PARATRANSIT SPECIALIST

DEFINITION

Under general supervision, monitors the Handy Ride paratransit program to ensure compliance with the Americans With Disabilities Act (ADA).

SUPERVISION RECEIVED/EXERCISED

Receives supervision from the Director of Transportation.
Exercises no supervision.

DISTINGUISHING CHARACTERISTICS

Paratransit Specialist is a single position class assigned to the Planning Division of the Transportation Department. Reporting to the Director of Transportation, the incumbent serves as a liaison between the division, the paratransit service provider, and the disabled community; ensures that paratransit contractual services designed to meet transportation needs of eligible persons with disabilities are in accordance with ADA; and represents the department on various ADA Advisory Committees.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES
(May include, but are not limited to, the following:)

Collects and evaluates data on service performance; recommends modification to practices and procedures to ensure high quality and compliance with federal and state legal requirements; receives, investigates, and takes or recommends action to resolve complaints regarding service quality.

Receives and monitors complaints regarding ADA issues for both paratransit and fixed-route services and recommends corrective action.

Reviews contractor's accident/incident occurrences, and makes recommendations for resolution of public concerns.

Develops standards, criteria, reporting procedures, and proposal evaluation criteria pertaining to the administration of demand-responsive transit systems.

Meets with community groups and individuals to discuss departmental programs and services, and recommends action to resolve public concerns.

Attends public meetings on elderly and disabled issues and needs.

Interprets ADA rules and regulations as they relate to client certification or system performance requirements.

Makes public presentations to disability support groups.

Reviews applications of persons with disabilities and determines eligibility for paratransit services.

Coordinates delivery of service with the department's service provider and other paratransit service providers as required to address capacity problems.

Performs related duties as required.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

The rules and regulations contained in the Americans With Disabilities Act of 1990.

Methods and techniques of organizing and operating a demand-responsive transit system.

The community groups and programs that provide service to the disabled community.

Disabilities that would limit an individual's ability to ride a fixed route bus.

Ability to:

Monitor activities of a contractor for contract compliance, to evaluate the progress of the demand-responsive and special transportation services.

Gather information and make policy recommendations.

Understand, explain, and apply department, state, and federal requirements for the provision of paratransit services.

Communicate effectively verbally and in writing, and to prepare clear, concise reports.

Exercise sound, independent judgment within policy guidelines.

Establish and maintain effective working relationships.

MINIMUM QUALIFICATIONS

Education:

Completion of 24 semester units from an accredited college or university in business or public administration, or a related field

Experience:

One year of experience in the operation and administration of demand response or specialized transit services, or two years work experience evaluating, reviewing and assessing medical history for individuals with functional disabilities. Additional qualifying experience may be substituted for the required education on a year-for-year basis.

Special Requirements:

Possession of a valid California Driver's License may be required at time of appointment.

APPROVED: _____   DATE: _____
                     Personnel Services Director

Original 09/08/97
Revised MAH: 11/29/2006
Revised SCM: 09/07/07