



Connecting Our Community.

**AGENDA**

**EXECUTIVE COMMITTEE MEETING**

**FRIDAY, JULY 1, 2016, 9:00 A.M.**

**OMNITRANS METRO FACILITY**

**1700 WEST 5<sup>TH</sup> STREET**

**SAN BERNARDINO, CA 92411**

The meeting facility is accessible to persons with disabilities. If assistive listening devices or other auxiliary aids or Limited English Proficiency services are needed in order to participate in the public meeting, requests should be made through the Board Secretary at least three (3) business days prior to the Committee Meeting. The Board Secretary’s telephone number is 909-379-7110 (voice) or 909-384-9351 (TTY). If you have comments about items on the agenda or other general concerns and are not able to attend the meeting, please mail them to Omnitrans at 1700 West Fifth Street, San Bernardino, California, Attention Board Secretary. Comments may also be submitted by email to [BoardSecretary@omnitrans.org](mailto:BoardSecretary@omnitrans.org).

**THIS MEETING IS AVAILABLE BY TELECONFERENCE AT THE FOLLOWING LOCATIONS AND WILL BE CONDUCTED IN ACCORDANCE WITH GOVERNMENT CODE SECTION 54953(B).**

**CROWNE PLAZA DOWNTOWN – 1301 WYANDOTTE STREET, KANSAS CITY, MO 64105**

**HIGHLAND SENIOR CENTER – 3102 EAST HIGHLAND AVENUE, PATTON, CA 92369**

**THESE LOCATIONS ARE ACCESSIBLE TO THE PUBLIC AND MEMBERS OF THE PUBLIC MAY ADDRESS THE COMMITTEE FROM THESE TELECONFERENCE LOCATIONS.**

**A. CALL TO ORDER**

**B. ANNOUNCEMENTS/PRESENTATIONS**

- 1. Next Committee Meeting: Friday, August 5, 2016, 9:00 a.m.  
Omnitrans Metro Facility

**C. COMMUNICATIONS FROM THE PUBLIC**

This is the time and place for the general public to address the Board for items that are not on the agenda. In accordance with rules applicable to meetings of the Executive Committee, comments on items not on the agenda and on items on the agenda are to be limited to a total of three (3) minutes per individual.

**D. POSSIBLE CONFLICT OF INTEREST ISSUES**

N/A

**E. DISCUSSION ITEMS**

- 1. Approve Executive Committee Minutes – June 10, 2016 2
- 2. Recommend to Move Forward to Administrative and Finance Committee, Approve New Position and Approve Position and Corresponding Budget Transfer 5
- 3. Recommend to Move Forward to Administrative and Finance Committee, Approve Re-Evaluation of Two Existing Positions 11
- 4. First Responder Recognition at San Bernardino Transit Center - Update

**F. BOARD BUSINESS**

There is no Closed Session item scheduled.

**G. REMARKS AND ANNOUNCEMENTS**

**H. ADJOURNMENT**

ITEM #           E1          

**EXECUTIVE COMMITTEE MEETING  
MINUTES  
JUNE 10, 2016**

**A. CALL TO ORDER**

The Executive Committee Meeting was called to order by Chair Sam Spagnolo at 8:03 a.m., Friday, June 10, 2016.

**COMMITTEE MEMBERS ATTENDING**

Mayor Pro Tem Sam Spagnolo, City of Rancho Cucamonga – Board Chair  
Council Member Penny Lilburn, City of Highland  
Council Member John Roberts, City of Fontana  
Council Member Alan Wapner, City of Ontario – via teleconference

**COMMITTEE MEMBERS ABSENT**

Council Member Ron Dailey, City of Loma Linda – Board Vice Chair  
Council Member Ed Graham, City of Chino Hills

**OMNITRANS STAFF ATTENDING**

P. Scott Graham, CEO/General Manager

**B. ANNOUNCEMENTS/PRESENTATIONS**

Next Committee Meeting:           Friday, July 1, 2016, 9:00 a.m.  
  Omnitrans Metro Facility

**C. COMMUNICATIONS FROM THE PUBLIC**

There were no communications from the public.

**D. POSSIBLE CONFLICT OF INTEREST ISSUES**

There were no Conflict of Interest Issues.

## **E. DISCUSSION ITEMS**

1. Approve Executive Committee Minutes –April 5, 2016

M/S (Lilburn/Roberts) that approved the Executive Committee Minutes of April 5, 2016. Motion was unanimous by Members present.

2. Recommend to Move Forward to Board, First Responder Recognition at San Bernardino Transit Center

In addition to the U.S. and California flags being displayed at the San Bernardino Transit Center, CEO/General Manager Graham expressed his desire to construct some type of monument recognizing first responders (fire, police, and military) and requested the Committee's support to pursue and present an authorization to release a solicitation to the Board of Directors.

The Committee expressed full support and directed that suggestions for the monument (bench, wall or plaque), to include a cost estimate, be presented to the Executive Committee for review prior to moving forward. The Committee suggested Omnitrans avoid any type of water or bronze feature and to inquire about financial assistance from member entities.

3. Update on VTrans Transition

CEO/General Manager Graham reported that all former administrative VTrans' staff has been relocated to Omnitrans; Maintenance personnel remain at the Maintenance facility in Ontario. About one-third of the furniture not needed by Omnitrans remains in the VTrans' leased space and will be moved soon. Referencing a request recently approved at SANBAG for office furniture, Member Wapner suggested that Ray Wolfe be contacted to see if SANBAG could utilize it rather than purchase new furniture. If not, staff was directed to look into whether we can sell it to the community partners for \$1. Any remaining furniture would then be sent to auction. Applications are coming in and interviews for the Director of Special Transit Services will be scheduled in the next few weeks. Until a Director is hired, bi-weekly meetings will be held with staff.

VTrans' Legal Counsel Jennifer Gore has been in contact with the leasing agent for the space to discuss early termination and buy-out of the lease per direction of the VTrans' Board of Directors. She will provide an update in Closed Session at the VTrans Board Meeting on June 15. It is 'business as usual' with the community partners. Held first meeting with community partner, Senior Community Services, regarding the services they provide, and will continue to calendar meetings with the other partners. Administratively, there have been a couple of late payments as staff gets up to speed on the process, but this was expected and should work itself out in a month or two.

#### 4. General Counsel for Omnitrans – Selection Process

When notification was received from the County on February 23, 2016, that the County would no longer provide legal services to the Agency after June 30, 2016, Omnitrans sought Committee and Board approval to hire in-house legal counsel. The new position was approved in May 2016 for the Fiscal Year 2017 budget. At the time the position was developed, we hoped that Carol Greene would apply for the position at Omnitrans because of her wealth of knowledge and history with Omnitrans. Although honored, recent events preclude her from applying for the position.

The plan was to post and advertise for in-house legal counsel on July 1, but upon further consideration, it is believed that the salary range for the position will not attract quality candidates. Further, with the additional responsibility of maintenance and operations of the Redlands Passenger Rail Project, it is believed that it would be more cost effective for Omnitrans to issue a formal procurement for a General Counsel legal firm that would also have rail experience. The solicitation would be advertised with APTA, the League of Cities, as well as a few other sources suggested by Ms. Greene. The Committee directed that the Board be notified that Omnitrans will not be hiring in-house counsel and that a solicitation for General Counsel Legal Services will be presented to the Board of Directors in the next month or two. In the interim, the law firm of Burke, Williams and Sorenson, currently under contract with Omnitrans, will be providing legal services, including representation at the Board of Directors' meetings.

#### **F. BOARD BUSINESS**

There was no Closed Session scheduled.

#### **G. REMARKS AND ANNOUNCEMENTS**

The CEO/General Manager announced that all member entities have approved the Amended and Restated Joint Powers Agreement. Once all signatures are received from the member entities (three remaining) it will be forwarded to the Secretary of State. As the Amended and Restated JPA gives Omnitrans powers, subject to statutory restrictions of the County of San Bernardino (formerly the City of San Bernardino), staff is reviewing its Procurement Procedures and will make the necessary changes to comply.

#### **H. ADJOURNMENT**

The Executive Committee adjourned at 8:33 a.m. The next Executive Committee Meeting is scheduled Friday, July 1, 2016, at 9:00 a.m., with location posted on the Omnitrans website and at the Omnitrans San Bernardino Metro Facility.

Prepared by:

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Vicki Osborne Dennett, Executive Assistant to CEO/General Manager

ITEM #           E2          

**DATE:** July 1, 2016

**TO:** Board Chair Sam Spagnolo and Members of the Executive Committee

**FROM:** P. Scott Graham, CEO/General Manager

**SUBJECT: APPROVE NEW POSITION AND  
APPROVE POSITION AND BUDGET TRANSFER**

**FORM MOTION**

Recommend to the Administrative and Finance Committee:

1. Approve new position, Executive Staff Assistant, Level VI, and transfer associated costs for salary and benefits of \$82,474 (mid-point salary and benefits) for Fiscal Year 2017 from Miscellaneous Expense to Salary and Benefits in the Administration Cost Center; and
2. Authorize the transfer of the Administrative Secretary position and the corresponding budget from the Executive Office to the Human Resources/Safety & Regulatory Compliance Department.

**BACKGROUND**

To prepare for the addition of the Deputy General Manager within the next few months, as well the retirement of the Senior Executive Assistant (SEA) in early 2017, the CEO/General Manager is proposing reorganization of the Executive Office.

1. Approve new position of Executive Staff Assistant. This position will provide administrative duties on behalf of the Deputy General Manager. In addition, some of the duties of the Senior Executive Assistant, such as preparing, recording and transcribing minutes of all Board/Committee meetings, will be assigned to this position, with close oversight provided by the SEA. Transitioning some of the clerical duties to the new position will allow the SEA to work more closely with the CEO/General Manager and government officials.
2. Transfer Administrative Secretary position from Executive Office to Human Resources/Safety & Regulatory Department. A primary responsibility of the Administrative Secretary is the processing of accident reports and liability claims filed as a result of bus accidents/incidents. Historically, this responsibility was handled by the Human Resources Department; however, prior administration brought this role to the

Executive Office. As Human Resources/Safety & Regulatory Compliance handles workers' compensation claims, it makes sense that all risk-related claims be handled by the same department; therefore, it is being recommended that this function and position be transferred back to that department.

### **FUNDING SOURCE**

The cost associated with Form Motion 1 for Fiscal Year 2017 is estimated to be \$82,474 and is available in the Administration cost center; costs associated with the position will be transferred to Salary and Benefits. There is no additional cost associated with Form Motion 2, but it will require a budget line item transfer from the Executive Office to the Human Resources/Safety & Regulatory Compliance Department.

Department: 1300, 1600  
Expenditure Code: Various

\_\_\_\_\_ Verification of Funding Source and Availability of Funds.  
(Verified and initialed by Finance)

### **CONCLUSION**

If the proposed actions are approved by the Executive Committee, the item will be presented to the Administrative and Finance Committee at its July 14, 2016, Committee Meeting, and moved forward to the Board of Directors for approval at the August 3<sup>rd</sup> Board Meeting.

PSG

## **OMNITRANS New Job Description**

**Job Title:** Executive Staff Assistant  
**Department:** Executive Office  
**Reports To:** Senior Executive Assistant to the CEO/GM  
**FLSA Status:** Non-Exempt Level VI  
**Approved By:** Proposed for Approval August 3, 2016  
**Revised Date:**

**SUMMARY** Under general direction, perform a variety of confidential and highly responsible, administrative duties on behalf of the Deputy Manager and Board of Directors. This position serves the Board of Directors with administrative responsibilities, preparation and disbursement of monthly agendas, and recording/transcription of monthly Board meeting minutes. Responsible for working with the Deputy Manager and other managerial staff assisting with administration on various projects as assigned. This is the second level in the Executive Assistant series.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to this position.

Prepare Board of Directors regular and committee meeting agendas and related documents in accordance with legal requirements; coordinate with various departments for supporting documentation; and publish official notices as required.

Attend regular monthly and committee meetings of the Board of Directors; record actions taken at meetings; process documents approved at Board meetings to the Senior Executive Assistant to the CEO including resolutions, agreements, and contracts; and prepare and distribute minutes of the meetings. Maintain spreadsheet of Board actions.

Compose agenda items and resolutions following legal procedures and recognize when certain Agency business items must be placed on the agenda and how the Board should conduct business during Board meetings.

Responsible for the preparation of Board Room and information for distribution at the Board of Directors and committee meetings.

Conduct administrative functions for Deputy Manager and other Administrative staff; compose correspondence; and develop forms.

Process Board Members' stipend.

**Job Title: Executive Staff Assistant**

**Department:** Executive Office

**Page 2**

Serve as Filing Officer for the preparation of the Fair Political Practices Commission. Statement of Economic Interests Form 700 for completion by Board of Directors, selected staff, legal counsel, and consultants, including explaining procedures, filing forms with the Clerk of the Board of Supervisors, updating Agency Conflict of Interest Code, and submitting resolution to the Board of Supervisors for approval on a biennial basis.

File Statement of Facts Roster of Public Agencies with Secretary of State.

Maintain Agency records such as minutes, resolutions, agreements, contracts, and policies; implement and maintain filing system for Agency business and correspondence. Records Coordinator for department.

Respond to request for records according to the California Public Records Act.

Open, review, and distribute mail to appropriate staff.

Provide assistance and information to the general public and cities; take calls from public when other staff is not available; screen office calls and visitors.

Order and oversee ordering supplies, prepares purchase requisitions and processes invoices.

Serve as back up to the Senior Executive Assistant to the CEO/GM.

Perform other related duties as required.

#### **SUPERVISORY RESPONSIBILITIES**

This job has no supervisory responsibilities.

**QUALIFICATIONS** to perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Knowledge of:

Brown Act and California Public Records Act; Fair Political Practices Commission Conflict of Interest Code; Agency resolutions, policies, and bylaws.  
Standard office procedures, methods and computer equipment.

**Job Title: Executive Staff Assistant**

**Department:** Executive Office

**Page 3**

English usage, spelling, vocabulary, grammar, and punctuation.

Principles of business letter writing.

Practices used in minute taking and preparation.

Principles and procedures of record keeping.

Word processing methods, techniques and programs.

Public relations and information techniques.

Mathematical principles, numerical, alphabetical, and subject matter filing systems.

Principles and practices used in dealing with the public.

Ability to:

Understand and apply pertinent federal, state, and local laws, codes, and regulations including administrative and departmental policies and procedures.

Analyze situations carefully and adopt effective courses of action.

Prepare complete and concise agendas packets for the Board of Directors.

Work independently.

Exercise good judgment and maintain confidentiality of critical and sensitive information, records, and reports.

Take minutes at meetings and respond to correspondence.

Type at a minimum rate of 60 words per minute.

Respond to questions from the public and Agency personnel regarding policies and procedures.

Plan and organize work to meet schedules and timelines.

Understand and follow oral and written instructions.

Communicate clearly and concisely, both orally and in writing.

Operate modern office equipment including computer equipment and software.

Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

### **EDUCATION and/or EXPERIENCE**

Associates' degree (A. A.) from a two-year college or university; and three to five years in secretarial or business science, or an equivalent combination of education and experience. Administrative experience supporting a Board of Directors, City Council, or similar public agency environment is highly desirable.

### **LANGUAGE SKILLS**

Ability to read and comprehend simple instructions, short correspondence, and memos.

Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

**Job Title: Executive Staff Assistant**

**Department:** Executive Office

**Page 4**

### **MATHEMATICAL SKILLS**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

### **COMPUTER SKILLS**

Must be familiar with current business operating systems, software, and programs.

### **REASONING ABILITY**

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

### **OTHER SKILLS AND ABILITIES**

Ability to type at least 60 wpm. Must be able to compile and transcribe meeting minutes. Ability to communicate effectively both orally and in writing. Ability to transcribe to typed copy from recorded dictation. Ability to keep confidential information. Ability to organize and plan workload. Ability to juggle multiple responsibilities. Ability to establish and maintain effective working relationships with others. Ability to maintain a professional image and effectively deal with the public. Knowledge of English grammar and punctuation. Knowledge of personal computers and basic office equipment. Ability to work effectively with elected officials.

### **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to talk or hear and to use hands to finger, handle or feel. The employee is regularly required to walk or sit. The employee is occasionally required to stand, stoop, kneel, crouch or crawl, and reach with hands and arms. The employee must frequently lift and/or move up to 10 pounds, and must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, and ability to adjust focus.

### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

ITEM #           E3          

**DATE:** July 1, 2016

**TO:** Board Chair Sam Spagnolo and Members of the Executive Committee

**THROUGH:** P. Scott Graham, CEO/General Manager

**FROM:** Marjorie Ewing, Director of Human Resources Safety & Regulatory Compliance

**SUBJECT: APPROVAL OF THE RE-EVALUATION OF EXISTING POSITIONS**

**FORM MOTION**

Recommend to the Administrative and Finance Committee:

1. Approve the re-evaluation of Operations Services Supervisor from Level VI to Level V, with a new title of Purchased Transportation Administrator, effective August 3, 2016; and
2. Approve the Paratransit Eligibility Technician removal from the represented Teamsters Union Local No. 166 to the Management Confidential classification, Level VIII, upon concurrence by the Union.

**BACKGROUND**

The re-evaluation process is a critical part of Omnitrans' Salary Administration Program. Based on the completion of the Position Information Questionnaire and review by the Director of Operations and the Director of Human Resources & Safety Regulatory Compliance, the Operations Services Supervisor (current title) is responsible for monitoring contracts for purchased transportation performance by analyzing productivity, cost effectiveness, customer satisfaction, regulatory compliance, and contract adherence. A new title of Purchased Transportation Administrator better fits the duties of this position and is consistent in other transit agencies of similar size. This position has grown since 2009 with every aspect of paratransit relating to ADA eligibility and procurement process for purchased transportation services. Supervisory responsibilities have also increased. The proposed Job Description is attached.

The ADA Eligibility program was transitioned from the Marketing Department as a paper review eligibility process. Since that time, the FTA regulations now require the ADA Paratransit Technician to conduct in-person interviews requiring frequent decisions and recommendations in determining eligibility for Access. The position is required to provide a level of privacy in regard to the applicant's personal medical conditions. This process allows the Agency to

physically observe the applicant and qualify those who truly need the Access service. The duties defined in the proposed Job Description supports the recommendation to move the position to a Management and Confidential classification.

**FUNDING SOURCE**

There is no additional cost associated with Form Motion 1. There is an estimated \$27,000 increase in Fiscal Year 2017 salary and benefit budget line items for Form Motion 2.

Department: 3000  
Expenditure Code: Various

\_\_\_\_\_ Verification of Funding Sources and Availability of Funds.  
(Verified and initialed by Finance)

**CONCLUSION**

If approved by the Executive Committee, this item will be moved forward to the Administrative and Finance Committee at its July 14, 2016, meeting, with the ultimate goal of presenting to the Board of Directors on August 3, 2016.

PSG: DC

OMNITRANS  
Position Description

Job Title: ~~Operations Services Supervisor~~  
~~Purchased Transportation Administrator~~  
Department: ~~Operations~~ Special Transit Services  
Reports To: ~~Transportation Manager~~ Director of Special Transit Services  
FLSA Status: Exempt, ~~Level VI~~ Level V  
Approved By: Board of Directors  
Approved Date: June 1, 1999  
Revised: Proposed August 3, 2016

SUMMARY

Oversight of ADA eligibility determination by processing of In-Person applications for ADA certification; maintains records of ADA applications and eligibility; participates in unit and agency outreach events for feedback, presentation, improvements and enhancements; monitors contracts for purchased transportation by performing the following personally or through subordinate supervisors.

ESSENTIAL DUTIES AND RESPONSIBILITIES including the following. Other duties may be assigned.

Monitors performance of service contractors by analyzing productivity, cost effectiveness, customer satisfaction, regulatory compliance, contract adherence and overall contract performance; ~~Receives and answer service complaints, requests for information, and correspondence.~~

Develops and implements methods to gather, record, monitor and analyze routes, passenger loads and capacities and prepares statistical reports for review.

Prepares presentations relative to the overall performance of purchased transportation and other reports as required; ~~develops, recommends, prepares reviews and implements transit operational procedures; prepares and monitors contract budgets for purchased transportation.~~

Manages the National Transit Database (NTD) data collection from contracted services and assists in integrating statistical information into the OMNITRANS NTD.

Coordinates routing schedules for disabled subscription services with contract providers; Recommends specific transit service levels to ensure compliance with the Americans' with Disabilities Act regulations and requirements.

Coordinates the quarterly vehicle maintenance inspection program with contractors; ~~conducts monthly audits on driver credentials, drug program, training quality for all positions; conducts facilities check for cleanliness, safety hazards, neatness, etc.~~

Assesses transit equipment needs and assists in the development of vehicle specifications. Participates in the procurement process. Prepares Independent Cost Estimates (ICEs) and Scopes of Work (SOWs).

Enforces and rates on a scale contractor safety performance including rules and regulations compliance and implements corrective action; reviews accident/incidents to determine preventability of contract services.

Represents the Agency at Paratransit related meetings; coordinates transportation activities with other City departments, divisions, and outside agencies; tracks and submits invoices for Bus Bridge services provided.

#### SUPERVISORY RESPONSIBILITIES

Provides work direction to others, ~~but does not have direct performance appraisal responsibility~~ selects, trains, supervises and evaluates Paratransit Eligibility Technicians and interns.

#### QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### EDUCATION and/or EXPERIENCE

Bachelor's degree (B.A.) from four-year college or university; and five to seven years related experience in contract administration, ADA compliant paratransit operations or any equivalent Combination of education and experience.

#### LANGUAGE SKILLS

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

#### MATHEMATICAL SKILLS

Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

#### CERTIFICATES, LICENSES, REGULATIONS

Possession of valid California driver's license (Class C) and good driving record.

#### REASONING ABILITY

Ability to solve practical ~~define~~ problems, collect data, establish, and draw valid conclusions ~~deal with a variety of concrete variables in situations where only standardization exists.~~ Ability to interpret an extensive variety of instructions furnished in written, oral mathematical or diagram, or schedule form

and deal with several abstract and concrete variables. Ability to analyze statistical data accurately, draw sound conclusions and make appropriate decisions or recommendations.

#### COMPUTER SKILLS

Must be familiar with current business operating systems, software, and programs.

#### OTHER SKILLS AND ABILITIES

Knowledge of transit operations, and a general knowledge of vehicle design, operation and maintenance. Ability to write technical specifications, contract terms and conditions, conduct public procurements, evaluate procurement responses, responses, recommend contract awards and administer contracts. Ability to negotiate contracts; interpret and apply contract principles to proposals or current contracts. Knowledge of federal and state public transportation regulations and laws applicable to contracts and procurement; Knowledge of the Americans' with Disabilities Act.

#### PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; and reach with hands and arms. The employee frequently is required to talk or hear. The employee is occasionally required to stand and walk. The employee must frequently lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, color vision, and ability to adjust focus.

#### WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts. The noise level in the work environment is usually moderate.

## **OMNITRANS Job Description**

**Job Title:** Paratransit Eligibility Technician  
**Department:** ~~Operations~~–Special Transit Services  
**Reports to:** ~~Operations Services Supervisor~~  
Purchased Transportation Administrator  
**FSLA Status:** ~~Represented Hourly~~ Non-Exempt, Level VIII  
**Approved By:** B.O.D.  
**Approved Date:** December 3, 2008  
**Revised:** ~~September 14, 2011~~ Proposed August 3, 2016

### **SUMMARY**

Under moderate direction, provides administrative support to process applications for ADA certification and identification cards and performs related duties as required. ~~provides clerical support for the Operations Department;~~ Receives, verifies, all applications and paratransit services and issues all identification cards.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

Determines eligibility through a thorough review of the written application and interpretation of the regulatory guidelines of the ADA, policies, practices, and procedures. Conducts “In Person” eligibility interviews including re-certification. Confers with applicant’s medical professionals as needed to verify functional abilities of applicant with relation to their medical condition. The position is required to provide a high level of privacy possible in regard to applicant’s personal medical position.

Receives and responds to all public inquiries regarding paratransit eligibility and services.

Receives and processes temporary requests for services for visitors with disabilities per ADA regulations.

Provides support in the processing of applications for ADA certification/ identification cards; maintains records of ADA applicants.

Participates in unit and agency outreach events.

Types, proofreads and may draft letters, reports, statistical summaries and memos; provides basic clerical support including limited desktop publishing tasks.

~~Input information and maintain Operations Department desktop files.~~

Operates common office equipment; Filing.

Performs related duties as assigned.

### **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **EDUCATION and/or EXPERIENCE**

High School Diploma and a minimum of two (2) years recent clerical experience, one to two years of customer service. Experience working with diverse cultures, socio-economic populations, and persons with disabilities. Proficiency in the use of word processing, spreadsheet and database software application programs.

### **LANGUAGE SKILLS**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of the organization.

### **MATHEMATICAL SKILLS**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

### **COMPUTER SKILLS**

Must be familiar with personal computers, word processing, and spreadsheet software.

### **REASONING ABILITY**

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

### **OTHER SKILLS AND ABILITIES**

Knowledge of:

Correct English usage, grammar, spelling, vocabulary and punctuation.

Modern office methods and practices including filing systems, business correspondence, and receptionist techniques.

Ability to:

Accurately keyboard at 40 words per minute.

Maintain a variety of detailed records and gather and compile data necessary to prepare reports. Perform basic arithmetic calculations quickly and accurately.

Meet the public in situations requiring tact and diplomacy. Establish and maintain effective working relationships with a variety of individuals.

Communicate effectively verbally and in writing in a positive and effective manner with a wide variety of individuals.

### **DESIRABLE QUALIFICATIONS**

#### Knowledge of:

Medical terminology, conditions and disabilities.

Disability issues and techniques for dealing with individuals with disabilities.

Applicable codes, regulations, policies and standards of work assigned.

Bilingual (Spanish) is desirable.

**PHYSICAL DEMANDS** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to talk or hear and use hands to finger, handle or feel. The employee is regularly required to sit, and is occasionally required to stand, walk, and reach with hands and arms. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision.

**WORK ENVIRONMENT** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.