



MONTGOMERY COUNTY EXECUTIVE REGULATION

Offices of the County Executive • 101 Monroe Street • Rockville, Maryland 20850

Subject Position Description: General Manager of Transit Services, Department of Transportation	Number 6-23
Originating Department Office of Human Resources	Effective Date July 25, 2023

Montgomery County Regulation on

POSITION DESCRIPTION: GENERAL MANAGER OF TRANSIT SERVICES, DEPARTMENT OF TRANSPORTATION

Issued by: County Executive

Regulation No. 6-23

Authority: Montgomery County Code (2014) Section 1A-104(b)(2)

Supersedes: None

Council Review: Method (1) under Code Section 2A-15

Register Vol. 40 No. 2

Comment Deadline: March 2, 2023

Effective Date: July 25, 2023

Summary: This regulation establishes the position description of General Manager of Transit Services in the Department of Transportation, a non-merit position.

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Background: Under County Code Section 1A-104(b)(2), a person holding a position in the Executive Branch designated by law as a non-merit position must be professionally qualified under a position description established by regulation under method (1).

COMCOR 01A.104.36 General Manager Transit Services, Department of Transportation

01A.104.36.01 Definition of Class:

This is an appointed, non-merit full-time position in the County Government reporting to the Director of Transportation. Under the executive appointment of the County Executive and Directorship of the Department



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of Transportation, the General Manager of Transit Services is responsible for the leadership, management and administrative work directing the Division of Transit Services within the Department of Transportation. The General Manager of Transit Services is responsible for the safe and timely delivery of public transit services to meet the needs of the public

Key responsibilities of the position include organizational leadership; full line management; fiscal oversight; planning and operational implementation; and policy development to achieve County objectives related to a county-wide public transit bus system, including planning, direction and operation of the transit system and related facilities. The General Manager leads and supervises the operation of the County's transit system including Ride On, Ride On extRa, Ride On Flex, and the FLASH bus rapid transit network, overseeing a staff of approximately 800 employees, and 400 buses operating out of 3 transit depots. The General Manager ensures a commitment to safety and customer service through effective leadership, role modeling, and implementing practices that demonstrate that safety, customer service, and stewardship of County resources are fundamental values in all aspects of work. The General Manager ensures that County provided transit and related mobility services will address equity within the community and meet the needs of county residents, including the specific needs of youth, low-income seniors, and residents with disabilities. The General Manager also ensures the County's system is coordinated with regional services such as MetroBus, MARC Commuter Rail, and MTA Commuter Bus services.

The work is primarily sedentary, performed primarily in office settings, and subject to usual everyday risks.

01A.104.36.02 Examples of duties:

- Performs full range of supervisory duties and responsibilities associated with leading the Division of Transit Services
- Develops and implements long and short-range strategies designed to achieve the County's transit service goals and objectives and establishes priorities as necessary to accomplish.
- Exercise technical management oversight for transit operations.
- Ensure compliance with federal, state, and local laws governing the provision of transit services and its resources (personnel, vehicles, passenger facilities, etc.).
- Lead and manage a workforce consisting of unionized employees, and foster a positive labor relations environment based on trust, respect, and cooperation in a collective bargaining environment.
- Display executive level communication, long-range strategic planning, and organizational leadership competencies.



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- Build trust and communicate effectively with residents and businesses about transit services, programs, and plans.
- Ensure and be available on a 24/7/365 basis to respond to major events and emergencies that affect countywide transit service continuity.
- Perform other related duties as required.

01A.104.36.03 Recommended qualifications:

Experience: Ten (10) years of progressively responsible professional experience in organizational management and long-range strategic planning in Public Transit Bus Systems, four (4) years of which were in a supervisory or executive capacity.

Education: Graduation from an accredited college or university with a Bachelor's Degree

Equivalency: An equivalent combination of education and experience may be substituted.

01A.104.36.04 Knowledge, skills, and abilities:

- Extensive knowledge of the principles, practices, methods, and techniques of service delivery in a public transit system.
- Extensive knowledge of and ability to apply knowledge of budget, fiscal, and human resource regulations, and requirements.
- In-depth knowledge of federal, state, and local laws and regulations governing the provision of transit services and its resources (personnel, vehicles, passenger facilities, etc.).
- Skill and ability to manage and lead a large organization, set priorities, anticipate problems, develop contingency plans, and monitor achievement of broad program goals and objectives.
- Skill in interpersonal relations and ability to establish and maintain effective working relationships with other government staff, civic, community and private groups, and passengers.
- Ability to represent the organization on policy matters and controversial topics
- Exceptional ability to inspire, empower, mentor, develop and sustain a highly functional team, including ability to evaluate and counsel subordinate supervisory staff and to delegate responsibility to them as appropriate.
- Ability to communicate clearly, concisely, and effectively; listen effectively and share information internally and externally.
- Ability to attend meetings and/or perform assignments at location outside the office.



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01A.104.36.05 Medical protocol:

Medical History Review.

Approved:

Handwritten signature of Marc Elrich in black ink.

Marc Elrich, County Executive

3/23/2023

Date

Approved as to form and legality:

Handwritten signature of Edward B. Lattner in blue ink.

Jan. 25, 2023

Edward B. Lattner
Office of the County Attorney