

## CITY OF HAMILTON

### PUBLIC WORKS DEPARTMENT TRANSPORTATION, ENERGY AND FACILITIES DIVISION - TRANSIT – LOCATION – MOUNTAIN TRANSIT CENTRE, 2200 UPPER JAMES)

#### MANAGER, ACCESSIBLE TRANSPORTATION SERVICES (ATS)

#### OVERVIEW

Reporting to the Director of Transit, the Manager of Accessible Transit Services is responsible for managing the accessibility and specialized transit programs of the Section.

The primary responsibilities of this Manager are for ensuring accessibility of both conventional and specialized transit that meets current and emerging legislated requirements; for implementing initiatives that will result in the continuous improvement of Transit service delivery at the highest quality and lowest cost; and for business and operational management of both direct and contracted service delivery with annual expenditures in excess of \$24M. This Manager will keep the Section current on existing and emerging acts, regulations and legislation, corporate and Section specific policy. This Manager will project lead, research, survey, consult, author and present recommendation reports on a wide variety of initiatives across the Section to various bodies including, but not limited to Council, Committees and Community associations.

This Manager will possess an exceptional record of relationship management with multiple community stakeholders, across municipal boundaries and with Council, financial and/or service management, business analysis, project management, technical and computer competence, customer focus; will be an excellent verbal and written communicator; and will be self-driven and results oriented.

#### GENERAL DUTIES / RESPONSIBILITIES (INCLUDING, BUT NOT LIMITED TO)

Manage the activities of the Accessible Transit Services (ATS) program of the section, including program planning and design; policy development; program budget and asset management; legislative compliance; communications and community relations; partnership development; contractor management; passenger eligibility and registration; customer service; and reservations.

Oversee, analyze and support direct service operations in achieving performance metrics and service objectives.

Negotiate, manage and administer Contracts and Agreements for services that include the Master Operational Agreement with DARTS, Taxi Scrip Agreements, Travel Training Program Agreement, Third Party Assessment Services Contract, etc.

Manage all aspects of staff performance by creating and sustaining an organizational culture of high performance; manage and lead staff in all aspects of change within the ATS Program.

Develop and manage the Transit Accessibility Plan, as required under the Ontarian's with Disabilities Act, as part of the broader City Of Hamilton Annual Accessibility Plan.

Develop and maintain subject matter expertise related to specialized transit specifically, and to public transportation in general, so as to represent the City as a key public contact in all matters related to the Section. Research and assess emerging industry trends, best practices and impending legislation in support of continuous improvement initiatives.

Undertake detailed analysis of data and processes related to accessibility and specialized transit for the Section for the purpose of improving service quality and cost, and ensuring legislative compliance.

Prepare reports and correspondence and make presentations to Standing Committees, Sub-Committees, Stakeholder Groups and the general public.

Author, analyze, review and interpret policy reports, policy directives, and position papers from other departments, municipalities, community agencies, consultants, ministries and national and international organizations.

Develop capital and operating budgets related to the specialized transit program, with annual expenditures in the order of \$24M.

Participate in the overall visioning and operational planning and direction of the Transit Section as a member of the Section's Senior Management Team. Participate in the negotiation of the Collective Agreements.

Liaise and consult with peers, other municipalities and levels of government in the development of policies, procedures, reports, recommendations and professional advice related to all functions (i.e. MTO, MOL, WSIB, OHSA, HTA, OHRC and AODA legislation, etc. and various contracted services) that affect the specialized transit program and accessibility initiatives within the Section portfolio. Lead and/or participate in cross-division working groups for complex issues which cross departmental boundaries.

Develop request for proposals, tenders, and requests for information, evaluate consultant submissions, recommend selection and oversee consultant work/projects.

Facilitate and lead public meetings, stakeholder consultation, focus groups, and/or planning sessions.

Design and develop education material and programs for the community.

Perform other duties as assigned which are directly related to the responsibilities of the position.

Work in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

## **QUALIFICATIONS**

1. Considerable municipal government experience directly related to public service delivery preferred with a demonstrated understanding of the interface between Staff and Council.
2. Extensive business analysis, project management experience, preferably in the area of organizational effectiveness, performance management and continuous improvement.
3. Extensive financial analysis, budget development and service forecasting experience.
4. Able to interpret raw data and undertake detailed analysis.
5. An effective communicator, both orally and written, honed through practical experience.
6. Highly effective leadership, facilitation, communication, presentation, and interpersonal skills.
7. Demonstrated ability to effectively manage relationships in a multi-disciplinary results-oriented environment.
8. Excellent organizational, time management and multi-tasking skills.
9. Demonstrated exceptional record of relationship management with multiple community stakeholders, across municipal boundaries and with Council.
10. Advanced knowledge of Microsoft office suite (Excel, Powerpoint, Word) and the ability to learn and work with custom software applications such as Trapeze PASS, CAD/AVL, etc.

**THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE.**

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