

**This position is subject to further modification prior to filling**

**Pioneer Valley Transit Authority  
Job Description**

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**Job Title:** Safety & Compliance Coordinator  
**Reports To:** Director of Transit Operations  
**Department:** Transit Services  
**F.L.S.A. Status:** Full-time, Exempt-level  
**Salary Range:** \$1,057 - \$1,154/week

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**Position Summary:** In close coordination with PVTA's Director of Transit Operations and the paratransit service provider's General Manager, this position is responsible for ensuring paratransit service is operated in a safe and reliable manner and is compliant with all aspects of the service contract. This position also serves as the primary contact for all day-to-day paratransit service activities by overseeing performance standards, conducting site visits, and performing a variety of related oversight duties and data management. The Safety & Compliance Coordinator also oversees the Drug and Alcohol Programs of all PVTA fixed-route and paratransit service providers. Local travel is required.

**Essential Duties and Responsibilities:** Include the following. Other duties may be assigned.

*Oversee Performance Standards:* Ensure compliance with paratransit contract provisions specific to service standards and related criteria; evaluate delivery of service on an ongoing basis through inspections and oversight of established measurable service objectives and program compliance; track and compile information from ADEPT, including but not limited to on-time performance, trip denials, ADA denial rates, missed trips, travel times, trips per hour, and complaints; take appropriate steps to resolve performance deficiencies; track and report to paratransit provider assessed penalties as needed; maintain all related documentation.

*Conduct Trip Reviews:* Review trip data, include monitoring of pick-up and drop-off times to ensure on-time service performance standards are met; providing audit/inspection findings to paratransit supplier for remedial action and conducting all follow-up as needed.

*Manage Complaint Process:* Maintain complaints database to track and recommend policies and procedures to minimize overall number of initial and repeat complaints; resolve complaints processed by paratransit provider/s and respond to questions and concerns from patrons, advocates, suppliers and agencies pertaining to the delivery of service; provide written correspondence to customers in response to complaints; respond to and resolve problems and report ongoing issues to appropriate personnel; conduct periodic review of complaints to identify trends and/or training opportunities. Maintain all related documentation.

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*Oversee and Enforce No-Show Policy:* Conduct review of no-show reports from ADEPT; identify individuals with excessive no-show violations according to criteria set forth in PVTA's No-Show Policy; generate; distribute and track all No-Show notifications and resulting

suspension letters; coordinate no show appeals with the ADA Appeals Committee as necessary; and maintain all related documentation and files. Ensure vendor reporting of passenger no-shows is accurate by following established procedures, including but not limited to confirming validity of 'no-show' designation, reviewing related trip notes, and reviewing AVL system.

*Monitor Fuel Purchases and Consumption:* Process requests for all new and transferred gas cards for authorized employees; update fuel website (Wextool) for new and terminated administration personnel as necessary; update and distribute fueling location information as needed; obtain and maintain monthly fuel invoices and review for accuracy; monitor fuel purchases of paratransit employees; conduct a review fuel purchase data on at least a weekly basis and investigate all questionable purchases; report unauthorized fuel purchase activity to appropriate personnel; keep Administrator and Director of Operations and Planning informed of all such activity; forward monthly fuel reports and invoices to Finance Department for payment; and maintain all related files and documentation.

*Conduct Site Visits:* Perform on-site periodic reviews/audits of paratransit supplier location(s) to perform oversight reviews of paratransit operations, including but not limited to vehicle inspections, trip inspections, driver training, and Drug & Alcohol Program compliance; and maintain all related documentation and files.

- *Vehicle inspection* audits include conducting annual inventory of paratransit vehicles by location, reviewing a random selection of vehicles' tires, body condition, and safety equipment; and serving as liaison between Director of Maintenance and paratransit personnel to coordinate requests for equipment and or resolve minor related issues.
- *Driver training:* On at least a quarterly basis, conduct driver training audits, including a review of paratransit drivers' records to ensure compliance with pre-employment training and re-training requirements and notifying paratransit provider of any deficiencies and remedial action plans. Maintain current Driver Training Curriculum.

*Monitor Phone-hold Time:* Conduct daily review phone hold time data, evaluate all MCD reports on a monthly basis, compile data, notify paratransit supplier of discrepancies and follow up on action plan; and maintain all related documentation.

*Data Tracking and Reporting:* Track and review preventable accident and incident data for trends and make recommendations for training and or administrative action as needed; assist with compiling and maintaining statistical data using Adept reporting systems; prepare reports for the FTA, ADA and DOT audits; prepare monthly reports and statistical summaries for requesting parties and provide monthly reports, including but not limited to mileage and passenger statistics from Adept custom reports; and maintain all related databases and files.

*Oversee Drug and Alcohol Program:* Ensure compliance with DOT and FTA regulatory requirements specific to drug and alcohol testing and related policies and procedures; on at least a bi-annual basis, conduct periodic review of D&A testing facilities and provider collection site records to ensure compliance; track and maintain providers scatter charts, mock collections etc.; and submit annual MIS Reports to FTA; keep current with all DOT and FTA regulatory

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requirements related to Drug & Alcohol Programs and provide updates as needed to fixed-route and paratransit suppliers; conduct periodic audits of all fixed route and paratransit service providers to ensure full compliance; notify relevant party of audit findings and follow up on all

correction action; coordinate and prepare all related documentation for auditing by FTA and DOT when required, including Triennial Reviews; and maintain all related records and files.

*Oversee Transponder Distribution:* Receive, assign and track DOT issued transponders for paratransit vehicles and all other PVRTA-owned non-revenue vehicles.

*Review and Reconcile Paratransit-related Invoices:* Review and verify accuracy of monthly invoices for Paratransit Service using a variety of reports; investigate and resolve discrepancies; submit invoices to Finance Department for processing; and maintain all related documentation.

*Serve as Active Member of the Paratransit Team:* Coordinate and attend paratransit team meetings; serve as active participant in team discussions, including but not limited to overall performance, trouble-shooting, problem-solving; process improvements; and related matters; keep *Paratransit Procedural Manual* updated and coordinate changes with paratransit team; participate in other department-related meetings as needed.

Provide public presentations upon request regarding PVRTA services.

Provide assistance with a variety of tasks related to fixed route operations as needed at the discretion of the Director of Transit Services.

Perform all other related duties as needed.

**Education and Experience:** Associates Degree with a minimum of 3-5 years of directly related experience in paratransit operations; or equivalent combination of education and experience; excellent management, customer service, communication, organizational, and interpersonal skills; demonstrated ability to deal with multiple constituencies at all organizational levels with high degree of professionalism; ability to understand and monitor compliance with internal policies and procedures, as well as relevant state, federal and other related regulations; strong analytical skills including experience with conducting basic research, compiling and analyzing data, and interpreting findings; ability to utilize, read, and interpret statistical data in the form of charts, graphs, spreadsheets, and other methods of data presentation; ability to read and interpret documents such as contracts, safety rules, policy procedure manuals, and other instructions; ability to write routine reports and correspondence; sound reasoning ability, independent judgment, problem-solving and decision-making skills. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community.

**Computer Skills:** To perform this job successfully, an individual should have a working knowledge of computers and be able to adapt to job-specific computer applications. Ability to use audio/video equipment and related specialized computer software applications.

**Preferred Qualifications:** Prior management or supervisory experience within paratransit operations; experience working in the transit industry; working knowledge of ADA regulations, and FTA/DOT regulations related to safety-sensitive positions and Drug & Alcohol Programs.

**License Requirements:** Valid driver's license with safe driving record for use of PVRTA vehicle.

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**Supervision Received:** This position is directly supervised by the Director of Transit Operations.

**Supervision Responsibilities:** In close coordination with the Director of Transit Operations, this position directly oversees the Paratransit Service Provider Contract and related activities.

**Other:** This position has direct access to personal and sensitive information of vulnerable populations, thus requiring satisfactory results from a criminal background check (CORI).

**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 stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. Frequent use of a computer keyboard and mouse, and frequent viewing of computer screen. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, night 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 work environment is a normal office environment. While performing the duties of this job, the employee is occasionally exposed to weather conditions when traveling as needed. The noise level in the work environment is usually low.