

AGENDA ITEM 1 G  
Consent Item

**MEMORANDUM**

**DATE:** October 6, 2022

**TO:** El Dorado County Transit Authority

**FROM:** Maria Harris, Human Resources Manager

**SUBJECT:** Proposed Dispatch Supervisor Job Classification and Revised Allocation Table and Organizational Chart

**REQUESTED ACTION:**  
**BY MOTION,**

- 1. Approve Dispatch Supervisor Job Description**
- 2. Adopt Resolution No. 22-27 Revising the Personnel Allocation Table for Fiscal Year (FY) 2022/23**
- 3. Approve the Revised Organizational Chart for FY 2022/23**

**BACKGROUND**

The El Dorado County Transit Authority (El Dorado Transit) periodically reviews job classifications and staffing needs for updates and/or revision necessary to maintain standard operations.

El Dorado Transit annually adopts a personnel allocation plan to establish the number of staff positions, as measured by Full Time Equivalents (FTE), to be supported within the Operating Budget for the upcoming fiscal year.

On June 2, 2022, The El Dorado Transit Board adopted Resolution No. 22-16 approving the FY 2022/23 allocation table and adopting the FY 2022/23 Organizational Chart.

**DISCUSSION**

The El Dorado Transit management team determined that current and future operations within the agency would greatly benefit with the addition of much needed support within the Operations Dispatch Department. In December 2021 during our budget workshop meeting staff recognized current staffing levels required modifications in the Operations Department to provide improved overall productivity with respect to supervision over the Dispatch team.

Staff is requesting the Board of Directors consider the added value of this new job classification and potential career progression opportunity it offers. The proposed job classification has been identified as a critical position to provide centralized supervision responsibilities within the dispatch department and immediate response to the public.

Staff recommends revising the current adopted Personnel Allocation Table for FY 2022/23 adding one (1) FTE for Dispatch Supervisor and removing one (1) FTE Transit Operations Supervisor. The proposed action will establish greater oversight for both the Transit Operators and Dispatch team with the division of responsibilities for each dedicated supervisor.

### *Dispatch Supervisor*

Supervisory needs within the Operations Dispatch Department have been identified as requiring more dedicated oversight. Staff has determined there are some work gaps that have encumbered the Transit Operations Supervisor's ability to keep up with everyday work levels and to complete necessary work assignments related to the Transit Operators. The Dispatch Supervisor will acquire supervisory responsibilities and tasks currently being done by one (1) Transit Operations Supervisor.

The addition of the Dispatch Supervisor job classification will provide much needed support to areas of work duties that have overburdened staff. Some of these job tasks will include providing administrative and technical support to the Operations Manager, day-to-day supervision and oversight of dispatch functions, transit scheduling, responding to passenger and public requests for service. Additionally, the Dispatch Supervisor will coordinate projects, and perform the higher-level responsibilities of dispatch duties. Please see the attached job description for full details of job duties.

### **FISCAL IMPACT**

The fiscal impact of the recommended personnel action is projected to produce a net reduction of approximately \$26,000 in salary and benefits costs for the remainder of the current fiscal year, as the proposed salary band for the new position is lower than that of the Transit Operations Supervisor position being eliminated.

The salary band for the Dispatch Supervisor is outlined in a separate action item within the agenda packet.



## DISPATCH SUPERVISOR

*Hourly Rate: \$XX.XX – \$XX.XX with benefit package*

### **DEFINITION**

Under general direction, provides day-to-day supervision and oversight of El Dorado Transit's dispatch functions; participates in performing public transportation and paratransit (Americans with Disabilities Act/Dial-A-Ride) scheduling, routing and dispatching duties; operates a variety of communication equipment, including two-way radio, telephone, computer mobile dispatch terminal and scheduling systems; creates, maintains and monitors computerized driver manifests/schedules; and responds to requests for service and provides a variety of information to passengers and the general public.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from assigned management staff. Exercises direct supervision over dispatch staff.

### **CLASS CHARACTERISTICS**

This is the full supervisory-level classification that exercises independent judgement within the Transit Dispatch office with significant accountability and ongoing decision-making associated with the work. The incumbent organizes and oversees day-to-day operations in dispatch and is responsible for providing highly technical support to the Operations Manager in a variety of areas including having primary accountability for Transit Dispatch leadership, as well as training and project coordination responsibilities. Incumbent is expected to work independently and exercise judgment and initiative within established guidelines. Incumbent at this level perform the most difficult dispatch duties and are responsible for the performance of subordinate unit staff.

This class is distinguished from Operations Manager in that the latter has full management and supervisory authority for planning, organizing, and directing the full scope of activities of the operations department.

### **EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)**

*Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Oversee and provide public transportation and paratransit dispatching and routing services to seniors, disabled individuals certified under the Americans with Disabilities Act (ADA) and the general public.
- Prioritize, plan, and oversee projects and workload for the assigned unit; delegate work and provide training to subordinate staff.
- Serve as the primary point of contact in working with supervisory staff and customers in resolving customer issues and Transit concerns related to dispatch services.

- Perform on-going coordination of the computer-aided dispatching program.
- Verify the work of assigned staff; ensure adherence to established guidelines, rules, and regulations; assist in hiring and evaluating the performance of staff.
- Work with management in establishing and overseeing goals and objectives for assigned unit.
- Create, maintain, and monitor computerized daily manifests/schedules for dispatching and routing transit services; make recommendations for modifying or updating schedules to improve services.
- Monitor computer, mobile data terminals and the two-way radio for information regarding scheduling issues and field situations; notify Transit Operations Supervisors of situations requiring attention.
- Perform a wide variety of clerical duties including answering a multi-line phone, and data entry and typing duties; maintain accurate records, logs and files on transportation and paratransit services; oversee the preparation/accuracy of monthly and ad hoc reports.
- Provide a variety of public transportation information to passengers, the public and other agencies; provide quality customer service and respond to public inquiries and requests for service in a courteous manner.
- Assist support staff with other general office duties as needed.
- Perform related duties as required.

## **QUALIFICATIONS**

### **Knowledge of:**

- Principles of supervision and training.
- Public agency transit operations and services.
- Methods and techniques of transit dispatching and scheduling.
- Methods and techniques of day-to-day transit operations problem solving.
- Geographic locations within El Dorado Transit's service areas.
- Operational characteristics of specialized transit communication systems and devices.
- Record keeping principles and practices.
- Transit related State and Federal mandates.
- Emergency response procedures.
- Safety regulations including Vehicle Code and CHP regulations.
- Seasonal weather and road conditions affecting transit service routing.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and El Dorado Transit staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination including computers and software relevant to work performed.

### **Ability to:**

- Lead, organize, train, assign, set priorities, meet critical deadlines, and review the work of staff with a minimum of direction.

- Interpret, explain, and enforce agency policies and procedures.
- Understand, interpret, explain, and apply applicable federal, state, and local policies, laws and regulations.
- Create and maintain detailed scheduling duties in an efficient and effective manner.
- Present a positive image of the transit system.
- Demonstrate excellent customer service skills.
- Respond decisively and effectively in resolving problems and emergency situations.
- Support staff, operators, and passengers regarding day-to-day operational situations.
- Respond in a courteous manner to requests and inquiries from the public.
- Operate a diverse range of communications equipment and devices.
- Adapt to changing technologies and learn functionality of new equipment and systems.
- Maintain accurate documentation in logs, records, and files.
- Use initiative and sound judgment within established guidelines.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish and maintain effective working relationships with those encountered in the course of the work.

**Education and Experience:**

*Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:*

Equivalent to completion of the twelfth (12) grade supplemented by specialized training in communications or related field. Three (3) years of increasingly responsible communication, dispatch, and clerical experience, preferably in a transit environment. Supervisory experience desirable.

**Licenses and Certifications:**

- Possession of, and ability to maintain, a valid California Class C Driver's License and a safe driving record throughout employment.
- Possession of, or ability to obtain within 180 days of appointment to the classification, a valid Class B driver's license with a passenger endorsement and no air brake restrictions, and maintenance of a safe driving record throughout employment.
- Possession of, or ability to obtain within 180 days of appointment to the classification, a Verification Transit Training (VTT) certification with passenger endorsement.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment; ability to operate a motor vehicle and visit various service area sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone or radio. This is primarily a sedentary office classification although standing and walking between work areas may be required; incumbents may be required to sit for long periods of time. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 25 pounds.

When assigned as a Transit Operator, must be able to meet the physical demands of that classification. Reasonable accommodations will be made for individuals on a case-by-case basis.

### **ENVIRONMENTAL CONDITIONS**

Employees work primarily in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees occasionally work in the field and may be exposed to traffic conditions, loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, hazardous physical substances, and fumes. Employees may interact with upset staff or public and private representatives while interpreting and enforcing departmental policies and procedures.

When assigned as a Transit Operator, must be able to work within the environmental conditions of that classification.

### **WORKING CONDITIONS**

Must be willing to work early morning, evening, weekend, and holidays as required.

**EL DORADO COUNTY TRANSIT AUTHORITY  
RESOLUTION NO. 22-27**

RESOLUTION OF THE BOARD OF DIRECTORS OF THE EL DORADO COUNTY  
TRANSIT AUTHORITY ADOPTING THE REVISED PERSONNEL ALLOCATION PLAN  
FOR FISCAL YEAR 2022/23

**WHEREAS**, the Governing Board of El Dorado County Transit Authority is authorized to adopt an annual fiscal year personnel allocation plan; and

**NOW, THEREFORE, BE IT RESOLVED**, by the Board of Directors of El Dorado Transit:

1. The Board adopts the attached Personnel Allocation Table as a maximum allocation of personnel for the fiscal year 2022/23.
2. The Board authorizes the Executive Director to utilize extra-help employees as necessary to meet the service needs of the public.

**PASSED AND ADOPTED BY THE GOVERNING BOARD OF THE EL DORADO COUNTY TRANSIT AUTHORITY** at a regular meeting of said Board held on the 6<sup>th</sup> day of October 2022, by the following vote of said Board:

AYES:

NOES:

ABSTAIN:

ABSENT:

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John Hidahl, Chairperson

ATTEST:

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Megan Wilcher, Secretary to the Board

EL DORADO COUNTY TRANSIT AUTHORITY  
 PROPOSED  
 PERSONNEL ALLOCATION TABLE  
 Fiscal Year (FY) 2022/23

Classification	Adopted FY 2022/23 (fte*)	Proposed FY 2022/23 (fte*)
Administrative Coordinator	1	1
Custodian	1.5	1.5
Dispatch Supervisor	0	1
Equipment Technician I/II	3	3
Executive Director	1	1
Finance Manager	1	1
Fiscal Technician I/II	2	2
Human Resources Manager	1	1
Information Technology Analyst	0	0
Maintenance and Facilities Supervisor	1	1
Maintenance Technician	2	2
Office Assistant I/II	2	2
Operations Manager	1	1
Planning and Marketing Manager	1	1
Transit Operations Supervisor	3	2
Safety Coordinator	1	1
Transit Dispatcher	3.5	3.5
Transit Operator	25	25
<b><i>TOTAL ALLOCATED POSITIONS</i></b>	<b><i>50</i></b>	<b><i>50</i></b>

\* fte = Full Time Equivalent



**EL DORADO COUNTY TRANSIT AUTHORITY  
PROPOSED ORGANIZATIONAL CHART  
FISCAL YEAR 2022/2023**

