

GREATER ATTLEBORO TAUNTON REGIONAL TRANSIT AUTHORITY



GATRA Administrator

Position Statement

Summary

The Greater Attleboro Taunton Regional Transit Authority (Massachusetts) is seeking an experienced, dynamic, and professional individual to fill the position of GATRA Administrator. Under the general direction of the GATRA Advisory Board, the Administrator plans and directs all aspects of the Authority's policies, objectives and initiatives in support of the Authority's mission. The position provides principal administrative leadership and support for the management of the Authority and oversees and supports all activities of the Authority including transit operations, contract administration, grant preparation and administration, marketing and service development, financial management, community relations, and policy development. The Administrator assures Authority compliance with all local, state and federal laws, rules and regulations.

Background

The Greater Attleboro Taunton Regional Transit Authority (GATRA) was created pursuant to the provisions of Chapter 161B of the Massachusetts General Laws of the Acts of 1973 as a corporate and political subdivision of the Commonwealth of Massachusetts. According to the statute, regional transit authorities cannot operate service directly, but instead must contract with private operators for the provision of service.

GATRA began operations in 1976 and includes 29 diverse communities stretching from southern Norfolk County and northern Bristol County, all the way to Plymouth County and the South Shore. The Authority is given general responsibility to develop, finance, and contract for the operation of mass transportation facilities and services within its territory. The territorial area of the Authority consists of the cities of Attleboro and Taunton, and the towns of Bellingham, Berkley, Carver, Dighton, Duxbury, Foxborough, Franklin, Hanover, Kingston, Lakeville, Mansfield, Marshfield, Medway, Middleborough, Norfolk, North Attleborough, Norton, Pembroke, Plainville, Plymouth, Plympton, Raynham, Rehoboth, Scituate, Seekonk, Wareham, and Wrentham.

GATRA has had a long-standing tradition of providing quality transportation services geared to improve the quality of life and assist customers in becoming more transportation independent. All GATRA vehicles are wheelchair accessible and comply with the Americans with Disabilities Act.

Organization

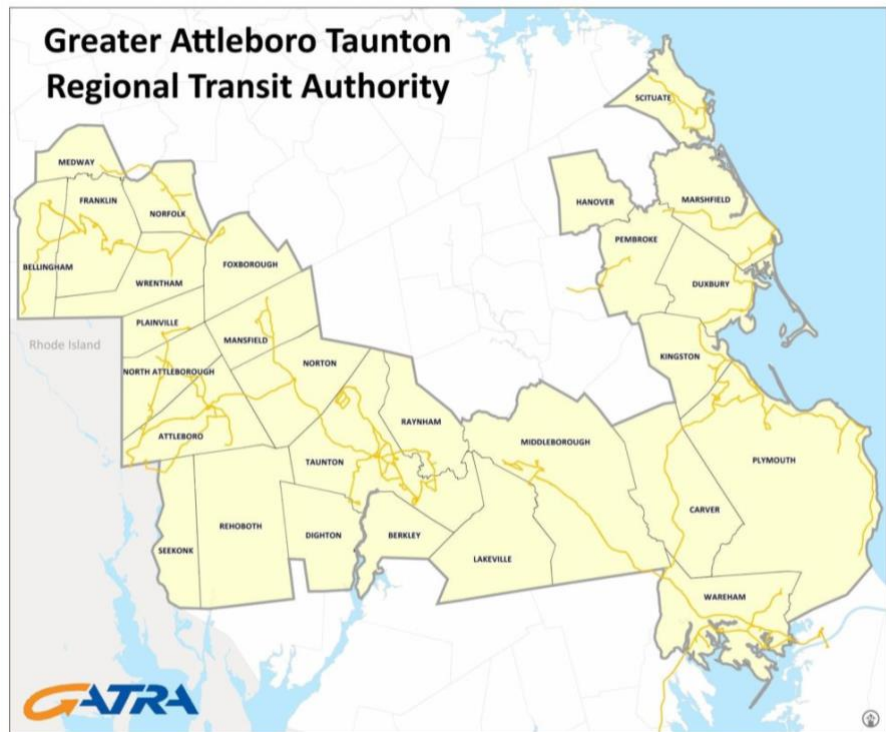
The day-to-day affairs of the Authority are managed by an Administrator who is appointed by the Advisory Board. The [GATRA Advisory Board](#) consists of the Mayors of the Cities of Attleboro and Taunton and the Chairman, or their designees, of the Boards of Selectmen of member towns.

In addition, the [GATRA Consumer Advisory Committee \(GCAC\)](#), instituted in 1991, is made up of individuals who provide an open forum for general consumer and ADA related issues concerning GATRA's fixed-route and paratransit service. The GCAC has a mailing list of people and organizations, with regular attendance from Councils on Aging, human service agencies, and consumers of GATRA's fixed-route and demand response services.

GATRA oversees operations of demand response services in all of its 29 communities and fixed-route bus services in the communities of Attleboro, Bellingham, Duxbury, Kingston, Marshfield, Middleborough, North Attleboro, Norton, Pembroke, Plainville, Plymouth, Raynham, Scituate, Taunton, and Wareham. In addition to its various fixed route and paratransit services, GATRA plays a vital role in the provision of commuter rail service to Boston by providing shuttle services to MBTA stations in the Towns of Bellingham, Medway, Middleborough, and Scituate.

Although responsible for establishing routes and setting fares, GATRA is not involved in the direct operation of public mass transportation services. Rather, it relies on contracts negotiated with private sector transportation providers and agreements with local communities. GATRA contracts with PTM of Attleboro, Inc., Bill's Taxi Service, and Kiessling Transit Services, privately owned corporations, and has agreements with the following local communities to operate transit services: Bellingham, Carver, Duxbury, Hanover, Kingston, Lakeville, Marshfield, Medway, Middleboro, Pembroke, Plainville, Scituate, and Wrentham. The Authority owns the buses and vans for these services and has one Administration facility with a bus terminal and one Operations/Maintenance facility both located in Taunton, as well as an Intermodal Center and bus waiting facility in Attleboro. The Authority also provides Brokerage Services for MassHealth, the Department of Developmental Disabilities, and the Department of Public Health.

GATRA is one of two regional transit authorities which contract with the Executive Office of Health and Human Services to broker human services transportation in Massachusetts. GATRA's area of responsibility includes Southeastern Mass, the Cape, and the Islands. GATRA uses over fifty transportation companies to provide the daily services for a number of State human services agencies. This contract is approximately \$33 million of the GATRA's total operating budget of \$51.5 million.



GATRA is responsible of the daily operation of the Attleboro Commuter Rail station facility. In addition to the GATRA intermodal center, GATRA operates and maintains the 1,200 car parking facility as well as the historic train station building.

Give us a Wave! – GATRA operates on a “Flag Stop” policy. A rider may board the bus anywhere along the route where it is safe to do so. When a bus is approaching, a rider simply has to WAVE and the bus will pull over at a safe location to pick the rider up.

Dial-A-Ride – Available in all 29 communities, Dial-A-Ride is a curb-to-curb transportation service available to eligible passengers in each of GATRA’s towns. Eligible residents are seniors (60 and over) or persons with a disability who cannot access public transportation.

GATRA GO Connect – GATRA Go Connect is an on-demand, same day, affordable, and accessible public transit service serving the communities of Foxborough, Mansfield, and Norton.

GATRA GO United services Franklin, Foxborough, Norfolk and Wrentham. GATRA GO Coastal serves South Plymouth connecting to the fixed route service in North Plymouth. GATRA GO Explore serves the town of Pembroke and Hanson Commuter Rail and some destination in Hanover. Riders can be picked up/dropped off anywhere within their communities.

ADA Paratransit – The Americans with Disabilities Act of 1990 mandated that people with disabilities have equal access to public transportation as well as places of ‘public accommodation’. Operating in compliance with the FTA’s ADA regulations, GATRA’s ADA Paratransit Service provides origin to destination transportation to ADA eligible individuals who are unable to use the fixed-route bus service due to a disability. This service operates the same days and times as the fixed-route bus service and travels within $\frac{3}{4}$ of a mile of the route. It is a shared ride and multiple users could be grouped together allowing GATRA to provide efficient trips that will meet all ADA requests.

GATRA uses [Performance Measure Reports](#) to evaluate and improve service. GATRA’s fixed-route service and Dial-A-Ride service area have been divided into groups for comparison purposes. Fixed-route services are broken down by type of service while the Dial-A-Ride service area has been broken down into regional groups. Both fixed-route and Dial-A-Ride services are measured using Passengers Per Revenue Mile (PPRM), Passengers Per Revenue Hour (PPRH), Revenue Miles Between Preventable Accidents, and Miles Between Road Calls.

A complete understanding of GATRA’s finances (financial statements, audit reports, and payroll information) is available through their online [Open Government](#) page. [Annual Reports](#) for a number of years as well as can be found on the GATRA website. (Note: an annual report was not produced for 2020 and 2021.)



Accomplishments

The major accomplishments of GATRA for the past two years include:

2020

- Extended the GATRA Go Connect service in Mansfield to include later nights and weekend service.
- Replaced the Franklin fixed-route service and the Tri-Town Connect service (both suspended during COVID) with a four town Microtransit service GATRA Go United using Spare Software, servicing the towns of Franklin, Foxborough, Norfolk and Wrentham.

2021

- Replaced the Boston Hospital bus (suspended during COVID) with GATRA Go Explore, a Microtransit service in Pembroke, servicing the Commuter Rail in Hanson and targeting some destinations in Hanover for employment and basic everyday services.
- Added GATRA Go Coastal Southern Plymouth Microtransit, bringing service to the southern part of Plymouth five days a week.
- Extended GATRA Go Connect to include the town of Norton; partnering with Wheaton College, allowed the service to include all residents.
- Introduced six new electric buses to be used in Taunton. GATRA was able to partner with the Taunton Municipal Light Plant for marketing funds.
- The Town of Plympton joined GATRA bringing the total number of members to 29.
- Partnered with the Metropolitan Area Planning Council (MAPC) and received money to help people get to vaccination sites, employment, medical appointments as well as giving them access to essential services during the COVID pandemic (i.e., grocery stores).

Upcoming Projects/Challenges

Anticipated upcoming projects/challenges to be undertaken by new Administrator include:

- Expanding electric bus fleet.
- Implementation of new technologies including moving fleet towards electric power fare boxes and upgrading the automatic vehicle location (AVL) system on buses.
- Building a new maintenance garage in either Plymouth or Kingston.
- Working with the MBTA to build a new parking garage at the commuter rail lot in Attleboro.
- Ensuring continued customer and employee safety through established protocols as well as to increase ridership to pre-pandemic levels and beyond.



The Role of the Administrator

The Administrator of the Greater Attleboro Taunton Regional Transit Authority is responsible for providing effective oversight of all Authority operations. This includes operational planning, strategic planning, staff direction and oversight, budgeting and financial management, as well as external relations with public entities, the media, and the public. Duties include, but are not limited to:

- Plan and direct all aspects of the Authority's policies, objectives, and initiatives in support of the Authority's mission.
- Provide principal administrative leadership and support for the management of the Authority, and oversee and support all activities of the Authority including transit operations, contract administration, grant preparation and administration, marketing and service development, financial management, community relations, and policy development.
- Ensure that the Authority is in compliance with all local, state and federal laws, rules and regulations.
- Establish and direct the overall mission of the Authority. Develop and implement long- and short-term plans for the management of operations and resources.
- Monitor contracts to achieve goals within the available financial resources. Evaluate internal controls and audit reports. Develop and direct an effective claims control program. Monitor levels of insurance to ensure that coverage of risk is appropriate to the needs of the Authority. Direct risk management and cost controls. Develop, obtain approval for, and administer annual budgets ensuring that sufficient funds will be available to sustain an effective and efficient operation.
- Oversee the application for state and/or federal grants for capital and operating projects. Oversee grant programs, ensuring efficient and effective grant administration and adherence to all pertinent rules and regulations for grant programs.
- Monitor the upkeep, protection and maintenance of all property, facilities, buildings and equipment purchased by the Authority. Assure that the maintenance and replacement of such property complies with all rules and regulations and appropriately disposes of all excess equipment.



- Oversee recruitment and selection processes to ensure compliance with applicable laws and plans established by the Authority. Organize staff to optimize talent. Direct and develop effective personnel management systems that assess, reward, and motivate staff. Supervise and take responsibility for departments and staff. Communicate policies, plans, and procedures to staff.
- Develop and oversee procurement policies and operational contracts. Oversee the communication of policies, plans, and procedures to contractors. Develop, direct and monitor systems performance standards for operations. Evaluate effectiveness of services. Approve and monitor performance standards for safety and training. Respond to oversight investigations and other state and federal agency reviews.
- Identify and direct marketing strategies. Promote service and inform communities of the benefits of public transit. Develop and direct an effective public communications system. Develop and maintain communications with all member communities through Advisory Board members, local officials, the Regional Planning Agency, business organizations and other local organizations. Communicate policies, plans, and procedures to the general public. Provide a positive public image for public transit and the Authority. Oversee the response to customer complaints.
- Assure GATRA's awareness of current and upcoming local, state, and federal legislation that affect public transit. Establish and maintain municipal, county, state, and federal governmental relations to advance the cause of public transit for the benefit of GATRA member communities. Identify support programs available to GATRA. Advise local officials of changing public transit needs and resources. Lobby on behalf of the Authority to state and federal legislative officials for resources to carry out the mission of the Authority.
- Perform other related duties as assigned or requested by the GATRA Advisory Board to ensure the ongoing success of the Authority.

Work is reviewed through reports and conferences with the GATRA Advisory Board. The position of Administrator serves at the discretion of the Advisory Board.

Supervisory Scope

- Chief Financial Officer
- Capital Program Manager
- Director of Administration and Compliance
- Director of Customer Relations/ADA Coordinator
- Director of Information Technology
- Director of Programs and Planning
- Indirect supervision of all GATRA employees



The Ideal Candidate

GATRA seeks to hire an Administrator with strong managerial experience and organizational skills. Candidates should be competent in all areas of management and operations, particularly the areas of financial management, planning, contract and grant administration, and inter-governmental relations.

Education and Experience

- A Bachelor's Degree in business or public administration, planning, management, or closely related field or the equivalent in Regional Transit Authority management experience. A Master's Degree in the listed disciplines is preferred.
- A minimum of five (5) years of experience in the transit industry with demonstrated history of increasing responsibility.

Required Qualifications

- Must be well versed in business processes, contract and grant administration and information systems.
- Very strong organizational skills.
- Very strong facilitation, business writing, verbal and written communication skills.
- Ability to provide clear direction to all levels of staff.
- Ability to communicate effectively: both verbally and in writing. Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures and governmental regulations. Ability to write reports, business correspondence and technical reports (i.e., RFP's, IFB's, etc.). Ability to clearly communicate information, and respond to questions from government agencies, political and community groups, customers and the general public and staff.
- Ability to analyze organizational issues and translate complex concepts into action plans.
- Ability to effectively prioritize and multitask.
- Strong problem solving, leadership, interpersonal and listening skills.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.
- Capable of handling the physical demands as required and working in environmental exposures.
- Ability to travel independently.
- Strong accounting and budgeting knowledge.
- Computer skills in PC applications.

Desirable Qualities

- Desires to work as a team; sharing knowledge and resources of those under Administrator's supervision.
- Motivates and inspires GATRA employees.
- Encourages and provides avenues to obtain further training in an effort to advance staff's career.
- Encourages all personnel to bring new ideas or approaches to the table.
- Values diversity and inclusion in the workplace.
- Values and models transparency, honesty and integrity.
- Forward thinking and plans for the future by setting goals/objectives.
- Believes in the importance of image, branding, and community relations.
- Leads by example and easily adapts to situations that arise without notice.

Compensation

Starting annual salary of \$120,000-\$145,000, commensurate with qualifications, education, and experience. A competitive and attractive benefits package, including [Mayflower Municipal Health Group](#) health coverage and [City of Taunton's Retirement System](#), is part of the compensation package.



To Apply

Interested applicants should provide cover letter and résumé, in confidence, via email to:

Apply@communityparadigm.com

Subject: GATRA Administrator

Submit a **single PDF** containing both cover letter and résumé.

Position is Open Until Filled with a first round of résumé reviews on March 28, 2022. Résumés will be reviewed according to outlined experience, education, and qualifications. Applicants chosen to interview for the position will be contacted by Community Paradigm Associates. Finalists will be asked to submit references and for approval of background reviews before names are advanced to the GATRA Advisory Board.

Questions regarding the position should be directed to Ray Santilli, Senior Associate, Community Paradigm Associates at RSantilli@communityparadigm.com or 781-775-7442.

The Greater Attleboro Taunton Regional Transit Authority is an Equal Opportunity/ Affirmative Action Employer and complies with ADA requirements.

