



FACILITY MANAGER

Position Overview

The Transbay Joint Powers Authority (TJPA) has an exciting employment opportunity available for an individual who seeks intrinsic value in a facility management position and has a passion for public service in the transportation industry. The successful candidate for TJPA Facility Manager will be part of a management team responsible for designing, building, and operating the Transbay Transit Center (Transit Center), a multi-billion dollar transportation center known as the “Grand Central of the West.”

Phase 1 of the Transbay Transit Center Program (Program) (the Transit Center and related facilities) is under construction and scheduled to be complete at the end of 2017. See the attached Program Components for a description of the Program.

The Transit Center, including its commercial space, promotional platform, and common areas, will be operated and managed by a master lessee (ML) or an asset manager (AM); the Transbay Joint Powers Authority (TJPA) is in the process of selecting the ML or AM.

The TJPA is seeking an experienced manager and team leader to serve as a Facility Manager for the Transit Center. The Facility Manager will oversee all aspects of the ML or AM’s daily operations and reporting to the TJPA, working with the existing TJPA team. The work of the Facility Manager will span two phases:

Facility Ramp-up (prior to public opening): Coordination and oversight of the ML/AM’s ramp-up activities and coordination focused on managing execution of the terms of the master lease or the agreement with the AM.

Ongoing Operations (after public opening): Coordination and oversight of the ML/AM’s operations and management activities and ongoing tracking of the ML/AM’s reporting and financial management.

Primary Functions and Responsibilities

The Facility Manager’s primary responsibilities are summarized below. Responsibilities that are support functions only and/or that apply to oversight of the AM only are noted.

General Oversight (All Phases):

- Oversee the facility and ML/AM as the TJPA’s point person, including being available to answer and/or direct questions and address emergencies and other on-site needs, 24/7
- Coordinate between ML/AM and transit operating agencies
- Monitor and coordinate any changes to agreements between ML/AM and TJPA, as required

Facility Ramp-Up Oversight (Prior to Public Opening - Bus Operations):

Financial Management & Reporting

- Review and approve the ML/AM's initial first year O&M budget and first five-year capital plan (setting precedent for annual budgets)
- Set regular financial and budgetary reporting requirements
- Report to TJPA's Executive Director on lease terms and performance, such as revenue produced through retail leasing and sales; report on promotional platform agreements, such as reporting advertising revenue and costs
- Establish a performance measurement system to ensure that the ML/AM is maximizing the Transit Center's economic value, per the master lease or agreement with the AM

Facility Operations & Lifecycle Management

- Assist in the creation of a turnover plan for building systems and spaces to ML/AM, and support execution of turnover plan
- Act as a liaison between the ML/AM and Construction Manager/General Contractor and Program Manager to facilitate successful building turnover and operations ramp-up
- Issue notifications about work or disruptions taking place in the facility to stakeholders, operating agencies, and the public, as needed

Retail Program

- Support development of facility merchandising vision (AM only; support only)
- Provide oversight/guidance regarding merchandising plan and leasing strategy (AM only; support only)
- Review and approve retail leases in conjunction with TJPA team, as needed (AM only)
- Manage TJPA's design review process; review proposed tenant designs for conformity to the Retail Design Guidelines and integration with building systems

Lease Enforcement

- Develop construction rules and regulations for tenant improvements (TI) construction
- Oversee and monitor ML/AM-led TI construction

Rooftop Park Operations Oversight

- Review and approve ML/AM Rooftop Park maintenance plan and key performance indicators
- With TJPA team, coordinate Greater Rincon Hill Community Benefit District's role in oversight of ML/AM operations of Rooftop Park (support only)

Promotional Platform Oversight

- Liaise between transit operating agencies and ML/AM to provide transit and other content for promotional platform (support only)

Security Coordination

- Liaise between Chief Security Officer and ML/AM, as needed

Stakeholder Engagement

- Support coordination between stakeholders, including transit agencies, TJPA Board of Directors, City and County of San Francisco, and local community groups, as needed (support only)

Ongoing Operations Oversight (After Building Opening):

Financial Management & Reporting

- Continue to provide the services described under Facility Ramp-Up, including monitoring the facility and the ML/AM
- Review and approve annual budgets and requests for reimbursement for O&M and capital improvement activities and any overages/cost savings from ML/AM
- Review and approve bids for operations & maintenance service contract(s) (AM only)
- Manage and audit financial reporting of ML/AM, including commercial rent revenues, promotional platform, and event revenues

Facility Operations & Lifecycle Management

- Coordinate with ML/AM regarding capital improvements and oversee/monitor capital replacement cycles
- Oversee development of capital improvement budgets to be developed by ML/AM
- Procure and manage capital improvement contractors for capital improvement construction, if not performed by ML/AM (support only)
- Approve procurement of contractor for capital improvement construction by AM (AM only; support only)
- Oversee contractors performing capital improvements outside of TIs

Retail Program

- Manage TJPA design review process; approve design of tenant improvements throughout lease term
- Ensure ongoing compliance with Retail Design Guidelines throughout lease term

Lease Enforcement

- Ensure compliance with lease terms, including operational performance metrics (key performance indicators) and ongoing capital improvements

Rooftop Park Operations Oversight

- Review and approve annual programming plan for Rooftop Park, in coordination with other TJPA staff (Support only)
- Monitor performance of Rooftop Park maintenance through key performance indicators, etc.

Promotional Platform Oversight

- Liaise between transit agencies and ML/AM to ensure proper display of transit information throughout the promotional platform (support only)

- Monitor compliance with TJPA advertising guidelines
- Ensure that the division of responsibility between the ML/AM and other partners for the digital platform is maintained

Security Coordination

- Coordinate with Chief Security Officer and staff, as needed
- Liaise between ML/AM and security team to ensure compliance and understanding of Standard Operating Procedures

Stakeholder Engagement

- Support the TJPA team as a liaison between the ML/AM and operational stakeholders including transit operating agencies and City agencies (support only)

Preferred Qualifications

- Baccalaureate degree or higher in Project Management, Facility Management, Engineering, Business Administration, or a related field
- Minimum of 10 years of experience in integrated facilities and/or real estate management
- Previous leadership in project management, management of public infrastructure, and private- and public-sector programs and/or projects
- Ability to manage a team to complete quality work products
- Outstanding oral and written communication and presentation skills, including ability to communicate highly technical concepts to internal project managers and external stakeholders

To be successful as an employee of the TJPA you will also:

- Have a passion for our mission
- Be an innovative and creative thinker
- Have a very high level of personal and professional integrity and trustworthiness
- Have a strong work ethic
- Work well independently as well as part of a team
- Thrive in a fast-paced environment

Compensation

Salary is negotiable dependent upon qualifications and experience. A comprehensive benefits package includes medical, dental, vision, life insurance, CalPERS retirement plan, 12 days per year vacation, 10 holidays, 12 days per year sick leave, and up to 5 days per year administrative leave.

Application Process

Send a cover letter and resume via e-mail to Nila Gonzales, ngonzales@transbaycenter.org or via mail to 201 Mission Street, Suite 2100, San Francisco, CA 94105. The successful candidate will be required to pass a background and credit check.

Equal Employment Opportunity

The TJPA is an equal opportunity employer, and we value workplace diversity. We invite resumes from all interested parties, including minorities, women, veterans, and persons with disabilities.

More information about the TJPA can be found at www.transbaycenter.org.

Program Components

The Transbay Transit Center Program (Program) is an approximately \$6 billion program to replace the former Transbay Terminal at First and Mission streets in San Francisco with a modern regional transit station that will connect eight Bay Area counties and the State of California through eleven transit systems: Alameda–Contra Costa Transit, BART (Bay Area Rapid Transit), Caltrain, Golden Gate Transit, Greyhound, Muni (San Francisco municipal bus lines), SamTrans (San Mateo County Transit), WestCAT (Western Contra Costa Transit) Lynx, Amtrak, Paratransit, and high-speed rail from San Francisco to Los Angeles/Anaheim.

The Program will be constructed in two phases. Phase 1 includes design and construction of the above-grade portion of the Transit Center, including a 5.4-acre park, retail areas, and a public art program; the core and shell of the two below-grade levels of the train station; a new bus ramp; a bus storage facility; and a temporary bus terminal. The Downtown Rail Extension (DTX) tunnel, the build-out of the below-grade train station facilities at the Transit Center, a pedestrian tunnel connecting the Transit Center with the Embarcadero BART/Muni Metro station, a new underground station, and an intercity bus facility will follow as Phase 2 of the Program.

Phase 1

Phase 1 is under construction and scheduled to be complete at the end of 2017.

Temporary Transbay Terminal

The Temporary Transbay Terminal serves more than 20,000 daily commuters and regional travelers during construction of the new Transbay Transit Center. Located on the block bounded by Howard, Folsom, Beale and Main streets, a few minutes' walk from the Transit Center site, the facility includes sheltered waiting areas with seating, electronic displays with real-time arrival/departure information, Clipper card add-value machines, and 24-hour security. AC Transit, WestCAT Lynx, Muni, Golden Gate Transit, SamTrans, and Paratransit and other shuttles operate in and around the perimeter of the terminal. Greyhound and Amtrak are based at its southern end near Folsom Street.

Transbay Transit Center

The **Transbay Transit Center** is a multimodal transit station that will house eleven transit systems and serve train and bus commuters, local area office workers, and residents of the emerging Transbay neighborhood. The building is composed of four levels above-ground and two levels below and will contain active pedestrian, shopping, dining, and recreational areas. Major works of art integrated into the building's public spaces will engage, stimulate, and enrich the experience of daily commuters and visitors.

The main civic entrance to the Transit Center will open into the Grand Hall on the building's Ground Level, which will serve as the primary access to the Lower Concourse and Train Platform levels below (in Phase 2) and the Bus Deck and Rooftop Park above. The Ground Level will contain customer service amenities, including add-fare machines, information and security desks, digital schedule boards, touch-screen information kiosks. To the west is a two-block-long pedestrian retail area along Natoma and Minna streets between First and Second streets. Three pedestrian walkways cut through the building in this area, joining

Minna to the Natoma pedestrian way. A street-level Bus Plaza on the building’s east end will serve Muni and Golden Gate Transit.

The **Second Level**, one floor above ground on either side of the Grand Hall, consists of three defined areas of retail and office space. Two areas dedicated to retail and food concessions will be located directly above the ground level pedestrian area between First and Second streets; these areas will be linked by a pedestrian bridge where Shaw Alley (one of three pedestrian walkways) transects the building. During Phase 1, support spaces (passenger waiting and ticketing) for Greyhound and Amtrak will occupy areas at the western end of the Second Level until an intercity bus facility is constructed in Phase 2. Retail businesses and offices are planned for the eastern end of the Second Level above the Bus Plaza between Beale and Fremont streets. This area of the Second Level is separated from the rest of the building and will be accessible from the Beale Street lobby and the Bus Plaza.

The **Bus Deck**, two floors above ground, will be dedicated to bus transit agencies operating service across the bay—AC Transit, Muni, and WestCAT, as well as Greyhound and Amtrak until the completion of the intercity bus facility. The elevated Bus Deck will connect directly to a bus ramp that will lead to the San Francisco–Oakland Bay Bridge and an off-site bus storage facility.

The **Rooftop Park**—five acres of landscaped outdoor space atop the Transit Center—will contain a variety of recreational spaces and amenities including a restaurant and café, a children’s playgarden and an amphitheater.

The **Lower Concourse** will house rail ticketing, passenger waiting areas, and support spaces, and at its east end will connect to the intercity bus facility and a pedestrian tunnel leading to the Embarcadero BART/Muni station, approximately one block north of the Transit Center. In Phase 1, the Lower Concourse will house the janitorial and maintenance facilities and other back of house spaces such as mechanical, electrical, and plumbing equipment rooms and storage. The rest of the Lower Concourse will remain unoccupied until Phase 2.

The **Train Platform** will contain six tracks and three platforms for Caltrain commuter and high-speed rail service. Back-of-house support spaces will also be built on the Train Platform level to support rail service. The build out of the lower levels of the Transit Center will be completed during Phase 2.

The following table shows the square footage of the Transit Center by type of space:

Level	Commercial Areas	Public Circulation	Vertical Circulation	Back of House	Transit	Open space	Total
Train Platform			2,600	18,200	276,700		297,500
Lower Concourse			3,500	108,300	185,700		297,500
Ground	33,700	64,100	10,000	17,200	27,100		152,100
Second	57,900	5,400	10,400	11,400			85,100
Bus Deck		69,100	8,100	7,800	113,700		198,700
Rooftop Park	11,700	1,700	5,600	6,500		202,200	227,700
Total	103,300	140,300	40,200	169,400	603,200	202,200	1,258,600

Bus Ramp

The Bus Ramp is a series of at-grade roadway and aerial structures that will connect the Bay Bridge to the Transit Center and the Bus Storage facility. The Bus Ramp will be used only by

bus transit agencies operating bus service across the bay. Inbound buses will exit the Bay Bridge at Fremont Street, merge onto the Bus Ramp at a point near Harrison Street, and enter the Transit Center at the elevated Bus Deck level. In the outbound direction, the alignment will bifurcate so that one ramp leads to the Bus Storage facility via a bus link ramp, and the other to the eastbound deck of the Bay Bridge. A turnaround in the inbound direction provides direct access to the bus link ramp and Bus Storage facility.

Bus Storage Facility

The Bus Storage facility will be used primarily by AC Transit for weekday layovers between peak hour commutes. Bounded by Second, Third, Perry, and Stillman streets below the Interstate 80 west approach to the Bay Bridge, the facility will include AC Transit offices, storage, and restrooms. A visual and sound barrier wall will screen portions of the facility from adjacent residential properties.

Passenger Drop-off and Pick-up

Areas for passenger drop-off and pick-up will be located along the north side of Natoma between Fremont and First streets and along the south side of Minna between First and Second streets.

Rooftop Park Access Points

Pedestrian bridges extending from outdoor terraces at the Salesforce, 181 Fremont, and Parcel F towers will give occupants of those buildings direct access to the Transit Center Rooftop Park. The bridges will be owned and maintained by the towers. A gondola from Mission Square will provide direct connection from ground level. Elevators and escalators within the Transit Center provide six additional ways to access the Rooftop Park.

Transit Center Open Space

Rooftop Park

The **Rooftop Park** atop the Transit Center will be a 1400-foot-long, 5.4-acre (202,200-square foot) urban oasis for commuters, office workers, and residents of the Transit Center District. Providing needed open space in an area of the City with few parks, the roof will be accessible from ten entry points, six from the lower levels of the Transit Center, three from pedestrian bridges connected to the Salesforce Tower, 181 Fremont Tower, and Parcel F Tower, and a gondola from Mission Square. Active spaces include an amphitheater for up to 1,000 people, a restaurant and café, trails, and children's play areas. Diverse Bay Area ecologies from oak trees to open grass areas will offer habitat to local flora and fauna. The "living" roof will filter pollutants and improve the air quality of the neighborhood, and a subsurface constructed wetland will polish treated graywater for reuse. Symbolic of the TJPA's commitment to environmental quality and sustainability, the park will present a unique opportunity for public education and engagement.

The park will contain approximately 10,000 square feet of restaurant and café space. The restaurant, located next to the amphitheater at the western end of the park, contains both indoor and outdoor seating and is designed to blend into the surrounding park setting.

The 1,200-square-foot café will be located near the light column skylight in an area called the “events plaza” near the center of the park. The circular glass building has been fully designed, but construction will be the responsibility of the Master Lessee or Asset Manager.

Natoma Pedestrian Way

Natoma Street at the southwestern end of the Transit Center is planned as a pedestrian mall and focal point of the Transit Center’s retail area, extending from Second Street to a point just past the Shaw Alley pedestrian walkway. The streetscape will create an inviting destination for residents, visitors and commuters, featuring large planters with seating alongside tables and chairs throughout the area. Pedestrian routes to the Natoma Pedestrian Way include access from Second Street, a pedestrian walkway through Parcel F from Howard Street and the Under Ramp Park, and the three pedestrian walkways cutting through the retail area of the Transit Center from Minna Street.

Phase 2

Phase 2 Transit Center

The Lower Concourse and Train Platform level will be built out and opened in Phase 2. Along with ticketing and passenger waiting areas for rail and support spaces, the Lower Concourse will contain leasable retail space.

Downtown Rail Extension

The DTX will extend Caltrain commuter rail from its current terminus at Fourth and King streets and deliver the California High-Speed Rail Authority’s future high-speed service to the new Transit Center. The 1.95-mile rail extension will be constructed principally below grade using cut-and-cover and mined tunneling methods underneath Townsend and Second streets. The design includes an underground station at Fourth and Townsend streets, utility relocations, rail systems work, and structures for emergency exit and ventilation at six locations along the alignment.

Intercity Bus Facility

The Intercity Bus Facility, across the street from the east end of the Transit Center and between Beale and Main streets, will be dedicated to intercity bus services such as Greyhound and Amtrak. The main public entrances will be located along Beale and Natoma streets, and the building will include a bus canopy on its north side where a bus parking and passenger-loading zone are planned. The facility will house a passenger waiting area, ticketing counters, retail space, transit agency operations space, and mechanical space. An escalator and elevator located in the lobby will lead to the Lower Concourse of the Transit Center, giving passengers direct access to rail ticketing and waiting areas. An exterior escalator on Beale Street will also descend to the Transit Center’s Lower Concourse.

Taxi Staging Area

Taxis serving the Intercity Bus Facility will queue along the north curb of a new section of Natoma Street, to be built between Beale and Main, and the west side of Main Street between Howard and Natoma. Taxis will pick up passengers on Natoma Street close to Beale Street.

BART/Muni Pedestrian Connector

The BART/Muni Pedestrian Connector will connect the east end of the Transit Center's Lower Concourse with the BART/Muni Metro Embarcadero Station. The block-long pedestrian tunnel will provide passengers with a direct connection between the two stations. The tunnel will run down the center of the Beale Street right-of-way, entering the Embarcadero Station at the mezzanine level outside the prepaid lobbies of BART and Muni.

Fourth and Townsend Street Station

The new underground station at Fourth and Townsend streets will serve Caltrain commuters. The street level station entrances and exits along the north and south sides of Townsend Street will lead to two levels below grade: a concourse mezzanine and a train platform. The concourse level will accommodate passenger amenities such as ticketing machines, a staffed station agent booth, maps and schedule information, restrooms, and a bicycle shop and storage. This level will also house mechanical and electrical rooms and Caltrain staff areas. The train platform level will feature a center platform with one passing track on the south side.

Program Timeline

Secure approval of supplemental environmental document	January 2017
Update of design documents to 30% level of completion	May 2017
Complete funding plan	May 2017
Select procurement method	June 2017
Secure funding	July 2017–December 2019
Property acquisition	July 2017–December 2019
Complete design/prepare bid documents	July 2017
Complete award of advance construction packages	December 2018
Award main construction DTX package	December 2019
Award other packages	December 2020
Complete construction	December 2025