

JOB TITLE: Service Planner
DEPARTMENT: Bus Operations
REPORTS TO: Business Manager, Bus Operations
SALARY GRADE: 104
SALARY RANGE: DOQ (\$57,939 - \$65,181 annually)

LAST REVISION DATE: 05/2019
FLSA: Exempt
EEO: Professional

PURPOSE OF JOB

The Service Planner is responsible for reviewing and analyzing transit data, identifying and prioritizing transit service needs, developing cost-effective plans for new or revised programs, routes, and services, determining resource requirements, coordinating plan implementation, and presenting plans to both internal and external audiences.

ESSENTIAL FUNCTIONS

The following duties are standard for this position. The omission of specific statements of duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification.

- Review route alignments and ridership and make recommendations for bus route and schedule adjustments.
- Develop and/or test new methods or models of transit analysis with innovative ideas.
- Communicate with internal (i.e. operators and support staff) and external customers (i.e. riders and select stakeholders) to gather and compile information for service development activities and recommendations.
- Monitor performance of fixed-route bus service and analyze ridership trends of transit services; produce short- and long-range planning studies that will enhance transit services.
- Prepare, analyze, and plan service/programs that address all aspects (physical, economic, geographic, etc.) of a community's public transportation needs.
- Develop, promote, and implement service/programs to enhance fixed route transit use throughout the community including large employers, downtown businesses, and other general public users.
- Measure and evaluate service performance to assure conformance with adopted standards; develop creative solutions for services not achieving desired standards.
- Perform various statistical research and comparative analyses: compile, maintain and update planning and operational data; analyze planning data; forecast and identify future planning, transportation, and growth management deficiencies, trends and concerns; evaluate impacts to proposed planning objectives and application to areas of responsibility; assist in development of planning improvements, and modify proposed objectives accordingly.
- Perform tasks related to data analysis required for new services or proposed modifications to existing services.
- Perform operational analysis by observing and analyzing schedules, service patterns, equipment manipulation, and run assignments.
- Perform advanced analysis of internally or externally initiated ideas and proposals to identify compliance with current policies and practices.
- Conduct fieldwork to observe transit operations and collect up-to-date information on land use, travel patterns and transit ridership.
- Identify likely positive or negative outcomes; based on analysis, identify environmental, economic, or legal impacts and ways that positive impacts can be reinforced and negative impacts mitigated.

- Maintain inventory of transit bus stops and passenger amenities and conduct field assessments of bus routes, stops, and amenities.
- Analyze bus stop location options and make final placement decisions consistent with service planning and safety standards as well as Americans with Disabilities Act (ADA) regulations for bus stop placement.
- Compile, evaluate, manage, and respond to bus stop change requests from internal and external sources. Generate and transmit final stop change orders to maintenance and transportation personnel.
- Work heavily in Microsoft Office, Geographic Information Systems (GIS), and other pertinent transit-specific software to collect and review transit operations data.
- Work closely with General Transit Feed Specification (GTFS) management consultant to ensure accurate information is disseminated.
- Verify integrity of planning and development data to ensure high quality and accurate reporting.
- Assist with public hearings concerning the consideration and implementation of new or revised transportation service, the deletion of existing service and other service changes.
- Participate in projects involving planning department staff and staff from other departments as well as outside agencies or consultants.
- Assist in administering the agency's federal Title VI Program as well as performing the required Title VI service monitoring and analysis.
- Assist with periodically updating the Service Design Standards.
- Assist with the preparation of schedules and other printed materials and participate in community outreach activities.
- Respond to requests from other agencies regarding service performance, routing, and schedules.
- Respond to customer requests or suggestions related to planning service.
- Conduct field surveys of transit patrons and potential riders to gather support information for completion of special projects.
- Work closely with colleagues to identify transportation planning data collection issues and implement process improvements to ensure data reliability.
- Prepare a wide variety of professional quality materials, reports and documents for public hearings, various meetings and board presentations: provide presentations to supervisors, boards, commissions, civic groups and the general public on planning and growth management issues as directed.
- Perform other job-related duties as assigned.

REQUIREMENTS TO PERFORM WORK

Education and Experience: (Any equivalent combination of education and experience)

Minimum of three (3) years of experience in public transit, transportation, city planning, public administration or closely related field.

Bachelor's Degree from an accredited college or university with major coursework in Transportation Planning, Urban Planning, City and Regional Planning, Engineering, Geography or closely related field. Any combination of experience, training and/ or education that provides the required knowledge, abilities, and skills may substitute for the required education.

Special Requirements: Hold a current Texas Driver's License (Class - C) or have the ability to obtain one upon entry in to the position.

Knowledge of:

- Geographic Information Systems (GIS)
- General understanding of safety standards and ADA regulations
- Title VI Program, preferred
- Basic project management skills
- Transit scheduling data systems and applications
- Principles and practices of transportation planning and service development preferred
- Interpersonal skills using tact, patience, and courtesy
- Oral and written communications skills
- Modern office methods, procedures, and use of computer equipment
- Proper public and telephone contact techniques and etiquette
- Microsoft Office

Ability to:

- Work with geographic data and web-based applications
- Interpret and apply federal, state, and local transportation planning processes, rules, and grant programs
- Work independently, prioritize duties, and meet deadlines
- Enter and manipulate spreadsheet data
- Access and manipulate database information for application of strategic-decision making and route improvement
- Analyze complex situations quickly and track relationships between issues
- Solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exist
- Comply with federal and state transit regulations

The ideal candidate will:

- Possess a positive attitude, and practices good judgement, while open to receiving/providing feedback
- Hold the ability to get along with others, individually and in a large group. Has the desire to care for the organization's well-being and for the co-workers he/she interacts with. Interested in partaking in group development and team building activities
- Be open to collaborate and work in a team-oriented and helping environment
- Possess an influential and welcoming communication style
- Foster a culture that values critical thinking and problem solving; and encourages constructive feedback, engagement, inclusion, and diversity at all levels

PHYSICAL ACTIVITIES

Physical activities include, but are not limited to: on a continuous basis, sitting at a desk for long periods of time; intermittently twisting and reaching for office equipment; writing or using keyboard to communicate through written means; occasionally running errands; lifting light weight; reaching above the waist, reaching below the waist, and reaching waist to shoulder to reach inventory on shelves; repetitive motion when using computer keyboard and/or 10-key calculator; and seeing and hearing to conduct work.

Additional perks and benefits that accompany full-time employment with DCTA:

- Telecommuting options available, up to three days a month, after successful completion of your six-month probationary period and if suitable for your position.
- Flexible office hours are permitted, given a regular 8-hour workday that brackets the agency's core hours from 9:00am – 4:00pm (i.e. 7:30 am to 4:30pm, or 9:00am to 6:00pm). These flex hours are coordinated with your supervisor.
- One 8-hour paid day off for your birthday.
- Employee portions of Medical and Dental benefits are 100% paid by the employer.
- If you have utilized a Proportionate Retirement Program in the past, the service time transfers to DCTA's retirement system, TCDRS. The following systems apply:
 - Texas Municipal Retirement System (TMRS)
 - Employees Retirement System (ERS)
 - Judicial Retirement System of Texas (JRS)
 - Teacher Retirement System of Texas (TRS)
 - City of Austin Employees Retirement System (COAERS)
- Expanding time-off accruals: 12 days of vacation time accrued for the first year, increasing by one day each year, with a max of 17 days annually. Additionally, employees earn 12 days of sick time each year, 1 personal day, 2 floating holidays, 1 birthday, 8 fixed holidays, and the ability to earn two additional days off through the Wellness Program.
- DCTA strives to continually improve our Servant Leadership culture. We pride ourselves in having an open, caring, and communicative community of employees, with the drive to help build each other up.
- Flexible dress code: business casual, allowing jeans every day (unless otherwise specified for external/special meetings, events, etc.).
- Extensive Wellness Program, including several opportunities to volunteer with the agency, sporadic lunch and learn events, chair massages, the potential to earn two extra days off each year, and continual efforts to improve wellness throughout the agency.