



CHIEF OPERATING OFFICER

Job Announcement

About Pierce Transit

Pierce Transit improves people's quality of life by providing safe, reliable, and accessible transportation services that are locally based and regionally connected.

Founded in 1979, Pierce County Public Transportation Benefit Area Corporation (Pierce Transit) is a nationally recognized leader in the public transportation industry. Pierce Transit covers 292 square miles of Pierce County containing about 70% of the county population. Serving Washington's second largest county, Pierce Transit provides three types of service: Fixed Route, and Paratransit (SHUTTLE) that help get passengers to jobs, schools and appointments.

The agency provides a vital link in the regional transportation system by making connections with King County through express bus services. Pierce Transit is a municipal corporation, not part of the City of Tacoma, Pierce County or Sound Transit.

Pierce Transit is currently governed by a ten-member Board of Commissioners. The Board is currently made up of nine elected officials representing Pierce County, Tacoma, Lakewood, Puyallup, University Place and the smaller cities and towns in Pierce County, and a tenth, non-voting union representative. The Board is responsible for adopting policies that govern the operation of the transit agency and its services and employs the Chief Executive Officer (CEO) to carry out the day-to-day management and administration of the agency.



Pierce Transit's Sustainability Commitment

- In the 1980s, Pierce Transit was among the first transit agencies in the nation to move most of its' fleet to running on clean, compressed natural gas (CNG).
- Today, 76% of Pierce Transit's bus fleet runs on CNG, 13% are diesel-electric hybrids, 8% are diesels and 3% run on gas.
- In 2018, Pierce Transit began a concerted effort to move a portion of its' fleet to battery electric buses. The agency currently has nine electric buses, with three more coming online soon.
- Pierce Transit has signed onto the American Public Transportation Association's Sustainability Commitment, committing to sustainable environmental practices.
- Pierce Transit has an internal Green Team, which establishes sustainability outcomes and develops best practices, for example, upgrades to LED lighting, which reduced the agency's carbon footprint by 14 metric tons.

Riders and where they are going

- 46%** have been riding 5+ years
- 52%** have no working vehicle
- 70%** use ORCA card
- 67%** from households with annual incomes below \$35,000
- 51%** commute to and from work
- 50%** Medical appointments
- 72%** Shopping and errands
- 51%** Fun, recreation and social
- 25%** commute to school/college



About the Position

The COO reports to the Chief Executive Officer and participates as a member of the Executive Team in the overall administration of the Agency. The COO provides leadership and direction to the following departments:

- Fixed route service delivery consisting of 36 local routes and 13 commuter routes
- Service support including service supervisors, dispatch and communications center
- Paratransit service, ADA eligibility and customer call center
- Customer Service
- Public Safety



Additional responsibilities of the COO include the following:

- Ensures the agency is in alignment with Pierce Transit's strategic plan through the implementation of innovative best practices; assumes overall responsibility for defining and executing Pierce Transit's operational goals; analyzes current practices and data in order to identify customer demands.
- Ensures accurate, appropriate and timely information-sharing with internal and external stakeholders, including Pierce Transit's Board of Commissioners, the CEO, the Executive Team, and other departments; influences and garners support for key initiatives from internal and external stakeholders.
- Inspires confidence, trust and consistently high achievement in staff through effective leadership and interpersonal behavior; fosters a culture of innovation and efficiency; actively participates in human resources decision-making within the division.
- Serves on the Agency's negotiating team to negotiate labor contracts as necessary; works collaboratively with the union to resolve issues at the earliest possible stage; works in partnership with the Labor Relations Department to resolve division grievances, arbitrations and other complaints related to the collective bargaining agreements.
- Leads the development and execution of the division budget and brings creative ideas and methods for diversifying revenue streams and reducing expenses; monitors and approves expenditures in accordance with Agency policy and principals of sound and ethical fiscal management in a public environment.
- Attends, chairs and conducts a variety of meetings within the Agency and in the community; serves on committees and task forces; represents the Agency at local and regional meetings; makes oral presentations at meetings, conferences and other events.

The Ideal Candidate

Pierce Transit is seeking a decisive, proactive and collaborative senior transit leader with an inclusive style and action orientation. The successful candidate will possess a demonstrated ability to effectively articulate and implement strategic plans. Candidates should have a proven record of success as a senior leader of a service delivery/operations division in a large transit agency. Significant prior experience interpreting and implementing complicated policies and procedures, managing large budgets, and ensuring compliance with applicable laws and regulations is also essential.

Core Competencies

- **Inspiring and Courageous Leadership:** Ability to inspire, persuade, engage, speak straightforwardly about complex transit issues, make tough decisions and take difficult actions. Display balanced thinking that combines analysis, wisdom, experience and perspective. Produce data-driven decisions that withstand the “test of time”.
- **Creativity and Innovation:** Ability to generate new, innovative and visionary approaches to transit systems that are effective and responsive. Bring a perspective on emerging and leading transit trends and best practices.
- **Build a Talented, Effective Team:** Hire, mentor, develop, retain, and manage a diverse staff. Assemble and reinforce a cohesive, dedicated, highly effective inter-disciplinary team. Ability to lead a team through change processes.
- **Business and Management Acumen:** Ability to strategically manage human, financial and information resources. Streamline and remove processes that do not bring value. Measure success based on results. Set high standards of performance, using accountability measures and benchmarks to track progress.
- **Cultural Competency:** Focus on racial equity in ways that enable effective working relationships in diverse communities and cross-cultural situations. Uses an equity lens to analyze the impact of policies on underserved and marginalized individuals and groups to identify and eliminate barriers.
- **Partnering:** Build alliances and collaborate across boundaries to create strategic relationships. Inspire action without relying solely on authority. Perceive the complexity of situations quickly.
- **High level of integrity, ethics, transparency, and responsiveness.**
- **Commitment to the Environment:** Dedicated to creating a sustainable transit system that focuses on prevention, mitigation, and adaptation.
- **Commitment to Safety:** Dedication to a transit system that is safe, efficient, and accessible to all ages and abilities.



Desirable Qualifications

A Bachelor's Degree in Public or Business Administration or related field and nine years of increasingly responsible experience in management, strategic planning, policy-making, and business strategy implementation, including six years' senior level management in a public or private transit agency in a union environment, or an equivalent combination of education and experience sufficient to meet the requirements of this position.

Salary and Benefits

The annual of the salary range for this position is \$192K-\$243K. The salary offered will depend on experience and qualifications. Pierce Transit offers a generous benefit package including medical/dental, retirement, life and disability insurance, paid holidays, vacation and sick leave and optional deferred compensation.



APPLICATION PROCESS

Persons interested in this position must submit a cover letter and a current resume.

If you have questions regarding this announcement, please call Marissa Karras at 360-956-1336. The position will remain open until filled; however, the screening process will move quickly. Please submit your application materials as soon as possible but no later than July 8, 2024 by visiting www.karrasconsulting.net and clicking on “view open positions.”

Pierce Transit is an equal opportunity employer, values workplace diversity and seeks to create an environment and culture that embraces employee differences. All qualified applicants are considered in accordance with applicable laws prohibiting discrimination on the basis of race, religion, color, gender, age, national origin, sexual orientation, physical or mental disability, marital status or veteran status or any other legally protected status. We will provide assistance in the recruitment, application and selection process to applicants with disabilities who request such assistance.