



# TRI DELTA TRANSIT Opportunity

## Manager of Accessible Services

Eastern Contra Costa Transit Authority (ECCTA), operating as Tri Delta Transit, was formed in the San Francisco Bay Area in 1976 as a Joint Powers Agency (JPA). As an essential service, Tri Delta Transit has provided public transportation to the communities we serve ever since.

The agency is centrally located 40 miles east of San Francisco, one hour south of the Napa Wine Country, and approximately one hour from three major airports. This beautiful area is comprised of 65 national and local parks, thriving sport and recreational waterways, hiking and biking trails, historic downtowns, along with art and culture centers. Tri Delta Transit provides a rare opportunity to live and work locally, as eastern Contra Costa County is the chosen Bay Area location to raise a family due to the schools and reasonable housing prices.

Currently Tri Delta Transit has an annual budget of \$41 million. Tri Delta Transit has provided, at times, nearly two million trips a year to a population of approximately 315,000 residents in the 225 square miles of eastern Contra Costa County. The agency operates 13 fixed-routes on weekdays, 8 on weekends, senior and paratransit services, non-emergency medical transportation (NEMT), and an on-demand ride sharing service, "Tri MyRide". Tri Delta Transit operates maintenance in-house, but contracts with Transdev for the operation of the transportation fleet.

As one of the 27 public agencies in the Bay Area, Tri Delta Transit has a long standing focus on providing innovative integrated mobility options and of meeting the needs of the riders served. Tri Delta Transit will continue to move transportation into the future.

**BE ON THE ROAD  
TO A GREAT NEW CAREER!**



**Salary Range: \$88,346 - \$161,501**

**Budgeted Range: \$90,000 - \$110,00 DOQ**

## **ESSENTIAL DUTIES AND RESPONSIBILITIES**

Under the direction of the Chief Operating Officer:

- Responsible for overseeing the planning, operations, and programs related to accessible services including, but not limited to managing the paratransit services for seniors and people with disabilities, Non-Emergency Medical Transportation (Med-Van), Mobility on Demand (MOD), and specialized projects.
- Represent ECCTA at regional accessibility committee meetings, MTC's regional ADA related meetings, and other regional meetings as necessary to keep up to date on ADA, travel training, and accessibility issues.
- Manage and be responsible for evaluating the performance of the following positions:
  - Accessible Services Coordinators
- Develop, monitor, and administer the department budget.
- Ensure all operations comply with federal, state, and local regulations.
- Ensure that paratransit services, Med-Van, and MOD meet high standards for safety, efficiency, and customer satisfaction.
- Track and analyze performance data of ECCTA paratransit services to measure efficiency and identify areas for improvement.
- Prepare and deliver presentations and reports to city councils, boards, and public.
- Collaborate with staff to participate in outreach events at senior centers, adult and senior care facilities, and Tri Delta Transit marketing events to educate current and potential paratransit riders on relevant services and resources.
- Perform the physical requirements as listed on the "Description of Employee's Job Duties" pages.



## MINIMUM QUALIFICATIONS

### EDUCATION

- Bachelor's degree in social services, specialized education or related field is preferred.
- Equivalent relevant experience and/or specialized certification may be considered in lieu of a degree.

## KNOWLEDGE AND SKILLS

- Must have in depth knowledge of the American with Disabilities Act regulations and sensitivity to issues relating to people with disabilities.
- Familiarity with the assessment process and making final determinations for eligibility and experience conducting information gathering or functional interviews and/or assessments is preferred.
- Strong interpersonal skills that allow effective working relationships with a diversity of people and the ability to prepare and deliver presentations and reports to city councils, boards, and public.
- Excellent communication skills.
- Have a commitment to accuracy.
- Excellent organizational and multi-tasking skills.
- Ability to prioritize work and manage without direction.
- Have strong organizational skills and a flexible attitude that can accommodate a dynamic environment.
- Must possess intermediate level of proficiency or above with the Microsoft Office Suite (Outlook, Word, PowerPoint & Excel).

**EXAMPLES:**

- Manage the review of all ADA eligibility applications and determine eligibility according to the regional guidelines.
  - Develop and implement strategies to effectively manage growing demand for paratransit services.
  - Manage the Regional Transit Connection (RTC) program.
  - Conduct one-on-one interviews with ADA applicants, as necessary.
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- Develop and implement a travel training program to assist seniors and people with disabilities in navigating and using the fixed route transit system and micro-transit service independently.
  - Maintain ADA regional database and regional transit discount card program up to date.
  - Manage the Med-Van insurance program, ensuring the billing, trips, and paperwork comply with Contra County Health Plan (CCHP) requirements.
  - Other duties as assigned.



# MANAGER OF ACCESSIBLE SERVICES



## Apply at:

To be considered for this opportunity, submit your application, cover letter, and resume to [HR@eccta.org](mailto:HR@eccta.org).

To access a fillable application, download from website.

### APPLICATION DEADLINE:

**Applications will be accepted on an ongoing basis until 5:00 pm Thursday, October 23<sup>rd</sup>**

Confidential inquiries should be directed to Human Resources. Call 1-925-754-6622, then select 1, 3 then 5 to be connected with the HR Department.



**TRI DELTA TRANSIT**

801 Wilbur Avenue  
Antioch, CA 94509  
1-925-754-6622  
[www.trideltatransit.com](http://www.trideltatransit.com)

ECCTA is an equal opportunity/access/affirmative action/pro-disabled and veteran employer.



BENEFIT	WHEN ELIGIBLE	COST	HIGHLIGHTS
<b>Medical Insurance</b>	First day of the month following 60 days of employment	100% Employer paid for Kaiser plan for employee & eligible dependents. Employee pays premium difference for other plans.	<ul style="list-style-type: none"> <li>Comprehensive coverage through California Choice company.</li> </ul>
<b>Dental Insurance</b>	First day of the month following 30 days of employment	Employer paid	<ul style="list-style-type: none"> <li>Comprehensive coverage through Best Life plan.</li> </ul>
<b>Vision Insurance</b>	First day of the month following 30 days of employment	Employer paid	<ul style="list-style-type: none"> <li>Comprehensive coverage through VSP plan.</li> </ul>
<b>Life Insurance</b>	After 6 months	Employer paid	<ul style="list-style-type: none"> <li>1x annual base pay</li> </ul>
<b>Long Term Disability</b>	After 6 months	Employer paid	<ul style="list-style-type: none"> <li>Includes short term disability coverage</li> </ul>
<b>Holidays (11)</b>	Immediately	Employer paid	<ul style="list-style-type: none"> <li>Actual/Observed</li> </ul>
<b>Paid Time Off</b>	After 90 days	Employer paid	<ul style="list-style-type: none"> <li>Hire date to 5 years of service- 8.63 hours earned/pay period. Hours increase every five years of service.</li> </ul>
<b>State Disability Insurance</b>	After 6 months	Employer paid	<ul style="list-style-type: none"> <li>Employee portion paid</li> </ul>
<b>Workers' Compensation</b>	Immediately	Employer paid	<ul style="list-style-type: none"> <li>Automatically</li> </ul>
<b>Retirement Savings Plan</b>	After 6 months	4% Employee contribution/ 12% Employer contribution. ECCTA contribution amount increases every ten years of service.	<ul style="list-style-type: none"> <li>Can contribute up to IRS maximum</li> <li>Income tax advantages</li> <li>Choice of investment options</li> <li>Will accept rollover contributions from a qualified plan</li> </ul>

NOTE: All original appointments to regular full-time positions shall be tentative and subject to an initial probationary period of six (6) months.

Descriptions of these plans do not include the important legal definitions or limitations that are in plan documents or plan contracts governing your benefits. Therefore, this summary does not replace those legal documents and in case of conflict, those legal documents govern your benefits. Since further conditions affecting Tri Delta Transit cannot be foreseen, Tri Delta Transit reserves the right to amend or terminate the plans at any time, subject to notice. Although any change in a plan or the termination of a plan will not affect the benefits paid to plan members before the date the plan was changed or ended, such change may result in reduced levels of benefits or benefit coverage, after the effective date of any such change.