

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

**Code No. 004456  
Grade 21**

**TRANSIT SERVICES SUPERVISOR**

**DEFINITION OF CLASS:**

This is supervisory work concerned with helping ensure delivery of on-time, reliable, safe and courteous public transit bus service in a large geographical area of Montgomery County. A Transit Services Supervisor helps oversee daily operations of the Silver Spring Depot, Gaithersburg Depot or Nicholson Court Depot of Ride On and directly supervises Transit Coordinators (in the pertinent zones) serving in the role of road coordinator; may directly supervise the Motor Pool Attendant(s) [MPA(s)] and/or the Transit Services Coordinators serving in the role of desk coordinator at the depot. The majority of contacts for employees in this class are with Transit Coordinators, MPAs, Bus Operators and other transit bus operations and maintenance personnel with emphasis on information exchange concerning daily operations. Daily contact is also maintained with the depot chief and other transit service managers/supervisors to exchange information, present reports, make recommendations concerning unusual situations and special assignment analyses, and plan for and coordinate significant changes to operational and administrative standard operating procedures. There is contact by letter/phone/email and face-to-face with transit bus users, typically to discuss or resolve a significant operating problem, a service issue or a sensitive complaint; however, direct, one-to-one service or assistance to the public is rendered infrequently because this class of work is focused primarily on supervisory and administrative matters.

To help ensure that transit bus service commitments of a depot are met each day, the Transit Services Supervisor assists the depot chief by continuously monitoring transit service, service support operations and incidents/reports to help ensure adherence to routes/schedules/standards (reliability, safety, courtesy, etc.), identify problems, patterns and issues requiring short or longer term corrective action or presenting opportunities for enhancement, and making recommendations or decisions for solution/improvement. A Transit Services Supervisor is expected to anticipate, and plan for alleviating, service interruptions in keeping with standard operating procedures and accepted practices in the field of public transit bus service in urban, suburban and rural environments. Work is subject to check, typically upon completion only, for quality, quantity, timeliness, customer service, appropriateness of decisions/recommendations and actions. While guidelines for how work is to be completed are available and typically detailed, some unusual situations occur that are not specifically covered and require an employee in this class to use sound judgment, resourcefulness and initiative to solve an issue/problem timely and effectively. Complexity of the work of this class emanates from the responsibility for coordinating and supervising critical elements (mainly involving operational control and support of frontline transit bus services) on a depot-wide basis of the County-wide transit bus service system. Complexity is further influenced by the fact that key resources (buses and Bus Operators) of the frontline services to be controlled and supported are maintained and supervised by other supervisory employees, thus presenting coordination problems. Responsibility for monitoring and helping control and support on-time, reliable and safe transit bus service is also complicated by a limited number of buses/Bus Operators, heavy traffic, severe weather, road construction, traffic accidents, unexpected service disruptions by complementary-connecting transit

systems (such as MARC and Metro) and other conditions beyond the control of the employee; however, solutions to service problems must be in keeping with numerous factors such as organizational policies and procedures, the collective bargaining agreement and cost effectiveness. Properly performed work results in a closely monitored, well-controlled and well-supported depot-wide segment of the County-wide transit bus system, which is run in a cost-effective manner, provides on-time, reliable, safe and courteous service, and encourages ridership. The vast majority of work of this class is sedentary and performed in an office/depot environment. Operation of a sedan or pick-up truck is required to make field visits to observe transit operations and subordinates in action. Operates a transit bus on an incidental basis, which requires reaching, bending, turning and the constant moving of hands, arms, feet, and legs to activate the vehicle controls, or to assist passengers boarding and exiting the vehicle. There are no unusual hazards associated with this work.

**EXAMPLES OF DUTIES: (Illustrative only)**

- Directly supervises Transit Coordinators serving in the road coordinator role to ensure that their on-the-street monitoring, operational control and support of transit bus services is timely and in keeping with standard operating procedures; may also supervise the Motor Pool Attendant(s) (MPAs) and the Transit Coordinators at a depot serving in the desk coordinator role.
  - Assigns and reviews work on shift and enforces work standards (including attendance and dress code rules).
  - Helps keep subordinates (and others on duty) informed of policies, procedures, safety messages, etc.
  - Helps keep subordinates trained; this includes creating and providing instruction and making direct observations to assess MPA/Transit Coordinator interface with Bus Operators and observations in the field to assess road coordinator performance and customer service actions/skills.
  - Coordinates with specialists in Workers Compensation, Occupational Medical Services and others within and outside County government about on-the-job injuries and drug testing as well as regularly required physicals and driver license renewals.
  - Performs such supervisory personnel/pay administration functions as processing leave requests, monitoring special forms of leave (such as FMLA leave), monitoring, inputting and quality assuring time and attendance and payroll information in computer systems, troubleshooting time/pay complaints/discrepancies in computer systems and with subordinates and County time/pay program contacts, resolving violations, or apparent/alleged violations, of work rules or traffic rules, recognizing excellent performance, counseling/disciplining employees for under-performance/violations (including preparation and issuance of oral reprimands, written reprimands, statements of charges and 'last chance' agreements, and participation in alternate dispute resolution, ADR, actions) consistent with the collective bargaining agreement and various policies/programs/processes (including delegated authority), helping assess and interview applicants for various positions, and formally assessing performance of subordinates through various records including automated records.
- Monitors daily deployment of available buses and Bus Operators to meet designated transit module service requirements, and helps ensure on-time, reliable and safe service to the public; implements corrective measures to address service interruptions and irregularities.
- Monitors transit bus operations, identifies and analyzes trends, patterns and problems, develops recommendations for and/or takes appropriate actions to intervene and resolve problems or to enhance service, and identifies short and longer term consequences of recommendations made and

actions taken.

- Supervises revenue collection and performs checks of fare box accuracy.
- May oversee repair and preventive maintenance of transit fare boxes and associated equipment, and oversees investigations of fare box security breaches.
- Reviews and analyzes reports of vehicle condition, revenue collection, ridership, accidents/incidents, missed trips/service interruptions, and other reports. Conducts investigations, prepares reports of findings and recommendations, and implements corrective actions.
- Meets/talks with transit bus mechanic supervisors to identify and resolve bus mechanical problems and with Bus Operator supervisors to resolve Bus Operator attendance, on-time service delivery and safe driving problems.
- Serves on task forces and committees.
- May supervise route familiarization training for new Bus Operators and provides training for Transit Coordinators.
- Schedules, or oversees scheduling of, programmed transportation (group “charters” and “specials”), as assigned, and bus service support of recurring and one-time large-scale special events such as First Night Montgomery, bus tours, golf tournaments and various ceremonies in accordance with standard operating procedures.
- Notifies other agency representatives (such as Metro, Police Department, and Department of Fire and Rescue Services) of significant transit-related situations which affect the provision of transit services as well as the services/operations of other agencies.
- Reviews reports by ‘road coordinators’ of routine traffic accidents by investigating (facts, root cause, etc.) and then coordinates work of the Accident Review Committee.
- Oversees provision of accessible service for passengers with disabilities, as assigned.
- Provides recommendations for transit module annual budget.
- Updates information in the Bus Operators’ lounge area.
- Supervises periodic “pick” (work schedule selection) conducted for directly-reporting subordinates.
- Investigates and reports on passenger complaints; prepares correspondence for own signature and/or signature by higher authority.
- Operates a computer for light word processing, monitoring operations, entering data, producing absence, overtime and other standard reports, preparing presentations, etc.; maintains communication with road coordinators and Central Communications.
- May monitor/adjust allocation of extra work assignments.
- Serves in place of other personnel, as needed.
- Serves as “acting” for higher echelon personnel (such as depot chief), as designated, and on a regularly recurring basis during very short term absences of the depot chief from the depot.
- Operates a bus, as needed.
- Drives a sedan or a pick-up truck on a regularly recurring basis to get/from/around areas of Ride On operations.
- Subject to after-hours duty for response to accidents and oversight of post-accident drug/alcohol testing.
- Performs related duties as required.

#### **KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of (1) Ride On transit bus operational and administrative procedures (to ensure subordinates and other employees adhere to work standards, proper reporting/investigation of accidents/injuries and other types of incidents), (2) collective bargaining agreement details

pertaining to Ride On such as work assignments, sign-in, relief, overtime, conduct and discipline, (3) key parts of the County's Personnel Regulations, processes and procedures and key aspects of other types of County program areas and processes as they pertain to supervision of employees, (4) the geography and public transportation network of the County (with emphasis on transit bus transportation routes/schedules of the depot of assignment and connections between Ride On and the Metrorail, Metrobus, MTA and MARC networks), and (5) Federal and Maryland regulations applying to transit bus operations such as accessibility provisions of the Americans with Disabilities Act (ADA) and Maryland motor vehicle regulations applying to Bus Operators.

- Skill in problem solving to select, organize and logically process relevant information (verbal, numerical or abstract) to solve a problem.
- Skill in oral communication to understand verbal information (instructions, descriptions and ideas) and to express such information verbally so that others will understand
- Skill in written communication to understand written information (instructions, descriptions and ideas), and to express such information in writing so that others will understand. This includes knowledge of, and skill in, basic grammar, spelling, approved formats and proofreading to ensure or create clear and complete reports and replies in email and letters.
- Interpersonal skills to interact effectively with business contacts in a businesslike, customer service-oriented manner; this includes skill in establishing and maintaining effective working relationships and working as a member or a leader of a team.
- Skill in using a computer and (a) modern office suite software (such as MS Office) for planning/scheduling, communicating, light word processing, preparing presentations, researching (the Internet), etc., (b) specialized or enterprise software for monitoring bus operations, entering data, producing standard reports, etc. and (c) various hand-held tools/devices and communications equipment for performing various functions.
- Skill in safely operating a passenger bus (during emergencies and for training and demonstrations).
- Ability to perform successfully as a first level supervisor such the ability to plan/assign/review work, deploy personnel, monitor work operations, obtain effective results and perform a full array of supervisory HR management functions. This includes ability to effectively supervise the work of a group of subordinates, most of whom have different work hours from those of the supervisor.
- Ability to work variable shifts, weekends, holidays, and occasional overtime.

#### **MINIMUM QUALIFICATIONS:**

**Experience:** Three (3) years of experience as a Transit Operations Supervisor.

**Education:** Graduation from high school or possession of a High School Certificate of completion recognized in the State of Maryland.

**Experience:** An equivalent combination of education and experience may be substituted.

#### **LICENSE:**

At appointment/placement in the class, a Transit Services Supervisor must possess a valid Class B Commercial Driver's License (CDL) with Passenger and Air Brake Endorsements from the incumbent's state of residence in order to drive a transit bus during emergencies and for training and demonstrations; the license must be maintained.

#### **PROBATIONARY PERIOD:**

Individuals appointed to a position in this class will be required to serve a probationary period of twelve (12) months and, if promoted to a position in this class, will be required to serve a probationary period

of six (6) 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:** Core Exam with a Drug Screen.

**Class Established:** May 1979

**Revised:** August 1985

**Classification Study:** August 1992 (M)

**Classification Study:** August 2003 (M)

**Classification Study:** February 2004 (M) January 2009

April 2010

August 2013

December 2015

**Classification Study:** March 2017 (M)

**Revised:** Medical Protocol per OMS Review: May, 2022

**Medical Protocol revised January 2009**

**Formerly Titled:** "Transit Operations Supervisor II"