



DIRECTOR OF TRANSIT OPERATIONS

UP TO \$145,302

Plus Excellent Benefits

Apply by

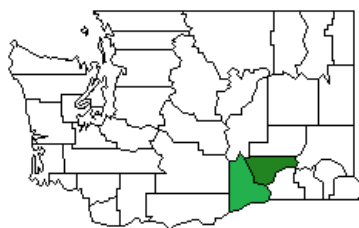
October 13, 2019

(First Review, Open Until Filled)

PROTHMAN



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 including 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. The Tri-Cities is also a sports minded community, providing many public athletic facilities and two professional sports teams: Tri-City Americans WHL Ice Hockey and Tri-City Dust Devils, a professional Single A affiliate of the San Diego Padres. The region has its share of fine sports venues in the mix, boasting state-of-the-art softball fields and many soccer and baseball fields. Resident’s 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
- www.tricityregionalchamber.com
- 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. The department directors make up a strong leadership culture at BFT.

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 General Manager, the Director of Transit Operations is responsible for administering all operational functions of bus transportation, operations control center, field supervision, and training to provide a safe, reliable, high quality, and economical transportation services to the area's customers. The Director of Transit Operations will also be responsible for the fixed route and dial a ride programs, and continually work to improve and maintain service delivery.

Other responsibilities include:

- Manages all departmental services and activities, including schedule and service planning, operational analysis, and fleet and capacity planning.
- Analyze operations to improve productivity within work units, develops and implements strategic plans including long and short-term goals.
- Direct the implementation of goals, objectives, policies, procedures, and work standards for the department.
- Provide leadership to senior staff who hire, supervise, train, motivate, assign and discipline staff.

- Review all transit routes measuring the efficiency and effectiveness of the public transportation offerings to identify underperforming services and areas of opportunity and make recommendations.
- Review state and federal laws, proposed legislation, and regulations pertaining to transit operations, including compliance and enforcement of Federal Transportation Administration Americans with Disabilities Act
- Develop, monitor, and manage the annual budget and forecast for funds needed for staffing, equipment, materials, and supplies. Approve expenditures and implement budgetary adjustments as required.
- Serve as a member of the executive management team, and oversee the selection, supervision, training, and discipline of senior staff.
- Participate in collective bargaining agreement concerning a variety of labor relation issues.
- Oversee and direct staff in addressing complaints and concerns by external customers and the public; ensure that staff understands and implements resolution protocols per Agency standards.
- Establish business relationships with external agencies, employee organizations, and public and private organizations to promote transit operations and address public concerns/issues.
- Assure adherence to safety programs and compliance with all driver safety standards.

IDEAL CANDIDATE

Education and Experience:

A bachelor's degree in business administration/management, transportation, industrial engineering, or related field, and five (5) years of progressively responsible public transit operations, labor relations, management and supervisory level experience is required. Seven (7) years of experience is preferred. Any equivalent combination of education and experience sufficient to successfully perform the essential duties of the job will be considered. Candidates must have a valid Washington State driver's license at time of hire.

Necessary Knowledge, Skills and Abilities:

- Ben Franklin Transit is seeking candidates with proven track records that will show exemplary management skills coupled with comprehensive technical knowledge of transit agencies and systems.

- The next Director of Transit Operations must be able to demonstrate the ability to plan, organize, coordinate and provide vision, direction and leadership to the department, as well as the ability to delegate responsibility to and build consensus with staff in resolving personnel issues.
- The new Director is responsible for the oversight, staffing and budgeting for the operating programs, and needs to be the technical expert for scheduling and FTA compliance.
- The successful candidate will be expected to become the subject matter expert in relation to the transportation operations of BFT, including fixed routes and paratransit programs for a mid- to large-sized urban zone transit area.
- Expertise in transit operating programs is critical to the success of this position.
- The ideal candidate will need to maintain open and transparent relationships and have excellent oral and written communication skills, and able to communicate effectively with other government agencies, service providers, and the community.
- The ideal Director of Transit Operations will be a strategic thinker, create a positive work environment, and work as a team player.
- The knowledge and skills to develop and implement training programs for all operating areas of BFT, and experience with reviewing and updating an organizations policies and procedures is a must.
- The ability to take an innovative approach to problem solving and find efficiencies in the operating programs will be a key to success in this position.

The successful candidate must show a proven ability to lead in a change environment.



COMPENSATION & BENEFITS

- **Up to \$145,302 DOQ**
- Medical & Vision
- Dental
- Life and AD&D
- Short and Long-Term Disability
- Employee Assistance Program
- Health Reimbursement Account
- Public Employees' Retirement System (PERS)
- Optional Supplemental Insurance



**Please visit:
www.bft.org**

Ben Franklin Transit is an Equal Opportunity Employer. All qualified candidates are strongly encouraged to apply by **October 13, 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** 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

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