



JOB POSTING 2024-38

CLOSING DATE: OPEN UNTIL FILLED

Job Title: Service and Scheduling Planner

FLSA Status: Non-Exempt

Work Location: 602 N. Staples & assigned

Department: Service Development

Reports To: Director of Planning

Pay Grade: 21 **Salary:** \$25.16 - \$41.02
(Min-Max)

Work Schedule: Monday – Friday 8 am – 5 pm

General Summary: Under general supervision and direction from the Director of Planning, the Service and Scheduling Planner will conduct service planning, scheduling, project management, cost estimating, data analysis, and reporting functions in support of short- and long-range transit plans. Service and Scheduling Planner will support the design and implementation of innovative transit services. Service and Scheduling Planner will provide efficient run cut and roster solutions including relief car assignments in support of bus operator sign-ups, Automatic Vehicle Location (AVL), and transfer station bay assignments with applicable cost estimates containing service hours, service miles, peak vehicles, and spare ratio. In addition, this position will manage customer information technology applications including multiple vendors in support of service improvements and adjustments. Service and Scheduling Planner will support Title VI of the Civil Rights Act of 1964 (Title VI) program updates including service analysis, Federal Transit Administration (FTA) Triennial Reviews, Texas Quadrennial Performance Audits, Public Transit 128 report and service equity or fare analysis.

Essential and Marginal Job Functions: Essential and other important responsibilities and duties that must be performed, with or without reasonable accommodation may include, but are not limited to, the following:

- Supports the development of short- and long-range transit plans including annual, five-year, and twenty-year service plans, including cost estimates for resource requirements and ridership impacts.
- Designs and implements new revised and modified transit service recommendations consistent with the Annual Service Plan, Budget, Service Standards, and Title VI requirements utilizing software from planning, scheduling, and AVL.
- Will work closely with other department staff to analyze various types of ridership across all service modes, report performance metrics, evaluate customer and stakeholder feedback, and other demographic data to formulate cost-effective service improvements to increase system-wide ridership.
- Conducts field work to support the implementation of various service improvements involving multiple service modes.
- Develops Planning Department service task calendar, Bus Operator run cut, roster, relief car schedule, quick checks, block paddles, headways, turn-by-turn directions, line statistics, and mileage master utilizing a scheduling software (Hastus) and other software products for each sign-up period.
- Utilizes problem-solving techniques to design and build accurate and efficient route alignments and schedules.
- Develops and distributes correspondence, memoranda, reports, and other materials.
- Responsible for supporting the completion of several transit reports; including but not limited to monthly Operations Report, monthly and annual NTD, Title VI, FTA Triennial Review, PTN 128, and Texas Quadrennial Performance Audit.
- Assists with maintaining the bus stop information within the scheduling software and other related information for each sign-up, including other data required to support Intelligent Transportation Systems, automated customer information systems and supporting databases.

- Meets and participates with members of the public, outside firms, governmental agencies, and other stakeholders to respond to questions on subjects relevant to a specific area or to transportation planning in general.
- Coordinates and completes updates for customer information technology applications with multiple vendors and software.
 - Assists with implementation planning for service deviations and detours.
 - Gathers and compiles information required for service analysis and improvements by communicating with Managing Directors, Directors, managers, supervisors, bus operators, customer service personnel, and other team members, customers, and general public.
 - Plans, organizes, and prepares technical statistical reports.
 - Assist with managing projects, programs, and multiple assignments.
 - Provides staff support and coordinates various projects with other divisions.
 - Acts as an alternative for the Emergency Operations Center (EOC) representative for agency including providing coverage during an emergency.
 - Assists with public, community, and stakeholder outreach.
 - Cross training of positions within the department.
 - Performs other duties as assigned.

Qualifications include:

Knowledge, Skills, & Abilities:

- Comprehensive knowledge of transit route planning, effective analysis and reporting methods.
- Knowledge of public transit operations, including transportation routes, scheduling, run cutting, rostering, vehicle operations, fleet requirements and spare ratio, dispatching and transit safety.
- Understanding of Federal, State and Local regulations governing the operations of a Transit System.
- Understanding of Transportation planning development.
- Provides service in a courteous and professional manner.
- Willingly fosters a positive work environment and maintains excellent interpersonal relationships and teambuilding skills.
- Exercises independent judgment and responsible decision making.
- Strong analytical, problem solving and negotiation skills, preferably in an environment with multiple departments and dispersed personnel.
- Works immediately before, during or immediately after an emergency as required as part of the CCRTA's Emergency Response Team to provide emergency services to the general public during emergency situations.
- Complies with CCRTA policies and procedures, and federal, state, and local contracting laws and regulations.
- Maintains a dependable attendance record.
- Superior verbal and written communication skills.
- Proficiency in Microsoft Office to include and limited to Outlook, Word, Excel, PowerPoint, Access and Hastus or other scheduling system and/or similar application(s).

Physical Requirements:

Standard physical activity includes, but is not limited to, sitting, standing, and walking activities. Essential & marginal functions require maintaining physical conditions necessary to carry/lift/push or pull loads up to 10lbs.

Working Conditions:

Works primarily in a typical, climate-controlled office environment in a seated position for prolonged periods of time. Duties require sufficient mobility to work in a typical office setting and use standard office equipment. The noise level in the work environment is usually moderate. While performing the duties of the job, the employee occasionally works in outside weather conditions.

It is CCRTA's business philosophy and practice to provide reasonable accommodation to the known physical or mental disabilities of qualified individuals, according to applicable state and federal law. To request reasonable accommodation regarding application for employment or the performance of the essential functions of your job, please contact the Human Resources Department at (361) 903-3524.

Experience and Training Requirements:

This position requires any equivalent combination of the following training, education and experience that provides the individual with the required knowledge, skills, and abilities to perform the job.

- **Education:** Associate's degree in a relevant field.
- **Experience:** Fours (4) years of related experience; Two (2) of those years directly in public transportation strongly preferred.
- **License or certificate:** Possession of an appropriate, valid TX Driver's License on the date of application as required for position to operate CCRTA vehicles.
- **Other Requirements:** Must be at least 18 years of age. Any job offer and continued employment is contingent upon completing and passing a pre-employment job agility evaluation, Department of Transportation physical, drug and alcohol screen and background investigation with not more than two moving violations or accidents in the past three years, no more than one DWI/DUI in a lifetime, and no DWI/DUI in the past five years.

CCRTA is proud to be an Equal Employment Opportunity Employer, supporting diversity in the workplace. *M/F/D/V*