

AGENDA ITEM 6 C
Consent Calendar Item

MEMORANDUM

DATE: February 7, 2008

TO: El Dorado County Transit Authority

FROM: Mindy Jackson, Transit Director
Scott Ousley, Operations Manager

SUBJECT: Reclassify one (1) allocated Transit Dispatcher position to a Transit Scheduler position

REQUESTED ACTION:

BY MOTION,

- 1. Approve new job classification - Transit Scheduler**
- 2. Approve Revised Personnel Allocation for Fiscal Year 2007/2008 to delete one (1) Transit Dispatcher classification and add one (1) Transit Scheduler classification**

BACKGROUND

El Dorado Transit's Dial-A-Ride service provided over 16,000 trips and 300 Sac-Med trips in the first six (6) months of 2007/2008. The majority of these trips are made through the reservation system that includes a computerized scheduling program. Some rides are subscription Dial-A-Ride trips as allowed per the Americans with Disabilities Act (ADA).

To access Dial-A-Ride or Sac-Med services, customers call in advance to make trip reservations (up to 14 days for Sac-Med and up to 3 days for Dial-A-Ride). Transit Dispatchers enter trip requests into scheduling software that assigns trip options for the customer. When the appropriate option is agreed upon, a confirmation is provided to the passenger during the initial call. Although the scheduling software is very reliable occasionally errors occur. In an effort to prevent scheduling errors that could seriously impact those members of the public using Dial-A-Ride a Transit Dispatcher reviews driver schedules to ensure accuracy. This is a consuming task considering that El Dorado Transit provides 175 – 225 trips Monday through Friday and 40 – 60 trips per weekend day.

The El Dorado Transit dispatch center operates 4:30 AM – 8:00 PM Monday through Friday and 7:30 AM – 5:30 PM on weekends. The dispatch center is staffed with five (5) full-time Transit Dispatchers responsible for intake of Dial-A-Ride and Sac-Med trip requests; accept and relay off-route requests; direct and advise Transit Drivers; understand, support and apply policies and procedures; compliance of local, state and federal statistical data reporting mandates; heavy customer phone contact; maintenance and control of passenger files for

Motherlode Rehabilitation Enterprises, Inc. and Senior Day Care passengers; dispatch radio communication; driver scheduling; tasks necessary to provide coordinated support for public transit services; manage daily demand response scheduling and control emergency incidents and situations involving El Dorado Transit routes, employees and the public.

Three (3) transit dispatchers work four (4) ten (10) hour shifts (4/10). Two (2) transit dispatchers work five (5) eight (8) hour shifts (5/8).

DISCUSSION

To manage effective Dial-A-Ride scheduling the recommendation is to add one (1) new classification – Transit Scheduler and delete one (1) allocated Transit Dispatcher position. Responsibilities of a Transit Scheduler position will include all regular Transit Dispatcher duties as well as oversight of the demand response service which is a critical component of the continued success of this life-line service provided by El Dorado Transit. The Transit Scheduler is distinguished from a Transit Dispatcher with additional duties and responsibilities. Additional duties include but are not limited to reviewing daily demand response driver schedules to ensure efficiency, manage the subscription Dial-A-Ride service; assumes role of primary contact for demand response drivers throughout the day; carries a pager to handle sick calls and cover drivers schedules; manages the database within the scheduling software; direct liaison with the software developers and assists with resolving operational challenges with supervisory and management personnel. Transit Scheduler job description is attached for review.

FISCAL IMPACT

The adopted operating budget for fiscal year 2007/2008 included the allocation of five (5) Transit Dispatcher positions. El Dorado Transit management recommends deleting one (1) Transit Dispatcher position and allocating one (1) Transit Scheduler position. The allocation of the Transit Scheduler position would be effective March 1, 2008 with the deletion of one (1) Transit Dispatcher position effective July 1, 2008. The Transit Dispatcher currently performing the additional duties will be retiring therefore: if the new classification is approved effective March 1, 2008 it will result in a window of opportunity to recruit and hire into the Transit Scheduler position with training by the incumbent.

Approval of recommendation does not require a budget adjustment for fiscal year 2007/2008.

Fiscal Year 2007/2008	Wages and Benefits* Account	\$12,816.00
Fiscal year 2008/2009	Wages and Benefits* Account	
	Delete one (1) Transit Dispatcher	(\$55,700.03)
	Transit Scheduler classification	\$54,126.12

*The above projected expenses assume full medical coverage.

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TRANSIT SCHEDULER

**Monthly Salary: \$2,463.00 - \$3,301.00
including Benefit Package**

***NON-EXEMPT
SAFETY-SENSITIVE***

DEFINITION

Under general supervision, plans, organizes, modifies, and/or develops effective transportation schedules and routes; arranges and coordinates appropriate scheduling and transportation services and monitors scheduled routes and services for quality and effectiveness responding to inquiries, complaints, and customer requests pertaining to scheduling and/or service activities, operations, and standards. Provides direction to Transit Drivers regarding the timely routing of transit service. Dispatches and schedules transit vehicles and assists in policy and procedure implementation. Performs related work as assigned.

DISTINGUISHING CHARACTERISTICS

Employees in this classification receive general supervision from the Operations Manager within a framework of standard operating policies and procedures. Employees in this classification may train or supervise the work of others in a lead capacity. This job class exercises responsibility for ensuring that trip requests are appropriately scheduled and routed to designated sites in an effective and timely manner. This job class requires planning and organization skills, problem-solving skills and the ability to schedule a large volume of work under extreme time pressures. This class position is also responsible for directing the timely routing of transit service, scheduling and dispatching transit drivers and vehicles.

EXAMPLE OF DUTIES (Illustrative Only)

- Plans, organizes, modifies, and/or develops effective transportation schedules and routes
- Performs manual and/or computerized routing and scheduling operations in the processing of passenger trip requests
- Receives and screens visitors and telephone calls, providing factual information which requires the interpretation of policies and procedures.
- Ability to analyze and comprehend transportation scheduling activities and requirements
- Ability to learn to operate automated routing and scheduling software, and other software programs

- Operates a two way radio system and/or phone system to dispatch transit vehicles and drivers.
- Schedules and coordinates passenger pickups, schedules Americans with Disabilities Act (ADA) complementary paratransit service, updates passenger locations/schedules and routes on driver trip sheets. Assigns vehicles to routes.
- Directs Transit Drivers regarding timely and efficient routing of transit services. Resolves immediate operating problems.
- Monitors and reports driver tardiness, attendance and situational occurrences.
- Maintains log of calls, radio transmissions and other data.
- Reviews daily vehicle inspection forms, prepares work orders, coordinates repair work and vehicle substitution to maintain service levels.
- Advises police, fire and other concerned agencies of emergency situations, weather conditions, road closures and other matters.
- Recommends immediate service reductions related to maintaining safe transit service.
- Analyzes ridership information, coordinates schedules and prepares recommended routes; prepares and types a variety of schedules, reports, driver trip sheets, memoranda and correspondence.
- Operates a variety of office equipment including typewriters, radios, telephones and computers.
- Maintains a variety of office files, logs and records.
- Assists in the implementation of marketing objectives.
- Assists in the driver route bid process through the preparation of route segments into runs and the description of these runs in a formalized regular process.
- Assists in policy and procedure implementation.
- Responds to customer inquiries or complaints regarding service; provides information and resolves problems.

SPECIAL ASSIGNMENT PAGER PAY *

- Performs all scheduling tasks associated with Transit Drivers; such as, bid routes, leave requests, sick coverage, etc.
- Receives immediate “driver not reporting for duty” phone calls and/or information and contacts replacement drivers as needed.
- Pager pay \$6.00 per day not-to-exceed \$84.00 per pay period when assigned.

QUALIFICATIONS

Knowledge of:

- The operation of common office equipment.
- Word processing, spreadsheet, database programs and scheduling software.
- Policies and procedures related to transit.
- Correct English usage including spelling, grammar and vocabulary.

- Record keeping principles and practices.
- Basic supervisory principles and practices.
- Transit related State and Federal mandates.
- Emergency response procedures.
- Safety regulations including Vehicle Code and California Highway Patrol (CHP) regulations.
- Seasonal weather and road conditions affecting transit service routing.
- Operation of radio and telephone equipment.
- El Dorado County, City of Placerville, and Sacramento area road systems and geography.
- Methods and techniques of day-to-day transit operations problem solving.
- Methods and techniques of transit dispatching and scheduling.
- Ability to deal with high stress situations in a calm and tactful manner.
- Ability to establish and maintain effective work relationships in the performance of required duties.

Skill in:

- Organizing work, setting priorities, meeting critical deadlines and following up assignments with a minimum of direction.
- Presenting a positive image of the transit system.
- Responding decisively and effectively in resolving problems and emergency situations.
- Counseling drivers and passengers regarding day-to-day operational situations.
- Operating telephone and radio equipment.
- Understanding and communicating effectively orally and in writing.
- Scheduling and routing transit routes and pick-ups.
- Maintaining records and files.
- Establishing and maintaining effective working relationships.
- Using initiative and sound judgment within established guidelines.
- Coordinating multiple priorities with immediate timelines.
- Accurately documenting operational occurrences and logs.
- Compiling operational information and inputting data into a computer.

Other Requirements:

Must possess a valid California Class C driver's license approved by the Department of Motor Vehicles.

Ability to obtain a Class B drivers license with a passenger endorsement, no air brake restrictions and Verification Transit Training (VTT) certificate or equivalent. (Employer training provided)

Must be willing to work early morning, evening, weekend, and holidays as required.

Education/Experience:

High School diploma or equivalent required.

Desirable two (2) or three (3) years of increasingly responsible job related experience/dispatching/radio communication work which includes office support responsibilities or the equivalent.

NOTE: The above qualifications are typically accepted ways of obtaining the required knowledge and skills.

APPLICATION AND SELECTION PROCEDURES:

It is the responsibility of the applicant to ensure delivery of the completed application to El Dorado County Transit Authority office: at 6565 Commerce Way, Diamond Springs, CA 95619. El Dorado County Transit Authority applications must be used. **A current Department of Motor Vehicle printout of your driving record must accompany your application, run no more than 60 days prior to the date your application is received by Human Resources.** Resumes may be attached but may not be substituted for any portion of the application. Completed applications will be reviewed and the most suitable, qualified applicants, based on the information provided on their applications, will be invited to participate further in the examination process. Depending on the number of qualified candidates the examination process may include application screening and/or oral interview. We are an EOE.