



## **METRO Regional Transit Authority**

### **Transit Planner**

**Department:** Planning & Strategic Development

**Classification:** Non-Exempt

**Safety Sensitive:** No

**Position Summary:**

Under the supervision of the Senior Planner (Service Planning), the Transit Planner provides technical assistance and analysis to support the planning, development and implementation of transit service delivery.

**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:**

- Monitors and reports on current ridership and operational performance trends to Senior Planner (Service Planning) and Director of Planning and Strategic Development

- Conducts research and performs data analysis on proposed or requested route and service changes through field visits, farebox data, CAD/AVL and APC data
- Prepares monthly performance reports and applicable key performance indicators
- Prepares monthly utilization reports for various third party contracts (i.e. Akron Public Schools, University of Akron and others as needed)
- Assists in conducting Title VI analyses for major service changes and to support the triennial Title VI report
- Creates and maintains geographic bus stop and route data in GIS, scheduling software platform, and online mapping services (i.e. Google Maps, etc).
- Maintains GIS file organization, produces geographic data, and creates internal and external-facing map products as required to support service analysis, grant applications, public timetables or other reports
- Coordinates with other departments in the preparation and review of transit-related information materials (e.g. public timetables, system maps, detour information, etc)
- Assists in preparing data for National Transit Database (NTD) submissions
- Maintains NTD-certification of APC data; manages video/manual passenger count requirements for initial certification process and on-going annual requirements.
- Assists in the development of service proposals
- Represents METRO at meetings and events, including public meetings for service changes or planning projects
- Respond to customer comments, questions and complaints relating to service and bus stops, and assist with any public outreach campaigns
- Assist in system-wide bus stop optimization process in coordination with short- and long-term service plans
- Assist in implementation of bus stop location changes based on policy, field observations, analysis of ridership trends and forecasted needs
- 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:**

- 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
- Experience with ArcGIS or similar GIS suite

- 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 apply equitable standards to work decisions and projects
- Familiarity with selected job-specific software (including fixed route scheduling software – Hastus and CAD/AVL system – Avail) (preferred)
- Experience with Business Intelligence dashboards (preferred)

#### **Interpersonal Skills:**

- 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 interact courteously and diplomatically with the general public and people with varied backgrounds and abilities

#### **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 make effective decisions and recommendations
- Knowledge of report generation
- Ability to demonstrate initiative and independent judgment
- Knowledge record keeping, report preparation, filing methods, and records management techniques

---

#### **Experience and/or Educational Requirements:**

Bachelor degree in Geography, Cartography, Geographic Information Systems, Transportation or Urban/Regional Planning, Economics, Business/Public Administration, Statistics, Engineering, or related field required; valid Ohio driver's license; 0-3 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

