



## CHIEF TRANSPORTATION OFFICER

JC: XF100

PB: 13

BU: 95 (NR)

FLSA: Exempt

*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 general direction, manages and oversees, through subordinate managers and supervisors, all operations and activities of the Transportation Department, including movement and control of revenue railed vehicles throughout the system within the Operations Control Center (OCC), the operation of stations for patron service, District-sponsored bus service, and other operational support activities; coordinates assigned activities with other departments and outside agencies; provides highly responsible and complex administrative support to the Assistant General Manager, Operations; and performs related duties as assigned.

### **CLASS CHARACTERISTICS**

This chief level classification is responsible for day-to-day performance and operation of the Transportation Department, which is responsible for rail service delivery, including yard and mainline operations and the OCC, and station operations. Positions at this level provide direction to line operations for staff and contractors who are responsible for the delivery of services and ensures implementation of programs, policies and standard operating procedures to improve service quality. This classification is distinguished from the Assistant General Manager, Operations in the latter assumes overall responsibility for the strategic direction, operations and activities of the Transportation, Maintenance, and Rolling Stock and Shops Departments.

### **REPORTS TO**

Assistant General Manager, Operations or designee.

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

1. Serves as a key member of the Operations leadership team and plays a critical role in accomplishing BART's overall mission of providing safe, reliable, and convenient public transportation for the public.
2. Plans, directs, manages, and oversees all operations and activities related to movement and control of revenue railed vehicles throughout the system, the operation of stations for patron service, District-sponsored bus service, central control, and operational support activities of the Transportation Department.
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 Amalgamated Transit Union (ATU) 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 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 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.
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:**

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Seven (7) years of (full-time) professional experience in transit operations management and administration or related experience, which must have included at least three (3) 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

### **CLASSIFICATION HISTORY**

**Created:** July 1988  
**Revised:** March 2023  
**Revised:** August 2023