

Scope of Work

– GVRTA Bus Operations Manager –

SUMMARY:

This contractor reports to the Executive Director and provides a variety of technical expertise and professional assistance in overseeing GVRTA Commuter Bus and Senior Transportation contractors' day-to-day operations and planning for GVRTA future services and presents technical transit information to the Executive Director and Board of Directors to assist in policy and plan development for the transportation systems.

SCOPE OF WORK:

Responsible for oversight of contractors/vendors providing day-to-day operations for GVRTA commuter bus services and senior transportation services, including:

- Monitoring vendor compliance with contract provisions
- Generally overseeing all day-to-day aspects of contracted commuter bus and senior transportation services
- Monitoring Swiftly GPS tracking and ensuring correct bus assignments
- Communicating with vendor's supervisors and correcting errors in bus assignments in the Swiftly dashboard during weather, traffic, mechanical, and other abnormal events
- Monitoring service alerts
- Investigating and responding to customer complaints
- Responding to lost and found requests and other customer input
- Assisting in the provision of accurate information relative to GVRTA services to the general public
- Responding to requests for information
 - Assisting the inquirers when possible
 - Referring to Executive Director, contractor, or other appropriate party
- Inspecting GVRTA-owned housing units between tenants, inspecting vacant units monthly, and inspecting all units annually
- Working with vendors to ensure GVRTA facilities, housing units and bus stops are properly maintained
- Performing minor maintenance on GVRTA assets and facilities (not including vehicles)
- Working with vendors to generate required reports
- Observes and participates in GVRTA Board of Directors meetings
- Observes and participates in other local jurisdictional meetings as requested
- Attends workshops, CASTA conferences, and other meetings as requested to increase current knowledge on planning or transit theories and trends

Assists the Executive Director in the following areas:

- Month-to-month budget tracking of bus operations and capital expenses

- Reviewing contractor/vendor invoices
- Reviewing and creating monthly reports
- Management and oversight of contractors providing maintenance services to GVRTA properties, vehicles, and facilities
- Recommending improvements to commuter bus and senior transportation operations
- Maintaining an accurate inventory of commuter bus and senior transportation ridership, on-time statistics, trip completion percentages, complaints, vehicles, capital inventories, etc.
- Managing GVRTA capital projects including construction projects
- Soliciting quotes and bids from contractors for maintenance of GVRTA facilities
- Procurement of GVRTA assets and services
- Preparing of presentations, agendas, and meeting materials
- Completing special tasks, projects and other duties as requested

REQUIREMENTS:

- Oral and written communications must be clear and effective.
- Provides office space, telephones, computers, office equipment, and internet access necessary to provide these functions.
- Is a contractor and not a GVRTA employee.
- Invoices GVRTA monthly per contract.