



METRO Regional Transit Authority

Senior Planner

Department: Planning

Classification: Exempt

Safety Sensitive: No

Position Summary: This position is responsible for conducting transit service planning.

Reporting Relationships:

Position Reports to: Director of Planning & Development

Direct Report By Title:

Indirect Reports by Title:

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:

- Conduct and/or review performance analysis of existing public transit service and identify trends
- Develop and recommend short- and long-term fixed route, and on-call service plans that best meet the needs of the public, and improve transit service quality, productivity and efficiency
- Plan for public meetings and participate in conducting them
- Review, evaluate and respond to requests for bus stop location changes
- Respond to customer comments and complaints relating to service and bus stops

- Manage system-wide bus stop optimization process in coordination with short- and long-term service plans
- Oversee and update the Bus Stop Design Guidelines document as necessary
- Review and recommend updates to the Fixed Route Transit Service Standards as necessary
- Prepare required analyses for regulatory compliance (i.e. Title VI and similar)
- Design and conduct transit-related surveys, analyze results and prepare reports to summarize findings
- Work cooperatively with other METRO departments and outside organizations to plan and implement transit-related services, facilities and/or programs
- Act as the liaison to roadway and other construction projects being undertaken by outside organizations (City, County, ODOT, etc) that impact METRO bus service
- Assist in the review of site development proposals for transit impacts and request new or improved transit amenities
- Prepare technical memoranda and reports for managerial review and consideration by policy makers
- Represent METRO on intergovernmental committees as assigned
- Performs other duties as assigned
- Regular attendance is essential

Physical Requirements & Working Conditions: Job requires incumbent to stand, walk, sit, talk and listen and use hands to finger, handle or feel; view things at 20 feet or more one-third of the time; and lift up to 10 pounds. Work is typically conducted indoors in an office environment, at a computer work station with a telephone. However, a portion of the work will be routinely conducted outdoors and/or in a vehicle where there is exposure to adverse weather conditions, dust, fumes/odors and in proximity to urban vehicle traffic, requiring attention to personal and public safety. Contacts with general public, customers and other citizens and work deadlines are typical and can be stressful.

Occupational & Technical Skills:

- Proficiency with word processing and spreadsheets for analysis and reports
- Knowledge of transit planning practices as it relates to bus operations, ridership analysis and land use integration
- Experience with developing, modifying and implementing transit service plans
- Knowledge of and/or experience with transit technology including passenger counting systems and automatic vehicle location technology
- Knowledge of planning principles and practices, along with data analysis methods, to understand the principles of public transportation and the application of them
- Knowledge of the principles of bus stop placement so as to balance the concepts of pedestrian access and route speed in bus stop placement that optimizes system ridership
- Knowledge of the Americans with Disabilities Act and its requirements as they pertain to the needs of the elderly and disabled when bus stop placement decisions are made

Administrative Skills

- Ability to organize work, set priorities and meet critical deadlines with minimal direction
- Ability to define problems, collect data, establish facts and draw conclusions
- Ability to establish project goals, lead collaborative project planning efforts and successfully transition completed activities to operating personnel
- Knowledge of techniques of effective time management

- Ability to keep clear and accurate records
- Ability to design or redesign reports and records as conditions warrant

Cognitive Skills:

- Ability to demonstrate initiative and independent judgment
- Knowledge of record keeping, filing methods, records management and report preparation techniques
- Ability to perform standard business arithmetic including percentages and decimals
- Ability to use a computer to efficiently enter and retrieve information
- Demonstrated writing and report generation skill
- Knowledge of research methods
- Ability to deal with a variety of concrete variables in situations where significant standardization exists

Communication Skills:

- Ability to communicate clearly and effectively, both verbally and in writing
- Ability to prepare clear and concise reports, correspondence, meeting summaries, technical reports and other written materials
- Ability to communicate effectively with individuals and small groups and to respond to questions
- Ability to make public presentations to governmental bodies and the public

Interpersonal Skills:

- Ability to establish and maintain effective working relationships with various individuals, departments, or other internal groups
- Ability to deal courteously and diplomatically with the general public

Experience and/or Educational Requirements:

Position requires a degree in planning, engineering, or public administration, a valid Ohio driver's license and three years of relevant professional experience, or any combination of education, training and work experience which provides the required skill sets to perform the essential job functions. Master's degree preferred.

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

