5 Manage the Kayak Public Transit System

5.1 Manage day-to-day operations in a courteous, friendly and helpful manner to customers and the general public.

5.1.1 Kayak Administration

5.1.1.1 Senior Staff (Program Manager, Operations Supervisor)

5.1.1.1.1 Seek and secure permanent funding for Operations Supervisor.
5.1.1.1.2 Increase and develop staff professionalism and management experience.
5.1.1.1.3 Manage budgets, and seek additional funding and grant opportunities for preservation, new and expansion services.
5.1.1.1.4 Develop succession planning options
5.1.1.1.5 Continue developing operation and procedure manuals
5.1.1.1.6 Plan updates including Coordinated Human Services, Paratransit, Transit Asset Management, etc.
5.1.1.1.7 Policy Development and coordination with local, regional, statewide and national partners.

5.1.1.2 Clerical/Dispatch

5.1.1.2.1 Ensure accurate accounting and reporting.
5.1.1.2.2 Continue to develop operation and procedure manuals.
5.1.1.2.3 Maintain and improve customer service training
5.1.1.2.4 Ensure accurate accounting and reporting

5.1.2 Kayak Operations

5.1.2.1 Fleet & Safety Management

5.1.2.1.1 Continue to conduct inspections, preventative maintenance to keep fleet in a state of good repair
5.1.2.1.2 Address equipment deficiencies and failures in a timely manner.
5.1.2.1.3 Provide assessment and recommendations on the status of the fleet and safety.
5.1.2.1.4 Continue developing operation and procedure manuals for Fleet & Safety
5.1.2.1.5 Continually evaluation need for additional mechanic/staff and identify revenue sources.

5.1.2.2 Transit Drivers/Bus Washing

5.1.2.2.1 Main:ain licensing requirements
5.1.2.2.2 Main:ain and improve customer service training
5.1.2.2.3 Main:ain safety and rules training.

5.2 Track data, analyze transit gap needs, expand and implement services to meet public transit needs and continually improve the Kayak Public Transit Program operations, services and brand.

5.3 Represent CTUIR by participation in the Benton-Franklin Metropolitan Transportation Planning Organization, and the Walla Walla Valley Metropolitan Planning Organization.

5.4 Operate and manage the Transit Service Center and associated facilities such as bus stops.
5.4.1 Continue developing and improving operation and procedure manuals for facilities.

5.5 Continue to coordinate with Capital Improvements and other departments for development of Motor Pool program. And other jurisdictions on bus stops, roads, sidewalks, bike lanes, etc.

5.6 Continue to seek out and develop other sources of funds through coordination with other jurisdictions, grant applications, and continuing to refine contingency plans for revenue such as bus advertising and fares.