

**MONTGOMERY COUNTY GOVERNMENT
ROCKVILLE, MARYLAND
CLASS SPECIFICATION**

**Code No. 004454
Grade 26**

MANAGER, TAXICAB REGULATION AND SPECIAL TRANSIT SERVICES

DEFINITION OF CLASS:

This is program management and administrative work involving County taxicab regulation development, licensure, and enforcement; and, provision of specialized transit services. Personal contacts include: management and supervisory employees in the department to which the employee is assigned and other county departments and agencies, County elected officials and their staffs, corporate officers from private sector companies, attorneys who represent corporations or individuals, representatives from non-profit organizations, and local and community leaders. The purpose of these contacts are to research, develop, present, justify, implement and/or enforce taxicab regulatory and licensure policies and requirements; to direct/coordinate specialized transit operations; and, to resolve service and operational problems. While the employee in this class may meet with citizens or groups, the duties are primarily managerial and administrative rather than one-to-one assistance to the public.

The employee in this class is responsible for directing and coordinating the activities associated with: 1) drafting taxicab industry regulations and issuing/enforcing taxicab licenses; and, 2) providing medical assistance transportation for eligible County residents needing transportation to medical appointments. The employee reports to a higher level transit services section chief program manager within the department who sets the overall objectives and resources available and who is accountable to upper-level management in the County/department regarding major policy issues and decisions. The employee independently plans and carries out or directs staff in day-to-day program implementation/service delivery, generates policy recommendations and regulatory interpretations and compliance, prepares budget and human resource planning, and advises higher level management of potentially controversial and/or politically sensitive matters and issues that arise. The work of this class is performed within the established framework of Chapter 53 of the Montgomery County Code which covers Taxicab Regulations; Executive Regulations governing implementation of the Code; and established procedures and processes related to code enforcement and to scheduling, coordinating, and tracking medical assistance transportation. The employee is responsible for developing and/or revising the initial proposed standards (i.e., executive regulations) that regulate the licensing and operation of the taxicab industry in the County which requires considerable research, judgment, and coordination both within and outside the County Government. The complexity of the work of this class is derived from the conflicting requirements and objective of a variety of governmental, private, and public interest groups involved in the taxicab industry; the political sensitivities that must be considered when addressing problems and issues related to the taxicab industry and the public interest; and the myriad of service issues, daily operating problems, and planning challenges presented by the program areas of assignment which involve public rider ship, people with specialized medical situations, taxicab drivers, and taxicab industry management and corporate interests. The work performed has a direct impact on the coordination/delivery of taxicab and specialized transit services to the public. Work is primarily sedentary, generally performed in a typical office setting which presents no significant hazards to the employee. This class is assigned direct and continuing supervisory duties over regularly

assigned workers.

EXAMPLES OF DUTIES: (Illustrative Only)

- Plans, directs, and coordinates the work of subordinate supervisors and employees to ensure development and implementation of and compliance with regulations and requirements of taxicab industry licensure/operations and medical assistance transportation services.
- Develops materials for and participates in formal briefings and presentations regarding the taxicab licensing and regulatory program and/or the medical assistance transportation services for County officials and their staff, elected officials and their staff, private sector companies; State agency representatives, and community/citizen groups.
- Directs preparation of proposed and/or revised draft regulations regarding the licensing and regulation of the taxicab industry in the County; conducts special studies and analysis and prepares background materials to support proposed/revised regulatory changes; provides subject matter expertise, as necessary, during the executive branch and legislative branch review and approval process.
- Reviews and evaluates day-to-day operational aspects of taxicab regulatory/licensure operations and medical assistance transportation services; responds to and resolves problems; develops policy and procedural recommendations regarding operation/management of assigned programs.
- Administers contracts/grant funds; prepares requests for proposals, advertising; reviews bids/proposals, monitors contractor performance, authorizes payments, etc.
- Performs related duties as required.

KNOWLEDGE, SKILLS AND ABILITIES:

- Thorough knowledge of the rules, regulations, business practices, trends, and issues pertinent to private-for-hire ground transportation services.
- Thorough knowledge of the principles, practices, and techniques of program development, implementation, management, and evaluation.
- Knowledge of State and County laws, regulations, requirements, policies, and procedures related to taxicab licensure and operations and to medical assistance transportation services.
- Ability to research and take into consideration best practices, business requirements, and public needs (which may present conflicting data) in order to develop justifications for and presentations of proposals and recommendations regarding taxicab regulation or revisions for consideration of higher level managers and appointed/elected decision-makers.
- Ability to communicate clearly, concisely and effectively orally and in writing as a department representative on policy matters and controversial questions.
- Ability to establish and maintain effectively working relationships with department managers and senior staff, legislative staff, representatives of public and private agencies, business owners and/or their representatives, community groups and organizations.
- Ability to attend meetings and perform assignments at locations outside of the office.

MINIMUM QUALIFICATIONS:

Experience: Five (5) years of experience in public or private transportation services, two (2) years of which must have been in a supervisory capacity.

Education: Graduation from an accredited college or university with a Bachelor's Degree.

Equivalency: An equivalent combination of education and work experience may be substituted.

LICENSE: None.

PROBATIONARY PERIOD:

Individuals appointed to a position in this class will be required to serve a probationary period of twelve months and, if promoted to a position in this class, will be required to serve a probationary period of six months. Performance will be carefully evaluated during the probationary period. Continuation in this class will be contingent upon successful completion of the probationary period.

MEDICAL EXAM PROTOCOL: Medical History Review with a Drug/Alcohol Screen.

Class Established: January, 2007

Revised: August, 2013

October, 2014

Revised (Education): October 2019