



METRO Regional Transit Authority

Scheduler

Department: Planning & Strategic Development

Classification: Non-Exempt

Safety Sensitive: No

Position Summary:

Under the supervision of the Senior Planner (Service Planning), the Scheduler is responsible for executing blocking, runcutting, rostering and all associated documentation for all service changes and service types. The Scheduler designs service consistent with established policies, the collective bargaining agreement, rules and regulations.

Reporting Relationships:

Position Reports to: Senior Planner (Service Planning)

Direct Report By Title: None

Indirect Reports by Title: None

Number of Reports: Direct 0 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:

- Responsible for evaluating data and making adjustments to schedules to improve efficiency, effective and equity of schedules.
- Uses Hastus scheduling software to define routes, assign bus stops, develop blocks, develop runcuts and rosters in accordance with transit service standards and collective bargaining agreement
- Interacts with bus operators, operations supervisors, customer care representatives, and the general public to obtain data necessary to perform schedule analysis.
- Uses available technology such as Automatic Vehicle Location (AVL) and Automatic Passenger Counters (APCs) to monitor schedule adherence, ridership, and other metrics.
- Collaborates with Operations team members for operator manpower projections.
- Formulates runcutting alternatives, evaluates and ranks the alternatives, and recommends preferred alternatives.
- Prepares written evaluations of proposed schedule changes and makes field investigations.
- Coordinates and distributes internal scheduling documents, including block books, runs and trippers sheets, time tables, route descriptions, and departure boards. Prepares new scheduling documents in response to changes in the operating environment.
- Reviews draft public schedules for errors prior to final publication.
- Serves as point of contact to address stakeholder concerns with scheduling and operations software with provider.
- Provides data to planners for Title VI analysis for major service changes in accordance with METRO policy.
- Supply exact data service reports and completes the annual National Transit Database submission.

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**Cognitive Skills:**

- Sound technical and computer skills
- Experience with general transit scheduling process and concepts
- Experience with selected job-specific software (including fixed route scheduling software – Hastus and CAD/AVL system – Avail) (strongly preferred)
- Experience with Business Intelligence dashboards (preferred)
- Ability to define problems, collect data, establish facts and draw valid conclusions so as to resolve problems

- 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
- Ability to recognize strengths, weaknesses and limitations of data
- Ability to apply equitable standards to work decisions and projects

Communication & Administrative Skills:

- Detail-oriented
- Quick learner and self-starter
- Proficient in techniques of effective time management
- Ability to communicate clearly and effectively, both orally and in writing
- 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 organize work, set priorities and meet critical deadlines
- Ability to make effective decisions and recommendations
- Ability to demonstrate initiative and independent judgment
- Knowledge record keeping, report preparation, filing methods, and records management techniques

Interpersonal Skills:

- Ability to establish and maintain effective working relationships with various departments, individuals or other internal groups
- Ability to interact courteously and diplomatically with the general public, and people with varied backgrounds and abilities

Experience and/or Educational Requirements:

Bachelor's degree in Computer Science/Systems, Statistics, Data Analytics, Mathematics, Geographic Information Systems, Geography, Transportation or Urban/Regional Planning, Economics, Engineering, or related field required; valid Ohio driver's license; 3+ 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

