

LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY



Unique Opportunity – Director of Operations and Innovation

Northern California's Tri-Valley: Livermore, Pleasanton and Dublin, CA

How would you like to work for a progressive transit agency in the beautiful California Bay Area? The Livermore Amador Valley Transit Authority is proud to advertise this position of Director of Operations and Innovation.

The Livermore Amador Valley Transit Authority provides bus service for Northern California's Tri-Valley, connecting communities while easing congestion, reducing pollution, and making the region a better place to live. The agency is also actively engaged in regional rail planning and project delivery, providing executive and administrative support to the recently organized Tri-Valley – San Joaquin Valley Regional Rail Authority (Valley Link).

In the Tri-Valley, thousands ride transit daily – with commute volumes from the Tri-Valley to San Francisco, Santa Clara and San Mateo Counties increasing 66% since 2007. With the Tri-Valley growing at a faster rate than the Bay Area as a whole, near-future transportation investments are crucial and will yield significant economic benefits for the entire mega-region.

The Organization

Created by a joint powers agreement in 1985, the Livermore Amador Valley Transit Authority (LAVTA) provides area-wide transit services to the cities of Livermore (population 86,870), Pleasanton (population 69,829), and Dublin (population 49,890), and unincorporated areas of Alameda County. This area is located in eastern Alameda County, which is part of the greater San Francisco Bay Area. The LAVTA Board of Directors consists of two elected officials from each city and one member of the County Board of Supervisors. LAVTA is currently supported by a \$20 million operating budget and 15 full-time employees. The Authority contracts with MV Transit to provide bus operations, with 55 buses operating at peak. LAVTA contracts with MTM, Inc. for ADA paratransit services.

In 2018, LAVTA was named as the top transit agency of the year by the California Transit Association. The following year, LAVTA won a similar award from the California Association for Coordinated Transportation. Among the accomplishments which led to LAVTA receiving these awards:

- A major service restructuring that refocused resources on more productive services with improved access to BART, ACE and Las Positas College
- Consecutive years with significant ridership increases of over 5% per year
- The successful passage of a Student Mobility Initiative at Las Positas College (LPC) to fund unlimited access transit passes for 9,000 LPC students
- Launching a Shared Autonomous Vehicle (SAV) project in proximity to the East Dublin/Pleasanton BART Station to help provide first and last mile connections with BART
- Serving as executive and administrative support for the Tri-Valley – San Joaquin Valley Regional Rail Authority (Valley Link), which held its first Board meeting in January 2018
- Partnering with the city of Livermore to relocate and rehabilitate the Southern Pacific Railroad's historic train depot for use as LAVTA's Livermore Transit Center sales and operations building
- Refreshing the Wheels brand with a new vehicle design and logo which is complementary to the agency's Rapid buses
- Initiating Go Dublin, an on-demand real-time mobility alternative for Dublin residents utilizing a unique partnership with Uber and Lyft



The Director of Operations and Innovation Position

The Director of Operations and Innovation reports to the Executive Director and under his/her direction oversees and manages fixed route and paratransit contracted service operations as well as the customer service and information technology functions at the agency. The position also provides contract management and oversight for innovative service delivery projects and contracts, which currently include an autonomous vehicle project and a partnership with Uber and Lyft. The Director of Operations and Innovation is a key member of the management team.

The ideal candidate will be someone who has had experience in transit operations, regulatory compliance, and contract management with an acute attention to detail. We are looking for someone who is visionary and looks beyond traditional service delivery models and proactively deals with situations that inevitably arise. Excellent communication skills are required, as is an ability to work well under pressure meeting multiple deadlines with minimal direct supervision.

The annual salary range for this exempt position is \$115,104 – \$161,112, DOQ. The agency is enrolled in CalPERS and offers an extremely generous benefits package. For more detailed information on the job description visit <https://www.wheelsbus.com/about/employment/>

Core Responsibilities

Operations Oversight

- Oversee contractor service performance monitoring to ensure the performance and quality assurance standards set forth in the contract/solicitation are met.
- Oversee contractor compliance monitoring regarding maintenance of rolling stock and facilities operated and/or maintained by contractors to ensure compliance with agency and FTA requirements.
- Monitor contractor compliance with Title VI, EEO, ADA, drug testing regulations and contractor safety program.
- Ensure accuracy with contractor billing and reporting.
- Perform formal performance reviews at least quarterly, with documented corrective actions.

Innovation

- Explore and provide recommendations to the management team on innovative services and products that can be implemented, and that will prepare the agency to lead discussions on the evolving public and private roles in transportation services, both short and long-term.
- Manage and oversee contracts and operations of existing innovative service delivery projects which include a shared autonomous vehicle project and Go Dublin (soon transitioning to Go Tri-Valley).

Customer Service

- Oversee the three-person Customer Service team to ensure courteous and responsive information is provided promptly to customers.
- Provide daily reports on customer service issues and their resolution to the management team and monitor contractor response in taking corrective actions.
- Address and resolve complex or escalated customer complaints and concerns.

Paratransit and IT Specialist Oversight

- Manage Paratransit Planner Specialist, to include the application, assessment, and introductory process for paratransit customers.
- Manage Fleet and Technology Management Specialist to ensure products and rolling stock are deployed timely and are responsive to customer and agency needs.

The position supervises five full time employees as well as an intern. The full-time positions are: Paratransit Planner Specialist; Senior Fleet and Technology Management Specialist; Customer Service Supervisor and two Customer Service Representatives.

QUALIFICATIONS

Education and Experience: Bachelor's degree in Transportation Planning, Business Administration, Urban Planning, or related field. Five years of transit operations experience and five years of responsible management experience in public transit preferably at the local or regional level.

THE AREA

The Tri-Valley - Livermore, Pleasanton and Dublin, California

Livermore is a city in Alameda County, California, in the United States. With an estimated 2014 population of 86,870, Livermore is the most populous city in the Tri-Valley. Livermore is located on the eastern edge of California's San Francisco Bay Area.

Livermore was founded by William Mendenhall and named after Robert Livermore, his friend and a local rancher who settled in the area in the 1840s. Livermore is the home of the Lawrence Livermore National Laboratory, for which the chemical element livermorium is named (and thus, placing



the city's name in the periodic table). The city has recently redeveloped its downtown district into a pedestrian friendly environment with numerous restaurants and shops. Pleasanton is located about 6 miles west of Livermore, with a population of 69,829. Pleasanton is home to the headquarters of Safeway, Workday, Ellie Mae, and Roche Molecular Diagnostics. The Alameda County Fairgrounds is located in Pleasanton, where the county fair is held during the last week of June and the first week of July. It is ranked one of the Top 50 North American Fairs and the 7th largest Fair in California. The Fairgrounds is also home to the oldest one-mile horse racing track in America. Pleasanton was ranked number #4 in USA Today's list of "America's 50 best cities to live" in 2014.

Dublin shares its southern border with Pleasanton and has a population of 49,890. In 2019, census data showed Dublin as one of the fastest growing cities in the country. Dublin is currently home to the headquarters for CallidusCloud, Patelco Credit Union, Ross Stores, Medley Health, Challenge Dairy and Arlen Ness. In 2018, Dublin was ranked #7 in Money's list of "The Best Places to Live".

Geography

The Livermore Valley is located about 30 miles (48 km) east of and behind the first coastal range of foothills that surround the San Francisco Bay Area. The Livermore Valley has an east-west orientation with mountain passes on the west and east connecting the Bay Area and the Central Valley. The passes are used by railroads and highways to connect the two regions. Livermore Valley is about



15 miles (24 km) long (east to west), 10 miles (16 km) wide (north to south), and surrounded by California coastal range mountains and foothills.

Climate

The Tri-Valley has a Mediterranean climate, although it is close to a semi-arid climate because of its relatively low annual precipitation. It features with warm to hot, dry summers and mild to cool, wet winters. Summer daytime temperatures average in the 75 to 85 °F range, but sometimes reach 100 °F. Summer nights, however, are normally much cooler, with lows in the 50 to 60 °F range.

Culture

The Tri-Valley's culture retains some vestiges of the farming, wine growing and ranching traditions that have existed in the valley since the time of Robert Livermore, but now largely reflects a suburban population. Since 1918, Livermore has each June hosted the Livermore Rodeo, called the "World's Fastest Rodeo", that claims it has more riders per hour than any other event of its type. The area is home to some of

California's oldest wineries, with more than 60 wineries and about 96,000 acres of wine grapes in the Livermore Valley.

Livermore has a strong blue-collar element, as well as many professionals who work at the Lawrence Livermore National Laboratory and other work sites in the high tech industries in Tri-Valley and within the Bay Area. Recent housing development has included the addition of hundreds of million-dollar homes set among the south side's vineyards, as well as a multimillion-dollar renovation of the downtown area. Renovations included office buildings, the Livermore Cinemas, the Bankhead Theatre, and a multistory parking structure. The Livermore Civic Center includes a state-of-the-art library that opened in 2004, with a front mosaic by Maria Alquilar.

The area has several beautiful golf courses, including the Poppy Ridge and Wente Vineyards courses in Livermore, Callippe Preserve Golf Course in Pleasanton and the Dublin Ranch Golf Course in Dublin. Livermore Municipal Airport (LVK) is accessible to business jets, serving the entire Tri-Valley area. Each of the Tri-Valley cities has their own weekly Farmers' Market which bring farm-fresh produce and more directly to the consumer.



Arts organizations supported by the city include the Livermore-Amador Symphony, Del Valle Fine Arts, producer of classical music events, and in the valley at large, the Valley Concert Chorale, Livermore Valley Opera, the Valley Dance Theatre, a classical ballet company and the Livermore Art Association. There are over fifty places of worship in Livermore.

HOW TO APPLY:

Submit resume and cover letter to the attention of Michael Tree. Note that this position is open until filled and an initial review of resumes no later than March 13. Documents may be submitted via:

Email: resumes@lavta.org; or

Mail: LAVTA, 1362 Rutan Dr., Suite 100, Livermore, CA 94551; or

FAX: 925.443.1375