



Title: Service Planner

FLSA Status: Non-Exempt

BRIEF DESCRIPTION:

The purpose of this position is to perform planning duties specifically related to the design and analysis of transit services. This is accomplished by conducting route studies including analyzing route structures and advising on the effect of changes to route design, collecting, maintaining and analyzing service-related data in order to create various reports and respond to federal, state and local reporting requirements and performing research in order to respond to inquiries and complaints regarding route performance and design. Other duties include preparing presentations, responding to ad-hoc requests, and attending meetings.

ESSENTIAL FUNCTIONS:

Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single incumbent in this position. Additionally, please be aware of the legend below when referring to the physical demands of each essential function.

(S) Sedentary Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	(L) Light Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.	(M) Medium Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly.	(H) Heavy Exerting 50-100 lbs. occasionally; 10-25 lbs. frequently; or up to 10-20 lbs. constantly.	(V) Very Heavy Exerting over 100 lbs. occasionally; 50-100 lbs. frequently; or up to 20-50 lbs. constantly.
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#	Code	Essential Functions	% of Time
1	S	Conducts route studies by field investigations evaluating number of stops, length of route and number of runs and reviews of passenger surveys, monitors route performance for effectiveness, calculates projected ridership and performance statistics, proposes modifications to existing services including route design, service frequencies and vehicle assignment requirements, advises management on the effect of proposed service changes, coordinates with other departments on service related issues. .	50 %
2	S	Collects service-related data from various sources and develops and maintains database in order to prepare federal, state and local reports, performs data analysis in order to prepare various reports related to ridership, route productivity and service measurements and performance indicators for management staff, participates in the completion of the Short Range Transit and Fleet Management plans, communicate and coordinates with other departments to determine methods for ongoing data collection .	40 %
3	S	Performs research in order to respond to inquiries and complaints from internal and external customers, attends community meetings and public hearings as needed in order to communicate service related information.	10 %



JOB REQUIREMENTS:

-Description of Minimum Job Requirements-	
Formal Education	<p>Work requires broad knowledge in a general professional or technical field. Knowledge is normally acquired through four (4) years of an accredited college or university resulting in a Bachelor's degree in Planning, Economics, Business or Public Administration, Environmental Studies or a related field.</p> <p>Additional directly related experience beyond the minimum requirement may substitute for the required education based on the ratio of one and a half (1.5) years of experience for each (1) year of education.</p>
Experience	A minimum of three (3) years of experience in urban, transportation or transit planning. Additional experience with GIS (Geographic Information Systems) software is preferred
Supervision	Work requires functioning as a lead worker performing essentially the same work as those directed, and includes overseeing work quality, training, instructing, and scheduling work.
Human Collaboration Skills	Decisions regarding implementation of policies may be made. Contact may involve support of controversial positions or the negotiation of sensitive issues or important presentations. Contacts may involve stressful, negative interactions with the public requiring high levels of tact and the ability to respond to aggressive interpersonal interactions.
Freedom to Act	The employee normally performs the duty assignment according to his or her own judgment, requesting supervisory assistance only when necessary. Special projects are managed with little oversight and assignments may be reviewed upon completion. Performance reviewed periodically.
Technical Skills	Skilled: Work requires a comprehensive, practical knowledge of a technical field with use of analytical judgment and decision-making abilities appropriate to the work environment of the organization.
Budget Responsibility	Position has no fiscal responsibility.
Reading	Advanced-Ability to read literature, books, reviews, scientific or technical journals, abstracts, financial reports, and/or legal documents. Ordinarily, such education is obtained in at the college level or above. However, it may be obtained from experience and self-study.
Math	Advanced-Ability to apply fundamental concepts of theories; work with advanced mathematical operations methods and functions of real and complex variables. Ordinarily, such education is obtained in at the college level or above. However, it may be obtained from experience and self-study.



Writing	Advanced-Ability to write editorials, journals, speeches, manuals, or critiques. Ordinarily, such education is obtained in at the college level or above. However, it may be obtained from experience and self-study.
Certification & Other Requirements	

KNOWLEDGE
<ul style="list-style-type: none"> • Theories, principles and practices of transportation planning requirements as they pertain to public transportation activities. • Principles practices and techniques of transit service data collection and analysis. • Principles and practices of complex report writing. • Transit bus and rail scheduling systems. • Socioeconomic, land use and development, environmental impacts, demographic, and travel behavior concepts. • Applicable local, State, and Federal laws, regulations and funding constraints applicable to public transportation operations. • Project management techniques and methods. • Business and management principles involved in leadership, team building, and organizational behavior. • Advanced math concepts, including statistical analysis techniques as they apply to planning. • Economic and accounting principles, practices and reporting of transportation/financial data. • Public relations methods to effectively interact, engage, respond, and validate public concerns. • Active listening techniques and methods to diffuse and deal with angry citizens. • Public speaking and presentation techniques and methods.
SKILLS
<ul style="list-style-type: none"> • Advanced word processing, spreadsheet, presentation and database software. • Specialized software related to functional area.



ABILITIES

- Interpret and apply established policies and procedures.
- Communicate effectively orally and in writing and modify technical information content to diverse audiences.
- Learn District's ridership data collection methods.
- Effectively prioritize and manage multiple projects and assignments simultaneously.
- Learn Regional Transit bus and light rail routes and schedules.
- Develop service plans designed to remedy problems or improve service quality, efficiency and effectiveness.
- Research, collect, tabulate, manipulate, evaluate and interpret planning data.
- Prepare written reports and verbal presentations.
- Apply advanced mathematical and statistical concepts to planning data.
- Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.
- Deal with difficult people and situations.
- Learn District and departmental operating policies and procedures.
- Organize information clearly and precisely, and effectively communicate messages to appropriate individuals.



OVERALL PHYSICAL STRENGTH DEMANDS:

-Physical strength for this position is indicated below with "X"-

Sedentary	X	Light	Medium	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.		Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

PHYSICAL DEMANDS:

C	F	O	R	N
Continuously 2/3 or more of the time.	Frequently From 1/3 to 2/3 of the time.	Occasionally Up to 1/3 of the time.	Rarely Less than 1 hour per week.	Never Never occurs.

Note: This is intended as a description of the way the job is currently performed. It does not address the potential for accommodation.

-Physical Demand-	-Frequency-	-Brief Description-
Standing	F	Making presentations; communicating with co-workers; observing work site; observing work duties
Sitting	C	Desk work; meetings; driving
Walking	R	To other departments/offices/office equipment
Lifting	R	Files; supplies; equipment
Carrying	N	
Pushing/Pulling	F	File drawers; tables and chairs
Reaching	R	Files; supplies
Handling	R	Paperwork
Fine Dexterity	C	Computer keyboard; calculator; telephone pad; calibrating equipment
Kneeling	R	Filing in lower drawers; retrieving items from lower shelves/ground
Crouching	N	
Crawling	N	
Bending	R	Retrieving items from lower shelves/ground
Twisting	O	From computer to telephone
Climbing	R	Stairs; step stool
Balancing	N	
Vision	C	Driving; observing work site; reading; computer screen
Hearing	C	Communicating with co-workers and public and on telephone
Talking	C	Communicating with co-workers and public and on telephone
Foot Controls	R	Driving
Other (specified if applicable)		

MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Telephone, fax machine, scanner, copier, computer and associated hardware and software.



ENVIRONMENTAL FACTORS:

C Continuously	F Frequently	O Occasionally	R Rarely	N Never
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D Daily	W Several Times Per Week	M Several Times Per Month	S Seasonally	N Never
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-Health and Safety Factors-	
Mechanical Hazards	R
Chemical Hazards	N
Electrical Hazards	N
Fire Hazards	N
Explosives	N
Communicable Diseases	N
Physical Danger or Abuse	N
Other (see 1 below)	N

-Environmental Factors-	
Respiratory Hazards	N
Extreme Temperatures	N
Noise and Vibration	N
Wetness/Humidity	N
Physical Hazards	N

(1) N/A

PROTECTIVE EQUIPMENT REQUIRED:

None

NON-PHYSICAL DEMANDS:

F Frequently From 1/3 to 2/3 of the time	O Occasionally Up to 1/3 of the time	R Rarely Less than 1 hour per week	N Never Never occurs
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-Description of Non-Physical Demands-	-Frequency-
Time Pressure	O
Emergency Situation	R
Frequent Change of Tasks	O
Irregular Work Schedule/Overtime	R
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	O
Tedious or Exacting Work	F
Noisy/Distracting Environment	R
Other (see 2 below)	N

(2) N/A

PRIMARY WORK LOCATION:

Office Environment	X	Vehicle	
Warehouse		Outdoors	
Shop		Other (see 3 below)	
Recreation/Neighborhood Center			

(3)N/A

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required. This description is subject to modification as the needs and requirements of the position change.