

AGENDA ITEM 6C
Consent

MEMORANDUM

DATE: October 2, 2008

TO: El Dorado County Transit Authority

FROM: Scott A. Ousley, Operations Manager

SUBJECT: Extra-Help Transit Dispatcher Allocation

REQUESTED ACTION:

BY MOTION, Approve the draft Job Description and Allocation for an Extra-Help Transit Dispatcher

BACKGROUND

The dispatch center is comprised of five (5) full-time Transit Dispatchers responsible for the mandatory local, state and federal statistical data reporting, heavy customer phone and correspondence contact, cross-training to cover fare-count function as needed, maintaining ALTA, Senior Day Care passenger files, manages the recruitment and training of transit drivers, handles driver scheduling and all the functions necessary to provide the on-the-road services and manages the daily demand response scheduling.

The dispatch center operates 4:30 AM – 8:00 PM Monday through Friday and 7:30 AM – 5:30 PM on weekends. In order to staff these operating hours three (3) of the dispatchers work four (4) ten (10) hour shifts while the remaining two (2) work five (5) eight (8) hour shifts per each work week.

DISCUSSION

Currently dispatch coverage is provided for scheduled and unscheduled time off by utilizing the driving staff functioning in a “back-up” capacity. This method of coverage is ample for one (1) or two (2) day periods but is inadequate for long-term periods. Using driving staff for dispatch coverage requires the utilization of extra-help Transit Drivers to cover the driving operation shortfall.

Because it is not a primary responsibility of a Transit Driver to function as a back up dispatcher, their responsibilities are limited to phone and two-way radio coverage when in dispatch. They are not typically trained in the many other duties required of regular dispatchers.

Adding an allocated extra-help Transit Dispatcher position (job description attached) will enable El Dorado Transit more coverage flexibility without impacting existing driving operations and ensure personnel are adequately trained.

FISCAL IMPACT

El Dorado Transit currently utilizes regular and extra-help driving staff for dispatch coverage therefore; no significant fiscal impact will be realized. An extra-help Transit Dispatcher position significantly reduces using Transit Drivers as “back-up” dispatchers.



Invites Applications

Final Filing Date:

For the Position of:

EXTRA-HELP TRANSIT DISPATCHER, PART TIME

Hourly Salary: \$14.03 - \$18.81

DEFINITION

Under general supervision, 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

This class position is responsible for directing the timely routing of transit service and scheduling and dispatching transit vehicles.

EXAMPLE OF DUTIES (Illustrative Only)

- Receives and screens visitors and telephone calls, providing factual information which requires the interpretation of policies and procedures.
- Operates a two way radio system and/or phone system to dispatch transit vehicles and drivers.
- Schedules and coordinates passenger pickups, schedules ADA complementary paratransit service, updates passenger locations/schedules and routes on driver trip sheets. Assigns vehicles to drivers.
- Directs Transit Drivers regarding the 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 including word processing, spreadsheet and database programs.
- 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.

QUALIFICATIONS

Knowledge of:

- The operation of common office equipment including a computer utilizing word processing, spreadsheet and database programs.
- Policies and procedures related to the transit division.
- 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 CHP regulations.
- Seasonal weather and road conditions affecting transit service routing.
- Operation of radio and telephone equipment.
- County 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.

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.