadsheet, and database programs.

REQUIRED LICENSES OR CERTIFICATES:

Possession of a valid California driver's license is required.