



JOB TITLE:	ADA COMPLIANCE AND PROGRAM MANAGER	DIVISION:	DISTRICT – PLANNING
REPORTS TO:	DIRECTOR OF PLANNING	EEO CATEGORY:	02 - PROFESSIONAL
FLSA:	EXEMPT	SAFETY-SENSITIVE:	NO
CLASSIFICATION:	NON-REPRESENTED	LOCATION:	SAN RAFAEL

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.*

### Position Summary

Under general supervision of Planning Director, is responsible for overseeing, coordinating, advising and developing plans for the orderly management of paratransit services and accessibility issues throughout the District's three operating divisions (Bridge, Bus and Ferry). The position's work is performed in cooperation and coordination with the advisory councils and paratransit user community. Prepares statistical and other reports and develops recommendations regarding compliance of District transit services with various regional, state and federal regulations including, but not limited to, California Title 24, California Transportation Development Act, Regional Measure 2, National Transit Database, the Americans with Disabilities Act (ADA), Rehabilitation Act of 1973 and other laws prohibiting discrimination based on disability. Meets with other District staff, local authorities, consultants, contractors, transit agencies and various interest groups to coordinate access projects and exchange transit access and compliance information. Researches and interprets applicable local, state and federal laws and regulations relating to transportation access activities, and applicability to the District's transit services and general operations. Serves as the District's ADA program officer to respond to the requirements of Federal Highway Administration (FHWA) and Federal Transit Administration (FTA) program requirements for capital projects.

### Essential Responsibilities

- Monitors and evaluates paratransit services for efficiency, effectiveness, customer satisfaction, and compliance with the ADA and implementing regulations and guidance. Reviews the District's fixed route transit services to determine compliance with ADA mandates to provide paratransit service that complements the availability of fixed route service. Identifies any challenge areas and proposes solutions.
- Prepares documentation for development and implementation of annual intercountry-paratransit agreements, and reviews monthly invoices to ensure compliance with those agreements.
- Oversees administration of local paratransit as provided under the Operations and Maintenance Contract between Marin Transit and GGBHTD, particularly with regard to technical oversight of GGBHTD's use, expense and revenue data needed for application of the agreed-upon apportionment formula(s).
- Advises on and resolves issues related to operations, policies and procedures pertaining to ADA compliance, facilities and service accessibility, and paratransit operations.



- Conducts research, performs complex analytical tasks to support paratransit planning, develops and executes projects to provide the required level of accessible transit for the disabled community.
- Assists in providing guidance and acts as liaison to other agencies, advisory groups and departments in the planning and administration of accessible services.
- Performs administrative tasks related to monitoring, administration and compliance of the contract for certification of the District's ADA paratransit program.
- Responds to customer service complaints, concerns and complements verbally and in writing.
- Develops and prepares reports and correspondence, and makes presentations to officials and/or community stakeholders.
- Serves as the District's main point of contact for federal reviews of the District's ADA programs including audits and triennial reviews.
- Determines current and future paratransit vehicle needs, prepares certification documents for paratransit vehicles owned by GGBHTD, and determines future vehicle replacement needs.
- Advises on compliance of bus, ferry and paratransit policies and plans with ADA regulations. Maintains resource file on ADA policies, policy proposals and guidelines issued by federal and State agencies.
- Provides planning assistance for and maintains oversight of ferry and bus accessibility issues, including new designs, design improvements, recommendations from disabled communities about facilities and equipment, and opportunities to employ industry best practices
- Evaluates bus stop accessibility for customers with disabilities and assists in implementing improvements.
- Monitors, analyzes and develops GGBHTD positions on state and federal regulatory processes relevant to disabled access.
- Develops training and other resources for GGBHTD staff and customers regarding facility and transit system accessibility.
- May be responsible for non-accessibility related technical analyses on an as-needed basis.
- Knows and follows the safety and health rules and safe working practices applicable to the position.
- Regular and reliable attendance and performance are required

## Required Knowledge, Skills and Abilities

### Working knowledge of:

- Working knowledge of State and Federal (ADA, etc.) regulations related to accessibility of public transit systems
- Planning and research methods
- Statistical analysis

### Ability to:

- Demonstrate effective communication and consultation with agencies and members of the community affected by or involved with District programs or project
- Effectively manage time and resources
- Demonstrate proficient use of personal computers, including spreadsheets, word processing, statistical analysis, and database software
- Prepare concise reports and display data graphically



- Communicate effectively and professionally, both orally and in writing
- Work effectively with personnel in governmental agencies, local authorities, consultants and the general public
- Anticipate, understand and be sensitive to transit needs of persons with disabilities

## Minimum Qualifications

### Education and/or Experience:

**A combination of college level training and position related experience equivalent to:**

- Four year degree in Planning, Engineering, Public Administration, Communication or related field; additional education may be substituted on a year for year basis in lieu of experience.
- Three years' position-related transit or paratransit planning experience, paratransit operations or program management experience, or comparable experience.
- Personal computer experience, including proficiency in word processing, spreadsheets, statistical analysis and database software.

### Physical Requirement:

Mobility to work in a typical office setting. Ability to communicate in person and over the telephone. Ability to read printed materials and a computer screen. Routine use of computer, telephone and other office equipment. Ability to travel to District facilities.