

**PTD19-008, Bus Operations Control Center and Data Collection Service
Exhibit D, Operations Control Center (OCC) and Data Collection Job Descriptions**

Manager, Operations Control Center

Summary Description: Provides oversight over revenue transit service through management and supervision of transit supervisory staff assigned to the vehicle communications operations control center, plus all bus operators.

Essential Job Functions: Develops long and short-term plans, programs, goals, and objectives necessary to operate and maintain the Operations Control Center (OCC), and maintain peak operational efficiency. Administers departmental budgets and capital equipment acquisition plans. Recruits, trains and schedules staff for the continuous operation of the OCC. Works closely with the OCC system administrator in maintaining; and updating, CAD/AVL system related data. Develops and maintains business operations practices and procedures related to the operation of the OCC and the CAD/AVL system. Must maintain effective communications with other agencies and transit service providers participating in the regional CAD/AVL system. Makes hiring decisions for first-level supervisory positions and non-supervisory departmental support positions. Briefs senior management, client representatives, and corporate staff regarding departmental performance indicators and related operational issues. Other related duties as assigned.

Qualifications: Bachelor's degree in Business, Management, or related field preferred, along with 5-10 years of documented progressive experience in a related managerial or supervisory capacity, or an acceptable combination of education and experience. Transit or transportation industry experience highly desired. Thorough knowledge of the CAD/AVL system and established CAD/AVL business operation procedures is required. Strong verbal and written communications skills required, plus exceptional organization, coordination, and interpersonal skills. Strong computer skills necessary, including proficiencies in Word, Excel, and database management programs.

Additional Qualifications: Must maintain excellent motor vehicle record and be physically qualified to meet DOT standards.

Operations Control Center Controller

Summary Description: Responsible for ensuring safe and effective delivery of transit services to our customers through supervision and communication with Bus Operators. Facilitates and supervises communications, coordinates the restoration of bus service and appropriate personnel, keeps the City informed of any service disruption.

Essential Job Functions: Responsible for front-line support of Bus Operators in regard to safety, revenue service and scheduling to ensure high quality transit delivery service to customers. Work is performed in a unionized environment.

The OCC is responsible for all revenue bus service, radio communications, vehicle fleet management, planning and directing bus operations, coordination of transit supervisors, spontaneous decision making, answering phone calls, performing computer data entry tasks, and management of extraboard operators. Must be knowledgeable of extraboard work rules, union contract,

proficient with Microsoft Applications, and AVL mapping software and HASTUS. Work in conjunction with Police and Fire Departments, Transit Enforcement Unit, along with other City departments for emergency and routine situations and to ensure transit safety.

Works closely with and in support of bus operators, transit supervisors, and other departments to ensure quality customer service delivery. Responds to radio calls in a professional and helpful manner, ensuring that actions taken are prompt and effective for handling the variety of situations that occur on a daily basis, including routine and emergency situations. Maintains composure, professionalism, and courtesy at all times. Responsible for making on-the-spot analyses and decisions within the realm of authority, company policy, and labor agreements. Works varied hours, days and shifts, and fills in as necessary. Also performs other related duties as assigned.

Qualifications:

Prefer degree in Business Management, Communications or related field, and 3 years proven supervisory experience, or an acceptable combination of education and experience. Must possess a demonstrated ability to make quick and effective decisions. Ability to react calmly and professionally in emergency situations and to quickly analyze a situation and provide a solution, is essential. Capacity to focus on meeting high standards of quality customer service necessary. Understanding of transit operations helpful. Demonstrated ability to coordinate activities and exercise independent judgment without direct supervision. Ability to quickly gain a thorough understanding of routes, schedules, fare structures, rules, company policies and procedures, operator and supervisor manuals, as well as the operator labor agreement, and have the capability to work in a team orientated environment. Required to type a minimum of 40 words per minute, a proficiency of 80% or better in Outlook and Windows is required. Excellent interpersonal, communication, and coordination skills are essential, including knowledge of the Metropolitan Phoenix area. Ability to work varied days, hours, shifts, and locations, and handle diverse work responsibilities required.

Responsible for quickly processing requests for information from different sources and providing accurate directions to assist all transit providers and maintain service requirements. The ability to maintain a professional demeanor while operating complex equipment and software. Must have the capability to communicate effectively, both oral and written.

Additional Qualifications:

Because this position requires operation of transit vehicles, a valid Class B, Passenger endorsed Arizona driver license and acceptable motor vehicle record must be maintained. Current DOT certification must be maintained.

Data Collection Coordinator

Summary Description:

Plans, organizes and manages the work flow of data for all reporting required for the National Transit Database following departmental rules, regulations and procedures.

Essential Job Functions:

Coordinates random trip generation process for collection of transit data. Manages transit data collected through various data collection processes to generate extensive reports for the National Transit Database. In addition, coordinates work assignments for Data Collectors and accurately tracks time worked for payroll purposes. Compiles data collected and prepares daily, weekly, monthly, annual and special reports to be used by Schedulers, Scheduling Supervisors, Scheduling Manager and City of Phoenix Transit Planners.

Provides backup assistance to Data Specialists as needed. Will coordinate and assist in the training of new Data Collectors. May fill in as Data Collector as needed. Research requests and complaints and respond if necessary.

Qualifications: Prefer a Bachelor's degree. A high school diploma or equivalent with some college courses and a minimum of 2 years of transit experience or related field. Experience may be substituted. Expert skills in Microsoft Windows and Microsoft Office software programs as well as above average math skills required. Ability to use and master specialty transit related software programs. Proven ability to work effectively with little or no supervision required. Excellent communication, organizational, and interpersonal skills are essential. Above average knowledge of the Metropolitan Phoenix area is required.

Additional Qualifications: Because this position requires operation of transit vehicles, a valid Arizona driver's license and excellent motor vehicle record must be maintained.

Data Collector

Summary Description: Conducts on-board ride checks to collect accurate ridership data, which is utilized to continuously improve customer service.

Essential Job Functions: Conducts on-board ride checks of passengers boarding and alighting buses by location and time, so that Statisticians can compile the data into usable reports to enhance customer service. Conducts stationary checks of bus ridership and schedule adherence at maximum load points of routes, branch points, and other special points. Makes special checks to evaluate bus stop/shelter usage and other specific site information. Distributes survey questionnaires. Performs weekly on-board riding checks to determine method of fare payment or other necessary planning information per the City of Phoenix to achieve matching funds as required by the FTA. Completes and turns in work in a timely, accurate manner. Works varied hours, days, and shifts, which change on a frequent basis. Other related duties as assigned.

Qualifications: High school diploma or equivalent preferred, along with previous research experience. Ability to focus on the customer as the purpose for gathering accurate data is essential. Excellent knowledge of the Metropolitan Phoenix area and basic math skills required. Proven ability to work independently and effectively with minimum supervision required. Excellent communication and interpersonal skills essential. Must be able to work variable days, hours, and shifts, which requires self-transportation to various locations on bus routes to meet the bus where work will be performed.

Additional Qualifications: Clear, legible handwriting required. Good concentration skills are required due to the possibility of interruptions during boarding counts. Must be able to board buses and sit for long periods of time on a consistent basis under extreme weather conditions.