



# Kitsap Transit

Connecting Communities

Washington

## OPERATIONS DIRECTOR

**\$122,054 - \$164,133**

*(STARTING WAGE UP TO \$134,722)  
Plus Excellent Benefits*

*Apply by  
May 16, 2021  
(First Review, open until filled)*

**PROTHMAN**



**WHY APPLY?**



Headquartered in the City of Bremerton, Washington, directly across the Puget Sound from Seattle, Kitsap Transit offers the right candidate the opportunity to work in a positive and stable work

environment that is confirmed with a staff tenure averaging over 14 years, including the General Manager who has been with the Agency for 37 years. The region offers affordable, quality living in a spectacular water and mountain setting where the ferry terminal and Bremerton Transportation Center at the foot of downtown leads visitors into a growing community of galleries, theaters, shops, restaurants, museums, and cafes. If you want to make a difference in a unique community that offers an outstanding quality of life, and would like to lead a dedicated staff in an agency that places a high value on providing outstanding service, this is the position for you!

**KITSAP COUNTY**

Kitsap County is located on the Kitsap Peninsula in the south-central Puget Sound, directly across the water from Seattle. With a population of approximately 270,000 residents, Kitsap County residents and visitors enjoy nearly 300 miles of scenic saltwater coastline, and many friendly, unique, laid-back communities. The County’s largest city, Bremerton, is home to 42,000 residents, and serves as the urban center for the Bremerton-Silverdale Metropolitan Area. For over a century, the City of Bremerton has been home to Puget Sound Naval Shipyard, which employs over 9,000 civilians that service U.S. Navy ships. In addition, nearly 6,000 active duty military personnel are based at this site.



There is lots to see and do in Bremerton, such as taking a stroll along the Boardwalk, touring the historic USS Turner Joy, visiting Harborside Fountain Park and PSNS Memorial Plaza, or spending the afternoon browsing through Bremerton's historic Arts District and unique shops. Bremerton is a great place to live and offers quality schools, vast recreation, a clean environment, 35 beautiful parks, cultural programs, convenient shopping, and excellent medical facilities, such as the state-of-the-art Heart & Vascular Center at Harrison Medical Center. Olympic College in Bremerton provides advanced technical and 7 baccalaureate degrees and enriches the community with many educational and community services and a Business Relations Center.

To the south of Bremerton, the City of Port Orchard serves as the seat of Kitsap County. This small city is located on the Sinclair Inlet of the Puget Sound and is home to 14,734 residents. As a waterfront community, the City offers numerous marinas that provide all who visit with convenient accommodations and a downtown corridor known for fantastic shopping, museums, entertainment, galleries, and dining.

Bordering the eastern edge of Kitsap County, Bainbridge Island is just 35 minutes from downtown Seattle via ferry, and is a vibrant, diverse community. The island’s 41,000 residents enjoy unmatched views of the Olympic Mountains to the west and of Mount Rainier to the east. Bainbridge Island along with the fast ferry to Bremerton provide the closest getaway destinations by ferry from Seattle. Bainbridge Island has a rich history, an eclectic mix of farms, wineries, multiple parks, numerous hiking trails, golf courses, museums, local arts, and many community events hosted year-round.

To the north of Bainbridge Island, the City of Poulsbo’s 11,200 residents maintain a rich Scandinavian heritage, which has earned the small city the nickname “Little Norway”. The city offers a picturesque downtown core of traditionally Norwegian painted storefronts and shopping areas at Poulsbo Village, along Viking Avenue, and in the College Market Place. The City also maintains several beautiful parks, a boardwalk along Liberty Bay, the Valborg Oyen Public Library, three marinas, and an abundance of interesting gift shops and locally owned bakeries.

## THE AGENCY

Operating friendly, convenient public transit since 1983, Kitsap Transit is a medium-size transit agency with one of the most diverse array of modes in Washington state. The Agency prides itself on providing a reliable service to Kitsap County's commuter base and a sustainable, green travel option for the environmentally conscious. Kitsap Transit transports more than 3.8 million riders a year across a multi-modal system of routed buses, passenger-only ferries, ACCESS and Dial-A-Ride shuttles, vanpools, and Worker/Driver buses for the Puget Sound Naval Shipyard. Services are backed by a sales tax of 0.8 percent for transit and 0.3 percent sales tax for passenger-only ferries. As of 2020, Kitsap Transit serves a 395-square-mile area (pop. 270,000), operates on a budget of approximately \$58 million, and employs 388.8 FTEs.

Kitsap Transit offers routed buses in the County's urban corridors; demand-responsive buses in rural areas; foot ferry service to downtown Seattle and also connecting Port Orchard and Bremerton; Worker/Driver buses serving the Puget Sound Naval Shipyard; ACCESS buses providing ADA service within the entirety of Kitsap County, Routed; Vanpool; VanLink, a partnership with social-service agencies; and a network of Park & Ride lots across Kitsap County. The Agency is one of only three transit agencies in the state certified to ISO 14001: a global standard for environmental management. Kitsap Transit's leadership is committed to the Environmental Sustainability Management System and trains operators, maintenance staff and other employees in standard operating procedures to meet our goals and continually improve. Kitsap Transit's Waterman is the first hybrid-electric ferry to operate commercial service on the Puget Sound, and the Agency is exploring infrastructure for a future electric-bus fleet.

Over the past several years, Kitsap Transit has opened modern transit centers in Poulsbo and East Bremerton, launched fast-ferry service to Seattle from Bremerton and Kingston, and made structural changes to Routed bus service to align with demand. The Agency launched a third fast-ferry route between Southworth and Seattle in March of this year and is working on a new transit center in Silverdale.



Kitsap Transit is governed by a 10-member Board that is comprised of nine elected officials and a non-voting member who represents the agency's labor unions, as required by state law. The nine elected members include three Kitsap County commissioners; Bremerton's mayor; a member of the Bremerton City Council; an elected official from each of the smaller cities including Bainbridge Island, Port Orchard and Poulsbo; and an at-large member chosen on a rotating basis from one of the smaller cities.

Kitsap Transit has three labor groups with five collectively bargained agreements. The collective bargaining agreement negotiations are staggered over various years. The Human Resources Director is the lead negotiator, assisted by department directors and contracted legal counsel.



## THE DEPARTMENT & POSITION

The Operations Department is the largest department of Kitsap Transit, operating with 237.25 FTEs including 48.25 staff and 189 operators, on a 2021 budget (Transit Fund) of \$44.4 million. Services provided by the Operations Department include Routed, ACCESS (Para transit), Worker/Driver Program (Bangor & Puget Sound Naval Station), and Dial-A-Ride.

Under the direction of the Executive Director, the Operations Director directs and administers the agency's Routed, Worker/Driver, and Paratransit services, and reviews and evaluates offered services and Routed and Worker/Driver service plans. This position also develops, reviews and evaluates Paratransit service plans, and develops and implements long-range operational plans. The Director additionally ensures services are in compliance with all ADA regulations, and participates in Federal Transit Administration Triennial Reviews. The incumbent will be replacing the current Operations Director who is retiring after more than 25 years with Kitsap Transit.

### Other main responsibilities include:

- Directs and administers contracted services; issues and reviews RFPs pertaining to department or assigned projects; evaluates contract agency performance; oversees contract expenditures and ensures budgetary compliance with contract agencies.
- Establishes and provides direction and leadership to the operations department staff; monitors and evaluates service-related capital facilities; recommends modifications to transit centers, transfer centers and operating bases; reviews performance statistics and formulates methods to improve services; analyzes data and develops/recommends solutions; writes reports.
- Develops the department's operating and capital budget; monitors expenditures; participates in the development of the agency's long-range budget; participates with other directors in discussions and decisions that affect the agency.
- Resolves discrepancies or procedural problems and responds to program and service delivery questions ensuring necessary follow-up; confers with and advises staff and others in resolution to problems and complaints, interpreting service goals and policy.

- Monitors and evaluates legislation and other developments related to public transit. Formulates and directs the administration of appropriate policies and procedures including federal requirements for agency Title VI compliance, Environmental Sustainability Management System, and Sustainability Program.
- Makes presentations to a variety of groups and organizations; serves and represents the agency on the Board-appointed Citizens Advisory Committee and various other internal and external committees, boards and task forces. Interacts with Kitsap Transit Board of Commissioners subcommittees and makes presentations about various topics to the Kitsap Transit Board of Commissioners.
- Participates in labor negotiations; interprets and administers labor contract, meets with union to resolve grievances.
- Directly and through Operations Managers and supervisors, hires, trains, assigns work to, monitors and evaluates staff; provides for and/or conducts staff development; establishes work methods and standards; initiates corrective and/or disciplinary action and responds to grievances and complaints according to established personnel policies and procedures and relevant collective bargaining agreements.

## OPPORTUNITIES & CHALLENGES

**Countywide Covid-19 Impacts:** Kitsap Transit's leadership team will need to continue to manage through the current impacts of the virus as well the future impacts, which may impact public transportation indefinitely. This will include COVID response recovery, and planning for service changes and increases in the future.

**ATU Contract Negotiation:** The current ATU 3-year contract expired in February of 2021. Negotiations will include bargaining newly represented Fixed-Route Dispatchers. Negotiations will be done in partnership with the Human Resources Director.

**Facility, Infrastructure, Land/Space Issues and Needs:** The Operations Director is instrumental in determining the needs of the Operations Department with respect to facility and infrastructure needs. This includes not only facilities, but space needs and relational issues as well as equipment needs and types.

**Recruitment & Retention of Transit Operators:**

There is a continuous need to recruit and retain operators. Kitsap Transit is looking for new mediums to advertise and promote the agency to continually attract and retain a strong workforce.

**Alternative Fuel Sources:** The agency is researching and using alternative fuel sources in compliance with state and federal mandates.

**Environmental Sustainability Management System Initiative:** Kitsap Transit has worked hard to obtain ISO 14001 certification for Charleston Base, Bremerton Transportation Marine Facility, and North Base. The Environmental Sustainability Management Coordinator reports to the Operations Director and is responsible for agency compliance using a multi-department working group to achieve and maintain certification. The certification and re-certification process are very comprehensive with audits once a year and re-certification every three years.

**IDEAL CANDIDATE****Education and Experience:**

A bachelor's degree in transportation management, business or public administration or a closely related field; and five (5) years of increasingly responsible professional transit operations experience including three (3) years of program management and supervisory experience; or an equivalent combination of education and experience is required.

The ideal candidate will be innovative, creative, and forward thinking, and willing to explore alternatives for new programs and initiatives. The selected candidate will be a proven team player who is collaborative within the department and with the leadership team, and a proponent of staff and professional development, allowing staff to have professional growth opportunities. The ability to manage differing personalities and generations will be a skill needed to be successful in this position. The selected candidate should have a sense of humor, be fair but commanding respect, and be diplomatic. Candidates should have proven experience performing well in difficult situations and with difficult individuals, while having the ability to be compassionate, empathetic, and understanding, while maintaining an appreciation of the public's needs and expectations.

**Necessary Knowledge, Skills and Abilities:**

- Strong communication skill both verbally and written. Ability to maintain effective communication with internal and external staff, and the public.
- Strong labor relations skills including negotiation, collective bargaining agreement administration, and labor relations.
- An understanding of financing. The ability to develop and manage the department budget in partnership with the Executive Director and the Finance Department.
- An understanding of the benefits of new transit technology. A willingness to research and initiate new technology initiatives within the organization.
- Ability to effectively present and implement new technology with staff who may be unfamiliar with and resistant to emerging technology.
- Strong organization skills, and the ability to multitask, think quick on one's feet, and be detail oriented.
- Inspirational leadership skills. Experience motivating long and short tenured staff.
- Ability to understand, interpret, and manage in compliance with various federal and state transit regulations and rules.
- Skill as a creative problem solver.
- Ability to be an advocate for the needs of the operating staff and department.

Candidates may possess a combination of relevant education and experience that demonstrates their ability to perform the essential duties and responsibilities.

## COMPENSATION & BENEFITS

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- **\$122,054 - \$164,133 DOQ**  
**(STARTING WAGE UP TO \$134,722)**
- Subsidized medical insurance for employees and dependents.
- Fully paid vision and dental insurance for employee and dependents.
- Fully paid disability and life insurance.
- Washington State Public Employees' Retirement Plan (PERS).
- State administered deferred compensation plan.
- 33.5 days of general leave per year.
- 11 paid holidays per year.
- Free transportation pass for eligible dependents for services provided by Kitsap Transit.



**Please visit:**  
**[www.kitsaptransit.com](http://www.kitsaptransit.com)**

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Kitsap Transit is an Equal Opportunity Employer. All qualified candidates are strongly encouraged to apply by **May 16, 2021** (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 "**Open Recruitments**", select "**Kitsap Transit, WA – Operations Director**", and click "**Apply Now**", or click [here](#). Resumes, cover letters and supplemental questions can be uploaded once you have logged in.



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371 NE Gilman Blvd., Suite 310  
Issaquah, WA 98027  
206.368.0050