



METRO Regional Transit Authority

Senior Planner (Service Planning)

Department: Planning & Strategic Development

Classification: Exempt

Safety Sensitive: No

Position Summary:

The Senior Planner (Service Planning) manages the development and implementation of short-term service changes. This includes overseeing and conducting complex performance and operational analyses, gathering feedback from internal and external customers, making recommendations for short-term service plans, and overseeing the execution of those plans through schedule development and production. The candidate is a strong analytical and solution-oriented thinker, able to learn quickly, and able to lead a team.

Reporting Relationships:

Position Reports to: Director of Planning & Strategic Development

Direct Report By Title: GIS/Transit Planner, Scheduler

Indirect Reports by Title: None

Number of Reports: Direct 2 Indirect 0

Essential Job Functions:

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions described in this position description. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this position description.

Job Responsibilities:

- Manage service planning team and prioritize service change efforts for four service changes annually, including:
 - Develop, recommend and implement short-term fixed route (and complementary demand response) service plans that meet the goals of the Strategic Plan and Transit Development Plan.
 - Exercise independent judgment in the analysis and solution of complex route and schedule problems
 - Alongside the Scheduler, ensure efficient development and production of schedules; ensures that blocking, run cutting, and rostering is efficient and productive.
 - Manage the development and update of the 5-year Transit Development Plan in coordination with the Senior Planner (Policy and Development)
 - Participate on the internal Schedule Committee to discuss scheduling and run time concerns with Operators.
 - Plan public meetings for service changes and participate in conducting them
 - Develop and present oral, written and graphic presentations that convey complex data and service change information in an accessible and understandable manner to a wide variety of audiences (public, Board of Trustees, Leadership Team, internal and external stakeholders, etc)
- Oversee data collection, management and analysis in support of service changes
 - Manage, assign, delegate and oversee and/or conducts complex performance and operational analyses of on-time performance, ridership and other operational issues
 - Outline data collection needs and direct/conduct field work to review service issues, collect data, and develop route & schedule changes.
 - Provides appropriate data for projecting annual service hours and miles for operating budget
 - Design and conduct transit-related surveys, analyze results and prepare reports to summarize findings
 - Oversee the submission of National Transit Database reports
 - Oversee and/or conduct Title VI analyses for service changed and to support the triennial Title VI report
- Coordinate with external stakeholders on transit service plans and regional infrastructure projects
 - Act as the liaison to roadway and other construction projects being undertaken by outside organizations (City, County, ODOT, etc.) that impact METRO bus service
 - In coordination with the Director of Planning and Strategic Development Work cooperatively with other METRO departments and outside organizations to plan and implement transit-related services, facilities and/or programs
 - Respond to customer comments and complaints relating to service and bus stops
 - Build positive and collaborative working relationships with all internal and external stakeholders to ensure the advancement of METRO's operational needs
- Manage bus stops and amenities
 - Manages and directs the Agency's transit amenities program; oversees review and preparation of comments to stakeholder cities and public agencies regarding impacts on transit amenities.

- Manages all assets at METRO bus stops, including signs, sign poles, shelters, benches, trash cans and other amenities through the development and implementation of an asset management plan, in coordination with the agency's TAM plan.
- Maintains bus stop and shelter inventory and keeps inventory up to date as bus stop changes occur or service needs change.
- Review, evaluate and respond to requests for bus stop location changes
- Manage system-wide bus stop optimization process in coordination with short- and long-term service plans
- Implement bus stop location changes based on policy, field observations, analysis of ridership trends and forecasted needs.
- Communicates at least weekly, or as needed, with Off-Site Maintenance staff member on field work required to maintain bus stop assets.
- In collaboration with the Senior Planner (Policy and Development), oversee and update the Bus Stop Design Guidelines document as necessary
- Additional Duties
 - Maintain awareness of new trends and developments in the fields related to area of assignment;
 - Performs other related duties as assigned
 - Regular attendance is an essential function of this job

Physical Requirements & Working Conditions: Job requires incumbent to sit, talk/listen and use hands to obtain data for planning department matters. Must be able to stand, walk, reach with hands and arms, and lift up to 10 pounds. Work is typically performed indoors but incumbent is occasionally exposed to dust, fumes/odors, working around moving objects. Stress from contacts with the general public, individual citizen contact and deadlines under pressure is common.

Required Skill Sets

Communication & Administrative Skills:

- Experience using current transit planning techniques and practices
- Ability to aggregate multiple sources of data from large datasets, extract insights, develop recommendations, create visualizations, and support the preparation of technical presentations and documents based on the analysis.
- Ability to apply, develop, and evaluate analytical, quantitative, and statistical tools and their results
- Ability to use Microsoft Excel and Word proficiently
- Familiarity with selected job-specific software (including fixed route scheduling software – Hastus and CAD/AVL system – Avail).
- Experience with Business Intelligence dashboards (preferred)
- Experience with GTFS formats (desired)
- Ability to communicate clearly and effectively, both orally and in writing
- Ability to lead, organize and plan projects;
- Ability to prepare clear and concise reports, correspondence and other written materials
- Ability to speak effectively with individuals and small groups, and to respond to questions

- Ability to deliver formal presentations
- Ability to organize work, set priorities and meet critical deadlines with a minimum direction

Interpersonal Skills:

- Experience leading teams
- Ability to define problems, collect data, establish facts and draw valid conclusions so as to resolve problems
- Ability to establish and maintain effective working relationships with various departments, individuals or other internal groups
- Knowledge of techniques of effective time management
- Ability to deal courteously and diplomatically with the general public

Cognitive Skills:

- Detail-oriented
- Quick learner and self-starter
- Ability to verify data integrity, and correct misinformation
- Ability to recognize strengths, weaknesses and limitations of data
- Knowledge of general transit service planning process and concepts
- Ability to deal with a variety of concrete variables in situations where significant standardization exists
- Ability to make effective decisions and recommendations
- Knowledge of report generation
- Ability to demonstrate initiative and independent judgment
- Balance multiple priorities and coordinate numerous activities, communications, and projects while maintaining strategic focus
- Knowledge record keeping, report preparation, filing methods, and records management techniques

Experience and/or Educational Requirements:

Bachelor degree required; valid Ohio driver's license; three to five years of relevant experience; or any combination of education, training and work experience which provides the required skill sets to perform the essential functions of the job.

Core Values:**Teamwork:**

- Demonstrating teamwork in and across departments
- Treating everyone with respect
- Recognize that the team is greater; much more than the collection of individual efforts

Safety:

- Ensuring the safety of everyone

- Believing that every accident can be prevented
- Having a constant eye to safety in all aspects

People Centric:

- Celebrating diversity/individual differences
- Treating everyone fairly
- Valuing everyone: co-workers, customers, each other, stakeholders

Service Excellence:

- Providing the best customer service to everyone, both externally and internally
- Routinely exceeding expectations
- Serving our customers and each other

Integrity:

- Always demonstrating honesty, trust, character and fairness without compromising the truth
- Showing high regard for civility, equity/fairness and human dignity
- Having the courage to do the right thing

Action Ready:

- Sharing one goal, one mission
- Keeping commitments
- Giving more than is expected, willingly, without hesitation and without direction

TO BE CONSIDERED FOR THIS POSITION, PLEASE SUBMIT AN APPLICATION TO THE EMPLOYEE ENGAGEMENT CENTER (EEC) NO LATER THAN FEBRUARY 28, 2022.

**Mail: METRO RTA
Attn: EEC Recruiting
416 Kenmore Blvd.
Akron, OH 44301**

Fax: 330-594-5033

Email: HRrecruits@akronmetro.org

**POSTED:
This posting will be removed on February 28, 2022**

