

DELAWARE COUNTY TRANSIT

Executive Director



The Position

The Executive Director oversees the administration of Delaware County Transit (DCT). This position requires directing highly complex activities with a broad scope. The Executive Director has considerable authority to make and implement decisions; these decisions have a direct and significant impact on a major segment of the economy and the public transit services and funding in Delaware County. The Executive Director is responsible for managing DCT's budget, operations, and strategic plan. Budgetary responsibilities include annual budget preparation, resource management, and recommending Board approval of contracts with other organizations. The Executive Director must also seek funds from diverse sources, including funds from local, state, and federal grants, in order to ensure both the short-term and long-term effective functioning of the transit system.

The Executive Director reports to the Delaware County Transit Board (DCTB). The Executive Director keeps the DCTB up to date on the activities and performance of the transit system, including demographics of ridership, current and future programs, and the quantity of ridership. The Executive Director will actively participate in the creation, implementation, and evolution of the DCT's strategic plan through identifying objectives and trends and managing proposals. In pursuit of the strategic plan, the Executive Director will analyze, plan, and implement rules, policies, and programs based upon State and Federal regulations and mandates.

The Executive Director has six direct reports: Operations Director; Mobility Manager and Grants Administration; Controller & HR Coordinator; Community Relations & Marketing; Facilities, Assets, and Technology Manager; and Training, Safety, and Security Manager. The Executive Director is responsible for managing projects and estimating project timelines, monitoring performance, interviewing staff, resolving grievances, and ensuring staff work is in line with program policies and procedures, as well as training, developing, and periodically evaluating staff.

The Executive Director develops cooperative relationships within the workplace, the community, and the region. These strategic relationships include businesses, other political subdivisions, other transit organizations (such as ODOT, COTA, and FTA), and other relevant organizations that can assist in furthering the mission of the DCT, coordinating services, and increasing ridership and revenue. The Executive Director also communicates with the public, keeping the public informed about the transit system and programs, as well as addressing community concerns and inquiries about the transit system and programs.

Other duties include but are not limited to assisting with special projects as needed, keeping up to date with the latest developments in public transit through membership in relevant professional organizations and participation in workshops and training sessions, and any additional duties determined by the Board. The Executive Director will be expected to work outside of regular business hours as needed.





Priorities

The Board identified desired future state in a 2029 Plan which includes the following multi-year goals for DCT:

- DCT passenger trips per year will increase from the current 60,000 to 500,000. DCT operating cost per trip will decline between 50% and 70% from \$35 per trip.
- Ridership for seniors, persons with disabilities, transit-dependent low-income individuals, and other people with mobility challenges will increase hundreds of percent from an estimated 48,000 to over 160,000 trips per year.
- DCT will implement products that serve the needs of most residents, businesses, and service providers. By focusing product and route development on residents in need and people commuting for work to/from/and within Delaware County, service concurrently will provide for most other customer segments.
- DCT will upgrade systems and customer support to provide easy access to transit and with low cost for DCT administration and operations.
- Customers will view DCT as an almost transparent service, not as a time-consuming task to access service.
- DCT and other service providers in Delaware County will become an effective and efficient well-coordinated team providing transit services.
- Regional service is to be provided to and from Franklin, Licking, Union, Marion, and Knox Counties relying on shared service alliances and/or transfers between transit systems. Alliances allow direct service, for example, between one or two major population centers in Delaware County and major employment and workforce centers in Columbus.

The Successful Candidate

The successful candidate will be a visionary, innovative thinker who will provide leadership to the organization and ensure safe and effective daily operations while also thinking strategically about the long-term direction of DCT and how to meet the future needs of the County. The ideal candidate has experience working within a transit system as well as identifying and successfully pursuing diverse funding sources. The next Executive Director will utilize data effectively, define and solve problems, and be technologically and politically savvy. The successful candidate will bring new ideas and approaches and also engage staff in this process to identify areas that will help DCT be successful in the future. The Executive Director will develop relationships with strategic partners, including other transportation agencies, grantors, employers, and customers, in order to expand ridership, revenue, and services as well as to reduce automobile use in the region.

The Executive Director will learn about the County, the transit system, and the needs of the community within the first year. The successful candidate will be a strategic and tactical thinker and will also be skilled at implementation and project management. The next Executive Director will develop a long-term financial plan to support the DCT's long-term plans, as well as implementing and expanding upon the Board's strategic plan, vision, and priorities, with a focus on identifying new revenue opportunities, increasing ridership, and enhancing the image of DCT.

A visionary leader who leads by example, the ideal candidate is focused on continuous improvement and is not afraid to challenge the status quo. The ideal candidate is adaptable and has experience leading a strong staff team, engaging with employees, and providing staff development to strengthen the organization and ensure staff continue to grow professionally and as leaders. The Executive Director will foster a cohesive, healthy, team environment for staff at all levels, recognizing their impact on DCT's current and future customers.

Qualifications

Minimum requirements for this position are a bachelor's degree in public administration, finance, business, engineering, or related field, and seven to ten years of professional experience in a public or private transit agency or similar public or private organization.

Preferred requirements include supervision/management in a public transit organization with experience overseeing state and federal grants. Demonstrated experience in long-term financial planning, budget development, and oversight, operations, engaging with staff at all levels, and developing a management team is also strongly preferred. The ability to work effectively with city, county, and community partners, as well as experience in implementing strategic priorities and leveraging technology to meet customer needs, is also preferred.



Inside Delaware County Transit

Delaware County Transit is a public entity under the authority of the Delaware County Board appointed by Delaware County Commissioners. The Board sets the policy direction and hires the Executive Director. Funding is currently provided by the Federal Transit Administration, Ohio Department of Transportation, local agencies, and passenger fares. Board members serve three-year terms. To advance the transit system's support in the community, the Board provides direction through developing policies for the system's operations. DCT is currently staffed by 44 employees, half of whom are part-time. The approved 2021 operating budget is \$3,076,400.

Mission: Making lives better by connecting people to their community through safe and reliable transportation.

Vision: A valuable resource supporting the community by providing a ride for anyone.

Values:

- Accessibility
- Communication
- Customer Service
- Efficiency
- Flexible Leadership
- Responsible Stewardship
- Safety

Delaware County Transit Future State Vision: DCT will be the mobility leader in Delaware County and a mobility partner to the surrounding region. It will provide useful, effective, and efficient transit for Delaware County riders and become customer-centric in its product design.

The Community

With an outstanding offering of experiences in recreation and sports, it's no wonder Delaware County has been named the "Healthiest County in Ohio" by the Robert Wood Johnson Foundation for seven years running. Most recently, U.S. News & World Report ranked Delaware County the No. 17th healthiest county in the U.S. and Money Magazine named Delaware County one of the Best Places to Live in 2017 (No. 71) and 2020 (No. 32). Delaware County is also frequently listed as a placeholder on the list of highest-income counties in the United States.

Delaware County is centrally located in Ohio and a part of the Columbus, Ohio, metropolitan area. The County is named after the Delaware Indian Tribe. Measuring 457 square miles, 14 square miles of which is water, the County's major rivers are the Scioto River, Olentangy River, Alum Creek, and the Big Walnut Creek, featuring 141 miles of shoreline. Residents and Tourists alike enjoy golf, kayaking, and canoeing on the Olentangy River, hiking in one of the state or local parks, cycling, and visiting the nationally-ranked Columbus Zoo and Aquarium.

Big-time attractions and small-town charm are what Delaware County is all about. Shopping enthusiasts are right at home in Delaware County with unique vintage shops and popular choices like IKEA, Polaris Fashion Place, and Tanger Outlets. Foodies enjoy many local dining options, emphasizing fresh foods from the many farmer's markets available in warmer months. Visiting the Olentangy Indian Caverns, the Perkins Observatory, and one of the many celebratory festivals is popular amongst those wanting a cultural or historical experience.

The community is well-educated, with 54% of adult residents holding a bachelor's degree. Delaware County is home to highly ranked school systems, including five public school districts, four private/parochial schools, and three higher education institutions.





Quick Facts

- **Population:** 214,124
- **Median Household Income:** \$106,908
- **Median Home Value:** \$308,800
- **Median Age:** 38.8

All demographic information was sourced from the U.S. Census Bureau.



Compensation

The expected hiring range is \$110,000 – \$140,000, depending on qualifications, with an excellent benefits package. DCT participates in the Ohio Public Employees Retirement System (OPERS) with an organizational contribution of 14%.

Residency within the County is not required.



How to Apply

Applications will be accepted electronically by Raftelis. Applications will be accepted electronically at raftelis.recruiterbox.com. Applicants complete a brief online form and are prompted to provide a cover letter and resume. Open until filled with the first review of applications on November 19, 2021. Applications may be subject to open records requests per Ohio law.



Questions

Please direct questions to Catherine Tuck Parrish at apply@raftelis.com or 513-221-0500.