



REVISED
EXECUTIVE MANAGEMENT AND AUDIT COMMITTEE
JULY 15, 2004

SUBJECT: RECLASSIFICATION & CREATION OF POSITIONS

ACTION: APPROVE PROPOSED CLASSIFICATION CHANGES

RECOMMENDATION

- A) Approve the reclassification upgrade of the non-represented position of Emergency Services Coordinator from Grade I to Grade K.
- B) Approve the reclassification upgrade of the non-represented position of Supervising Engineer (Grade P) to the existing classification of Deputy Executive Officer, Project Management (Grade T).
- C) Approve the creation of a new non-represented classification titled Operations Process Improvement Manager (Grade P).

ISSUES

In alignment with the Position Authorization and Compensation Policy adopted by the Board at its February 26, 2004 meeting, staff is seeking Board approval for reclassification upgrades of existing non-represented positions and for creation of new non-represented classifications. Approval is being sought for the reclassification upgrades of 2 existing non-represented positions, and for the creation of 2 new non-represented classifications.

DISCUSSION

Reclassification upgrade of the non-represented position of Emergency Services Coordinator from Grade I to Grade K

The single-position classification of Emergency Services Coordinator will plan and analyze disaster grade hazards and risks within MTA operations, develop and oversee the MTA's emergency operations, and maintain the MTA's Emergency Operations Center (EOC). The position is vital to ensure the MTA is capable of responding to a variety of natural, man-made and technological disasters, particularly since the events of September 11, 2001. The position is currently vacant; recent attempts to recruit for the position at Grade I pay levels have not been successful.

Human Resources has evaluated the position using the MTA's job measurement methodology and recommends that this classification be upgraded to salary grade K, with a salary range of \$49,211 - \$61,512 - \$73,815. This recommendation is based on the proposed classification description (see Attachment A), and a review of market pay data.

Reclassification upgrade of the non-represented position of Supervising Engineer (Grade P) to Deputy Executive Officer, Project Management (Grade T)

This position will plan, direct and control engineering and construction activities related to the multi-year Eastside extension of the Gold Line construction project. The position will establish and monitor project goals, budgets, schedules, and strategies, direct the performance of services by consultants and contractors, manage and direct third-party coordination and public affairs related to the construction effort, and ensure all design and construction meet operations and maintenance quality standards and expectations.

Human Resources has evaluated the position using the MTA's job measurement methodology and recommends that this position be reclassified to the existing classification of Deputy Executive Officer, Project Management, salary grade T, with a salary range of \$104,092 - \$130,114 - \$156,137. This recommendation is based on our review of the duties proposed for the position, the existing classification description (see Attachment B), and a review of market pay data.

This position will be at-will and will serve at the pleasure of the hiring authority.

~~Approve the creation of a new non-represented classification titled Operations Process Improvement Manager (Grade P)~~

~~The proposed new classification of Operations Process Improvement Manager will identify improvements to MTA Operations' processes in order to achieve operational and cost efficiencies. This classification is being created to design and implement process improvements for MTA Operations that will continue to allow for the achievement of the highest level of internal and external customer satisfaction. The position will lead multi-disciplinary work teams, task forces, and peer groups to solve problems and redesign Operations functions and processes to improve productivity, performance and services.~~

~~Human Resources has evaluated the classification using the MTA's job measurement methodology and recommends that this classification be placed in Grade P, with a salary range of \$78,137 - \$97,673 - \$117,208. This recommendation is based upon the proposed classification description (see Attachment C), and a review of market pay data.~~

~~Due to the current budgetary constraints, staff is proposing to eliminate two vacant Transit Operations Supervisor positions to create this new position without increasing operating costs.~~

FINANCIAL IMPACT

The Emergency Services Coordinator ~~and~~, Deputy Executive Officer, Project Management ~~and Deputy Executive Officer, Labor & Employee Relations~~ positions replace lower level positions included in the FY05 Budget. The strategic business units (SBUs) will be required to identify savings in their FY05 Budgets to offset the added cost of the higher grades of these positions. The SBUs typically have vacancy savings that will more than offset these costs. ~~Two vacant Transit Operations Supervisor positions will be reduced in order to offset the cost of the creation of the Operations Process Improvement Manager position.~~

ATTACHMENTS

- A. Proposed Position Description – Emergency Services Coordinator
- B. Position Description – Deputy Executive Officer, Project Management
- C. ~~Proposed Position Description – Operations Process Improvement Manager~~

Prepared by: Stefan Chasnov, Director, Human Resources

Marie Luoma

for Don Ott
Executive Officer, Administration

RS

Roger Snoble
Chief Executive Officer

POSITION DESCRIPTION

EMERGENCY SERVICES COORDINATOR

Pay Grade H1K

(\$49,211 - \$61,512 - \$73,815)

Basic Function

To plan, and coordinate programs and activities relating to emergency services including development of the emergency operations plans, training, response, and recovery.

Classification Characteristics

Supervised by: Occupational Health and Safety Manager

Work Environment

With the vision of leading the nation in safety, mobility, and customer satisfaction, the MTA's mission is to be responsible for the continuous improvement of an efficient and effective transportation system for Los Angeles County.

In order to achieve the Agency's goals in support of its mission, potential candidates are required to continuously practice and demonstrate the following work values:

- Safety – Safety's 1st for the MTA's customers, employees, and business partners. Accidents and injuries are preventable.
- Employees – Employees are the MTA's most valuable resources and are to be treated with mutual respect and provided opportunities for professional development
- Fiscal Responsibility – Individually and as a team we are accountable for safeguarding and wisely spending taxpayer dollars entrusted to the MTA
- Integrity – We rely on the professional ethics and honesty of every MTA employee
- Innovation – Creativity and innovative thinking are valued and new ideas are welcomed
- Customer Satisfaction – We strive to exceed the expectations of our customers
- Teamwork – We actively seek to blend our individual talents in order to be the best in the nation

Examples of Duties

- Develops and distributes annually, emergency/disaster drill templates for use by MTA facilities/sites.
- Coordinates disaster preparedness response training, including facility evacuation and Standardized Emergency Management System (SEMS) training
- Conducts an annual review of each MTA site, based on its specific Emergency Action Plan (EAP) and applicable local, state and federal regulations

- Provides interpretation and technical analysis of new regulations and governmental programs which affect management of MTA emergency operations
- Coordinates activities of the MTA Emergency Operations Center (EOC) during periods of operation
- Maintains and annually updates MTA's Agency Master Disaster Plan and any/all of its subordinate programs
- Serves as a Liaison to local, state, and federal agencies, non-profit organizations, private sectors to present MTA contributions and involvement in response coordination and recovery contingency plans
- Contributes to and participates in threat and vulnerability assessments, planning and training programs by MTA Transit Law Enforcement (Security) and/or MTA Quality Assurance (Hazardous Materials)
- Develops/updates and distributes annually the required site emergency preparedness inventory contents and levels
- Attends/participates in MTA Emergency Preparedness sub-committees or Local Safety Committees
- Coordinates with local, state and federal agencies on non-security emergency services issues
- Determines allocation of funds during budget process for emergency services activities
- Prepares reports, correspondence, and procedures
- Responsible for maintaining, supporting, and promoting a safe work environment while complying with all of MTA's safety rules, policies, and procedures

Essential Knowledge And Abilities

- Knowledge of:
 - Theories, principles and practices of emergency preparedness/management and business continuity programs for private and/or public agencies preferable transit operations
 - Applicable local, state, and federal laws, rules, and regulations governing emergency management, disaster response and recovery issues, fire, safety, and building codes, and occupational health/hygiene (including OSHA regulations)
 - Natural and/or man-made hazard and threat-assessment measures and response and recovery theories and strategies
- Ability to:
 - Plan, develop, organize, and implement emergency preparedness and response programs
 - Understand, interpret, and apply laws, rules, regulations, policies, and procedures
 - Use and/or instruct usage of emergency and first aid equipment and supplies
 - Develop and conduct emergency training programs
 - Prepare correspondence and reports
 - Analyze situations, identify problems, and recommend solutions
 - Interact professionally with various levels of Authority employees and outside representatives
 - Communicate effectively orally and in writing

- Travel to offsite locations within a reasonable timeframe

Minimum Qualifications

Potential candidates interested in the Emergency Services Coordinator position **MUST** meet the following requirements:

- Bachelor's degree in Emergency Management/Administration, Public Administration, Public Health, Criminal Justice, Business Administration, Fire Science, Safety, and Occupational Health, or related field (e.g., appropriate engineering or planning programs)
- 5 years' experience as an Emergency Services Program Manager within a large department of a multi-site organization (>1500 employees), **OR**,
- 8 years' experience as a 1st Responder Program Manager in a public agency (Fire, EMS, Law Enforcement, Hospital)
- Professional certificate desired: Certified Disaster Recovery, Certified Disaster Planner, Certified Emergency Manager, First Aid/CPR/AED current credential
- Evidence of continuing education/professional development program attendance in emergency management over the last three years required
- Valid California Class C driver license

***A certificate in Emergency Management from an accredited institute (as identified on the Federal Emergency Management Agency web site) and 5 years recent experience in the management of emergency preparedness, response and coordination program is a required substitute for a Bachelors degree.

Special Conditions

- Overtime, on-call, weekend/holiday work required when necessary
- Must be able to wear appropriate hazard specific personal protective equipment and be able to conduct job duties in all types of weather conditions. Must be able to perform job functions in all types of industrial settings including areas with limited, irregular, or multi-level surface areas or confines. Must be able to perform duties when exposed to physical and mental stress of the emergency including possible massive destruction and mass casualties.
- This position may be subject to 24-hour on-call in the event of a MTA incident or local, state, or federal declared disaster. This may include irregular working hours, work at locations other than the employee's primary work site, and may include duties other than those specified.

Disclaimer

This job specification is not to be construed as an exhaustive statement of duties, responsibilities, or requirements. Employees may be required to perform any other job-related instructions as requested by their supervisor.

POSITION DESCRIPTION

DEPUTY EXECUTIVE OFFICER, PROJECT MANAGEMENT

Pay Grade H1T

(\$104,092 - \$130,114 - \$156,137)

Basic Function

To plan, direct, and control engineering and construction activities of major Authority capital projects within Metro Construction.

Classification Characteristics

Supervised by: Executive Officer, Rail Construction

Supervises: Deputy Project Manager, Engineering; Deputy Project Manager, Construction; Project Control Manager; Secretary

Work Environment

With the vision of leading the nation in safety, mobility, and customer satisfaction, the MTA's mission is to be responsible for the continuous improvement of an efficient and effective transportation system for Los Angeles County.

In order to achieve the Agency's goals in support of its mission, potential candidates are required to continuously practice and demonstrate the following work values:

- **Safety** – Safety's 1st for the MTA's customers, employees, and business partners. Accidents and injuries are preventable.
- **Employees** – Employees are the MTA's most valuable resources and are to be treated with mutual respect and provided opportunities for professional development.
- **Fiscal Responsibility** – Individually and as a team we are accountable for safeguarding and wisely spending taxpayer dollars entrusted to the MTA.
- **Integrity** – We rely on the professional ethics and honesty of every MTA employee
- **Innovation** – Creativity and innovative thinking are valued and new ideas are welcomed.
- **Customer Satisfaction** – We strive to exceed the expectations of our customers.
- **Teamwork** – We actively seek to blend our individual talents in order to be the best in the nation.

Examples of Duties

- Establishes and monitors short-range and long-range project goals, budgets, schedules, and strategies.
- Directs performance of services by consultants and contractors for successful project completion of projects.

- Manages and directs third-party coordination and public affairs activities related to project design and construction.
- Ensures all design and construction meet operations and maintenance quality standards and expectations.
- Sets and implements project policies, procedures, safety and work standards, and controls.
- Ensures compliance with MTA policies and procedures and applicable state, federal and local regulations and laws.
- Prepares and presents reports to executive and management staff, the Board of Directors, and outside regulatory agencies.
- Represents agency and construction division at meetings, conferences, and public events.
- Supervises subordinate staff.
- Complies with MTA's efficient and effective bill paying standard to ensure project and cost center invoices are paid in a timely manner.
- Oversees, monitors, and adheres to departments/units budget, goals, and schedules which complies to agency-wide fiscal responsibility.
- Develops and delivers quality projects from inception to close-out on time and within scope and budget.
- Communicates MTA's safety vision and goals; oversees the implementation of agency and departmental safety rules, policies, and procedures; and maintaining accountability for safety performance of all subordinate employees.
- Complies with all of MTA's safety rules, policies, and procedures.

Essential Knowledge and Abilities

Knowledge of:

- Theories, principles, and practices of rail transit engineering, construction, operations, and maintenance, governmental contract policies, and public administrative methods, including goal setting, program and budget development and implementation.
- Applicable local, state, and federal regulatory requirements and standards.
- Large-scale capital project management.
- Social, political, and environmental issues influencing transit programs.
- Heavy construction practices and procedures.
- Modern management theory.

Ability to:

- Direct the overall engineering and construction activities for major capital projects.
- Communicate effectively orally and in writing.
- Represent Authority before the public.
- Prepare comprehensive reports and correspondence.
- Analyze situations, identify problems, recommend solutions, and evaluate outcomes.
- Plan financial and staffing needs.

- Compile, analyze, and interpret complex data.
- Determine strategies to achieve goals.
- Establish and implement policies and procedures.
- Understand, interpret, and apply laws, rules, regulations, policies, procedures, contracts, budgets, and labor/management agreements.
- Exercise judgment and creativity in making decisions.
- Interact professionally with various levels of Authority employees, public officials, and outside representatives.
- Travel to offsite locations within a reasonable timeframe.

Minimum Qualifications

Potential candidates interested in the DEO, PROJECT MANAGEMENT position MUST meet the following requirements:

- Bachelor's degree - Engineering or related field.
- 5 years' senior management-level experience in the design and/or construction of major capital projects, including extensive experience managing rail transit projects.
- Valid California Class C driver's license.
- Master's degree desirable.

Special Conditions

May require exposure to weather and physical hazards during site visits.

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POSITION DESCRIPTION

OPERATIONS PROCESS IMPROVEMENT MANAGER

Pay Grade H1P

(\$78,137 – \$97,673 – \$117,208)

Basic Function

To provide management level professional services in identifying improvements to Metro Operations processes.

Classification Characteristics

Supervised by: _____ Deputy Executive Officer, Operations

Work Environment

With the vision of leading the nation in safety, mobility, and customer satisfaction, the MTA's mission is to be responsible for the continuous improvement of an efficient and effective transportation system for Los Angeles County.

In order to achieve the Agency's goals in support of its mission, potential candidates are required to continuously practice and demonstrate the following work values:

- Safety**— Safety's 1st for the MTA's customers, employees, and business partners. Accidents and injuries are preventable.
- Employees**— Employees are the MTA's most valuable resources and are to be treated with mutual respect and provided opportunities for professional development
- Fiscal Responsibility**— Individually and as a team we are accountable for safeguarding and wisely spending taxpayer dollars entrusted to the MTA
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- Innovation**— Creativity and innovative thinking are valued and new ideas are welcomed
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Example of Duties

- Designs and implements improvements for Metro Operations processes that allows the Authority to achieve the highest level of internal and external customer satisfaction
- Plans and manages process improvement efforts and coordinates with internal departments and external stakeholders
- Provides analytical and technical assistance with regard to process management to Operations staff

- ~~□ Leads multi-disciplinary work teams, task forces, and peer groups to solve problems and redesign Operations functions and processes to improve productivity, performance and services, including needs analysis, project prioritization, and team development~~
- ~~□ Works with Sector management and staff in identifying best practices and lessons learned and assisting with developing a business plan linking goals and objectives, best performance, and budget/resources~~
- ~~□ Performs special projects such as comprehensive proposals, applications of funds, and complex confidential reports~~
- ~~□ Prepares scope of work which involves interface with vendors and outside contractors~~
- ~~□ Performs independent research and evaluation of internal and external factors related to the Authority~~
- ~~□ Complies with Metro's efficient and effective bill paying standard to ensure project and cost center invoices are paid in a timely manner —~~
- ~~□ Oversees, monitors, and adheres to departments/units budget, goals, and schedules which complies to agency-wide fiscal responsibility~~
- ~~□ Develops and delivers quality projects from inception to close-out on time and within scope and budget~~
- ~~□ Responsible for communicating and implementing safety rules, policies, and procedures in support of the agency's safety vision and goals; and maintaining accountability for the safety performance of all subordinate employees~~
- ~~□ Complies with all of Metro's safety rules, policies, and procedures~~

Essential Knowledge and Abilities

- ~~□ Knowledge of

 - ~~— Theories, principles, and practices of public administration and transportation management~~
 - ~~— Theories, principles, and practices of organization structure and assessment, and organizational and project management~~
 - ~~— Strategic, tactical planning, goal setting~~
 - ~~— Individual and group dynamics, leadership development~~
 - ~~— Change management, dynamics of organization change, and promoting and sustaining behavioral change among individuals in organization to achieve performance improvements~~
 - ~~— Research theories and techniques and data analysis including developing and conducting surveys~~~~
- ~~□ Ability to:

 - ~~— Manage strategic and sensitive projects or programs, establishing, interacting, and maintaining professionally with Executive staff and various levels of Metro employees and external stakeholders~~
 - ~~— Handle a cross-functional, matrixed team environment~~
 - ~~— Communicate effectively orally and in writing complex issues which are critical to achieving Metro's strategic goals and objectives~~
 - ~~— Perform analytical management studies and related work~~
 - ~~— Understand, interpret and apply MTA policies, rules, regulations, procedures, contracts,~~~~

- ~~_____ budgets, and labor management agreements~~
- ~~_____ Prepare comprehensive correspondence and reports including flow charts, presentations~~
- ~~_____ Analyze complex data, identify problems and recommend solutions~~
 - ~~-Determine effective strategies to achieve goals~~
 - ~~-Think and act independently~~
 - ~~-Represent Metro before the public~~
 - ~~-Proficiently use business computer software applications such as Microsoft Word, Excel, Power Point~~

Minimum Qualifications

Potential candidates interested in the Operations Process Improvement Manager position **MUST** meet the following requirements:

- ~~Bachelors degree – Business, Public Administration, Public Policy, or other related field~~
- ~~3 years’ supervisory level experience or 5 years lead or senior level experience in program analysis and management~~
- ~~Masters Degree in related field desirable~~

Special Conditions

- ~~None~~

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