



## CHIEF TRANSPORTATION OFFICER

**JC:** XF100  
**PB:** 13  
**FLSA:** Exempt

**BU:** 95 (NR)  
**Created:** July 1988  
**Revised:** June 2019

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

### **DEFINITION**

Under direction, manages and oversees, through subordinate managers and supervisors, all operations and activities related to movement and control of revenue and non-revenue railed vehicles throughout the system, the operation of stations for patron service, District-sponsored bus service, operational support activities and sworn and non-sworn police services including District service revenue train and station operations, service delivery, central control and contract bus services; coordinates assigned activities with other departments and outside agencies; provides highly responsible and complex administrative support to the Assistant General Manager, Operations; performs related duties as assigned.

### **CLASS CHARACTERISTICS**

This chief level classification manages, through subordinate managers and supervisors, all operations and activities related to movement and control of revenue and non-revenue railed vehicles throughout the system, the operation of stations for patron service, District-sponsored bus service, operational support activities and sworn and non-sworn police services. Classifications at this level are accountable for accomplishing all departmental goals and objectives and for furthering District goals and objectives within general policy guidelines for the Transportation Division of the Operations Department. This classification is distinguished from Assistant General Manager, Operations in the latter assumes overall responsibility for the strategic direction, operations and activities of the Transportation, Maintenance and Engineering, and Rolling, Stock and Shops Divisions of the Operations Department.

### **REPORTS TO**

Assistant General Manager, Operations or designee.

### **EXAMPLES OF DUTIES** – *Duties may include, but are not limited to, the following:*

1. Plans, directs, manages and oversees all operations and activities related to movement and control of revenue and non-revenue railed vehicles throughout the system, the operation of stations for patron service, District-sponsored bus service, operational support activities.

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2. Assumes full management responsibility for all department services and activities including train and station operations, service delivery, central control and contract bus services; recommends and administers policies and procedures.
3. Manages the development and implementation of departmental goals, objectives, policies and priorities for each assigned service area.
4. Establishes, within District policy, appropriate service and staffing levels; monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; allocates resources accordingly.
5. Plans, directs, and coordinates, through subordinate level staff, the Transportation Department's work plan; assigns projects and programmatic areas of responsibility; reviews and evaluates work methods and procedures; meets with key staff to identify and resolve problems.
6. Cultivates a working relationship with ATU (Amalgamated Transit Union) leaders to understand common issues.
7. Assesses and monitors workload, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement; directs and implements changes.
8. Ensures that non-revenue vehicles are moved through the system appropriately and that all operational facilities and equipment are functioning properly.
9. Directs the operations of various stations throughout the system; ensures optimal station appearance and cleanliness.
10. Oversees the provision of contract bus services and within District service areas.
11. Monitors developments and legislation related to transportation matters, evaluates impact upon District operations; recommends and implements equipment policy and procedure improvement.
12. Selects, trains, motivates and evaluates assigned personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures.
13. Oversees and participates in the development and administration of the department budget; approves the forecast of funds needed for staffing, equipment, materials and supplies; approves expenditures and implements budgetary adjustments as appropriate and necessary.
14. Explains, justifies, and defends department programs, policies and activities; negotiates and resolves sensitive and controversial issues.
15. Represents the Transportation Department to other departments, elected officials and outside agencies; coordinates assigned activities with those of other departments and outside agencies and organizations.

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16. Provides staff assistance to the Assistant General Manager, Operations; participates on a variety of boards, commissions and committees; prepares and presents staff reports and other necessary correspondence.
17. Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of transit vehicle operations.
18. Responds to and resolves difficult and sensitive citizen inquiries and complaints.

## **QUALIFICATIONS**

### **Knowledge of:**

- Operations, services and activities of a comprehensive metropolitan transit system including service, operations and contracted services and station
- Principles and practices, methods and techniques of planning, organizing and implementing operational activities of a major metropolitan transportation system
- Principles and practices of transportation system operation and administration
- Principles and practices of policy development and administration
- Principles and practices of contracted bus service contract administration
- Operational characteristics of heavy rail vehicles
- Principles and practices of budget preparation and administration
- Principles of supervision, training and performance evaluation
- Related Federal, State and local laws, codes and regulations

### **Skill in:**

- Planning, organizing, administering, reviewing and evaluating a major operational functional area within a comprehensive metropolitan transportation system
- Developing and administering departmental goals, objectives and procedures
- Analyzing and assessing policies and operational needs and making appropriate adjustments
- Identifying and responding to sensitive community and organizational issues, concerns and needs
- Delegating authority and responsibility
- Selecting, supervising, training and evaluating staff
- Researching analyzing and evaluating new service delivery methods and techniques
- Directing the operations of various stations throughout the system
- Managing and overseeing the provision of contract bus services
- Preparing clear and concise administrative and financial reports
- Preparing and administering large and complex budgets
- Working with Engineering to make important procedural decisions
- Making key decisions that impact safety
- Monitoring real time operations
- Settling issues with outside of the grievance process
- Communicating with media
- Interpreting and applying applicable Federal, State and local policies, laws and regulations
- Communicating clearly and concisely, both orally and in writing
- Establishing and maintaining effective working relationships with those contacted in the course of work

**MINIMUM QUALIFICATIONS**

**Education:**

Bachelor's degree in Business Administration, Engineering, Planning, Transportation or a related field from an accredited college or university.

**Experience:**

Seven (7) years of (full-time) professional experience in transit operations management and administration which must include at least two (2) years of managerial experience.

**Substitution:**

Additional professional experience as outlined above may be substituted for the education on a year-for-year basis. A college degree is preferred.

**WORKING CONDITIONS**

**Environmental Conditions:**

Office environment; exposure to computer screens

**Physical Conditions:**

May require maintaining physical condition necessary for sitting for prolonged periods of time.

**BART EEO-1 Job Group:** 0500 – Executives/Managers  
**Census Code:** 0160 – Transportation Managers  
**Safety Sensitive:** No