

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

**Code No. 004462  
Grade T2**

**TRANSIT COORDINATOR**

**DEFINITION OF CLASS:**

Transit Coordinators monitor, coordinate, and report on a portion of County Government's public transit bus service – Ride On. This class of work involves two main roles in support of effective daily transit bus services: (1) road coordinator (on duty in the field and working in one or geographical zones) and (2) desk coordinator (on duty at a Ride On depot); both roles provide lead level work direction. The majority of an employee's personal contacts are with Bus Operators to assign buses, issue instructions, receive reports (of vehicle condition, breakdowns and accidents, traffic delays, road conditions and other matters affecting provision of services); Central Communications personnel to receive and/or report on vehicle accidents, passenger/pedestrian injuries, disruptive patrons, road conditions and obstructions, and other hazards which impede traffic movement, and to respond to unusual situations which require unplanned bus movements such as switching out buses; and bus maintenance personnel to report vehicle maintenance problems and coordinate to help ensure minimum availability of buses. Contacts also include employees of other public and private sector transit service systems to pass on and receive operational information of mutual concern, and to coordinate supporting actions. On a recurring basis, employees provide direct, one-on-one assistance to the public, both in person on buses and at scenes of accidents, bus stops, layover points and terminals, as well as on the phone. Requests for assistance are transit service-related and are quickly responded to usually following a brief conversation to determine the needs of the person.

An employee in this class coordinates and monitors for transit management services the level of planned bus service, assigning buses and operators to cover scheduled routes, responding in the field to service disruptions with short-term corrective actions and to passenger requests for assistance and statements of complaint, and other related actions, all of which help maintain safe and on-time public transit service. Employees also observe and report Bus Operator violations of policies and procedures as well as commendatory actions. Employees who support 'programmed transportation' special point-to-point runs such as senior center-to-shopping-center-and-return ensure bus and Bus Operator availability, map information, and other logistical/schedule support. All employees are expected to display leadership in providing customer service and to independently perform recurring assignments consistent with guidelines and without direct supervision. Employees are relied upon to detect and respond to service disruptions and related problems in accordance with guidelines and in coordination with central communications personnel, bus maintenance personnel and other parties. Unusual situations to which existing guidelines cannot be applied, or for which there is no precedent, are referred to a supervisor or a 'communicator' at Central Communications for assistance. The complexity of this class of work is characterized by acting, consistent with guidelines, in response to service disruptions emanating from vehicle accidents/breakdowns, employee absences/tardiness, road and weather conditions, special events, etc., each of which has special aspects and requires specific actions which must be considered and promptly accomplished. Maintaining proficiency in both of the main roles of this class further complicates the work of the class. Additional complicating factors include assigning drivers to uncovered runs in an equitable and cost effective manner that both maintains service requirements and

complies with various policies, procedures and the collective bargaining agreement governing employee overtime and work rules; rotation of vehicle route assignments; and consideration of the availability of part-time, substitute and stand-by Bus Operators. Responding to reports of unruly/disruptive/nonpaying passengers and disputes between Bus Operators and bus users; coordinating removal from service and repair of damaged/malfunctioning vehicles; conducting accident investigations and reporting thereon; and scheduling and providing route familiarization and other training for new and/or experienced drivers also contribute to the complexity of the work. The impact of properly performed work is directly realized by monitoring and taking corrective steps to help ensure the provision of on-time, safe and cost effective transit services. Further, the records and reports prepared and maintained by employees of this class are used to help defend the County Government in legal and other actions brought against it. The majority of work is performed outdoors in all weather conditions driving a sedan or pick-up truck, and standing/walking in a bus, a bus terminal, vehicle break down locations and at traffic accident scenes. To a lesser degree, work is also performed in an office environment which is adequately lighted, heated and ventilated. Considerable potential risk is present because the work involves response to reports of disruptive or hostile patrons impeding bus service and posing a potential danger to other passengers and the Bus Operator; strict observance to safety precautions is imperative. Employees in this class conduct accident investigations in/along the road amidst passing traffic and emergency vehicles and equipment; and they are exposed to diesel fumes and moving traffic at bus terminals, as well as unknown road and inclement weather conditions. Physical demands are moderate and resulting from standing/walking at terminals, driving a sedan/pick-up regularly (and buses occasionally)

#### **EXAMPLES OF DUTIES: (Illustrative Only)**

##### **Road Coordinator**

- Conducts stationary and mounted surveillance of pull-outs and route service to monitor and ensure adherence to schedule and safe driving by Bus Operators.
- Responds to a Bus Operator's request for assistance regarding vehicle accidents and breakdowns, 'problem passengers' (disruptive persons, non-payers, etc.), and other matters. As appropriate, calms the situation, issues a disruptive behavior notice to a passenger (thereby banning the passenger from future services for a period of time) or takes other actions.
- Conducts on-site vehicle accident and personal injury investigations; estimates vehicle damage cost; and prepares reports and provides testimony.
- Informs Central Communications, emergency services agencies, regional transit authority representatives and other parties of transit service disruptions and provides service updates, detour/accident/incident information and other information, as appropriate, to the agencies.
- Provides customer service and courteous interaction with passengers by responding to their inquiries about schedules, routes, fares, stops, transfers and connections to other routes and services as well as their complaints and concerns.
- Observes and reports on Bus Operator operational performance including customer service and adherence to requirements concerning uniforms and other matters.
- Provides instruction/training to Bus Operators.
- Investigates and settles customer complaints, and reports on same.
- Operates a transit bus under unusual circumstances to ensure all runs are covered. As needed, drives a bus that is 'out of service.'
- Makes minor route revisions for Bus Operators based on weather/traffic and other conditions.
- Test drives buses to check reported vehicle malfunction and make recommendations for removal from service.

- Makes very minor repairs to bus fare boxes, mirrors and trip destination signs, windshield wipers, seats, seat belts, wheelchair lifts, etc.
- Makes note and takes photos of bus shelter and bus stop sign damages for investigation and repair.
- Prepares written reports of Bus Operator violations of policies and procedures and Bus Operator commendatory actions.
- Operates a computer/laptop for light word processing, make WI-FI checks, etc. Maintains communication with the depot and Central Communications; operates communications equipment.
- May serve as the 'first responder' for suspicious occurrences related to transit services such as packages left on buses.

### **Desk Coordinator**

- Assigns buses to Bus Operators on a daily basis.
- Assigns relief/stand-by Bus Operators to 'open runs' in cases of absence, tardiness and other reasons to ensure all scheduled routes are covered; contacts Bus Operators at home, as appropriate.
- Checks Bus Operators for proper uniform, appearance, etc. at sign-in. Receives and reports Bus Operator calls for lateness, sick leave, emergency leave, etc.
- Monitors radios of emergency service agencies.
- Responds to telephone inquiries and requests for assistance from passengers and citizens regarding transit services; interacts courteously.
- Completes and submits daily operating reports which include, but are not limited to, absences, accidents, trips missed and vehicle breakdowns.
- Maintains inventory of, and dispenses, Bus Operator supplies.
- Reports Bus Operator violations of rules and regulations and Bus Operator commendatory actions.
- Conducts periodic "pick" (route selection) for relief Bus Operators.
- Responds to calls from Central Communications to send out a substitute bus, put a Bus Operator in for overtime, note usage of a bus that would normally come out of service, etc.
- Supports the 'programmed transportation' program by scheduling transit buses and Bus Operators to make special point-to-point runs and otherwise supporting trips such as providing maps/directions.
- Operates a computer for light word processing, monitoring operations, entering data, producing absence, overtime and other standard reports, finding directions for programmed transportation runs and other purposes, etc.; maintains communication with Central Communications.
- Monitors access to the depot building.

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

- Knowledge of (1) Ride On transit bus operational and administrative procedures (a) to help ensure all Bus Operators are properly attired and all runs are covered, (b) to monitor bus service and Bus Operator adherence to requirements, (c) to respond to and investigate and report accidents/incidents as well as bus, traffic and passenger problems, including passenger incidents and traffic accidents, and investigate and resolve or report them, and (d) to perform other functions (listed above for road coordinator or desk coordinator), (2) the geography and transit bus network of the County as they pertain to the routes in the assigned zone(s) or depot sufficient to determine adherence to routes/schedules, efficiently respond to problems and provide complete and accurate reports, etc., (3) transit communications procedures and equipment sufficient to communicate with co-workers concerning bus operations and passenger transport/interactions, and (4) the bus assignment system, the dispatch system, bus operations monitoring systems and administrative databases sufficient to

facilitate operations, monitor operations, respond to and report on accidents/incidents and keep key parties informed at the zone or depot level.

- Skill in problem solving to select, organize and logically process relevant information (verbal, numerical or abstract) to solve a problem. This includes paying close attention to detail and using short term memory in working through problems. Examples include effectively responding to transit bus service problems involving traffic/weather matters, mechanical problems and interpersonal issues; this includes resolving, in the immediate term, behavioral and interpersonal problems on the bus in accordance with policies, procedures and training.
- 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’ to Bus Operators, passengers and other parties concerning traffic accidents, behavioral/interpersonal conflicts on the bus and other immediate problems involving a transit bus or the route/schedule.
- Skill in written communication to understand written information (instructions, descriptions and ideas), and to express such information in writing so that others will understand. Examples include completing forms and accident/incident reports.
- Interpersonal skills to interact and team with others in a businesslike, customer service-oriented manner.
- Skill in using a computer and (a) modern office suite software (such as MS Office) for planning/scheduling, communicating, light word processing, 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 provide lead level work direction.
- Ability to work variable shifts, weekends, holidays, and occasional overtime.

#### **MINIMUM QUALIFICATIONS:**

**Experience:** Two (2) years of experience as a Transit Bus Operator.

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

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

#### **OTHER:**

- Applicants must be at least twenty-one (21) years of age on the first day of employment in this job class.

#### **LICENSE:**

At appointment/placement in the class, a Transit Coordinator 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 this class will be required to serve a probationary period of six (6) months, during which time performance will be carefully evaluated. 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:** February 1983

August 1985

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

**Classification Study:** August 2005 (M)

April 2010

August 2013

**Classification Study:** August 2016 (M)

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

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