

Transit Operations Public Safety and Transit Training

MISSION

Connecting our Community.

VISION

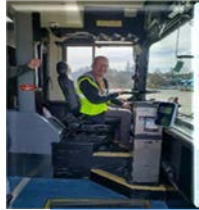
In all that we do, we are committed to creating a more connected, sustainable, and equitable community.

VALUES

Respect, Integrity, Innovation, Equity, Safety, and Collaboration.



Jake McCallum
Transit Operations Director



Transit Operations

- Providing safe, reliable, and customer-focused transit services.



Public Safety

- Works alongside our transit supervisory team to support customers and bus operators with customer service, quality assurance and safety and security.



Transit Training

- Instructs new employees how to drive transit buses and provides technical training on all the functions necessary to transport passengers safely. Once trained, bus operators receive annual classroom and behind-the-wheel training to ensure they maintain the highest quality of service delivery.



Department Description

TRANSIT OPERATIONS

Transit Operations includes the operators who drive our fixed-route and EmX buses, their supervisors and trainers, public safety staff, and administrative specialists. Together the team makes sure we provide smooth, safe service and an exceptional customer experience.

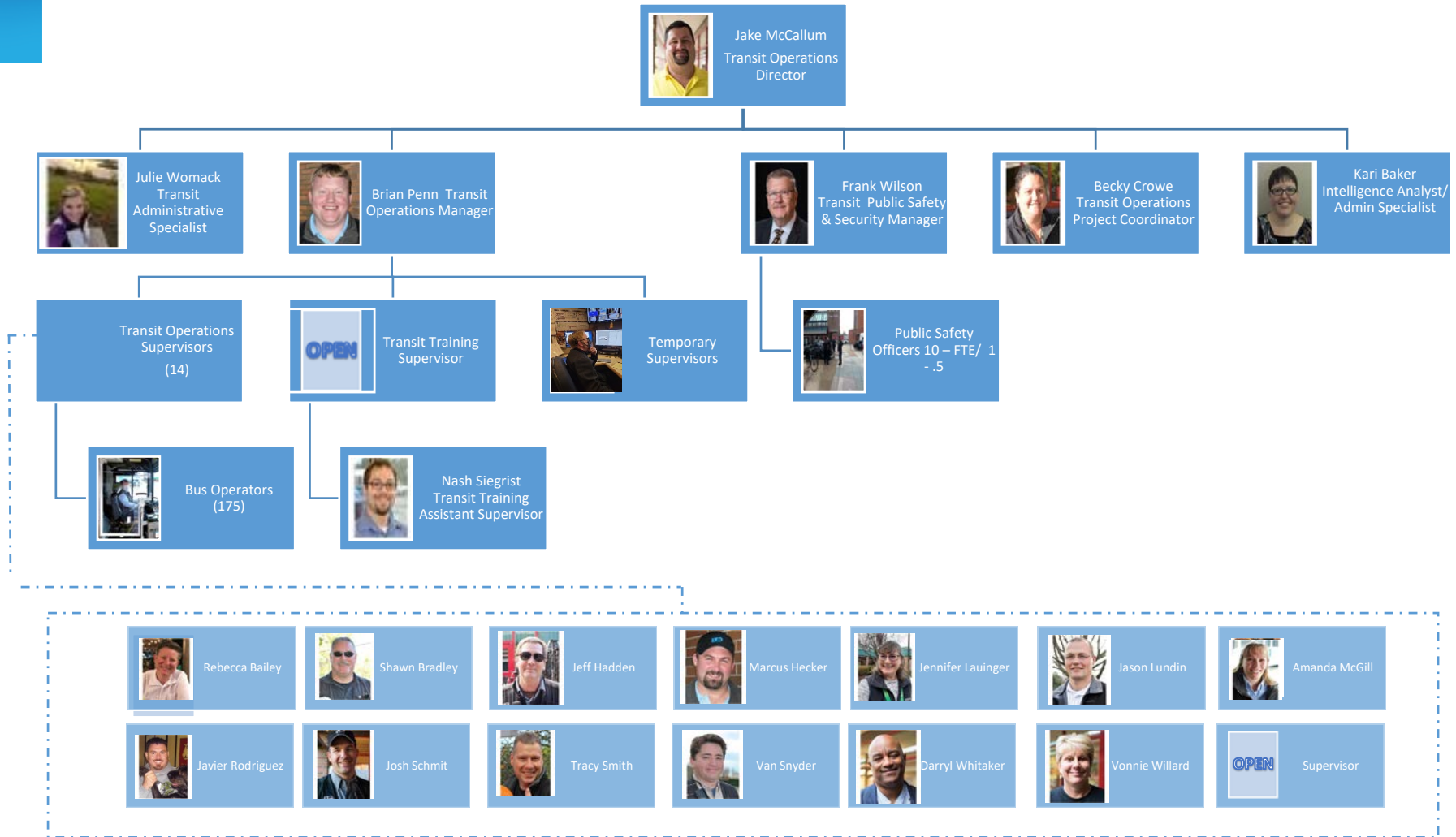
PUBLIC SAFETY

Public Safety assures a safe and comfortable transit system for passengers, employees, and the public by monitoring security measures and engaging in proactive customer service to create an environment that promotes positive behavior. This group also coordinates physical and electronic access control for District facilities to protect our people and our assets.

TRANSIT TRAINING

The Transit Training Workgroup coordinates robust training opportunities and educational support to District employees for professional growth and development. The Workgroup develops and delivers relevant training programs to maintain state and federal requirements, evaluates training needs throughout the District, and provides corrective training practices to maintain national safety standards.

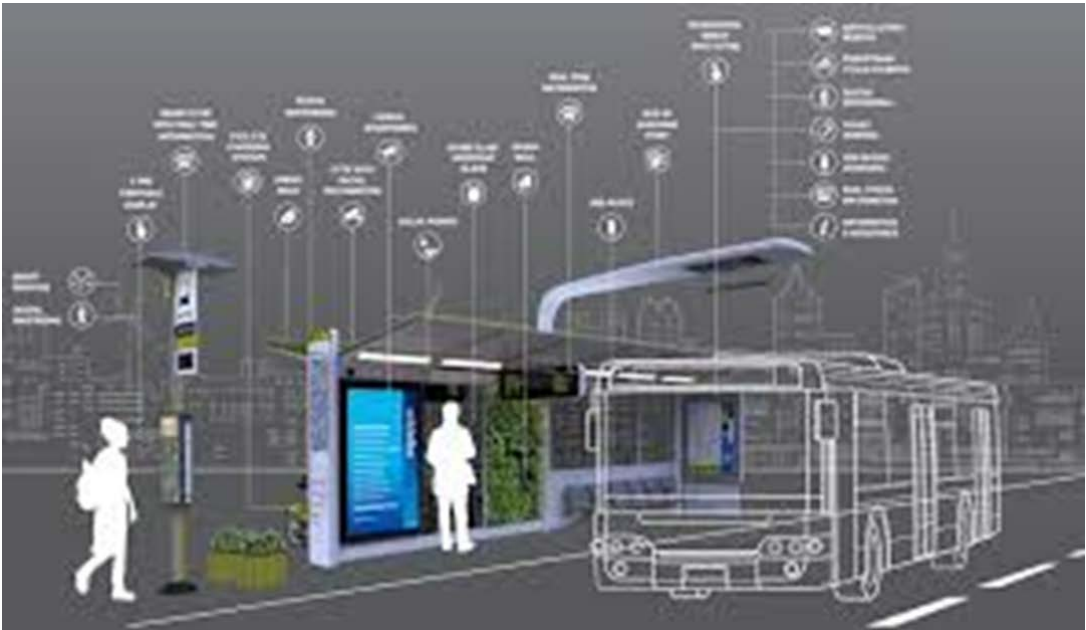
Transit Operations Organizational Chart



BUS OPERATORS



FY23 Initiatives



Final Thoughts

