

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

**Class Code 004461**  
**Grade 18**  
**FLSA: N**

**TRANSIT COMMUNICATIONS LEADER**

**DEFINITION OF CLASS:**

An incumbent in this class is responsible for continuously monitoring public transit and traffic conditions throughout Montgomery County, providing information about conditions, making decisions, giving instructions to Transit Bus Operators (and others such as 'road coordinators' and 'desk coordinators') and serving as a s lead to maintain on-time, safe delivery of transit bus services.

**MAJOR DUTIES:**

From a central location, the Transit Communications Leader (a) monitors route operations to help ensure safe, on-time service; (b) maintains continuing two-way communication with Transit Bus Operators and 'road coordinators' concerning timeliness, operational events and questions and initiates/maintained as-needed communication with other parties such as road service crews responding to disabled buses, bus depot personnel to dispatch replacement buses/operators, and the police regarding a traffic or passenger incident; and (c) provides operational control of buses by exchanging information with Transit Bus Operators, Transit Coordinators (in both 'desk coordinator' and 'road coordinator' roles) about traffic, weather, bus problems, service problems, customer incidents, traffic accidents and more, and providing instructions.

A Transit Communications Leader also performs special project work related to transit services including, but not limited to: ensuring cameras installed on buses are operating properly; updating the website with new transit system information; procuring transfers and one day passes; providing new incumbent training; recommending, assessing and implementing safety and security measures; and participating on assigned committees.

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

- Monitors and assesses system wide transit operations, traffic, road, weather and other conditions and situations which may impact the safe and on time delivery of transit services.
- Devises and implements individualized and system plans and actions, and issues instructions and directions to Transit Bus Operators and other affected individuals which provide temporary solutions to transit-disrupting situations and conditions.
- Coordinates planned actions with representatives of other public and private agencies to restore transit service to normal level, and to address the safety and well-being of passengers.
- Directs Transit Bus Operators to work overtime, determines need for transit route detours, and redeploys vehicles as necessary.
- Informs representatives of other transportation systems of situations and conditions that may impact their operations.
- Receives and responds to calls from the public and representatives of other public and private agencies.
- Receives, enters, tracks and reports a variety of information using a computer/software.
- Drives a transit bus or other vehicle, as required, but usually only during emergencies and for training and demonstrations.
- Performs other related duties.

**SUPERVISORY CONTROLS:**

The work is performed without direct supervision, requiring the incumbent to quickly select and decisively initiate short-term action plans to maintain effective bus service. Work is subject to review upon completion for conformity to policy and established procedures. Special instructions concerning needs, deadlines and other factors may be provided for new or unusual project-based assignments. The Transit Communications Leader independently assesses conditions and responds with instructions/decisions consistent with service needs and resources available.

**SUPERVISION EXERCISED:** A Transit Communications Leader works as a lead by making recommendations and, on a recurring basis, decisions (or joint decisions in consultation with full supervisors or key staff) to help maintain transit bus service operations. Work leadership examples include (a) making specific work-in-process decisions (and then giving instructions to individual Transit Bus Operators) about what to do and when to do it such as skipping a stop and redeploying a bus, as well as (b) guiding Transit Bus Operators on how to handle various work-in-process situations (either reactively in response to their questions or proactively as situations, which they monitor, arise). These are not ‘simply’ acts of work information exchange (communication); they are acts of work leading the work of subordinate staff.

**GUIDELINES:**

Guidelines which affect this class of work, such as standard operating procedures, instructions, policies, generally accepted practices, and collective bargaining agreement provisions that affect transit bus operations, are numerous and detailed, but do not always fit the unique traffic and related situations/conditions which occur and directly affect the provision of public transit services. These situations/conditions require the incumbent to assess the presenting issue(s) and to devise and implement plans for the deployment of equipment and personnel, which may vary from scheduled service plans and standard operating procedures. Emergency situations may necessitate significant departure from standard operating procedures and require the exercise of independent judgment and resourcefulness to ensure the public’s safety and provision of timely transit services.

**COMPLEXITY:**

The complexity of this class of work is characterized by continuous monitoring a variety of different traffic/transit conditions using various equipment, assessing the impact of the presenting issue(s)/condition(s) upon Bus Operators, passengers, and equipment involved, and quickly devising solutions which are based on judgment and reflect an effective whole system plan. Such plans may require coordination with other affected public and private agencies. Work complexity is further evidenced by use of computer software programs to enter, track and report a variety of transit information.

**SCOPE AND EFFECT:**

The work of Transit Communications Leader helps ensure the service level and efficiency of day-to-day street-side bus operations by the adequacy, quality and timeliness of the assessment of problems, the identification of options for solution and the decisions made. The impact of properly performed work is daily and directly realized by individual Transit Bus Operators through instructions given to Transit Bus Operators and others (such as ‘road coordinators’) in the Ride On system, and the corrective actions specified, by Transit Communications Leaders to help maintain safe and timely public transit service.

**CONTACTS:**

Personal contacts of incumbents are diverse, the majority of which are with Transit Bus Operators, to provide and receive information, and to give instructions and directions. Contacts are also regularly maintained within the County with ‘road coordinators’, transit system supervisors, traffic monitoring personnel and public safety, and externally with representatives of other public and private transportation systems in the greater Washington, DC area, such as MARC and WMATA (Metrorail and Metrobus), and, at times, members of the public. The purposes of these contacts are significant; they include, are not limited to, receiving instructions and guidelines, providing information and recommendations, coordinating and implementing individualized and systemic transit service adjustment plans, receiving and passing on traffic conditions and traffic signal malfunction information, reporting and responding to emergencies, and exchanging information about schedules and routes.

**PUBLIC SERVICE /ASSISTANCE:**

The provision of limited direct service/assistance to the public occurs such as telephone interactions with customers complaining about service or inquiring about articles left on a bus, but such occurrences are incidental to the primary focus of this work and do not require a substantial amount of time.

**HAZARDS:**

The work of this class work is in a communications center without any special hazards that require mitigation.

**MINIMUM QUALIFICATIONS:**

**Education:** High school diploma or equivalent (GED or High School Proficiency Examination)

**Experience:** One (1) year of experience as a Transit Coordinator with Montgomery County OR three (3) years of experience as a Transit Bus Operator.

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

**Licenses, Registrations, Certifications, or Special Requirements:**

Possession and maintenance at all times of:

- A valid Commercial Driver’s License (class “B” or equivalent, with Passenger and Air Brake Endorsements) from the incumbent’s state of residence.

**Knowledge, Skills, and Abilities:**

*Thorough Knowledge of:*

- Ride On transit bus operational and administrative procedures (to ensure operator adherence to schedules, proper reporting of accidents/injuries and use of collective bargaining agreement basics as they pertain to operator sign-in, relief, overtime, etc.),
- The geography and public transportation network of the County (with emphasis on bus transportation routes/schedules and connections with Metrorail and Metrobus, MTA and MARC),
- Transit communications procedures and equipment (including broadcast basics), and
- The computer aided dispatch system altogether to (a) monitor operations and keep key parties informed, (b) give guidance and instructions to Transit Bus Operators and Transit Coordinators, and (c) make on-the-spot decisions to help ensure, or improve, bus service, all in ‘real time.’ problem solving to select, organize and logically process relevant information (verbal, numerical or abstract) to solve a problem. This includes continually (a) attending to information inputs from multiple sources, (b) paying close attention to detail and (c) using short term memory in working through problems.

*Skill in:*

- Oral communication to understand verbal information (instructions, descriptions and ideas) and to express such information verbally so that others will understand. This includes skill in listening ‘actively’ and speaking clearly with carefully selected tone and word choice and proper word order and pronunciation.
- Written communication to understand written information (instructions, descriptions and ideas), and to express such information in writing so that others will understand.
- Interpersonal skills to interact and team with others in a businesslike, customer service-oriented manner.
- Using a computer and (a) modern office suite software (such as MS Office) for planning/scheduling, communicating, word processing, preparing presentations, researching (the Internet), etc., (b) specialized or enterprise software for monitoring operations, dispatching, reporting time and attendance, etc. and (c) other communications equipment for performing various functions.
- Safely operating a passenger bus (during emergencies and for training and demonstrations).

*Ability to:*

- Work under pressure and maintain emotional self-control during peak periods, emergencies and other situations.
- To work variable shifts, weekends, holidays, and occasional overtime.

**Work Environment:**

Work is performed in an operations center that is temperature controlled and appropriately lighted and ventilated.

**Physical Demands:**

A Transit Communications Leader multi-tasks at a command console for extended periods by monitoring a range of factors and conditions (including weather, traffic, construction, accidents, Ride On breakdowns and service disruptions in other transit systems), responding to multiple visual and audio inputs (from Bus Operators, ‘road coordinators’, operators of other systems, etc.), considering several variables (on deployment of buses and Bus Operators), and using various communications equipment to exchange information and direct the work of Bus Operators. A Transit Communications Leader must be able and comfortable using video displays, a keyboard, a radio and other communications-electronics equipment on a regularly recurring basis.

**PROBATIONARY PERIOD:**

Individuals appointed to a position in this class will be required to serve a probationary period of six (6) 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.

**BARGAINING STATUS:** Positions assigned to this class are normally unrepresented.

**MEDICAL EXAM PROTOCOL:** Core Exam with a Drug Screen.

**CLASS SPECIFICATION HISTORY:**

**Class Established:** 1999  
**Classification Study:** November 2004 (M)  
April 2010  
August 2013  
December 2013  
**Classification Study:** July 2015 (M)  
**Classification Study:** March 2017 (M)  
**Revised** (format and QES alignment): April 2018  
**Bargaining Unit and Probationary Period,** May 2019