

Position Description

Transportation Options Manager (TOM)

AGENCY: Regional Transit Authority (RTA)

OFFICE: Community Transportation

SALARY: TBD

GENERAL STATEMENT OF DUTIES AND RESPONSIBILITIES

The Transportation Options Manager (TOM) is responsible for community transportation planning, coordination, navigation, and travel training for people with disabilities seeking independent living, training and employment opportunities in the community. The TOM develops Person Centered Transportation Plans (PCTP) and uses a Web based travel planner to match a persons travel needs to transportation options, public and private, available in the community. The TOM assists people to choose, obtain and maintain transportation options which best accommodate their unique travel choices and needs. The TOM provides travel training and navigation services to assist the traveler gain mastery of travel routes to promote their independence. The TOM assists in coordinating referrals to existing transportation services as well as innovative Travel Rideshare Programs, Vanpool Service Programs, Car Pool Programs, Personal Digital Assistant (PDA) Technology Programs, Voucher/Subscription Programs and Donated Vehicle/Modification Programs.

The TOM identifies unmet transportation needs through community outreach activities and documents these community-planning needs in an Access database. TOM collaborates with the Massachusetts Rehabilitation Commission and it's partners in reviewing unmet needs and to assist in developing plans to address unmet needs with community planners. Software mapping programs are used by the TOM to map out existing transportation routes as well as to identify unmet needs routes to facilitate ride matching and community transportation planning. The TOM works with all community transportation resources to improve coordination of services and increase accessible transportation in their community.

The TOM assists in the development of Transportation Resource Manuals and Transportation Resource Web Pages. The TOM serves on the Transportation Options Project (TOP) and the Rural Transportation Coalitions Initiative (RTCI) Project Advisory Committee (PAC) and participates in the development and dissemination of transportation resource information. All other duties as required by the department head.

SUPERVISION RECEIVED

- The TOM will receive supervision from Regional Transit Authority (RTA) supervisor who will issue work assignments and conduct supervisions and reviews.

- Indirect supervision is received from the MRC transportation Coordinator.

DIRECT REPORTING STAFF

- None

THEIR STAFF

- None

DETAILED STATEMENT OF DUTIES AND RESPONSIBILITIES

- Coordinated Transportation information requests and transportation service referrals for people with disabilities.
- Develop Person Centered Transportation Plans (PCTP) to match a persons travel needs to existing resources in the community.
- Use Web based travel planners to assist people in developing travel plans by matching transportation resources to accommodate specific needs.
- Counsel people with disabilities on the transportation options that will accommodate the travelers' needs and assist people with disabilities navigate the transportation system.
- Conduct travel training services to assist people utilize community transportation resources independently.
- Identify unmet transportation needs and record information into Access database transmitting the data to Massachusetts Rehabilitation Commission and its partners for analysis.
- Utilize mapping software tools to map existing routes and unmet needs routes.
- Conduct Outreach to community organizations to identify unmet needs
- Assist with community planning activities to help identify transportation solutions to resolve identified unmet needs in corporation with the Massachusetts Rehabilitation Commission.
- Assist in the development of transportation resources information including but not limited to resource manuals, brochures, Web pages.
- Assist in the development and utilization of innovative transportation resources including but not limited to the following: Rideshare services, Voucher Programs, Vanpool Services, PDA travel planning technology, donated car program, adaptive vehicle services, ADA Services.
- Function as community transportation advocate promoting accessible, affordable transportation options for people with disabilities.

- Assist in the dissemination of transportation resource information to people with disabilities, community organizations, and community planning organizations.
- Present transportation resource information at community events and conferences.
- Participate on the Transportation Options Project (TOP) and Rural Transportation Coalition Initiative (RTCI) Project Advisory Committee. (PAC)
- Participate in Rural Transportation Community Advisory Boards (RTCAB) to assisting in transportation planning activities for the Rural Transportation Coalition Initiative.
- Identify transportation issues and make recommendation to resolve transportation issue to immediate supervisor.
- Assist with other duties as assigned by immediate supervisor

QUALIFICATIONS REQUIRED AT HIRE (*list knowledge, skills and abilities*)

- Transportation resource, community resource and human services resource information knowledge.
- Written and Computer literacy skills to assist in the development of transportation resource information.
- Transportation referral service coordination information skills.
- Person Centered Transportation Planning (PCTP) and/or human service planning skills.
- Ability to handle multiple projects and set priorities.
- Customer services problem solving skills.
- Travel Training and case management skills.
- Project organization skills.
- Ability to use Web based travel planners matching transportation resources to needs.
- Ability to use Access Software database program to document unmet needs.
- Oral and written communication skills necessary to conduct transportation out-reach activity directed at community organizations.
- Presentation skills to conduct community transportation meetings and conference presentations.

- Ability to assist in setting up and running Project Advisory Committee meetings and conferences.
- Serve as Transportation liaison to MRC, RTA and Regional Planning Organization.
- Ability to coordinate activities with people with disabilities, human service providers, transit authorities, and employers.
- All other transportation option duties assigned by immediate supervisor.

QUALIFICATIONS ACQUIRED ON JOB (*list knowledge, skills, and abilities*)

- Specific Community Transportation Information.
- Unmet needs Access program.
- MAPTITUDES software program.
- Web based travel planning & navigation tools.
- Utilization of Person Digital Assist (PDA) as travel planners.
- Travel Training Strategies.

MINIMUM ENTRANCE REQUIREMENTS

Applicants must have at least:

- (a) 2-5 years of transportation, human service case management and planning activities.
- (b) Knowledge of transportation and human resources in community.
- (c) Oral, written, computer literacy skills.

Substitutions:

1. BA degree in human services, community planning, business administration for 1 year of experience.
2. MA degree in human services, community planning, business administration, transportation is a substitute for 2 years of experience.

LICENSE AND/OR CERTIFICATION REQUIREMENTS

- None

SIGNATURE OF APPOINTING AUTHORITY

TITLE
