

RIVERSIDE COUNTY TRANSPORTATION COMMISSION

EXECUTIVE COMMITTEE MEETING AGENDA

TIME: 9:00 a.m.

DATE: Wednesday, April 8, 2015

LOCATION: CONFERENCE ROOM A
County of Riverside Administrative Center
4080 Lemon Street, Third Floor, Riverside

☞ COMMITTEE MEMBERS ☞

Steven Hernandez, City of Coachella
Karen Spiegel, City of Corona
Scott Matas, City of Desert Hot Springs
Rick Gibbs, City of Murrieta
Daryl Busch, City of Perris
Ben Benoit, City of Wildomar
Kevin Jeffries, County of Riverside, District 1
John F. Tavaglione, County of Riverside, District 2
Chuck Washington, County of Riverside, District 3
John J. Benoit, County of Riverside, District 4
Marion Ashley, County of Riverside, District 5

☞ AREAS OF RESPONSIBILITY ☞

Reviews and makes final decisions on personnel issues
and office operational matters.

Comments are welcomed by the Committee. If you wish to provide comments to the Committee, please complete and submit a Speaker Card to the Clerk of the Board.

RIVERSIDE COUNTY TRANSPORTATION COMMISSION

EXECUTIVE COMMITTEE

9:00 A.M.

WEDNESDAY, APRIL 8, 2015

**County of Riverside Administrative Center
Conference Room A
4080 Lemon Street, Third Floor, Riverside**

In compliance with the Brown Act and Government Code Section 54957.5, agenda materials distributed 72 hours prior to the meeting, which are public records relating to open session agenda items, will be available for inspection by members of the public prior to the meeting at the Commission office, 4080 Lemon Street, Third Floor, Riverside, CA, and on the Commission's website, www.rctc.org.

In compliance with the Americans with Disabilities Act, Government Code Section 54954.2, and the Federal Transit Administration Title VI, please contact the Clerk of the Board at (951) 787-7141 if special assistance is needed to participate in a Commission meeting, including accessibility and translation services. Assistance is provided free of charge. Notification of at least 48 hours prior to the meeting time will assist staff in assuring reasonable arrangements can be made to provide assistance at the meeting.

- 1. CALL TO ORDER**
- 2. PUBLIC COMMENTS**
- 3. APPROVAL OF THE MINUTES – MARCH 11, 2015**
- 4. ADDITIONS/REVISIONS** – *The Committee may add an item to the Agenda after making a finding that there is a need to take immediate action on the item and that the item came to the attention of the Committee subsequent to the posting of the agenda. An action adding an item to the agenda requires 2/3 vote of the Committee. If there are less than 2/3 of the Committee members present, adding an item to the agenda requires a unanimous vote. Added items will be placed for discussion at the end of the agenda.*
- 5. REQUEST FOR ADDITION OF TOLL PROGRAM POSITIONS**

Overview

This item is for the Commission to:

- 1) Establish a Toll Operations Manager position on range 63 (\$11,883 - \$16,041 per month). This 1.0 full-time equivalent (FTE) is an additional FTE to the Commission's organization;
- 2) Establish a Toll Technology Manager on range 53 (\$9,310 - \$12,569 per month). This 1.0 FTE is an additional FTE to the Commission's organization;

- 3) Establish a Senior Staff Analyst for the Toll Program on range 43 (\$7,295 - \$9,848 per month). This 1.0 FTE is an additional FTE to the Commission's organization; and
- 4) Approve the revised organization chart to reflect these proposed additions.

6. ADJOURNMENT

AGENDA ITEM 3

MINUTES

RIVERSIDE COUNTY TRANSPORTATION COMMISSION

EXECUTIVE COMMITTEE

MARCH 11, 2015

Minutes

1. CALL TO ORDER

The meeting of the Executive Committee was called to order by Chair Daryl Busch at 9:00 a.m. in Conference Room A at the County of Riverside Administrative Center, 4080 Lemon Street, Third Floor, Riverside, California, 92501.

Commissioners Present

Commissioners Absent

Marion Ashley*

Kevin Jeffries

Ben Benoit

Chuck Washington

John J. Benoit

Daryl Busch

Rick Gibbs*

Steven Hernandez

Scott Matas

Karen Spiegel

John Tavaglione

*Arrived after the meeting was called to order

2. PUBLIC COMMENTS

There were no requests to speak from the public.

3. APPROVAL OF MINUTES

M/S/C (B. Benoit/Tavaglione) to approve the minutes of January 14, 2015, as submitted.

4. ADDITIONS/REVISIONS

There were no additions or revisions to the agenda.

5. CALIFORNIA PUBLIC EMPLOYEES' RETIREMENT SYSTEM AUDIT REGARDING PAY SCHEDULE REQUIREMENTS AND ADJUSTMENT OF EMPLOYER-PAID MEMBER CONTRIBUTIONS REPORTING

At this time, Commissioners Marion Ashley and Rick Gibbs joined the meeting.

John Standiford, Deputy Executive Director, presented the California Public Employees' Retirement system audit regarding pay schedule requirements and adjustment of employer-paid member contributions reporting.

M/S/C (Spiegel/Gibbs) to:

- 1) **Adopt Resolution No. 15-002, "Resolution of Riverside County Transportation Commission Adopting the Fiscal Year 2012/2013 Publicly Available Pay Schedule as Required by CalPERS";**
- 2) **Adopt Resolution No. 15-003, "Resolution of Riverside County Transportation Commission Adopting the Fiscal Year 2013/2014 Publicly Available Pay Schedule as Required by CalPERS";**
- 3) **Adopt Resolution No. 15-004, "Resolution of Riverside County Transportation Commission Adopting the Fiscal Year 2014/2015 Publicly Available Pay Schedule as Required by CalPERS";**
- 4) **Adopt Resolution No. 15-005, "Resolution of Riverside County Transportation Commission Adjusting Reporting of Employer Paid Member Contributions"; and**
- 5) **Forward to the Commission for final action.**

6. ADJOURNMENT

There being no other items to be considered, the Executive Committee meeting adjourned at 9:13 a.m.

Respectfully submitted,



Jennifer Harmon
Clerk of the Board

AGENDA ITEM 5

RIVERSIDE COUNTY TRANSPORTATION COMMISSION

DATE:	April 8, 2015
TO:	Executive Committee
FROM:	Beth Gutierrez, Human Resources Administrator
THROUGH:	Anne Mayer, Executive Director
SUBJECT:	Request for Addition of Toll Program Positions

STAFF RECOMMENDATION:

This item is for the Committee to:

- 1) Establish a Toll Operations Manager position on range 63 (\$11,883 - \$16,041 per month). This 1.0 full-time equivalent (FTE) is an additional FTE to the Commission's organization;
- 2) Establish a Toll Technology Manager on range 53 (\$9,310 - \$12,569 per month). This 1.0 FTE is an additional FTE to the Commission's organization;
- 3) Establish a Senior Staff Analyst for the Toll Program on range 43 (\$7,295 - \$9,848 per month). This 1.0 FTE is an additional FTE to the Commission's organization; and
- 4) Approve the revised organization chart to reflect these proposed additions.

BACKGROUND INFORMATION:

In December 2006, the Commission adopted the 10-Year Western Riverside County Highway Delivery Plan, which calls for the development of tolled express lane corridors within State Route 91 and Interstate 15. Upon opening the 91 Express Lanes in 2017 and the I-15 Express Lanes planned for 2020, the Commission will operate and maintain over 70 lane-miles of tolled express lanes, be responsive to express lane customer issues, make debt payments, collect toll revenue, process transactions, and be responsible for express lane safety and motorist assistance.

In late 2012, staff hired Cambria Solutions, Inc. (Cambria) to perform an organization study to help the Commission determine the appropriate future structure of the organization. As a result, Cambria is recommending three new positions. Cambria recommends these positions be filled significantly ahead of the anticipated 91 Express Lanes opening date in early 2017. This will allow the new positions to conduct operations planning and necessary pre-operational/ramp-up activities. The new positions are outlined as follows:

- Toll Operations Manager – This position will be responsible for the operations of the tolling facilities and will provide input and support for the design and construction of the

planned toll/express lanes. Staff anticipates recruiting for this position with an anticipated hire in Summer 2015.

- Toll Technology Manager – This position will be responsible for ensuring toll systems operate well and, as appropriate, integrate with Commission’s enterprise business technology/systems (finance, reporting, etc.). In addition to providing the Toll Program with a dedicated, experienced toll technology resource, this position would also coordinate and serve as liaison between the Toll Program and Commission’s information technology (IT) staff and consultants, to ensure Commission-wide best practices, economies of scale, and other IT goals are taken into consideration within the Toll Program. Staff anticipates recruiting for this position with an anticipated hire in Spring 2016.
- Senior Staff Analyst (Toll) – This position will be responsible for providing a variety of analysis-related tasks for the Toll Program including quantitative and qualitative analysis of all aspects of toll operations and administration, customer service initiatives, and policy/legislative analysis. Staff anticipates recruiting for this position with an anticipated hire no later than Fall 2016.

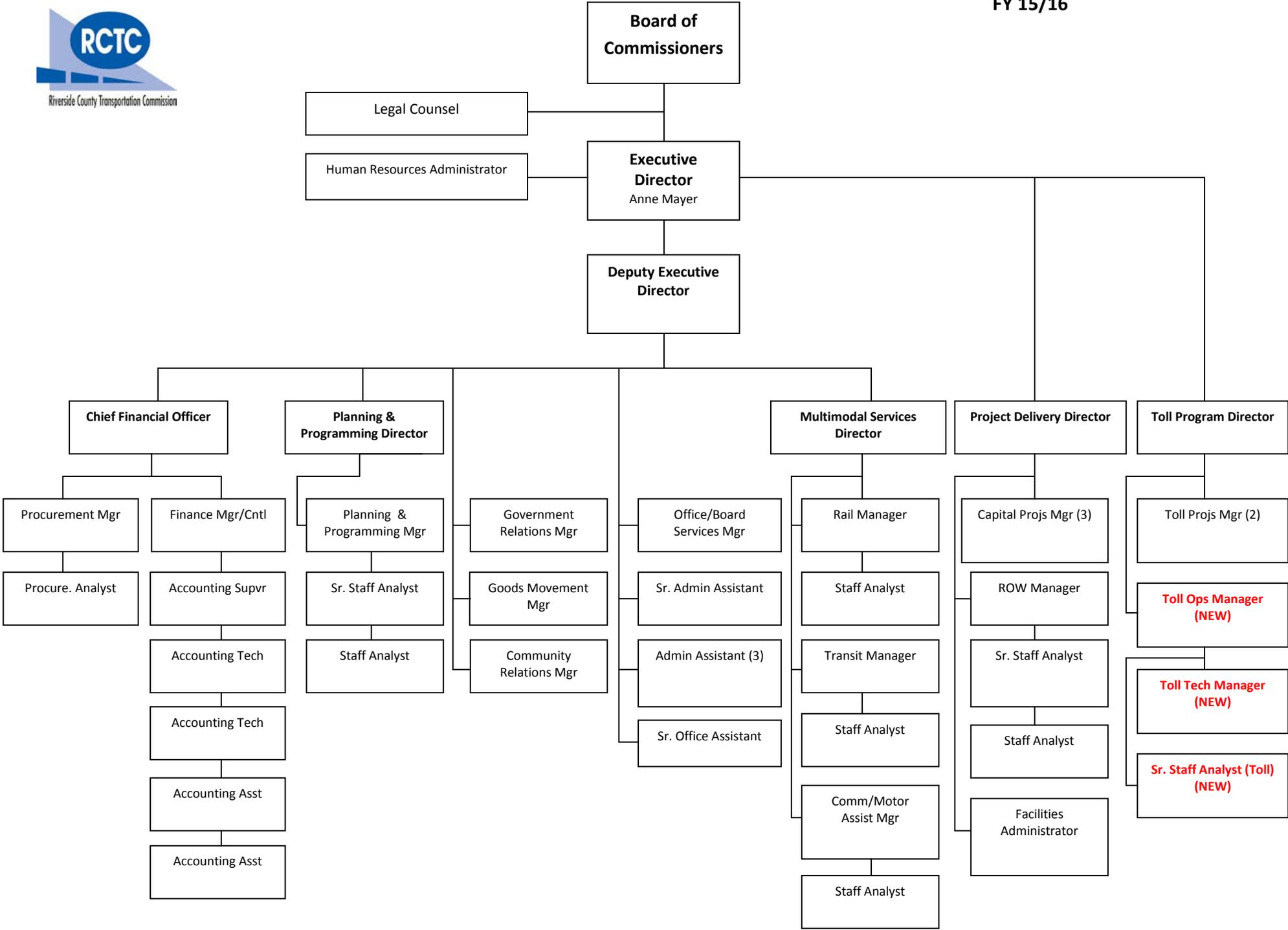
The approval of these positions, along with the revised organizational chart, is requested in preparation of the FY 2015/16 budget process. The fiscal impacts for the addition of three FTEs will be reflected in the FY 2015/16 budget and will increase Commission staff to a total of 49 authorized FTEs. Drafts of the job descriptions for all of these positions are included with this staff report.

Finally, staff anticipates the need for up to two additional Toll positions in the future and will return to the Executive Committee with a staff recommendation. Staff is not requesting establishment of these two additional Toll positions at this time.

Financial Information					
In Fiscal Year Budget:	Yes N/A	Year:	FY 2015/16 FY 2016/17+	Amount:	\$610,400 (annually)
Source of Funds:	2009 Measure A Western County Highway funds, Toll Revenues (beginning in FY 2017)			Budget Adjustment:	No N/A
GL/Project Accounting No.:	629199 60001/61XXX 262-31-60001/61XXX				
Fiscal Procedures Approved:	<i>Theresa Trevino</i>			Date:	03/31/2015

Attachments:

- 1) RCTC Organizational Chart for FY 2015/16
- 2) Job Description – Toll Operations Manager
- 3) Job Description – Toll Technology Manager
- 4) Job Description – Senior Staff Analyst (Toll)





RIVERSIDE COUNTY TRANSPORTATION COMMISSION

TOLL OPERATIONS MANAGER

DEFINITION

Under general direction, plans, organizes, oversees, coordinates, and manages the day-to-day operations of the toll/express lanes programs for the Commission; performs managerial work and provides daily oversight in organizing, coordinating and controlling the operations of one or more of the Commission's toll/express lanes; manages the effective use of department resources, contractors and consultants to improve organizational productivity and customer service; provides highly complex and responsible support to the Toll Program Director in areas of expertise; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Toll Program Director. Exercises direct and general supervision over supervisory, professional, technical, and administrative support staff.

CLASS CHARACTERISTICS

This is a management classification that manages activities related to the operations of the toll/express lane programs. The incumbent, through RCTC staff or contractors and consultants, organizes, coordinates, controls and oversees day-to-day traffic flow, roadway services; integration, testing and operations of toll facilities; revenue collection, customer service and violations program; marketing plans, materials and activities. Responsibilities include performing diverse, specialized, and complex work involving significant accountability and decision-making responsibility. The incumbent is responsible for providing professional-level support to the Toll Program Director in a variety of areas. Successful performance of the work requires an extensive professional background as well as skill in coordinating program work. This class is distinguished from the Toll Program Director in that the latter has overall responsibility for all functions of the Toll Program Department and for developing, implementing, and interpreting public policy.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Plans, manages, and oversees the daily operations and activities of RCTC's toll/express lane programs where work may be provided by professional contractors, consultants and/or Commission employees.
- Recommends, develops and implements goals, objectives, policies, and priorities for the smooth, efficient and effective operation of the toll/express lanes within the Commissions guidelines and policies; recommends and administers policies and procedures; updates as required.

- Develops standards and quality service level requirements for acceptable toll/express lane operations, including roadway operations and maintenance, safe and efficient movement of traffic, revenue collection and violation processing, customer service, business systems and electronic toll equipment and devices and motor vehicle service support.
- Develops, negotiates, and recommends to the Toll Program Director the approval of contracts and cooperative agreements with other governmental agencies, consultants and private contractors as needed to provide overall toll facilities operation; ensures standards and quality service levels are built into contracts and performance is monitored and corrected as needed.
- Provides leadership in the creation of marketing strategies, goals and objectives including brand creation, marketing materials and outreach community activities; ensures all efforts are in alignment with KPI's set for the tolling program; attends and makes presentations at Commission, committee, professional conferences and community outreach activities to build the RCTC brand; analyzes and responds to inquiries related to toll program operations; coordinates activities with the Government and Community Relations function.
- Provides daily oversight of toll/express lane services provided by RCTC employees, private contractors and consultants; ensures contractor compliance with RCTC standards and specifications and budget requirements; provides updates to Toll Program Director; analyzes and resolves complex issues that may arise; recommends field changes as appropriate.
- Oversees the analysis of traffic flow, revenue generation and customer service activities; analyzes data, prepares staff reports and makes recommendations to the Toll Program Director on toll/express lane fees and fee increases/decreases.
- Develops and standardizes procedures and methods to improve and continuously monitor the efficiency and effectiveness of toll/express lane operations and revenue generating programs, service delivery methods, and procedures, marketing outreach programs and materials; identifies opportunities for improvement and makes recommendations to the Toll Program Director; implements approved changes.
- Provides leadership in the generation and analysis of data, prepares reports and makes presentations to Toll Program Director and other Commission executives on roadway operations, traffic patterns, revenue generation, violation processing, electronic toll processing, business systems integration and customer service activities.
- Participates in the selection of, trains, motivates, and evaluates assigned personnel; works with employees on performance issues; takes disciplinary action as required in keeping with RCTC practices and policies.
- Provides highly complex staff assistance to the Toll Program Director; develops and reviews staff reports and other necessary correspondence related to assigned activities and services; presents reports to various commissions, committees, and boards.
- Participates in on-going project development activities of both planned facilities and future facilities including operations planning, operations procurements, start-up planning and ramp-up activities
- Works collaboratively with 91 and I-15 Project Managers to ensure operational issues are considered in the planning and building stages; assists in the planning, build strategies, procurement and start-up activities; ensures system integration is planned and executed effectively.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in the tolling industry; researches emerging trends, directing and improving traffic flow; marketing approaches, process enhancements and their applicability to toll program and project needs.
- Monitors changes in regulations and technology that may affect assigned functions and operations; implements policy and procedural changes after approval.
- Receives, investigates, and responds to difficult and sensitive problems and complaints in a professional manner; identifies and reports findings and takes necessary corrective action.

- Through participation in professional meetings, reading materials written concerning state-of-the-art toll operations, participation in professional organizations and visiting, as appropriate, other toll agencies, ensures that RCTC stays relevant with new and improved policies, processes, procedures and techniques in the tolling industry.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, including goal setting, toll/express lane program development, implementation, and evaluation, and project management.
- Principles and practices of public agency tolling and express lane operations, including toll collection and violation enforcement technology, roadway operations, fee generation and collection practices; customer service practices and procedures.
- Principles and practices of public agency and toll/express lanes budget development and administration and sound financial management policies and procedures.
- Principles, practices and techniques used in the conduct of an effective toll program, including contract management, marketing and community outreach techniques and materials and business and IT system integration.
- Professional organizations involved in the tolling industry including International Bridge, Tunnel and Turnpike Association (IBTTA) and California Toll Operators Committee (CTOC).
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Organization and management practices as applied to the development, analysis, and evaluation of accounting and finance programs and operational needs of the assigned department.
- Recent and on-going developments, current literature, and sources of information related to the toll/express lane program, project development and operations.
- Record keeping principles and procedures.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for effectively representing RCTC in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organization.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and RCTC staff.

Ability to:

- Recommend and implement goals, objectives, and practices for providing effective and efficient toll/express lane operations.
- Manage and monitor complex projects, on-time and within budget.
- Effectively operate in a matrix-style organization. Plan, organize, assign, review, and evaluate the work of staff; train staff in work procedures.

- Effectively develop and manage contractors and consultants ensuring delivery of agreed upon service levels, within established costs and time parameters.
- Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
- Evaluate and develop improvements in operations, procedures, policies, or methods.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Analyze, interpret, summarize and present technical information and data in an effective manner.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Effectively represent the department and RCTC in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations, and in meetings with individuals.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to graduation from an accredited four-year college or university with major coursework in transportation planning, transportation engineering, business or public administration, or a closely related field and eight (8) years of increasingly responsible professional experience in revenue-generating, 24/7 transportation programs and roadway operations management experience, including three (3) years of supervisory experience.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various RCTC meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability

to lift, carry, push, and pull materials and objects up to 25 pounds.

ENVIRONMENTAL ELEMENTS

This is primarily a sedentary classification and the employee works in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. The employee interfaces with staff, management, other departmental representatives, transportation and government officials, business representatives, and the general public in explaining RCTC policies and requesting and providing information.

EFFECTIVE: July 2015

REVISED:

FLSA: Exempt

PAY RANGE: \$11,883 - \$16,041 per month



RIVERSIDE COUNTY TRANSPORTATION COMMISSION

TOLL TECHNOLOGY MANAGER

DEFINITION

Under general direction, plans, organizes, oversees, coordinates and serves as liaison between Information Technology professionals (private contractors, consultants and internal staff) and end users performing difficult and complex professional and technical support related to the operation of toll systems equipment and the integration of business and financial (enterprise) systems; ensures toll operations technology, network security management and business and financial system integration requirements are identified, analyzed and documented through the development, maintenance and updating of policies and procedures; monitors, maintains and improves system security and uptime to support 24x7x365 tolling operations; provides highly complex and responsible support to the Toll Operations Manager in areas of expertise; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Toll Operations Manager. Exercises direct and general supervision over supervisory, professional, technical, and administrative support staff.

CLASS CHARACTERISTICS

This is a management classification that provides oversight and management of tolling systems equipment and systems. The incumbent oversees day-to-day tolling systems operations and reporting activities. Responsibilities include performing diverse, specialized, and complex work involving significant accountability and decision-making responsibility. The incumbent is responsible for providing professional-level support to the Toll Operations Manager in a variety of areas. Successful performance of the work requires an extensive professional background as well as skill in understanding tolling systems architecture, development and application and enterprise system integration. This class is distinguished from the Toll Operations Manager in that the latter has overall responsibility for all functions of Tolling Operations function and for developing, implementing, and interpreting department policy.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Plans, manages, facilitates and oversees identifying, analyzing and documenting toll equipment operational requirements and enterprise system requirements for services provided by private contractors and consultants or for work performed directly by RCTC employees.

- Participates in the development and implementation of goals, objectives, policies, and priorities in support of the effective and efficient operation of the Commission's tolling facilities.
- Facilitates and collaborates with private contractors and consultants or internal technology staff on the design, development, testing, release and maintenance of tolling system equipment; recommends and oversees the establishment and maintenance of service levels in keeping with RCTC's requirements and expectations; recommends and administers standard operating policies and procedures.
- Facilitates and collaborates with private contractors and consultants or internal technology staff on identifying, analyzing and documenting enterprise system integration requirements and resulting software/system solutions in support of the Toll Program and Finance Departments; recommends and administers standard operating policies and procedures.
- Ensures the development, standardization, implementation and maintenance of systems, documents, processes and procedures resulting in critical systems being secure, operational and continuously available 24x7x365 tolling operation.
- Develops, implements, monitors and updates, independently or through private contractors and consultants a Disaster Recovery Plan ensuring the ongoing operations of the tolling facilities.
- Develops and standardizes procedures and methods to improve and continuously monitor the efficiency and effectiveness of tolling equipment and enterprise system integration policies and procedures; assesses and monitors workload, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement and makes recommendations to the Toll Operations Manager.
- Liaisons with the Finance Manager/Controller to ensure that complete, accurate and timely information is provided to the Commission's Enterprise Resource Planning (ERP) System resulting in full and accurate accounting and financial records; works with private contractors, consultants or internal technology staff during the planning, installation and testing of new releases and system enhancements; provides support troubleshooting software problems as they pertain to tolling system and ERP integration; coordinates their resolution with private tolling contractors, consultants and/or vendors.
- Participates in the identification and evaluation of private contractors, consultants and vendors; develops evaluation criteria and materials; performs price/cost analyses and assess the quality and suitability of proposed service contractors; recommends modifications as needed.
- Participates in the selection of, trains, motivates, and evaluates assigned personnel; works with employees on performance issues; recommends discipline to the Toll Operations Manager.
- Confers with and advises private contractors, consultants and vendors to resolve vendor and contractor issues and to ensure contract compliance and conformance to applicable laws.
- Provides highly complex staff assistance to the Toll Operations Manager; develops and reviews staff reports and other necessary correspondence related to assigned activities and services; presents reports to various commissions, committees, and boards.
- Conducts a variety of organizational studies, investigations, and operational studies; recommends modifications to assigned programs, policies, and procedures, as appropriate.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in the fields of tolling equipment and systems technology and enterprise systems integration; researches emerging products and enhancements and their applicability to RCTC needs.
- Monitors changes in regulations and technology that may affect assigned functions and operations; implements policy and procedural changes after approval.
- Receives, investigates, and responds to difficult and sensitive problems and complaints in a professional manner; identifies and reports findings and takes necessary corrective action.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, including goal setting, tolling equipment and technology development, implementation, and evaluation, and project management.
- Principles and practices of tolling systems architecture and components including single lane and multi-flow lane system sensing technologies
- Principles and practices of enterprise systems, transaction framing logic, transaction processing and data flows
- Financial database management software and the application to finance and accounting programs, including report writing and basic SQL.
- Customer Service software and violation processing software and operations.
- System development life cycle requirements including requirements analysis, design, development, testing, implementation; monitoring and maintenance
- Conceptual and implementation background with Client/Server architecture; web development; SQL databases; LAN/WAN technologies; routing protocols; server technologies; virtualization technology; storage technologies; Security and Access Management applications.
- Microsoft Operations Systems.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Organization and management practices as applied to the development, analysis, and evaluation of accounting and finance programs and operational needs of the assigned department.
- Recent and on-going developments, current literature, and sources of information related to the tolling technology and enterprise system integration.
- Record keeping principles and procedures.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for effectively representing RCTC in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organization.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and RCTC staff.

Ability to:

- Recommend and implement goals, objectives, and practices for providing effective and efficient accounting and finance services.
- Manage and monitor complex projects, on-time and within budget.
-
- Effectively operate in a matrix-style organization.
- Plan, organize, assign, review, and evaluate the work of staff; train staff in work procedures.
- Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
- Evaluate and develop improvements in operations, procedures, policies, or methods.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Analyze, interpret, summarize and present technical information and data in an effective manner.

- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Effectively represent the department and RCTC in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations, and in meetings with individuals.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to graduation from an accredited four-year college or university with major coursework in computer science, information systems technology; software and computer systems technology , or a closely related field and six (6) years of increasingly responsible professional computer and information systems experience in a 24/7, mission critical revenue-generating business enterprise, including three (3) years of supervisory experience.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver’s License by time of appointment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various RCTC meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

ENVIRONMENTAL ELEMENTS

This is primarily a sedentary classification and the employee works in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. The employee interfaces with staff, management, other departmental representatives, transportation and

government officials, business representatives, and the general public in explaining RCTC policies and requesting and providing information.

EFFECTIVE: July 2015

REVISED:

FLSA: Exempt

PAY RANGE: \$9,310 - \$12,569 per month



RIVERSIDE COUNTY TRANSPORTATION COMMISSION

SENIOR STAFF ANALYST – TOLL PROGRAM

DEFINITION

Under general supervision of the Toll Operations Manager, the position will provide a variety of tasks for the Toll Program including quantitative and qualitative analysis of all aspects of toll operations and administration, customer service initiatives, and policy/legislative analysis to achieve department and RCTC goals; performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Toll Operations Manager. May exercise functional or direct supervision over assigned staff.

CLASS CHARACTERISTICS

This is the advanced journey-level class in the Staff Analyst series. Incumbents serve as subject matter experts in assigned functional areas and perform varied research and analysis to support RCTC projects and programs, including fund administration, budget analysis, and program evaluation. Incumbents support the work of management staff by providing a professional-level resource for program, budgetary, fund, and operational analyses and studies. Responsibilities include performing diverse, specialized, and complex work involving significant accountability and decision-making responsibility. This class is distinguished from the Toll Operations Manager in that the latter has full management and supervisory authority in directing the full scope of operations within the division.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Conduct analysis of matters related to toll program planning, implementation, administration and operations including business process reviews, cost effectiveness, and impact assessment of potential or existing changes in business practices.
- Perform financial planning and analysis of the toll program including developing cost and revenue projections, economic modeling, budget development and analysis, requirements for federal state and local funding.
- Develop performance management tools to evaluate the efficiency and effectiveness of the toll program's strategic initiatives, business plans and action steps including the development of KPIs and other performance measures, and the development of a program-wide scorecard. Developing action plans to

address performance issues.

- Conduct research of best practices of industry specific and cross-industry best practices including conducting benchmarking of peer tolling agencies. Utilize best practice and benchmarking to recommend opportunities to improve toll program functions.
- Perform research and analytical studies on the economic, fiscal, demographic and policy issues related to Riverside County and southern California and the possible impact on the toll program.
- Evaluate legislation and policy initiatives to determine the potential impact on the toll program.
- Communicate and interact with external stakeholders and business contacts including constituents, contractors, vendors and other regional toll agencies.
- Assist with the preparation of Requests for Proposals (RFP), calls for projects, budget and/or funding analysis, program updates, and preparation and presentation of board agenda items.
- Develop and submit reports to the Board and internal and external committees, including requesting or recommending funding approval and programming of funds; receives and files reports as needed.
- Provides on-going support for project development activities of both planned facilities and future facilities as required.
- Attends, facilitates, and leads recurring and periodic meetings within and outside the agency including participating in toll industry events, conferences and meetings. Maintain frequent contact with partner agencies to determine their respective needs and requirement and serve as a technical resource when necessary.
- Responds to inquiries from the general public, local and state government agencies, and other toll agencies throughout the country.
- Performs other duties and special projects as assigned or required.

QUALIFICATIONS

Knowledge of:

- Finance and financial analysis including the principles and practices of sound financial management, budgeting, financial modeling, financial planning, revenue projection and cost analysis.
- Advanced project and/or program management, analytical processes, and report preparation techniques.
- Advanced organizational and operational practices as applied to the analysis, evaluation, development, and implementation of programs, policies, and procedures.
- Best practice research and evaluation techniques.
- Performance management including the development and analysis of KPIs and other performance measures.
- Research and reporting methods, techniques, and procedures.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to the tolling industry.
- Record keeping principles and procedures.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for effectively representing RCTC in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and RCTC staff.

Ability to:

- Perform programmatic administrative, budgeting, and fiscal reporting activities.
- Plan and conduct effective research studies applying appropriate and effective methodology.
- Plan, organize, and carry out assignments from management staff with minimal direction.
- Perform difficult and complex research on a wide variety of administrative topics including planning and program requirements, funding, budget proposals, and operational alternatives.
- Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
- Research, analyze, and evaluate new service delivery and improvements in operations, methods, procedures, and techniques.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Interpret, apply, explain, and ensure compliance with applicable federal, state, and local policies, procedures, laws, and regulations.
- Effectively represent the department and RCTC in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations, and in meetings with individuals.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate and maintain modern office equipment, including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to a Bachelor’s degree in business or public administration, urban planning, transportation planning, geography, environmental studies, economics, or a closely related field and five (5) years of professional experience involving complex principles and practices of transportation planning and regional planning practices and knowledge of basic budgeting principles.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver’s License by time of appointment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various RCTC meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification bend, stoop, kneel, reach,

push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

ENVIRONMENTAL ELEMENTS

This is primarily a sedentary classification and the employee works in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. The employee interfaces with staff, management, other departmental representatives, transportation and government officials, business representatives, and the general public in explaining RCTC policies and requesting and providing information.

EFFECTIVE: July 2015

REVISED:

FLSA: Exempt

PAY RANGE: \$7,295 - \$9,848 per month