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Section 1: Policy Statement

1. Monongalia County Urban Mass Transit Authority (Mountain Line) affirms its commitment to treat all applicants for employment and employees equally without regard to race, religion, creed, color, national origin, sex, age, disability, veteran’s status, marital status or other class prohibited by local, state or federal law. Mountain Line is an Equal Employment Opportunity employer. It is prohibited for Mountain Line or any of its employees to discriminate against an applicant for employment or another employee on the basis of race, color, and religious creed, sex, age, national origin, or any other basis prohibited by local, State or Federal law, or to be excluded from participation in, or denied the benefits of, or be subject to discrimination under any project, program, or activity funded in whole or in part through Federal financial assistance.

2. Monongalia County Urban Mass Transit Authority (Mountain Line) supports the concept of an active affirmative action program consistent with Federal laws, court decisions, Executive Orders, and regulations, including goals and timetables, in order to overcome the effects of past discrimination on minorities and women.

3. The responsibility for the implementation of the EEO Program is assigned to the General Manager, as EEO Director. The management and the day-to-day responsibilities of the EEO Program shall be the responsibility of the Assistant Manager as EEO Officer/Coordinator.

4. All Mountain Line managers and supervisors share in the responsibility of ensuring compliance is achieved through understanding, communicating, and active involvement in the support of this policy. Performance evaluations of managers and supervisors shall include evaluating the success of the EEO program in the same manner as performance on other goals.

5. Applicants and employees have the right to file complaints alleging discrimination with the Assistant Manager, Wayne Pifer, to be contacted 304-296-3680, 420 DuPont Road, Morgantown, WV 26501 or Pifer@busride.org.

6. It is the policy of Mountain Line that the work performance of all managers and supervisors will be evaluated, in part, based on their EEO efforts and results.

7. Successful Achievement of EEO goals will benefit everyone through fuller utilization and development of previously underutilized human resources.

Authorities
- Equal Pay Act of 1963, 29 U.S.C 201
- Title VI of the Civil Rights act of 1964, as amended, 42 U.S.C., 2000e
- Title VII of the Civil Rights Act of 1964, 42 U.S.C. 2000d
- UMT Act of 1964, as amended, 49 U.S.C. 1601
- Title IX of the Education Amendments of 1972 Public Law 92-318
- 28 CFR Part 42, Subpart F, "Coordination of Enforcement of Nondiscrimination in Federal Assisted Programs"
- 29 CFR Part 1605, "Guidelines on Discrimination Because of Religion:"
- 29 CFR Part 1606, "Guidelines on Discrimination Because of National Origin"
- 29 CFR Part 1620, "The Equal Pay Act"
- 49 CFR Part 21, "Nondiscrimination in Federally Assisted Programs of the Department of Transportation- Effectuation of Title VI of the Civil Rights Act of 1964"
- 49 CFR 2, "Nondiscrimination of the Basis of Handicap in Financial Assistance Programs"
- DOT Order 1000.12, "Implementation of the Department of Transportation Title VI Program, Dated 1-19-77"
- Part II, Section 110(a) of the FTA Standard Grant Contract, Dated 9-87

This policy extends to all areas of employment including recruitment, selection and placement, compensation, promotion, transfer, discipline, demotion, lay-off, termination, training, daily working conditions, benefits and all other terms and conditions of employment.

[Signature]
David Bruffy, General Manager

[Signature]
Date
Section 2: Dissemination of the EEO Program

Effective implementation of an EEO Program requires identification of specific procedures that will be used to disseminate the EEO program. Therefore, Mountain Line has identified the following steps to ensure effective internal and external communication regarding the EEO program, its related EEO policies and the responsible individual(s).

1. Internal Dissemination: Managers and supervisors shall be fully informed of the agency’s policy by actions such as:
   A. Written communication from the General Manager or their designee,
   B. Inclusion of the EEO program and policy in Mountain Line’s personnel and operations manual; and
   C. Meetings held (e.g., at minimum semiannually) to discuss the EEO program and its implementation.
   D. Non-supervisory staff shall be informed of the agency’s EEO policy and program through:
      1) Posting official EEO posters and the policy statement on bulletin boards, in the lunch room and in the break room;
      2) The distribution of employee manuals;
      3) Meeting with minority and female employees to get their suggestions in implementing and refining the EEO program; and
      4) Presentation and discussion of the EEO program as part of the employee orientation and in all training programs.
   E. This policy will be updated a minimum of every 3 years. Supervisors & Management will meet at least twice a year to discuss the compliance of this program & any implementations. Mountain Line will meet yearly with minority and female employees to obtain suggestions on the program. All new hires will receive training on EEOC during their new hire orientation. A copy of this policy is given with the employee personnel policies & procedures manual, added to any recruiting application package, and posted on Mountain Line’s website.

2. External Dissemination: The Mountain Line shall disseminate its EEO policy and programs to regular recruitment sources, such as:
   A. Employment agencies; educational institutions; minority, disabled, and women’s organizations; civil rights organizations; community action groups; and others who refer applicants.
   B. Public media sources, radio stations, newspapers. All advertisements for personnel shall include a statement that the “Monongalia County Urban Mass Transit Authority (Mountain Line) is an EEO Program employer.”
   C. Monongalia County Urban Mass Transit Authority (Mountain Line) affirms its commitment to treat all applicants for employment and employees equally without regard to race, religion, creed, color, national origin, sex, age, disability, veteran’s status, marital status or other class prohibited by local, state or federal
law. Mountain Line is an Equal Employment Opportunity employer. It is prohibited for Mountain Line or any of its employees to discriminate against an applicant for employment or another employee on the basis of race, color, and religious creed, sex, age, national origin, or any other basis prohibited by local, State or Federal law, or to be excluded from participation in, or denied the benefits of, or be subject to discrimination under any project, program, or activity funded in whole or in part through Federal financial assistance.

Section 3: Designation of Personnel Responsibility

As part of its efforts to ensure equal employment opportunity to all individuals, Mountain Line has designated specific responsibilities to two staff members to ensure that the EEO Program focuses on all components of Mountain Line’s employment activities. To that end, the General Manager and the Assistant Manager will continue to undertake their EEO Program responsibilities as described below.

The organizational chart for Mountain Line is included in Exhibit 1.

Executive Director: General Manager

The ultimate responsibility and accountability for implementing the EEO Program rests with the Executive Director. He/she is responsible, through the Equal Employment Opportunity Officer, for adherence to Mountain Line’s policy of equal opportunity. This role includes, but is not limited to, the following duties:

- The General Manager shall be the EEO Director given Mountain Line's small staff structure.
- The EEO Director shall have the final authority and responsibility for compliance with the EEO Program.
- If and when an internal EEO complaint is not satisfactorily resolved by the EEO Director, a grievance can be filed and presented to the Personnel Committee of the Transit Authority Board.
- There will be no adverse actions from upper management to anyone for filing an EEO claim.
- The EEO Director shall delegate to the EEO Officer the responsibility for coordinating the overall administration of the EEO Program.
- Develop long range plans with Mountain Line’s Metropolitan Planning Organization (MPO) that are consistent with EEO requirements.
- Incorporate into the Transportation Improvement Plan (TIP) any corrective actions taken in response to deficiencies found by the FTA audit.
- Disseminate to the MPO EEO compliance issues that must be taken into consideration during the planning process.
- Ensure that the MPO planning process is conducted with equal access public participation.
- If and when the GM is accused with an EEO matter and is unable to carry out the EEO Director’s duty, a grievance/complaint can be filed and presented to the
Personnel Committee of the Transit Authority Board. The grievance/complaint will be heard in an executive session without the administrative staff present to deter any perceived deterrents to filing an EEO complaint. The matter will be treated with the utmost confidentiality and the board will investigate the matter independently from administrative staff.

**Equal Employment Opportunity Officer: Assistant Manager**

The Equal Employment Opportunity Officer is responsible for the overall management, implementation, and development of the EEO Program, under the daily supervision of the Executive Director. The Equal Employment Opportunity Officer has direct access to the Executive Director/General Manager on all matters related to the EEO Program. The Equal Employment Opportunity Officer ensures compliance to all relevant EEO Program policies and procedures through other supervisors. Successful implementation of this program is a basis for evaluating the Equal Employment Opportunity Officer’s work performance. The Equal Employment Opportunity Officer’s responsibilities include, but are not limited to, the following:

- Developing and recommending EEO policy, a written EEO program, and internal and external communication procedures;
- Assisting management in collecting and analyzing employment data, identifying problem areas, setting goals and timetables, and developing programs to achieve goals;
- Designing, implementing, and monitoring internal audit and reporting systems to measure program effectiveness and to determine where progress has been made and where further action is needed;
- Reporting periodically to the chief executive officer on progress of each unit in relation to the agency’s goals;
- Serving as liaison between the agency, Federal, State, and local governments, regulatory agencies, minority, handicapped and women’s organizations, and other community groups;
- Assuring that current legal information affecting affirmative action is disseminated to responsible officials;
- Assisting in recruiting minority, handicapped and women applicants and establishing outreach sources for use by hiring officials;
- Concurring in all hires and promotions;
- Processing employment discrimination complaints.

**Managers**

In their direct day-to-day contact with Mountain Line’s employees, managers have assumed certain responsibilities to help Mountain Line ensure compliance with equal employment opportunity laws and the effective implementation of the EEO Program. These include, but are not limited to, the following:
- Assist in identifying problem areas and establishing Mountain Line goals and objectives.
- Participating actively in periodic audits of all aspects of employment in order to identify and to remove barriers obstructing the achievement of specified goals and objectives.
- Holding regular discussions with other managers, supervisors, and employees to assure Mountain Line’s policies and procedures are being followed.
- Reviewing the qualifications of all employees to assure that minorities, disabled persons, and women are given full opportunities for transfers, promotions, training, salary increases, and other forms of compensation.
- Participate in the review and/or investigation of complaints alleging discrimination.
- Conduct and support career counseling for all employees; and
- Participate in periodic audits to ensure that each department is in compliance (e.g., EEO posters are properly displayed on all employee bulletin boards).

Section 4: Workforce Utilization Analysis

Overview of Workforce
The review of the program was completed from October 21, 2011 to July 30, 2014. During this period, 43 employees were hired. Of those, 8 (18.6%) were minorities consisting of 5 (11.6%) African Americans, one (2.3%) Hispanic, and 2 (4.7%) Asian. Additionally, 11 (25.6%) females were hired during this period. During this period, 2 white males were promoted. There were 46 separations (resignations, retirements and dismissals of which 6 (13%) were minorities consisting of 4 (8.7%) African Americans, and 2 (4.3) Asian. Females accounted for 9 (19.6%) of the separations.

The total number of employees as of July 30, 2014 is 63, with 25.4% female and 74.6% male. Overall minority representation is 7.9%. Mountain Line’s diversity profiles by race and gender are illustrated in Exhibit 2: Workforce Analysis.

The EEO Plan requires an analysis of Mountain Line’s workforce against either general population statistics or against an EEO labor force breakdown. The following analysis utilizes both types of statistics, general population and EEO labor force breakdown.

- The 2014 U.S. Census EEO Occupational Category for WV Data (estimated) is used for the EEO Job Category analysis. This is shown in EXHIBIT 5.

The EEOC has five EEO Job Categories that we are required to use in completing our EEO report. They are broken down into the following categories in Exhibit 2: Workforce Analysis:
1. Officials and Managers  
2. Administrative Support Workers  
3. Operatives  
4. Technicians  
5. Laborers and Helper  

**MCUMTA’s Ethnic Percentages**  
Overall, both Mountain Line’s workforce, and our service area have a lower percent of Hispanic and Asian/Pacific Islander employees. Mountain Line’s most favorable standing for females is in the Operative (Bus Drivers) and Administrative Support categories.

Mountain Line conducts periodic workforce utilization analyses to identify employees by gender and race/ethnicity in each job title. The data for the analysis relevant to this EEO Program were collected from payroll records and are included as Exhibit 1: Workforce Analysis.

The Utilization analysis compares a statistical breakdown of the available local pool (Monongalia County and Preston County) by race/ethnicity and gender and job category. Labor force data is then compared to the Mountain Line workforce. By comparing percentages in the labor force with Mountain Line’s workforce, the underutilized groups are identified.

The occupational category is considered under-utilized if the representation of Mountain Line employees is less than those groups in the labor force. The utilization analysis indicates that Mountain Line is presently under-utilized in the following categories:

- African Americans are under-utilized in the categories of Officials and Managers, Administrative Support Workers, Technicians, and Laborers.
- Hispanics are under-utilized in the categories of Officials and Managers, Administrative Support Workers, Technicians, and Laborers
- Asian/Pacific Islanders are under-utilized in the categories of Officials and Managers, Administrative Support, Technicians, and Laborers.
- Census data is not available for American Indian/Alaskan Native in any of the categories.
- Females are under-utilized in the categories of Officials and Managers, Technicians, and Laborers.
- Males are under-utilized in the category of Administrative Support.

Job titles are reviewed to ensure correct placement within EEOC categories. For each job title, the EEOC job category to which the title is assigned is included. Each job title includes the total number of employees, the number of male and female employees, the total number of male and female employees within the racial ethnic groups of White,
Black/African American, Hispanic, Asian/Pacific Islander and American Indian/Alaskan Native.

Section 5: Numerical Goals and Timetables

Mountain Line establishes both short-term (annual) and long-term goals for each job group where underutilization has been identified to meet availability. These goals and timetables take into account the availability of qualified persons in the relevant labor market area. **They also take into account the anticipated employment opportunities.** Mountain Line believes these goals are attainable. These goals will be reached primarily through recruiting and advertising to increase the pool of qualified minority and female applicants and through implementation of action-oriented programs. Selections will occur only from among qualified applicants. Goals do not require the hiring of persons where there are no vacancies or the hiring of a person who is less likely to do well on the job ("less qualified") over a person more likely to do well on the job ("better qualified"), under valid selection procedures. Goals do not require that Mountain Line hire a specified number of minorities or women.

Goals are not rigid and inflexible quotas, which must be met, but are instead targets reasonably attainable by means of applying good faith efforts to make all aspects of the entire EEO program work. A goal and its associated timetable represent a guidepost against which Mountain Line can measure progress in remedying identified underutilization in Mountain Line’s workforce. Based on expected vacancies and anticipated availability of skills within the relevant labor area, and using a job-related selection system, Mountain Line should be able to meet the goals, assuming effective recruitment and advertising efforts are used to ensure an adequate pool of qualified minority and/or female applicants from which to make selections.

In establishing goals and timetables, Mountain Line considered the results, which could reasonably be expected from putting forth good faith efforts to make the overall EEO Program effective, as described below:

- Goals were established for women and total minorities in any job group where underutilization was identified for them.
- The goal that was established for underutilized minority groups and for women was, in all cases, set at the same level as the availability percentage. The reason for establishing goals that are at the level of availability is to ensure that the EEO program will be supported and vigorously implemented. If goals are set too high, they will be unrealistic, and sufficient numbers of qualified applicants from underutilized groups may not be found. Mountain Line expects to find approximately the same percentages of qualified applicants as the percentages specified in the final availability figures. Therefore, goals were set at the level so that applicants could be found and hired or promoted to reach the goal.
It is important to remember that goals are not ultimate, fixed goals. They are based on availability and therefore examined each year as part of Mountain Line’s EEO update. As availability increases, goals will increase. As minority and female representation increases at entry levels, availability therefore increases for upper level job groups, when internal selection is used. Thus, goals likewise would increase.

- Next, a short-term or annual goal was established for each underutilized group. This “placement rate” is a percentage that is used as a guideline in identifying positions that could be filled by underutilized groups. Mountain Line will put forth good faith efforts to meet the placement rate, but this is not a quota that must be met.
- The law does not require that a rigid statistical balance of parity exist between Mountain Line labor force and availability in the local area market. Where under-representation has been identified, our intention is to work toward parity where under-utilization is equivalent to a person or more. It is our goal and intent to work towards that end.
- Placement rates have not been established when numerical goal is equal to the number of minorities and/or women now on the job. There will be no placement rates or timetable to meet that goal if it has already been met in terms of numbers of whole people.
- The next step was to establish timetables for reaching the goals. The setting of timetables took into account placement rates and anticipated employment opportunities. In identifying anticipated employment opportunities, Mountain Line considered expansion and contraction in its workforce for the EEO three year period as well as expected turnover.
- Finally, the staff at Mountain Line attended a Transition Strategic Outreach (STO) Teleconference, providing several tools to help expand the efforts to recruit veterans. The TSO’s mission and vision statement were introduced to the staff who also learned more about their hiring needs and the available programs. During 2013 the staff attended the “Hiring Our Heroes” US Chamber of Commerce Job Fair and were able to reach and recruit veterans, active duty military, National Guard as well as the spouses of active veterans. Heroes 2 Hire, VetSuccess.gov and Workforce West Virginia have also proven to be great recruitment resources that are now being utilized. The Authority has created an ongoing recruitment plan that is in constant motion incorporating new resources as they become available.
- Goals were not established that would exclude either gender or any race/ethnic group.

In identifying time tables, it was assumed that the identified number of employment opportunities, the total number employed on the job, and the placement rate remained fixed for each year in the time table.
Assessment of Workforce

Overall Summary

Between October 21, 2011 and July 30, 2014, Mountain Line employed 163 regular employees, of which 11 are minorities and 25 are females.

Minority Representation by Ethnicity and Gender

Minority representation was 1.8% Black males, 1.2% Hispanic males, .6% Asian males, 0% American Indian males, .6% Asian Pacific Islander Males, 1.8% Black females, 0% Hispanic females, .6% Asian females, and 0% American Indian females.

Minority Representation by Job Category

The representation of minorities within the established job categories was 0% in Officials and Managers, 0% in Technicians, 0% in Administrative Support, 13.5% in Operatives and 0% in Laborers and Helpers.

Female Representation by Job Category

The representation of females in established job categories was 18.2% in Officials and Managers, 0% in Technicians, 100% in Administrative Support, 16.2% in Operatives and 0% in Laborers and Helpers.

Section 6: Employment Practices

Identification of Problem Areas

The following underutilization has been identified and will remain the focus of coordinating and ongoing affirmative action efforts:

- Officials and Administrators
- Technicians
- Administrative Support
- Laborers and Helpers

Mountain Line recruits and solicits applicants for positions that have become available through Mountain Line’s web site: www.busride.org

Recruiting and External Selection Procedures

All job openings at Mountain Line are advertised in the immediate labor market area of Monongalia and Preston Counties and published in the Mountain Line web site at www.busride.org. Mountain Line uses employment agencies like Workforce WV, and Veteran Hiring Groups. Promoting jobs at educational institutions like WVU, WV JR
College, and Mon County’s M-Tech. Also Post job openings on Public Media sources. Mountain Line has also sent information on veteran recruiting to other transit companies.

**Employment Referral Procedures**
Applicants are prescreened to the extent that they meet the job requirements.

**Promoting Procedures**
Job promotion opportunities are published internally and all employees are eligible to apply without regard to race, color, creed, religion, national origin, gender, age medical condition or disability. Job promotions are based on job performance, skills and education.

**Formal and Informal Training**
Mountain Line’s safety training program starts with a 40 hour new hire orientation safety component, and then proceeds with on-going safety and security training. The program is listed below. A second level of more advanced driver training has now been developed, including Customer Courtesy and Distracted Driver, reinforced by monthly handouts, APA, and defensive driving training.


- **Substance Abuse Training** - Substance Abuse - Recognition, Substance Abuse Policy, Substance Abuse Monthly Updates


- **Assessment and Follow Up Quizzes** - During the year we also follow up all of our training with quizzes on each subject taught. The correct answers to the questions add points to each driver’s monthly evaluation. The monthly evaluations calculate the results of the Driver of The Month who is rewarded monetarily.

**Procedures and Practices regarding Wages, Salary Levels and Other Forms of Compensations and Benefits**
Mountain Line determines salaries and wages based on benchmarking of similar jobs in public transportation organizations in the local region. Salary ranges and pay grades have been assigned to each position and are reviewed and approved by the Mountain Line Board of Directors. This information is included in the annual budget, in the form of a salary plan. Any adjustments to the salary plan occur through the budget process.
All proposed cost of living (COLA) and merit increases are initiated by the General Manager and reviewed and approved by the Mountain Line Board of Directors as part of the budget process.

Employees are to be paid compensation in accordance with applicable laws. Employee salaries are quoted as annual or hourly amounts. Employees are paid bi-weekly by check or by direct deposit. Paycheck includes work previously completed in the last two weeks.

Deductions required by state and federal law are withheld from the employee's paycheck as well as deductions for insurance premiums or retirement contributions, or any other benefits for which the employee has authorized deductions, in whole or in conjunction with Mountain Line, if any. Deductions may be made to a final paycheck for all items agreed to by the employee and Mountain Line.

All employees shall be paid by direct deposit. Employees are responsible for filing direct deposit forms with the Assistant Manager prior to the end of their first week of employment with Mountain Line.

**Disciplinary Procedures and Termination Practices**

The first and most important concept to understand when discussing disciplining of employees is that the goal of discipline is to change their performance behavior, not their personality, and to correct performance-related deficiencies. The disciplinary process is not designed to simply punish. It is designed to improve performance behavior.

When the need to discipline an employee arises the incident must be fully investigated and stand on its own merits. No two situations are alike and therefore no standardized set of discipline measures will provide a fair and impartial discipline process. Each situation must be evaluated to determine the appropriate level of discipline required, if any. Key to determining what type of discipline is required is the employee’s performance history or the seriousness of the event.

Progressive discipline will be applied in an effort to improve performance and assist in employee development. Discipline will progress from the use of a verbal counseling, written counseling, suspension without pay, and then dismissal. It should be noted that suspensions with pay are appropriate when an employee is under investigation for an incident or offense. Employees may be suspended with pay when it is determined to be in the best interest of the Transit Authority. Suspension with pay will continue only during the investigation process and will be discontinued when a final determination of the offense has occurred.

(A) Progressive discipline will be invoked as deemed appropriate by the General Manager for suspensions and dismissals, and

(B) Such discipline includes verbal warnings, written warnings, suspensions with or without pay, and dismissals. See the next section for infractions warranting immediate dismissal.

**Dismissal**

Immediate dismissal is appropriate when an incident identified in this Section is committed and substantiated. Dismissal of an employee is also in order when progressive discipline has not been successful in changing the performance behavior of an employee. It must
be remembered that each incident must be weighed on its own merit and that no
standardized process will meet the demands of every incident.

In all instances of disciplinary suspension without pay or disciplinary termination, the
General Manager shall seek a concurring or non-negative opinion from legal counsel assuring
that such action is being implemented within the policy and procedural guidelines set forth by
the Authority. The General Manager shall report all such actions to the Chair of the
Personnel Committee, or other Board Member as may be designated by the Authority, as
soon as is practical.

**Verbal counseling** is defined as a discussion between the supervisor and the employee
regarding the incident. In this discussion the supervisor must identify to the employee the
unacceptable behavior with its associated impact on their performance. Then identify the
steps to be taken to correct the behavior. (This session does not need to be documented.)

**Written counseling** will be in the form of a letter identifying the incident associated with the
unacceptable performance behavior. This letter will not only document the current incident
but also any verbal counseling which were given prior to this incident. Written counseling
does not have to be preceded by verbal counseling; the type and severity of the incident will
be the determining factor. All written letters may be maintained for up to 3 years at the
discretion of the General Manager or appropriate supervisor. Written documentation may
remain on-file for more than three years if it is related or referenced in other written and
related incident documentation occur within the initial three year period.

**Suspension without pay** is the next level of discipline. After receiving written counseling
and an employee continues to display unacceptable performance behavior, then,
suspension without pay will be used as the next level of discipline.

**Suspension with pay** is appropriate when an employee is under investigation for an
incident or offense. Employees may be suspended with pay when it is determined to be
in the best interest of the Transit Authority. Suspension with pay will continue only during
the investigation process and will be discontinued when a final determination of the
offense has occurred.

It is always best to have a written complaint from the plaintiff; however, verbal complaints
will be used to form a basis for disciplinary actions. Other documents such as incident
reports, arrest reports and traffic violations will be used to determine appropriate
disciplinary action.

**Immediate Dismissal**

The following infractions shall merit an employee's immediate dismissal:

1. Use of intoxicating liquor or narcotics during the regular shift or reporting to work
   under the influence of same
2. Assaulting a Supervisor, Employee, or Passenger or provoking such assault
during work hours;
3. Stealing from the Monongalia County Urban Mass Transportation Authority,
or from any person while on the job;
4. Absence of three (3) or more days and/or regular shifts without proper notification to supervisor and documentation as required;
5. Falsifying or refusing to submit required sick leave documentation or knowingly submitting fraudulent payroll records;
6. Intentionally damaging or disabling property or equipment owned by or entrusted to the Monongalia County Urban Mass Transit Authority;
7. Loss or suspension of licenses, certificates or other endorsements legally required which permit the employee to perform the basic duties of the position for which they are employed (i.e. driver’s licenses for Bus Drivers); and
8. Operating a Monongalia County Urban Mass Transit Authority vehicle without a valid operator’s license, relative to the vehicle being operated (i.e. Class A, B, C, D, P endorsement, etc.).
9. Bringing weapons or firearms of any kind to Mountain Line’s premises, parking lots, company vehicles or while conducting business for the Mountain Line. Note: Any object that may be used as a weapon and has no other approved, work-related use will be considered a weapon for purposes of this section.
10. Continuing to publicly use profanity, vulgar language or committing other vulgarities in public, while in a Mountain Line uniform, after being asked not to do so by another personnel or members of the public.
11. Intentionally causing disruption of the Authority’s public bus service(s).

Action Oriented Plan

One of Mountain Line’s objectives is to recruit and maintain a workforce that reflects the demographics of the Monongalia and Preston County residents. In the occupational areas where the Mountain Line has under-utilized groups, it is our goal to recruit candidates that are under-represented. In addition, it is our goal to ensure that all qualified employees in the local labor force have an equal employment opportunity for jobs with Mountain Line. This Equal Employment Opportunity Plan provides Mountain Line with a tool to measure and evaluate its progress towards these goals.

Underutilization of women and minorities job groups warrants continued affirmative action techniques in outreach efforts to locate qualified applicants from protected classes, both in the external labor market and in Mountain Line’s internal workforce. The following steps will be taken to achieve Mountain Line’s EEO goals:

- Analyze External Recruitment Practices - Under the direction of the Executive Director, the Equal Employment Opportunity Officer will review current external recruitment practices to identify effective and innovative ways to attract qualified women and minorities into the Mountain Lines applicant pool by reaching out through women specific outlets that include women’s groups and meeting with internal females for ideas and input. Mountain Line’s website will be used for additional enhancements involving Diversity-related information and postings to increase awareness of Mountain Line’s commitments.

- Identify Individual Recruitment Outreach Efforts - Under the direction of the Executive Director, the Equal Employment Opportunity Officer will monitor the
employee selection process to ensure that all aspects of the process meet EEO guidelines.

• Highlight Mountain Line as an Equal Employment Opportunity Employer - Continue to highlight Mountain Line as an Equal Opportunity Employer in our brochures and encourage all interested applicants to apply.

• Coordinate Employee Development and Training - The Equal Employment Opportunity Officer will identify steps to create internal applicant pools where none exist, including the identification of possible internal candidates, and meet with such candidates to encourage their interest and discuss how they can prepare themselves for more responsible job opportunities at the Authority. Staff will seek to expand opportunities for cross-training in temporary assignments. Further, the Equal Employment Opportunity Officer will work with other managers to develop lines of progression that will assist in analyzing employee career progressions at Mountain Line in addition to assisting in the formulation of in-house employee training programs.

• Enhance Employee New Hire Orientation - Under the direction of the Executive Director, the Equal Employment Opportunity Officer will work with other managers to address employee ideas, concerns and issues related to the EEO and achieving success in the workplace.

• Diversity and Harassment Training - The Equal Employment Opportunity Officer will ensure that workplace behaviors and valuing diversity is included in Mountain Line’s ongoing employee training and development programs. Mountain Line will continue to provide information on sexual harassment to ensure awareness and training to prevent occurrences of sexual harassment and other types of illegal harassment.

Furthermore, Mountain Line’s Employment Hiring Process chart, EXHIBIT 3, documents the number of individuals by race, national origin, and sex that applied for employment within the past three years and those that were actually hired. The number of employees by in each job category who have applied for promotion is also listed by race, national origin, and sex. Finally, the number of disciplinary actions and terminations are also documented by race, national origin and sex on EXHIBIT 3.

**Section 7: Internal Monitoring and Reporting System**

The Authority has designed and implemented an audit and reporting system that

• Measures the degree to which Mountain Line EEO program goals and objectives are being achieved.

• EEO progress will be reviewed semi-annually among Mountain Line management. This progress allows Mountain Line to take corrective action in its EEO practice throughout the year, if necessary.

• Evaluates procedures for applicant tracking, employment recordkeeping, and other critical components of the EEO
All job positions that become available will be advertised locally and internally (on employee bulletin boards in the Main Depot employee kitchen and at the driver desk in the main garage), naming the posting description and job qualifications. All job postings will contain the following statement: "Mountain Line is an Equal Opportunity/ Affirmative Action Employer." A database of all applications for employment contain the following information: date of application, name of applicant, referral source, position applied for, whether or not the applicant was interviewed, race and gender identification and determination (whether the applicant was hired or not).

The primary employment recordkeeping is the responsibility of the Office Manager. The EEO Officer has established a data management system for maintaining and analyzing data using an excel spreadsheet. The following records on employees, broken down according to job categories; gender and race identification is maintained: Hiring, Separation, Disciplinary Actions, and Promotions applied for and received. In addition, employee recordkeeping includes current employees broken down in terms of job category, race, gender, determination of the availability factor based on US Census data and the percentage of underutilization.

The Equal Employment Opportunity Officer conducts semi-annual reviews to ensure EEO problems encountered are identified, corrective actions are implemented, and progress is achieved in resolving any deficiencies. He will consult with management who will play an important role in this review and implementation of any corrective action if necessary.

The Equal Employment Opportunity Officer will obtain feedback on implementation of EEO programs through follow-up meetings with managers, communications with employees, and evaluation of Mountain Line records and reports involving enforcement of EEO policies and practices. Employees are encouraged to file an EEO complaint if they believe that their rights under the Mountain Line EEO/Affirmative Action Policy have been violated.

All EEO complaints alleging discrimination based on race, color, national origin, religion, age, gender and disability will be recorded and tracked upon receipt. The following information has been recorded in the EEO Complaint Log filed in the Triennial Review Folder: Name of complainant, current contact information (telephone number and mailing address), time and date of alleged discrimination, a description of how, when and where the discrimination took place, including a description of why the complainant believes that he/she was treated differently than others, names and contact information of witness and any other information the complainant believes is relevant to the complaint.

Within seven (7) business days of receiving the complaint, the EEO Officer will provide written acknowledgement of the complaint to the complainant. An investigation report will be submitted to the Executive Director within forty-five (45) days. Within fifteen (15) working days following the determination and any recommendations, the Executive Director shall issue a final determination based upon a review of the record.

The internal audit and reporting system is used as the basis for evaluating systemic, results-oriented programs and affirmative action efforts.

Disciplinary actions (termination, suspensions, demotions, etc.) are tacked by an excel spread sheet that is continuously updated as these events occur.
Mountain Line Transit Authority does not currently have any third party contractors. In the event that sometime in the future Mountain Line engages with a subcontractor, the Authority will monitor to ensure that the subcontractor(s) maintains nondiscriminatory hiring and employment practices and are taking affirmative action as appropriate to ensure that applicants are employed, placed, trained, upgraded, promoted, and otherwise treated equally without regard to race, color, religion, sex, national origin, age, or disability. A compliance review process would be put in place that will provide for comprehensive evaluation of all aspects of a subcontractor’s employment practices and conditions of employment.

**Employee-Related Procedures**

Affirmative action regulations require that data be maintained on employment flow and movement, in addition to applicant data. With this record-keeping system, much useful information for the EEO is obtained.

Promotion and transfer data are maintained by employee and job title, and by department. They include information regarding gender and race and entrance into and exit from departments.

Data on separations are maintained, including the reason for each separation. In addition, by evaluating the reasons for separations, the Authority can determine the effect these have on affirmative action, general morale and employee satisfaction, and the effectiveness of the exit interview. Such information also can identify if unjustified losses are occurring in specified classifications, job groups, and/or departments.

Mountain Line Transit Authority (MLTA) has not had and currently does not have any subcontractors. In the event a sub-contractor is utilized in the future, a procedure will be implemented where the sub-contractors reports EEO utilization, efforts, and complaints and Mountain Line will keep and maintain a data base on this information.

**Numerical Goals & Time Tables**

At least annually, an evaluation is made of progress toward meeting numerical goals, which have been established by job group to correct underutilization. The evaluation is conducted by identifying the actual placement rates, which Mountain Line has met in hiring or promoting minorities and women into the job groups.

The actual placement rate should be compared to the placement rate that was designated in the EEO Plan, and identification should be made of each instance in which Mountain Line did not meet the established placement rate.

The Equal Employment Opportunity Officer will make periodic reports. In these reports, the Equal Employment Opportunity Officer identifies progress as well as problems in meeting affirmative action numerical goals. Through this system, all those involved in making employment decisions have a chance to contribute effectively to meeting designated objectives, laying the groundwork for the three-year EEO Plan, and evaluating progress made. The Equal Employment Opportunity Officer is responsible for
preparing EEO progress reports, submitting the reports to the Executive Director and the Board of Directors, and for undertaking any necessary EEO corrective action.

Mountain Line will attempt to hire new employees that help meet its short term and long term goals for women and minorities. Goals and Timetables only consider job categories that underutilize females or minorities by greater than one whole person which in MCUMTA’s situation includes: Female Officials and Managers, and Female Operatives (Drivers). The following chart displays the goals and time tables:

Numeric Goals:

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<tr>
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Mountain Line’s percentage goals are to meet the 2014 WV census (EXHIBIT 5) in the categories listed above. For the above positions where anticipated openings will occur, the percentage goals are 56.4% Female Technicians, 23.5% Female Officials and Managers, and 3.6% Minorities Administrative Support.

In the opinion of Mountain Line, the contributing factors leading to previous unmet goals and timetables are due to the low number of organizational job openings in the Technician, Officials and Managers, and Administrative Support categories.

**Affirmative Action Plan**

The EEO Plan is reviewed and updated annually. The Equal Employment Opportunity Officer formally reports to the Executive Director and the Board of Directors annually on the program’s effectiveness and submits recommendations to improve any unsatisfactory performance. During the EEO plan review process, heavy emphasis is placed on the results shown by the various record-keeping data previously described. Consideration is also given to new and relevant laws, guidelines, regulations, and court decisions. Availability date are reviewed and updated when possible. Annual goals, long-range goals, and placement rates are reviewed and updated if appropriate.
Appendix

1. EXHIBIT 1: Monongalia County Urban Mass Transit Authority Organization Chart
2. EXHIBIT 2: Workforce Analysis
3. EXHIBIT 3: Employment Practices Chart
4. EXHIBIT 4: Positions Descriptions
5. EXHIBIT 5: Availability Analysis based on 2014 Census Data for WV
EXHIBIT 1: Monongalia County Urban Mass Transit Authority Organization Chart
EXHIBIT 2: Workforce Analysis
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AA - African American  
AIAN - American Indian or Alaskan Native  
HISP - Hispanic  
NHPI - Native Hawaiian or Other Pacific Islander  
API - Asian Pacific Islander  
Multi - Two or More Races
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ATTR - Attrition  
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EXPS - Expansion  
TRAN - Transfer  
PRO - Promotion
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Legend:
- TOT = Total
- MIN = Minority
- M = Male
- F = Female
- % = Percentage
3. EXHIBIT 3: Employment Practices Chart
### Exhibit 3: Employment Practices Chart

#### Separations

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#### Disciplinary Actions

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4. EXHIBIT 4: Position Descriptions
Position Descriptions

Organization: Monongalia County Urban Mass Transportation Authority
Position: General Manager
Rate of Pay: Per Authority Board
Status: Full-time position, 6-month probation.
Benefits: Full benefits with 8 paid holidays; 80 hours of paid vacation per year; 96 hours of sick leave per year or as negotiated.

Job Summary

Reports directly to the Authority Board and operates under policies and guidelines established by the Authority. The General Manager is responsible for managing the day-to-day operations of the Transit System.

Job Duties and Responsibilities

1. Serves as the Authority’s Chief Administrative and Financial Officer;
2. Directs and supervises department heads and all other employees as may be organizationally and administratively appropriate;
3. Provides overall direction for transportation (operations) and maintenance activities of the system, including inventory control and labor relations/negotiations, and policy development and implementation as appropriate or necessary;
4. Direct responsibility for insuring a close working relationship with all governmental departments of the community, as deemed appropriate and/or necessary to the smooth functioning of the transit system;
5. Assists with the development, processing and administration of grant applications;
6. Insures that the goals of equal employment and affirmative action are met;
7. Making reports and recommendations to the Authority on all matters related to the operation of the transit system;
8. Develops and proposes to the Authority an annual capital and operating budget which reflects local transit goals and objectives;
9. Develops and provides monthly operating and financial data and other such other information as the Authority may reasonably require;
10. Supervises all employees, reviews the performance of personnel, and makes recommendation on appropriate salary adjustments and organizational structures necessary to perform the Mission, Goals and Objectives of the Authority;
11. Insures development and establishment of such rules, guidelines, and internal procedures as may from time to time be required in order to carry out the policies of the Authority, and
12. Insures the existence of liaison and good working relationships with other governmental agencies as well as business, civic, and community groups.

Equipment Used

Office equipment used on a regular basis includes a personal computer, telephone, copier, radio, credit card system, paging system, calculator, and tape recorder.
External Contacts with Public and Officials

Employee encounters extensive contact with City and County, State and Federal officials, outside organizations, sales representatives, and the general public on a daily basis.

Physical Requirements

Employee spends most of the working day in a normal office setting with occasional trips outside of the office environment. Daily conditions include dirt, dust, noise, odors, fumes, and sudden temperature changes due to physical proximity of various office facilities.

Qualifications

1. As may be determined by the Authority.

Desirable Qualifications

1. As may be determined by the Authority.
Organization: Monongalia County Urban Mass Transportation Authority
Position: Assistant Manager
Status: Full-time position, 6-month probation.
Benefits: Full benefits with 8 paid holidays; 80 hours of paid vacation per year; 96 hours of sick leave per year; accrues per Personnel Rules.

Job Summary

Works under the supervision of the General Manager and is reviewed for compliance with established procedures while working and through review after task completion. This position performs the duties of the General Manager in his/her absence. Position directly supervises the Maintenance Supervisor, Operations Officer, and Office Manager, with additional decision making authority for all organizational activities as may be needed or directed by the General Manager.

Primary areas of Responsibility include: Internal policy review, updates and enforcement; supervising the recruitment, interviewing and orientation and training of new personnel; supervising preparation of payroll and financial system revenue posting; management of payroll related areas such as health insurance, Worker’s Compensation, pensions, etc.; Insuring compliance with grant requirements such as training, CDL, safety, security, ADA and other requirements; Insuring training of new personnel in the areas of Drug & Alcohol, Personnel Policies, PASS, Safety, First Aid and CPR; Supervises and oversees route and service deviation request and denial procedures; Oversees and manages Medicaid billing and compliance requirements; Responsible for NTD administrative reporting and submissions, MIS and other reports as needed; Serves as the Authority’s EEO Officer and assists with Title VI preparation; and serves as a First Responder to community emergency situations requiring mobilization of Authority personnel and equipment.

Job Duties and Responsibilities

1. Directly supervises the Maintenance Supervisor, Operations Officer, and Office Manager, with additional decision making authority for all organizational activities as may be needed or directed by the General Manager;
2. Internal policy review, updates and enforcement;
3. Oversight of recruitment, interviewing and orientation and training of new personnel;
4. Oversight of payroll preparation and financial system revenue posting;
5. Management of payroll related areas such as health insurance, Worker’s Compensation, pensions, etc.;
6. Insuring compliance with grant requirements such as training, CDL, safety and other requirements;
7. Insuring training of new personnel in the areas of Drug & Alcohol, Personnel policies, PASS, Safety, Security, ADA, First Aid and CPR;
8. Oversees and manages Medicaid billing and compliance requirements;
9. Responsible for NTD administrative reporting and submissions, MIS and other reports as needed;
10. Serves as the Authority’s EEO Officer and assists with Title VI preparation;
11. Serves as a First Responder to community emergency situations requiring mobilization of Authority personnel and equipment
12. Comprehensive management and primary responsibility for compliance oversight of
the system’s mandatory drug and alcohol testing program, including compliance
assurance, reporting and documentation requirements;
13. Daily administration of health and liability insurance programs including disputed
claims resolution;
14. Providing security and daily oversight of office facilities and general operational
needs;
15. Performs general accounting and record keeping functions for a variety of procedures
and operations and preparing correspondence, reports, and a variety of other
compositions as may be requested or directed by the General Manager.
16. Promoting an image of professional, courteous service as a representative of the
Monongalia County Urban Mass Transportation Authority; and
17. Performing related work and duties as needed or assigned by the General Manager.

**Equipment Used**

Office equipment used on a regular basis includes a personal computer, telephone,
copier, radio, credit card system, paging system, calculator, and tape recorder.

**External Contacts with Public and Officials**

Employee encounters extensive contact with City and County departments, outside
organizations, sales representatives, and the general public on a daily basis.

**Physical Requirements**

Employee spends most of the working day in a normal office setting with occasional trips
outside of the office environment. Daily conditions include dirt, dust, noise, odors, fumes,
and sudden temperature changes due to physical proximity of various office facilities.

**Qualifications**

1. Requires a college degree or equivalent education and experience in order to perform
daily activities;
2. Requires previous experience serving in a self-directed and responsible
administrative position or similar experience;
3. Requires previous supervisory experience;
4. Requires good grammatical and writing skills;
5. Requires the ability to perform complex report writing and accounting duties as
demonstrated by education skills and previous experience;
6. Requires the demonstrated ability to work independently to achieve desired goals and
objectives;
7. Requires experience using a variety of software applications in an office environment,
and
8. Requires the demonstrated ability to respond to the public and handle dissatisfied
employees, customers and patrons, both in person and on the telephone.

**Desirable Qualifications**
1. A college degree with additional training and emphasis in public administration, accounting, marketing, sales and recreation or hospitality industry experience.
2. Two (2) or more years of experience working in a similar position;
3. Two (2) or more years working in a supervisory position;
4. Previous experience in the public sector;
5. Previous experience in the transportation industry;
6. Advanced writing skills;
7. Possession of a CDL license with a passenger endorsement;
8. Extensive experience using a variety of software applications in an office environment.
9. Previous experience in dealing with the public as a public relations liaison.
Organization: Monongalia County Urban Mass Transportation Authority  
Position: Finance Officer  
Status: Full-time position, 6-month probation.  
Benefits: Full benefits with 8 paid holidays; 80 hours of paid vacation per year; 96 hours of sick leave per year; accrues per Personnel Rules.

Job Summary

Works under the supervision of the General Manager and is reviewed for compliance with established procedures while working and through review after task completion. Regular duties include a multitude of finance, accounting, budgeting and grant related activities necessary for the operation of the Authority in compliance with Federal, State and local laws, regulations and funding requirements.

Primary areas of Responsibility include compliance monitoring, preparation and maintenance of information and files relative to: finance areas such as Single Audit requirements, FTA Grant Applications and reporting, TIP and other multi-year financial planning activities, monitoring of local-to-federal match requirements, budgeting and general ability to document the financial condition of the Authority; Technical duties include federal funding grant compliance monitoring, quarterly grant report preparation and submissions, Force Account activity reporting, Leasing and third party administration and compliance monitoring, and lead responsibility for National Transit Database financial activities and requirements; Continuing control duties include maintenance of equipment and materials inventory and monitoring, including third party activities and federal asset allocations; Active involvement in all areas of federal procurement requirements; serving as the Authority’s Disadvantaged Business Enterprise Officer; insuring Authority compliance with the Buy America and federal debarment requirements; Actively participating in the Authority’s Public Participation Process; Assists in a variety of other accounting and financial related activities of the Authority as needed; Supervises three, full-time Clerk positions; Administrative supervision of the Authority’s Grey Line bus service; Preparation of RFP’s for Health and medical insurance, employee uniform contracts, audits, etc.; and manages and oversees purchasing and payables activities;

Job Duties and Responsibilities

1. Compliance monitoring, preparation and maintenance of information and files for Single Audit requirements, TIP and other multi-year financial planning activities, monitoring of local-to-federal match requirements, preparation of monthly, quarterly and annual financial status and progress reports, and general documentation of the financial condition of the Authority;
2. Technical duties include federal funding grant compliance monitoring, quarterly grant report preparation and submissions, Force Account activity reporting, and Leasing and third party administration and compliance monitoring;
3. Supervisory duties include oversight of three, full-time Receptionist/Clerk positions and administrative supervision of the Authority’s Grey Line bus service;
4. Continuing control duties include maintenance of equipment and materials inventory and monitoring, including third party activities and federal asset allocations;
5. Oversight and active involvement in all areas of federal procurement requirements;
6. Serving as the Authority’s Disadvantaged Business Enterprise Officer;
7. Insuring Authority compliance with the Buy America and federal debarment requirements;
8. Prepares RFP’s for Health and medical insurance, employee uniform contracts, audits, etc.;
9. Manages and oversees purchasing and payables activities;
10. Preparation of the system’s annual federal operating grant application, monitoring of operations for compliance and preparation and submission of all required reports and necessary operating grant compliance documentation;
11. Actively participating in the Authority’s Public Participation Process;
12. Lead responsibility for National Transit Database financial activities and requirements;
13. Assisting in a variety of other accounting and financial related activities of the Authority as needed.
14. Performing general accounting, budgeting and record keeping functions for a variety of procedures and operations and preparing correspondence, reports, and a variety of other compositions as may be requested or directed by the General Manager;
15. Promoting an image of professional, courteous service as a representative of the Monongalia County Urban Mass Transportation Authority; and
16. Performing related work and duties as needed or assigned by the General Manager.

**Equipment Used**

Office equipment used on a regular basis includes a personal computer, telephone, copier, radio, credit card system, paging system, calculator, and tape recorder.

**External Contacts with Public and Officials**

Employee encounters extensive contact with City and County departments, outside organizations, sales representatives, and the general public on a daily basis.

**Physical Requirements**

Employee spends most of the working day in a normal office setting with occasional trips outside of the office environment. Daily conditions include dirt, dust, noise, odors, fumes, and sudden temperature changes due to physical proximity of various office facilities.

**Qualifications**

1. Requires a college degree in accounting, finance, public administration or equivalent education and experience in order to perform daily activities;
2. Requires previous experience serving in a self-directed and responsible administrative position or similar experience;
3. Requires good grammatical and writing skills;
4. Requires the ability to perform complex report writing and accounting duties as
demonstrated by education skills and previous experience;
5. Requires the demonstrated ability to work independently to achieve desired goals and objectives;
6. Requires experience using a variety of software applications in an office environment, and
7. Requires the demonstrated ability to respond to the public and handle dissatisfied employees, customers and patrons, both in person and on the telephone.

**Desirable Qualifications**

1. CPA or Master’s Degree in Public Administration or similar field with training and emphasis in public administration, accounting, budgeting, grant monitoring and compliance, inventory and general financial control systems;
2. Three (3) or more years of experience working in a similar position;
3. Three (3) or more years working in a supervisory position;
4. Previous experience working in the public transit industry;
5. Previous experience in the public sector;
6. Previous supervisory experience;
7. Advanced writing skills;
8. Knowledge and experience using Quick Books and working in a PC network environment;
9. Extensive experience using a variety of software applications in an office environment; and
10. Previous experience in dealing with the public as a public relations liaison.
Organization: Monongalia County Urban Mass Transportation Authority
Position: Operations Officer
Status: Full-time position
Benefits: Full benefits with 8 paid holidays; 80 hours of paid vacation per year; 96 hours of sick leave per year; accrues per Personnel Rules.

Job Summary

Works under the supervision of the General Manager and the Assistant Manager and is reviewed for compliance with established procedures while working, and through review upon task completion. Position directly supervises Operations Supervisor, Shift Supervisors, all Bus and Van Drivers and the Building and Grounds Maintenance Laborer. Regular duties include: Supervision of daily route-operations including oversight of vehicle assignments and scheduling; Assists the Assistant Manager with provision of general human resource services for all driver operations including staffing, records management, training, and discipline; Oversees the performance of all monthly Driver Evaluations, determines job coaching needs and provides such guidance to Drivers; Performs initial review and investigation of all Driver related complaints; Oversees or responds to all Driver related vehicular accidents and incidents; Oversees or prepares weekly Driver and Shift Supervisor personnel schedules, call-outs, call-off and special event needs; Review Driver Payroll submissions for agreement with posted schedules and leave approvals; Provides daily management of safety program requirements and needs; Oversees reviews of route and service deviation requests and denials; Supervises the operational portion of the Grey Line service; and oversees daily management of maintenance facilities, security and equipment.

Job Duties and Responsibilities

1. Supervises Operations Supervisor, Shift Supervisors, all Van and Bus Drivers and the Building and Grounds Maintenance Laborer;
2. Supervises daily route operations including vehicle assignments and scheduling as well as initial approval/denial of leave requests;
3. Assists the Assistant Manager as assigned with all driver-related general human resource services including staffing, records management, training, and discipline;
4. Oversees the review and recommendation for Approval/Denial of all Call and Ride Applications and considers such denials for other services avenues;
5. Oversees the performance of all monthly Driver Evaluations, determines job coaching needs and provides such guidance to Drivers;
6. Oversees and performs initial review and investigation of all Driver related complaints;
7. Oversees and insures response to all Driver related vehicular accidents and incidents;
8. Oversees or prepares weekly Driver and maintenance personnel schedules, call-outs, call-offs and special event needs; Reviews payroll submissions for agreement with posted schedules and leave approvals;
9. Provides daily management of safety program requirements and needs;
10. Supervises the operational portion of the Grey Line service;
11. Oversees or responds to emergency road-calls and break-downs of MCUMTA transit vehicles;
12. Maintains Driver logs, coordinates needed repair and outstanding service requirements for all transit vehicles with the Maintenance Supervisor;
13. Provides administrative input, recommendations and constructive criticism as needed;
14. Promotes an image of professional, courteous service as a representative of the MCUMTA, and
15. Performs related work and duties as needed or assigned.

**Equipment Used**

Office equipment used on a regular basis includes a personal computer, telephone, copier, radio, credit card system, paging system, calculator, and tape recorder. Additionally, this position requires a general operating and maintenance knowledge necessary to understand and respond to operator complaints and repair needs for all MCUMTA vehicles and equipment.

**External Contacts with Public and Officials**

Employee encounters regular contact with other City and County Departments and employees concerning maintenance and repair needs of vehicles and equipment, and occasional contact in dealing with other transit organizations.

**Physical Requirements**

Employee spends most of the working day in a normal office setting with occasional trips outside of the office environment. Daily conditions include dirt, dust, noise, odors, fumes, and sudden temperature changes due to physical proximity of various office facilities.

**Surroundings**

Employee spends an average of eight (8) to ten (10) hours per day working indoors in a garage environment. Daily conditions encountered includes: noise, dirt, odors, dust, fumes, vibration, and poor lighting. Other conditions vary with seasons.

**Hazardous Conditions**

Hazardous conditions encountered on a daily basis include mechanical hazards working around jacks, hoist and forklift; occasional hazards include explosives, electrical hazards, fire hazards, and contact with potentially hazardous chemicals and road hazards when making road service-calls or working in a garage environment.
Qualifications

1. Requires a college degree or equivalent education and experience in order to perform daily activities;
2. Requires previous experience serving in a self-directed and responsible administrative, human resource or other position of similar experience;
3. Requires previous supervisory experience;
4. Requires extensive knowledge of various routes, procedures, policies and operational objectives in order to understand and meet operational needs;
5. Requires good grammatical and writing skills;
6. Requires the ability to perform report writing and accounting duties as demonstrated by education skills and previous experience;
7. Requires the demonstrated ability to work independently to achieve desired goals and objectives;
8. Requires experience using a variety of software applications in an office environment, and
9. Requires the demonstrated ability to respond to the public and handle dissatisfied employees, customers and patrons, both in person and on the telephone.

Desirable Qualifications

1. A college degree with additional training and emphasis in personnel administration, public administration, accounting, or related industry experience.
2. Two (2) or more years of experience working in a similar position;
3. Two (2) or more years working in a supervisory position;
4. Previous experience in the public sector;
5. Previous experience in the transportation industry;
6. Previous experience in a Human Resource position;
7. Advanced writing skills;
8. Extensive experience using a variety of software applications in an office environment;
9. Previous experience driving a passenger bus;
10. Possession of a CDL license with a passenger endorsement; and
11. Previous experience dealing with the public in a role of facilitator and mediator to resolve various complaints and issues.
Job Summary

This is a highly creative and challenging position that works closely with and under the direct supervision of the General Manager and is reviewed for compliance with established procedures while working. This position will be responsible for maintaining and further developing a comprehensive promotional effort using a variety of promotional tools including digital presentations, digital graphics, pre-print digital materials, digital video materials, digital audio tracks and advertising materials, digital and photo ready print copy, press releases, calendars of events, and general preparation of all hard-copy presentation materials used by the Authority.

Job Duties and Responsibilities

1. Plans and implements a comprehensive, annual advertising campaign covering a variety of Authority activities, events, programs and services;
2. Prepares and presents an annual marketing budget with cost allocations based on planned events and activities;
3. Prepares a variety of professional quality digital media materials for print, audio, video and general presentation purposes;
4. Prepares presentation materials and media for public presentations, Authority Board Meetings, and special events involving the Authority;
5. Works with Authority staff to determine presentation needs and prepares copy or other media suitable to those needs;
6. Prepares standard format materials for administrative use including forms and general signage formats;
7. Prepares draft Agreements or Agreement outlines for media services to be provided such as cable insertion contracts, radio spot agreements, etc.;
8. Prepares materials for posting to the Authority’s nationally recognized web site;
9. Promotes an image of professional, courteous service as a representative of the Mountain Line Transit Authority, and
10. Performs related work and duties as needed or assigned.

Equipment Used

Equipment used on a daily basis includes: computers in a network environment operating a variety of software including Adobe software applications, PowerPoint and Publisher Software, Microsoft spreadsheets and word processors, a variety of miscellaneous graphic software applications, digital cameras, digital video cameras, laminators, copiers, printers, and a variety of other office equipment required to perform the job duties and responsibilities of this position.

External Contacts with Public and Officials

Employee encounters extensive contact with the public including passengers, Authority
employees, and media personnel and representatives on a daily basis.

**Physical Requirements**

Employee’s daily activities include: sitting for extended time periods, and light lifting associated with office duties.

**Surroundings**

Employee spends a majority of the workday in an office setting. Daily conditions encountered may include: noise, dirt, odors, dust, fumes, vibration, and poor lighting at night.

**Hazardous Conditions**

Hazardous conditions encountered on a daily basis include those hazards associated with working adjacent to, in and around heavy equipment (buses) and associates bus maintenance facilities.

**Qualifications**

1. Requires a college degree related to advertising media and media preparation or equivalent skills in order to perform daily activities;
2. Requires extensive, demonstrated preparation of presentation materials;
3. Requires extensive, demonstrated computer and computer software skills;
4. Requires the ability to plan, budget and implement long-range plans and efforts in a comprehensive manner;
5. Requires the ability to work with a variety of media related organizations;
6. Requires a professional appearance and presentation as the principal representative of the Authority’s image to a variety of professional and advertising organizations;
7. Requires the ability to work with a variety of personalities both within and outside of the Authority;
8. Requires possession of a valid driver’s license;

**Desirable Qualifications**

1. Extended college education at the Masters or higher level;
2. Previous experience in similar marketing and promotions position;
3. Previous experience working with budgets and contracts;
4. Previous responsibility for overall marketing efforts;
5. Previous experience working in a government agency; and
6. Previous experience working in a public service environment.

**Organization:** Monongalia County Urban Mass Transportation Authority  
**Position:** Mobility Coordinator  
**Status:** 12-month grant funded full-time position with potential program continuation dependent on funding  
**Benefits:** Full benefits with 8 paid holidays; 80 hours of paid vacation per year; 96 hours
of sick leave per year.

Job Summary

Works under the supervision of the General Manager and is reviewed for compliance with established procedures while working and through review after task completion. Primary duties include: working on strategies to complete the goals and tasks described in the Morgantown-Monongalia MPO and WV Region VI Coordinated Public Transit Human Services Transportation Plans; serving as the coordinator, advocate and point of contact for Morgantown-Monongalia County Transportation Demand Management activities; serving as the Authorities Veteran’s Transportation Coordinator; and working to coordinate transportation alternatives for groups and individuals as the need may arise.

Job Duties and Responsibilities

1. Works under the direction of the General Manager to implement the Strategies and accomplish the Goals of the Morgantown-Monongalia MPO and WV Region VI Coordinated Public Transit Human Services Transportation Plans;
2. Works as the Coordinator for the Morgantown-Monongalia Transportation Demand Initiative to further van pool, ride matching and similar alternative methods and means of transportation;
3. Serves as the Authority’s Veteran’s Transportation Coordinator managing the T-Ops Program by responding to transportation needs and requests and furthering the development of this service;
4. Works to develop, promote, market and create community and regional awareness of transportation alternatives to replace the use of the personal automobile;
5. Seeks funding sources and prepares funding and grant applications to support the continuation of Mobility Coordinator functions and activities;
6. Prepares correspondence, reports, and a variety of other compositions as needed;
7. Provides management and oversight of office facilities, equipment, supplies and general operational needs related to mobility coordination activities;
8. Responsible for record keeping and reporting for all position-related purchasing activities in compliance with Federal, State and Authority procurement policies and procedures;
9. Provides general record keeping for a variety of operational procedures and activities as may be needed or assigned
10. Coordinates with a variety of external organizations and individuals to further the coordination of mobility in the targeted geographic area plans;
11. Promotes an image of professional, courteous service as a representative of the Monongalia County Urban Mass Transportation Authority; and
12. Performs related work and duties as needed or assigned by General Manager.

Equipment Used

Office equipment used on a regular basis includes a personal computer, telephone, copier, radio, credit card system, paging system, calculator, and tape recorder.

External Contacts with Public and Officials
Employee encounters extensive contact with City and County departments, outside organizations, sales representatives, and the general public on a daily basis.

**Physical Requirements**

Employee spends most of the working day in a normal office setting with occasional trips outside the office environment. Daily conditions include dirt, dust, noise, odors, fumes, and sudden temperature changes due to physical proximity of various office facilities.

**Qualifications**

1. Requires a Bachelor’s Degree in Social Work, Public Administration, Planning, Marketing or related or equivalent education and experience;
2. Requires previous work experience interacting with multiple agencies and organizations;
3. Requires previous work experience requiring multi-task duties and responsibilities;
4. Requires good grammatical and writing skills;
5. Requires the demonstrated ability to work independently to achieve desired goals and objectives;
6. Requires experience using a variety of software applications in a computer network office environment; and
7. Requires the demonstrated ability to respond to the public, provide customer services both in person and on the telephone.

**Desirable Qualifications**

1. An advanced degree in the fields of Social Work, Public Administration, Planning, Marketing or position related training;
2. Previous experience as a Mobility Coordinator or work in mobility management;
3. Previous experience working for a public transit or government agency;
4. Advanced writing skills and extensive software experience and skills.
5. Previous experience working as a public relations liaison.
Organization: Monongalia County Urban Mass Transportation Authority  
Position: Maintenance Supervisor  
Status: Full-time position  
Benefits: Full benefits with 8 paid holidays; 80 hours of paid vacation per year; 96 hours of sick leave per year, accrues per Personnel Rules.

**Job Summary**

Works any of 7-days per week under the supervision of the General Manager and daily reporting to the Assistant Manager and is reviewed for compliance with established procedures while working, and through review upon task completion. Position supervises mechanics and maintenance personnel and works to repair and maintain (including cleaning) all Transit vehicles and equipment. Responsibilities include: gas and diesel engine overhauls, repair and maintenance of transmissions, drive lines, rear axles and transfers, electrical systems, brake, air, and hydraulic systems, and other minor parts replacement and repair; scheduling of all vehicle maintenance and vehicle usage and review and initial approval/denial of Maintenance Department leave requests; management of maintenance parts inventory, supplies and purchases; overseeing maintenance facility security and management; and, maintenance activities include service schedule data maintenance and reporting and development and maintenance of Warranty tracking activities.

**Job Duties and Responsibilities**

1. Supervises mechanics and maintenance personnel and works to repair and maintain (including cleaning) all Transit vehicles and equipment;
2. Schedules all vehicle maintenance, vehicle usage and driver assignments, including review and initial approval/denial of leave requests;
3. Reviews Payroll submissions for agreement with posted Maintenance Department schedules and leave approvals;
4. Manages maintenance parts inventory, supplies and purchases;
5. Oversees maintenance facility security and management;
6. Performs duties of a Bus Driver as necessary to insure efficient and effective operations;
7. Performs diagnostic vehicle and equipment tests to determine maintenance and repair needs, requests and orders parts for needed repairs;
8. Overhauls and repairs diesel engines, transmissions, drive lines, rear axles and transfers, and other major mechanical components;
9. Overhauls, repairs, and replaces electrical systems, brake, air and hydraulic systems, and repairs and replaces all other minor mechanical systems and parts;
10. Prefabricates mechanical parts, brackets, braces, etc., using cutting torches and welders;
11. Responds to emergency road-calls and brake-downs of MCUMTA transit vehicles;
12. Prepares vehicles for snow removal by attaching spreaders, snow plows, and tire chains;
13. Records repair and service warranty information on all transit vehicles;
14. Promotes an image of professional, courteous service as a representative of the MCUMTA;
15. Maintains active CDL License and passes related physical examinations, and
16. Performs related work and duties as needed or assigned by the Assistant Manager or the General Manager.

**Equipment Used**

This position requires the use of mechanical shop-type maintenance equipment including a compressor, gas cutting torches, electric arc welder, drill press, hydraulic jacks, hoist, forklift, and other major shop repair items. Other equipment and tools used include various and numerous types of calibration devices, wrenches, ratchets, etc. Additionally, this position requires a general operating and maintenance knowledge necessary to understand and respond to operator complaints and repair needs for all MCUMTA vehicles and equipment.

**External Contacts with Public and Officials**

Employee encounters occasional contact with other City and County Departments and employees concerning maintenance and repair needs of vehicles and equipment, and occasional contact in dealing with other transit organizations.

**Physical Requirements**

Employee's daily activities include walking, standing, and performing duties requiring use of arms, hands, or fingers in handling or manipulating objects, operating equipment, tools, and instruments requiring fine eye-hand coordination; other daily activities require a good deal of repeated bending, crouching, stooping, stretching or crawling. Employee performs duties which require climbing or working from ladders and scaffolding one (1) to two (2) times per week. Daily operations require lifting objects weighing as much as fifty (50) pounds with occasional lifting of more than sixty (60) pounds.

**Surroundings**

Employee spends an average of eight (8) to ten (10) hours per day working indoors in a garage environment. Daily conditions encountered include: noise, dirt, odors, dust, fumes, vibration, and poor lighting. Other conditions vary with seasons.

**Hazardous Conditions**

Hazardous conditions encountered on a daily basis include mechanical hazards when using jacks, hoist and forklift; weekly hazards include elevated workplace when working on top of trucks; occasional hazards include explosives, electrical hazards, fire hazards, and contact with potentially hazardous chemicals and road hazards when making road service-calls.

**Qualifications**

1. Must be available to work any day of the week, Sunday through Saturday;
2. Requires a high school graduate or equivalent in order to perform daily activities;
3. Requires some training or experience providing the ability to perform motor
overhauls, transmissions, drive line, transfer, brake and electrical system repair and maintenance;

4. Requires at least five (5) years of mechanical experience working on cars, trucks, and heavy equipment;

5. Requires the ability to lift objects weighing as much as sixty (60) pounds;

6. Requires operational knowledge of various types of heavy equipment in order to understand maintenance and operational needs and make repairs as required, and

7. Requires passing a professionally administered pre-employment physical examination certifying employee ability to perform work-related tasks as required.

**Desirable Qualifications**

1. Exceptional mathematical skills relative to scheduling tasks;
2. Extensive training in motor overhaul, transmissions, drive lines, transfers, brakes and electrical systems;
3. Experience and training in mechanical repair of heavy equipment;
4. Five (5) years of experience in a garage or shop similar in operation;
5. Previous experience driving a passenger bus;
6. Previous supervisory experience;
7. West Virginia Motor Vehicle Inspection License, certification from diesel school, GMC, Ford, or Allison Transmission School, and any other certification applicable to mechanical work, and

7. The ability to help other mechanics when trouble "shooting" is needed.
Organization: Monongalia County Urban Mass Transportation Authority
Position: Operations Supervisor
Status: Full-time position, 6-month probation.
Benefits: Full benefits with 8 paid holidays; 80 hours of paid vacation per year; 96 hours of sick leave per year, accrues per Personnel Rules.

Job Summary

Works under the supervision of the Operations Officer, Assistant Manager or General Manager and is reviewed for compliance with established procedures while working. As Operations Supervisor this position will provide daily, on-the-job guidance, direction and input to other drivers. This position will assist other drivers by verifying compliance with operating rules and regulations and will serve as a decision maker for spontaneous route changes and needs. This position will provide direction and guidance to drivers and serve as the conduit for operating guidelines, directives and objectives provided by the Operations Officer. The Operations Supervisor will also assist in the coordination of driver vehicle assignments, assist with various Driver training, assist with Fare Box collection, assist with bus inspections, driver evaluations, route audits, and serve as an emergency responder. This position also serves as a working Bus Driver and drives a 7-26 ton (GVW) bus and works to provide safe and timely passenger transportation throughout Monongalia County.

To avoid Administrative conflicts of interest, this position will not participate in the monthly performance evaluation Bonus Pool. This position will be responsible for: securing the Garage and related security issues; handling all Driver related radio calls and communications; overseeing special service events such as home game football shuttles; restocking of driver forms and Driver training. Beginning at 5:30am, this position will oversee the morning dispatch and fleet departure, ensuring pre-trips, bus scheduling and route coverage, as well as conduct and assemble the monthly driver evaluations.

Job Duties and Responsibilities

1. Responsible for securing the Garage, Depot or other operating facilities and overseeing related security issues;
2. Handles all Driver related radio calls and communications;
3. Reviews and enters daily pre-trip information;
4. Reviews and investigates Driver complaints using GPS, GFI and video, etc;
5. Oversees special service events such as home game football shuttles;
6. Assists with Driver paperwork supplies, restocking and distribution;
7. Serves to assist other Drivers by verifying compliance with operating rules and regulations to insure effective and efficient transportation services;
8. Serves as a decision-maker to handle spontaneous route changes and needs as they may arise through the course of daily operations;
9. Provides direction and guidance to drivers and serves as a conduit for operating guidelines, directives and objectives provided by the Operations Officer;
10. Contacts replacements for Driver call-offs;
11. Coordinates driver vehicle assignments with Operations Officer;
12. Assists with various training to Drivers including: First Aid, CPR, route operations, etc.;
13. Assists with Fare Box collection;
14. Assists with visual bus inspections, route audits, announcement audits;
15. Conducts and assembles the Driver monthly performance evaluations by verifying assigned job performance measures;
16. Verifies vehicle fueling and parking procedures;
17. Inspects and documents vehicle damage and related mechanical issues;
18. Serves as an emergency responder in the event of a community emergency requiring mobilization of Authority resources;
19. Provides administrative input and recommendations as needed;
20. Serves as a Driver, is customer service-oriented focused on meeting needs of passengers by providing clean, efficient, and safe transportation in a timely fashion;
21. Drives a passenger bus and maintains a timely schedule for assigned stops;
22. Observes established transit safety and courtesy guidelines in daily operations;
23. Collects fares, accounts for fare tickets;
24. Cleans bus interior and exterior, fuels, checks all fluid levels, and inspects for vehicle damage and safety on a daily basis;
25. Records and reports GFI counts, fuel usage, repair needs and other data as needed or directed;
26. Explains bus routes, stops, and fares to passengers in a pleasant and courteous manner and assists passengers to safely enter and exit the bus;
27. Looks for and reports potholes, broken storm sewer covers, etc., to the City of Morgantown Street Department or the County/State DOT;
28. Promotes an image of professional, courteous service as a representative of Monongalia County, and
29. Performs related work and duties as needed or assigned.

**Equipment Used**

Equipment used on a daily basis includes: 7-26 ton (GVW) bus, steam cleaner or pressure washer and high suction wet/dry vacuum.

**External Contacts with Public and Officials**

Employee encounters extensive contact with the general public (passengers) on a daily basis. Occasional contact is encountered with other City/County Departments and employees concerning maintenance and repair needs of vehicles.

**Physical Requirements**

Employee’s daily activities include: sitting for extended time periods, and rapid use of arms and hands in operating equipment requiring fine eye-hand coordination and alertness.

**Surroundings**

Employee spends part of the working day in a normal office setting and part in a garage setting with occasional trips outside of the facility environment. Daily conditions include dirt, dust, noise, odors, fumes, and sudden temperature changes due to physical proximity of various office facilities and garage.
Hazardous Conditions

Hazardous conditions encountered on a daily basis include those hazards associated with operating heavy equipment on hills, narrow roads, in heavy traffic, and under varying weather conditions.

Qualifications

1. Requires a college degree or equivalent education and experience in order to perform daily activities;
2. Requires previous experience serving in a self-directed and responsible administrative, human resource or other position of similar experience;
3. Requires previous supervisory experience;
4. Requires extensive knowledge of various routes, procedures, policies and operational objectives in order to understand and meet operational needs;
5. Requires good grammatical and writing skills;
6. Requires the ability to perform report writing and accounting duties as demonstrated by education skills and previous experience;
7. Requires the demonstrated ability to work independently to achieve desired goals and objectives;
8. Requires experience using a variety of software applications in an office environment, and
9. Requires the demonstrated ability to respond to the public and handle dissatisfied employees, customers and patrons, both in person and on the telephone.
10. Possession of a valid CDL license, Class B, with a Passenger endorsement and Airbrake endorsement;
11. Requires driving experience, and the ability to operate equipment safely, efficiently, and on schedule;
12. Requires the ability to develop and maintain good working relationships with passengers and drivers;
13. Requires passing a professionally administered pre-employment DOT physical examination certifying employee ability to perform work related tasks and duties in compliance with Federal, State, and local requirements, and
14. Requires successful completion of passenger assistance training.

Desirable Qualifications

1. A college degree with additional training and emphasis in personnel administration, public administration, accounting, or related industry experience.
2. Two (2) or more years of experience working in a similar position;
3. Two (2) or more years working in a supervisory position;
4. Previous experience in the public sector;
5. Previous experience in the transportation industry;
6. Previous experience in a Human Resource position;
7. Advanced writing skills;
8. Extensive experience using a variety of software applications in an office environment;
9. Previous experience driving a passenger bus; and
10. Previous experience dealing with the public in a role of facilitator and mediator to resolve various complaints and issues.
Compliance with all aspects of West Virginia State Code 510 (Job Title: Bus Driver) in all respects.

Organization: Monongalia County Urban Mass Transportation Authority
Position: Shift Supervisor
Status: Full-time position, 6-month probation.
Benefits: Full benefits with 8 paid holidays; 80 hours of paid vacation per year; 96 hours of sick leave per year, accrues per Personnel Rules.

Job Summary

Works any of 7-days per week under the supervision of the Operations Officer and is reviewed for compliance with established procedures while working (also subject to passenger complaints). As Shift Supervisor, this position will provide daily, on-the-job guidance, direction and input to other drivers. This position will assist other drivers by verifying compliance with operating rules and regulations and will serve as a decision maker for spontaneous route changes and needs. This position will provide direction and guidance to drivers and serve as the conduit for operating guidelines, directives and objectives provided by the Operations Officer. Shift Supervisors will also assist in the coordination of driver vehicle assignments, assist with various Driver training, assist with Fare Box collection, assist with bus inspections, driver evaluations, route audits, and serve as an emergency responder. This position also serves as a working Bus Driver and drives a 7-26 ton (GVW) bus and works to provide safe and timely passenger transportation throughout Monongalia County.

To avoid Administrative conflicts of interest, this position will not participate in the monthly performance evaluation Bonus Pool. This position will not participate in the normal Route Bid procedure and will be assigned a Route Bid as deemed necessary for daily
operational needs. This position will be responsible for: securing the Garage and related security issues; handling all Driver related radio calls and communications; overseeing special service events such as home game football shuttles; assisting with Driver evaluations, restocking of driver forms and Driver training.

**Job Duties and Responsibilities**

1. Responsible for securing the Garage, Depot or other operating facilities and overseeing related security issues;
2. Handles all Driver related radio calls and communications;
3. Oversees special service events such as home game football shuttles;
4. Assists with Driver paperwork supplies, restocking and distribution;
5. Serves to assist other Drivers by verifying compliance with operating rules and regulations to insure effective and efficient transportation services;
6. Serves as a decision-maker to handle spontaneous route changes and needs as they may arise through the course of daily operations;
7. Provides direction and guidance to drivers and serves as a conduit for operating guidelines, directives and objectives provided by the Operations Officer;
8. Contacts replacements for Driver call-offs;
9. Coordinates driver vehicle assignments with Operations Officer;
10. Assists with various training to Drivers including: Passenger Sensitivity Training, First Aid, CPR, route operations, etc.;
11. Assists with Fare Box collection;
12. Assists with visual bus inspections, route audits, announcement audits;
13. Assists with Driver monthly performance evaluations by verifying assigned job performance measures;
14. Verifies vehicle fueling and parking procedures;
15. Inspects and documents vehicle damage and related mechanical issues;
16. Serves as an emergency responder in the event of a community emergency requiring mobilization of Authority resources;
17. Provides administrative input and recommendations as needed;
18. Serves as a Driver, is customer service-oriented focused on meeting needs of passengers by providing clean, efficient, and safe transportation in a timely fashion;
19. Drives a passenger bus and maintains a timely schedule for assigned stops;
20. Observes established transit safety and courtesy guidelines in daily operations;
21. Collects fares, accounts for fare tickets, sells and accounts for bus passes;
22. Cleans bus interior and exterior, fuels, checks all fluid levels, and inspects for vehicle damage and safety on a daily basis;
23. Records and reports passenger counts, fuel usage, repair needs and other data as needed or directed;
24. Explains bus routes, stops, and fares to passengers in a pleasant and courteous manner and assists passengers to safely enter and exit the bus;
25. Looks for and reports potholes, broken storm sewer covers, etc., to the City of Morgantown Street Department or the County/State DOT;
26. Promotes an image of professional, courteous service as a representative of Monongalia County, and
27. Maintains active CDL License and passes related physical examinations, and
28. Performs related work and duties as needed or assigned.
**Equipment Used**

Equipment used on a daily basis includes: 7- 26 ton (GVW) bus, steam cleaner or pressure washer and high suction wet/dry vacuum.

**External Contacts with Public and Officials**

Employee encounters extensive contact with the general public (passengers) on a daily basis. Occasional contact is encountered with other City/County Departments and employees concerning maintenance and repair needs of vehicles.

**Physical Requirements**

Employee’s daily activities include: sitting for extended time periods, and rapid use of arms and hands in operating equipment requiring fine eye-hand coordination and alertness.

**Surroundings**

Employee spends a majority of the workday inside a bus. Daily conditions encountered include: noise, dirt, odors, dust, fumes, vibration, and poor lighting at night. Other conditions vary with road conditions and seasonal changes.

**Hazardous Conditions**

Hazardous conditions encountered on a daily basis include those hazards associated with operating heavy equipment on hills, narrow roads, in heavy traffic, and under varying weather conditions.

**Qualifications**

1. Requires a high school diploma, or equivalent in order to perform daily activities;
2. Requires possession of a valid Commercial Driver's License, Class B, with Passenger endorsement and Air brake endorsement.
3. Consistently high marks on evaluation factors received in performance of regular duties as a Bus Driver consisting of an acceptable (>=4.00) evaluation average for the past six (6) months;
4. Requires the ability to take initiative when necessary and provide direction and guidance to other drivers;
5. Requires math, reading and writing competency sufficient to perform the duties of this position in a timely manner;
6. Requires the ability to follow directions, effectively communicate, and provide clear guidance and direction for employees;
7. Requires driving experience, and the ability to operate equipment safely, efficiently, and on schedule;
8. Requires the ability to develop and maintain good working relationships with passengers and drivers;
9. Requires passing a professionally administrated pre-employment D.O.T. physical examination certifying employee ability to perform work related tasks and duties in compliance with Federal, State, and local requirements, and Drug Screening
10. Requires successful completion of passenger assistance training.

Desirable Qualifications

1. Six (6) months experience serving as a Mountain Line Bus Driver;
2. Demonstrated, thorough knowledge of all existing bus routes;
3. Thorough knowledge of all Mountain Line Operating Procedures and Policies;
4. Previous experience in a supervisory position or capacity;
5. Experience using a word processor and other office equipment;
6. One (1) year or more experience driving a bus, and
7. Compliance with all aspects of West Virginia State Code 510 (Job Title: Bus Driver) in all respects.
Organization: Monongalia County Urban Mass Transportation Authority
Position: Office Manager
Status: Full-time position, 6-month probation.
Benefits: Full benefits with 8 paid holidays; 80 hours of paid vacation per year; 96 hours of sick leave per year, accrues per Personnel Rules.

Job Summary

Works under the supervision of the Assistant Manager and General Manager and is reviewed for compliance with established procedures while working and through review after task completion. Duties include: supervision, oversight and general management of receptionist duties and responsibilities at two office locations; general office management including organization, location and retrieval of various files and information at two, separate facility locations; supervises and performs routine secretarial and clerk type duties as needed; provides oversight and management of general operational needs as well as general data entry and record keeping for a variety of procedures and operations; and prepares correspondence, reports, and a variety of other compositions as needed.

Job Duties and Responsibilities

1. Supervision, oversight and general management of receptionist duties and responsibilities at two office locations;
2. General office management including organization, location and retrieval of various files and information at two, separate facility locations;
3. Supervises and performs routine secretarial and clerk type duties as needed;
4. Provides oversight and management of general operational needs as well as general data entry and record keeping for a variety of procedures and operations;
5. Prepares correspondence, reports, and a variety of other compositions as needed;
6. Management and oversight of office facilities, equipment, supplies and general operational needs;
7. Record keeping for all purchasing activities;
8. General record keeping for a variety of operational procedures and operations;
9. Promoting an image of professional, courteous service as a representative of the Monongalia County Urban Mass Transportation Authority; and
10. Performing related work and duties as needed or assigned by the Assistant Manager or General Manager.

Equipment Used

Office equipment used on a regular basis includes a personal computer, telephone, copier, radio, credit card system, paging system, calculator, and tape recorder.

External Contacts with Public and Officials
Employee encounters extensive contact with City and County departments, outside organizations, sales representatives, and the general public on a daily basis.

**Physical Requirements**

Employee spends most of the working day in a normal office setting with occasional trips outside of the office environment. Daily conditions include dirt, dust, noise, odors, fumes, and sudden temperature changes due to physical proximity of various office facilities.

**Qualifications**

1. Requires education and experience enabling performance of daily activities;
2. Requires previous supervisory experience;
3. Requires good grammatical and writing skills;
4. Requires the ability to perform secretarial/clerical and general accounting duties as demonstrated by previous experience;
5. Requires the demonstrated ability to work independently to achieve desired goals and objectives;
6. Requires experience using a variety of software applications in a computer network office environment; and
7. Requires the demonstrated ability to respond to the public, handle dissatisfied employees, customers and patrons, both in person and on the telephone.

**Desirable Qualifications**

1. Previous experience serving as an administrative assistant, office manager or other position with similar experience;
2. A college degree with additional training;
3. Two (2) or more years of experience working in a similar, supervisory position;
4. Advanced writing skills;
5. Possession of a CDL license with a passenger endorsement;
6. Extensive experience using a variety of software applications in an office environment.
7. Two (2) years or more of secretarial experience; and
8. Previous experience in dealing with the public as a public relations liaison.

**Organization:** Monongalia County Urban Mass Transportation Authority  
**Position:** Bus Driver  
**Status:** Full-time position, 6-month probation.  
**Benefits:** Full benefits with 8 paid holidays; 80 hours of paid vacation per year; 96 hours of sick leave per year, accrues per Personnel Rules.

**Job Summary**

Works any of 7-days per week under the supervision of the General Manager with
daily reporting to the Operations Officer and Shift Supervisor and is reviewed for compliance with established procedures while working (also subject to passenger complaints): drives a 7-26 ton (GVW) bus and works to provide safe and timely passenger transportation throughout Monongalia County. Drivers are customer service oriented, focusing on meeting needs of our passengers by providing clean, efficient, and safe transportation in a timely fashion.

1. Drives a passenger bus and maintains a timely schedule for assigned stops, any of 7-days per week.
2. Observes established transit safety and courtesy guidelines in daily operations.
3. Collects fares, accounts for fare tickets, sells and accounts for bus passes.
4. Occasionally cleans driver compartment and maintains clean appearance, does vehicle walk-through to sweep or clean passenger trash or debris, fuels, and inspects for vehicle damage and safety on a daily basis.
5. Records and reports passenger counts, fuel usage, and repair needs.
6. Explains bus routes, stops, and fares to passengers in a pleasant, courteous manner.
7. Helps passengers to safely enter and exit the bus engaging securement devices as needed.
8. Looks for and reports potholes, broken storm sewer covers, etc.
9. Promotes an image of professional, courteous service as a representative of Monongalia County Urban Mass Transit Authority.
10. Maintains active CDL License and passes related physical examinations; and
11. Performs related work and duties as needed or assigned by supervisor.

**Equipment Used**

Equipment used on a daily basis includes: 7-26 ton (GVW) bus, handheld radios and electronic farebox system.

**External Contacts with Public and Officials**

Employee encounters extensive contact with the general public (passengers) on a daily basis. Occasional contact is encountered with other Departments and employees concerning maintenance and repair needs of vehicles.

**Physical Requirements**

Employee’s daily activities include: sitting for extended time periods, and rapid use of arms and hands in operating equipment requiring fine eye-hand coordination and alertness.

**Surroundings**

Employee spends a majority of the workday inside a bus. Daily conditions encountered include: noise, dirt, odors, dust, fumes, vibration, and poor lighting at night. Other conditions vary with road conditions and seasonal changes.

**Hazardous Conditions**

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Hazardous conditions encountered on a daily basis include those hazards associated with operating heavy equipment on hills, narrow roads, in heavy traffic, and under varying weather conditions.

**Qualifications**

1. Must be available to work any day of the week, Sunday through Saturday;
2. Requires a high school diploma, or equivalent in order to perform daily activities.
3. Possession of a valid Commercial Driver’s License, Class B, with Passenger endorsement and Air brake endorsement.
4. Requires some driving experience, and the ability to operate equipment safely, efficiently, and on schedule.
5. Requires the ability to develop and maintain good working relationships with passengers.
6. Requires passing a professionally administered pre-employment D.O.T. physical examination certifying employee ability to perform work related tasks and duties in compliance with Federal, State, and local requirements and Drug Screening.
7. Requires successful completion of passenger assistance training.

**Desirable Qualifications**

1. One (1) year of experience driving a bus, and
2. Compliance with all aspects of West Virginia State Code 510 (Job Title: Bus Driver) in all respects.
3. Previous training and experience working with the public.
4. Demonstrated ability to adapt to changing job needs
5. Advanced formal education.
Organization: Monongalia County Urban Mass Transportation Authority  
Position: Mechanic  
Status: Full-time position, 6-month probation.  
Benefits: Full benefits with 8 paid holidays; 80 hours of paid vacation per year; 96 hours of sick leave per year, accrues per Personnel Rules.

Job Summary

Works any of 7-days per week under the supervision of the Maintenance Supervisor, Assistant Manager or General Manager and is reviewed for compliance with established procedures while working, and through review upon task completion: works to maintain and repair all Transit vehicles and equipment; responsibilities include gas and diesel engine maintenance and mid-level repairs (no overhauls), removal and installation of transmissions repaired out-of-house, repair of drive lines, axles and transfers, electrical systems, brake, air, and hydraulic systems, and other minor parts replacement and repair.

Job Duties and Responsibilities

1. Performs diagnostic vehicle and equipment test to determine maintenance and repair needs, requests and orders parts for needed repairs within established industry standard time frames;

2. Repairs gasoline and diesel engines, replaces transmissions, drive lines, rear axles and transfers, and other major mechanical components within established industry standard time frames;

3. Repairs and replaces electrical systems, brake, air and hydraulic systems, and repairs and replaces all other minor mechanical systems and parts within established industry standard time frames;

4. Occasionally prefabricates mechanical parts, brackets, braces, etc., using cutting torches and welders within established industry standard time frames;

5. Responds to emergency road-calls and breakdowns of Mountain Line transit vehicles;

6. Records repair and service warranty information on all transit vehicles;

7. Will assist in cleaning, care and snow removal of all transit facilities, transfer points and bus stops;

8. Performs the duties of a bus driver on an as needed basis. To include operating a 24-30-passenger bus, collecting fares, selling bus passes, etc.;

9. Promotes an image of professional, courteous service as a representative of the Mountain Line bus service;

10. Performs related work and duties as needed or assigned by supervisor;
11. Maintains active CDL License and passes related physical examinations;

12. Promotes and encourages a positive spirit and demonstrates a willingness to actively participate as a member of a larger employee team.

**Equipment Used**

This position requires the use of mechanical shop-type maintenance equipment including a compressor, gas cutting torches, electric arc welder, drill press, hydraulic jacks, hoist, forklift, and other major shop repair items. Other equipment and tools used include various and numerous types of calibration devices, wrenches, ratchets, etc. Additionally, this position requires a general operating and maintenance knowledge necessary to understand and respond to operator complaints and repair needs for all Mountain Line vehicles and equipment, i.e. buses, vans, trucks, shop equipment, etc.

**External Contacts with Public and Officials**

Employee encounters occasional contact with the public, other City and County departments and employees concerning maintenance and repair needs of vehicles and equipment, and occasional contact in dealing with other transit organizations. Employees are expected to conduct themselves accordingly.

**Physical Requirements**

Employee's daily activities include walking, standing, and performing duties requiring use of arms, hands, or fingers in handling or manipulating objects, operating equipment, tools, and instruments requiring fine eye-hand coordination; other daily activities require a good deal of repeated bending, crouching, stooping, stretching or crawling. Employee performs duties that require climbing or working from ladders and scaffolding one (1) to two (2) times per week. Daily operations require lifting objects weighing as much as fifty (50) pounds.

**Surroundings**

Employee spends an average of eight (8) to ten (10) hours a work day working indoors in a garage environment. Daily conditions encountered are: noise, dirt, odors, dust, fumes, vibration, and poor lighting. Other conditions vary with seasons.

**Hazardous Conditions**

Hazardous conditions encountered on a daily basis include mechanical hazards when using jacks, hoist and forklift; weekly hazards include elevated workplace when working on top of trucks; occasional hazards include explosives, electrical hazards, fire hazards, and contact with potentially hazardous chemicals normally stored in a vehicle maintenance facility.

**Qualifications**
1. Must be available to work any day of the week, Sunday through Saturday;
2. Requires a high school graduate or equivalent in order to perform daily activities;
3. Requires training or experience providing the ability to perform described maintenance duties related to engines, transmissions, drivelines, transfers, brakes and electrical system repair and maintenance;
4. Requires at least five (5) years of mechanical experience working on cars, trucks, and heavy equipment;
5. Requires the ability to lift objects weighing as much as one hundred (100) pounds;
6. Requires operational knowledge of various types of heavy equipment in order to understand maintenance and operational needs and make repairs as required;
7. Requires passing a professionally administered pre-employment D.O.T. physical examination and pre-employment drug screening test certifying employee ability to perform work related tasks as required, and
8. Requires a Commercial Drivers License with a passenger endorsement and Air brake endorsement.

Desirable Qualifications

1. High school education plus extensive training in motor overhaul, transmissions, drive lines, transfers, brakes and electrical systems;
2. Experience and training in mechanical repair of heavy equipment;
3. Five (5) years of experience in a garage or shop similar in operation;
4. West Virginia Motor Vehicle Inspection License, certification from diesel school, GMC, Ford, or Allison Transmission School, and any other certification applicable to mechanical work, and
5. The ability to help other mechanics when troublesome problems arise.
**Organization:** Monongalia County Urban Mass Transportation Authority  
**Position:** Receptionist  
**Status:** Full Time & Part Time  
**Benefits:** Full benefits with 8 paid holidays; 80 hours of paid vacation per year; 96 hours of sick leave per year, accrues per Personnel Rules.

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**Job Summary**

Works any of 7-days per week under the supervision of the Office Manager, Assistant Manager or General Manager and is reviewed for compliance with established procedures while working, and through review upon task completion. Position performs general office duties as assigned including: telephone and in-person reception duties; answering scheduling and routing information requests; performing cashier type duties for ticket sales; performing data entry, typing, filing, copying, collating and other general office duties; and scheduling transportation appointments and route deviation requests.

**Job Duties and Responsibilities**

1. Serves as primary receptionist while on duty and answers the telephone and extends information to customers as needed regarding routes and services available and performs additional reception duties in person by greeting and assisting customers with ticket purchases, bus information, trail information, and other general questions;

2. Schedules individual bus pickups, appointments, deviations and other special dispatching needs in accordance with company directives and policies;

3. Performs general office duties including copying, filing, typing of correspondence, preparation of mailings and other clerical duties as requested;

4. Performs general data entry duties of bus information and other information on a daily basis;

5. Communicates with Drivers via telephone and two-way radio regarding scheduling changes, rider needs and other general information;

6. Promotes an image of professional, courteous service as a representative of the Mountain Line bus service; and

7. Performs related work and duties as needed or assigned by supervisor.

**Equipment Used**

This position requires the use of office equipment including a multi-line telephone, personal computer, copy machine, and calculator. The position also requires a general operating knowledge necessary to use Microsoft Word for word processing duties and Microsoft Excel for data entry in a Windows computing environment.

**External Contacts with Public and Officials**

Employee encounters extensive contact with the public and other Mountain Line employees on a daily basis. Contact may be face to face and via the telephone and two-
way radio. Employee may have occasional contact with other transit organizations and other local organizations.

**Physical Requirements**

Employee’s daily activities include light office duties and may require lifting objects weighing less than 20 lbs.

**Surroundings**

Employee spends an average of 3 to 11 hours per day working indoors in an office environment. Daily conditions encountered may include limited noise from customer usage of waiting area and bus traffic outside the office.

**Qualifications**

1. Must be available to work any day of the week, Sunday through Saturday;
2. Requires a high school diploma or equivalent in order to perform daily activities;
3. Requires previous experience in serving as a receptionist, secretary or other position with similar experience;
4. Requires the ability to perform secretarial, clerical and receptionist duties as demonstrated by previous experience;
5. Requires experience using Microsoft Word and Microsoft Excel in a Windows computing environment;
6. Requires the ability to handle multiple tasks while maintaining accuracy and efficiency of information and duties;
7. Requires the ability to deal with the public and other employees in a courteous, professional manner;
8. Requires passing a professionally administered pre-employment drug screening and physical examination certifying ability to perform tasks as required.
Organization: Monongalia County Urban Mass Transportation Authority
Position: Bus Cleaner
Status: Full-time Position
Benefits: benefits with 8 paid holidays; 80 hours of paid vacation per year; 96 hours of sick leave per year, accrues per Personnel Rules.

Job Summary

Works any of 7-days per week under the supervision of the Operations Officer, Assistant Manager or General Manager and is reviewed for compliance with established procedures while working, and through review upon task completion: works to perform routine vehicle cleaning activities; performs engine and fluid checks, washes vehicle exteriors and cleans vehicle interiors in compliance with established standards and procedures; performs other vehicle cleaning and maintenance labor functions as assigned or needed; operates a garage floor cleaner and maintains garage area through routine cleaning as needed.

Job Duties and Responsibilities

1. Works to clean vehicles, inside and out, as may be necessary to meet regular service needs;
2. Records cleaning and fluid level check information on all transit vehicles;
3. Assists in cleaning, care and snow removal of all transit facilities, transfer points and bus stops;
4. Operates a walk behind garage floor cleaner and maintains garage area through routine cleaning as needed;
5. Performs other minor maintenance duties as needed or assigned;
6. Promotes an image of professional, courteous service as a representative of the Mountain Line bus service;
7. Performs related work and duties as needed or assigned by supervisor;

Equipment Used

This position requires the use of mechanical shop-type maintenance equipment including a bus washer and related hand tools as well as operation of a walk behind floor cleaner.

External Contacts with Public and Officials

Employee encounters occasional contact with the public, other City and County departments and employees concerning vehicle locations and cleaning routines and procedures.

Physical Requirements
Employee’s daily activities include walking, standing, and performing duties requiring use of arms, hands, or fingers in handling or manipulating objects, operating equipment, tools, and instruments requiring fine eye-hand coordination; other daily activities require a good deal of repeated bending, crouching, stooping, or stretching. Daily operations require lifting objects weighing as much as fifty (50) pounds.

**Surroundings**

Employee spends an average of eight (8) hours working in an indoors garage environment. Daily conditions encountered are: noise, dirt, odors, dust, fumes, vibration, and poor lighting. Other conditions vary with seasons.

**Hazardous Conditions**

Hazardous conditions encountered on a daily basis include mechanical hazards encountered in a garage setting and working around jacks, hoists, forklift; occasional hazards involve a work environment which contains potentially explosive materials, electrical hazards, fire hazards, and contact with potentially hazardous chemicals.

**Qualifications**

1. Must be available to work any day of the week, Sunday through Saturday;
2. Requires a high school graduate or equivalent in order to perform daily activities;
3. Requires the ability to lift objects weighing as much as fifty (50) pounds;
4. Requires operational knowledge of various types of heavy equipment in order to perform adequately engine fluid-level-checks and to fill fluids as needed.
5. Requires passing a professionally administered pre-employment drug screening and physical examination certifying employee ability to perform work related tasks as required.

**Desirable Qualifications**

1. High school education plus training in minor mechanical repairs;
2. Experience and training in mechanical repair of heavy equipment;
3. Five (5) years of experience in a garage or shop similar in operation;
4. West Virginia Motor Vehicle Inspection License, certification from diesel school, GMC, Ford, or Allison Transmission School, and any other certification applicable to mechanical work;
5. The ability to assist mechanics when troublesome problems arise.
6. Possession of a CDL with a passenger endorsement.
Organization: Monongalia County Urban Mass Transportation Authority
Position: Building and Grounds Maintenance Laborer
Status: Full-time position, 6-month probation, 40 hours per week
Benefits: Full benefits with 8 paid holidays; 80 hours of paid vacation per year; 96 hours of sick leave per year; accrues per Personnel Rules.

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**Job Summary**

Works any of 7-days per week under the supervision of the Operations Officer, Assistant Manager and General Manager and is reviewed for compliance with established procedures while working, and through review upon task completion. Principal duties include: routine cleaning and maintenance of two facilities, including cleaning of floors, walls counters and surfaces, dusting, sanitizing and cleaning bathrooms and other general cleaning duties as may be needed; works to perform routine building maintenance such as minor construction work, drywall work, painting, repair of doors, windows and other related hardware; performs routine annual maintenance such as heating and cooling filter changes, outdoor plumbing preparation for seasonal changes and other related duties as needed; performs outdoor maintenance of grounds such as grass mowing, shrubbery pruning and watering, fence maintenance, undergrowth removal, and mitigation of insects and pests as may be needed; performs ancillary facility installation and maintenance of Authority equipment such as bus stop shelters, signs and other such devices as may be needed or required.

**Job Duties and Responsibilities**

1. Routine cleaning and maintenance of two facilities, including cleaning of floors, walls counters and surfaces, dusting, sanitizing and cleaning bathrooms and other general cleaning duties as may be needed;
2. Works to perform routine building maintenance such as minor construction work, drywall work, painting, repair of doors, windows, restroom equipment and other related hardware;
3. Performs routine annual maintenance such as heating and cooling filter changes, outdoor plumbing preparation for seasonal changes and other related duties as needed;
4. Performs outdoor maintenance of grounds such as grass mowing, shrubbery pruning and watering, fence maintenance, undergrowth removal, and mitigation of insects and pests as may be needed;
5. Performs snow removal duties at all transit facilities, transfer points and bus stops as needed;
6. Performs ancillary facility installation and maintenance of Authority equipment such as bus stop shelters, signs and other such devices as may be needed or required;
7. Maintains facility security while working;
8. Promotes an image of professional, courteous service as a representative of the Mountain Line Transit Authority; and
9. Performs related work and duties as needed or assigned by supervisor;
Equipment Used

This position requires the use of both indoor and outdoor maintenance equipment including small, vehicle mounted snow plows, salt and cinder spreaders, a compressor, fork-lift, mowing tractor with attachments, riding floor cleaner, and variety of small hand tools and cleaning tools and devices.

External Contacts with Public and Officials

Employee encounters occasional contact with the public, other City and County departments and employees concerning maintenance and repair needs of facilities and equipment, and occasional contact in dealing with other transit organizations. Employee is expected to conduct themselves in a professional manner at all times.

Physical Requirements

Employee’s daily activities include walking, standing, and performing duties requiring use of arms, hands, or fingers in handling or manipulating objects, operating equipment, tools, and instruments requiring fine eye-hand coordination; other daily activities require a good deal of repeated bending, crouching, stooping, stretching or crawling. Employee performs duties that require climbing or working from ladders and scaffolding one (1) to two (2) times per week. Daily operations require lifting objects weighing as much as fifty (50) pounds, with occasional assisted lifting of more than one-hundred (100) pounds.

Surroundings

Employee spends an average of six (6) to eight (8) hours a work day working both indoors and outdoors in extreme weather conditions. Daily conditions encountered are noise, dirt, odors, dust, fumes, vibration, slippery surfaces and poor lighting. Other conditions vary with seasons.

Hazardous Conditions

Hazardous conditions encountered on a daily basis include mechanical hazards when using equipment; weekly hazards include elevated workplaces; occasional hazards include working in an environment which contains items with explosive potential, electrical hazards, fire hazards, and contact with potentially hazardous chemicals.

Qualifications

1. Must be available to work any day of the week, Sunday through Saturday;
2. Requires a high school graduate or equivalent in order to perform daily activities;
3. Requires training and/or experience in the safe storage, handling and use of cleaners, solvents and cleaning techniques;
4. Requires operational knowledge and experience using light maintenance equipment;
5. Requires some experience performance routine facility maintenance duties including safety procedures and cautions while working;
6. Requires experience performing outdoor grounds maintenance activities;
7. Requires the ability to lift objects weighing as much as one-hundred (100) pounds with assistance;
8. Requires a demonstrated work record including good attendance and attention to detail;
9. Requires passing a professionally administered pre-employment physical examination certifying employee ability to perform work related tasks as required;
10. Requires a valid Driver’s License; and

Desirable Qualifications

1. High school education plus extensive training in custodial, grounds and maintenance activities;
2. Experience and training in construction trades; and
3. Five (5) years of experience performing in a similar position
Organization: Monongalia County Urban Mass Transportation Authority
Position: Ticket/Data Entry Clerk
Status: Full Time
Benefits: Full benefits with 8 paid holidays; 80 hours of paid vacation per year; 96 hours of sick leave per year, accrues per Personnel Rules.

Job Summary

Works any of 7-days per week under the direct supervision of the Finance Officer, Assistant Manager or General Manager and is reviewed for compliance with established procedures while working, and through review upon task completion. Position performs general office duties as assigned including: telephone and in-person ticket reservation and reception duties; answering scheduling and routing information requests; performing cashier type duties for ticket sales; performs data entry, typing, filing, copying, collating and other general office duties; performs preparations for trip related passenger condiment and comfort packages; verifies and coordinates reservations, seat assignments, and bus boardings; and performs a variety of on-line reservation duties including correspondence, route planning assistance and purchase assistance.

Job Duties and Responsibilities

1. Serves as primary ticket sales agent and receptionist for the Grey Line and similar bus services while on duty and answers the telephone and extends information to customers as needed regarding routes and services available and performs additional reception duties in person by greeting and assisting customers with token purchases, bus information, and other general questions;
2. Schedules reservation appointments in accordance with company directives and policies;
3. Corresponds electronically or by other means as necessary to distribute service information;
4. Performs general office duties including copying, filing, typing of correspondence and emails, preparation of mailings and other clerical duties as requested;
5. Performs general data entry of various information on a daily basis;
6. Performs general coordination duties and verifies with Drivers via telephone and during passenger boardings regarding scheduling, seat assignments, reservation confirmations, changes, rider needs, passenger condiment and comfort packages, and other general information related to customer services;
7. Promotes an image of professional, courteous service as a representative of the Mountain Line bus service; and
8. Performs related work and duties as needed or assigned by supervisor.

Equipment Used

This position requires the use of office equipment including a multi-line telephone, personal computer, copy machine, and calculator. The position also requires a general
operating knowledge necessary to use Microsoft Word for word processing duties and Microsoft Excel for data entry in a Windows computing environment, use of the internet and email services.

**External Contacts with Public and Officials**

Employee encounters extensive contact with the public and other Mountain Line employees on a daily basis. Contact may be face to face and via the telephone and two-way radio. Employee may have occasional contact with other transit organizations and other local organizations.

**Physical Requirements**

Employee’s daily activities include light office duties and may require lifting objects weighing less than 20 lbs.

**Surroundings**

Employee spends an average of 9 to 10 hours per day working indoors in an office environment. Daily conditions encountered may include limited noise from customer usage of waiting area and bus traffic outside the office; exposure to the elements while traveling outside the terminal to confirm passenger boarding and seating assignments.

**Qualifications**

1. Must be available to work any day of the week, Sunday through Saturday;
2. Requires a high school diploma or equivalent in order to perform daily activities;
3. Requires previous experience in serving as a receptionist, secretary or other position with similar experience;
4. Requires the ability to perform secretarial, clerical and receptionist duties as demonstrated by previous experience;
5. Requires experience using Microsoft Word and Microsoft Excel in a Windows computing environment;
6. Requires experience and ability to use the internet and email services to perform a variety of research and correspondence activities;
7. Requires the ability to handle multiple tasks while maintaining accuracy and efficiency of information and duties; and
8. Requires the ability to deal with the public and other employees in a courteous, professional manner.

**Organization:** Monongalia County Urban Mass Transportation Authority  
**Position:** Finance Clerk  
**Status:** Full-time position, 6-month probation.  
**Benefits:** Full benefits with 8 paid holidays; 80 hours of paid vacation per year; 96 hours of sick leave per year; accrues per Personnel Rules.

**Job Summary**
Works any of 7-days per week under the direct supervision of the Finance Officer, Assistant Manager or General Manager and is reviewed for compliance with established procedures while working and through review after task completion. Regular duties include assisting with a multitude of finance, accounting, budgeting and inventory related activities necessary for the operation of the Authority in compliance with Federal, State and local laws, regulations and funding requirements.

Primary areas of responsibility include assisting the Finance Officer in preparation and maintenance of information and files relative to: accounts payable, payroll posting, inventory management, pricing, Single Audit preparation, RFP preparation, NTD data collection and FTA Grant Application preparation.

**Job Duties and Responsibilities**

1. Assists Finance Officer with purchasing and payables activities;
2. Helps prepare RFP’s for Health and medical insurance, employee uniform contracts, audits, tires, etc.;
3. Assist the Finance Officer in reporting the National Transit Database financial activities and requirements;
4. Performing general accounting, budgeting and record keeping functions for a variety of procedures and operations and preparing correspondence, reports, and a variety of other compositions as may be requested or directed by the Finance Officer;
5. Assisting in a variety of other accounting and financial related activities of the Authority as needed.
6. Promoting an image of professional, courteous service as a representative of the Monongalia County Urban Mass Transportation Authority; and
7. Performing related work and duties as needed or assigned by the Finance Officer.

**Equipment Used**

Office equipment used on a regular basis includes a personal computer, telephone, copier, paging system, and calculator.

**External Contacts with Public and Officials**

Employee encounters extensive contact with other Staff departments, outside organizations, sales representatives, and the general public on a daily basis.

**Physical Requirements**

Employee spends most of the working day in a normal office setting with occasional trips outside of the office environment.

**Qualifications**

1. Requires a high school diploma or equivalent education and experience in order to perform daily activities;
2. Requires previous experience serving in a self-directed and responsible clerical
position or similar experience;
3. Requires good grammatical and writing skills;
4. Requires the ability to perform complex report writing and accounting duties as demonstrated by education skills and previous experience;
5. Requires experience using a variety of software applications in an office environment, and
6. Requires the demonstrated ability to respond to the public customers and patrons, both in person and on the telephone.

**Desirable Qualifications**

1. College degree in accounting, finance, or equivalent education and experience in order to perform daily activities;
2. Three (3) or more years of experience working in a similar position;
3. Previous experience working in the public transit industry;
4. Previous experience in the public sector;
5. Advanced writing skills;
6. Knowledge and experience using Quick Books and working in a PC network environment;
7. Extensive experience using a variety of software applications in an office environment.
5. EXHIBIT 5: Availability Analysis based on 2014 Census Data for WV
Officials and Managers
- Female 41.7%
- Black 2.4%
- Asian .6%
- Hispanic .6%

Technicians
- Female 56.4%
- Black 2.1%
- Asian .2%
- Hispanic .3%

Administrative Support (Clerks)
- Female 76.8%
- Black 3%
- Asian .2%
- Hispanic .4%

Operatives (Drivers)
- Female 15.3%
- Black 1.6%
- Asian 0%
- Hispanic .4%

Laborers (Maintenance)
- Female 12%
- Black 2.7%
- Asian .1%
- Hispanic 2.2%