

- Implements the People's Transportation Plan (PTP); develops operating policies for Metrobus, Metrorail, Metromover, Paratransit, and related support services; represents the Department before outside entities, the County Manager, the Board of County Commissioners (BCC), and the Citizens' Independent Transportation Trust (CITT)
- Implements County policy and establishes direction for all aspects of the organization
- Ensures quality policy is implemented and maintained

ADVERTISING / MEDIA RELATIONS

- Manages advertising, promotions, and sales; controls graphic design; and coordinates media relations, community outreach, and market analysis

CIVIL RIGHTS AND LABOR RELATIONS

- Directs labor relations and ensures compliance with Equal Employment Opportunity, Affirmative Action, Americans with Disabilities Act, and other federal, state, and local laws and regulations

SAFETY AND SECURITY

- Develops and implements policy for comprehensive, integrated, and coordinated transit safety and security programs

QUALITY ASSURANCE

- Produces quality control criteria for project management; manages systems compliance and ensures compliance with FTA, state, and local guidelines

PLANNING AND DEVELOPMENT

- Produces quality assurance and control criteria for project management and system development
- Manages systems compliance
- Responsible for testing and acceptance of new systems and installations
- Responsible for project scheduling and cost control; capital construction contract administration; consultant selection and negotiation support; and project configuration management and document control
- Responsible for design and engineering and analysis of bridge inspection results
- Directs guideway, systems, station, rehabilitation, and fixed facility construction management and directs roadway improvements
- Responsible for right-of-way acquisition, utilities relocation, and survey and right-of-way administration; negotiates transit developments
- Manages long-term system planning and station area development

ADMINISTRATION

- Manages accounting and personnel functions; responsible for the preparation, solicitation, negotiation, and compliance of Requests For Proposals, Requests For Qualifications, and Invitations To Bid; and manages materials management
- Develops budgets and National Transit Database reports; responsible for performance and financial auditing; identifies, applies for, processes and monitors federal and state grants; manages the audit and review of internal controls, contractors, vendors, operations, maintenance functions, and contracts; provides statistical reporting; manages capital programming; and develops models and provides forecasting activities in support of short- and long-term financial planning
- Develops and implements Information Technology policy and projects
- Manages joint development

OPERATIONS

- Directs operation and maintenance of the Metrobus, Metrorail and Metromover systems
- Performs all transit structural inspection and engineering analysis of Metrorail and Metromover guideways and station facilities
- Implements policies and procedures to enhance the efficiency and effectiveness of Metrobus operations and maintenance activities
- Coordinates community outreach
- Manages customer services and market analysis
- Provides route scheduling, service planning, and ridership analysis
- Directs all Satellite Transit Information Centers activities
- Administers Paratransit Operations Division, Special Transportation Services (STS), and Medicaid Paratransit
- Responsible for traction power, communications, signals, and fare collection design and installation
- Manages bus and rail maintenance controls