Job Title: Manager of Service Planning & Scheduling

Department: Planning

Reports to: Director of Planning

Grade: 617

Job purpose

The Manager of Service Planning & Scheduling will oversee the development of all route schedules related to fixed route, express service, and bus rapid transit. The goal is to build a system that provides high-frequency and reliable service with reduced travel times. The Manager will work closely with other planners and managers in the Planning, Transportation, Marketing & Communications, and Information Technology Departments.

Duties and responsibilities

- Adjusting 40-50 route schedules each year under 3-5 operator picks conducted in 4-5 operating divisions;
- Developing service plan and individual route schedules for major initiatives including rollout of bus rapid transit lines and county-wide route restructurings;
- Providing CEO and Senior Staff recommendations to attract additional ridership, increase efficiency/reliability, or reduce costs;
- Developing strong relationship with CDTA’s Transportation Department and communicating regularly with drivers, supervisors, and Division Superintendents to identify areas for improvement;
- Assisting with creation and distribution of internal and external materials that market and communicate service changes;
- Representing CDTA and the Planning Department at meetings with external partners and stakeholders;
- Coordinating with local school districts, colleges, and other universal access partners on ongoing route adjustments and service modifications to match student/employee origins and travel times;
- Using technology to determine the accuracy of schedules and on-time performance of system;
- Becoming proficient with the scheduling system and assisting with implementation of future software applications;
- Developing operator crew schedule scenarios each pick to ensure that resources are deployed in an effective manner and meet requirements of collective bargaining agreements;
- Obtaining feedback from unionized and non-unionized workforces on crewing and pick materials, and adjusting when necessary;
- Assisting Transportation Department while operator pick is being conducted to ensure its successful and accurate completion;
- Coordinating development of new and relocated bus stops related to route changes;
- Participating in capital project development and making recommendations for infrastructure improvements; and
• Assisting with development of capital grant materials for major capital projects.

**Qualifications**

• Bachelor’s degree in urban & regional planning, public administration, business administration, transportation management, operations, or other related discipline is required; Master's degree is preferred.
• Minimum of 5 years of professional work experience required; over 10 years preferred.
• Minimum of 2 years of experience is required at transportation-related agency or company such as a transit authority, local/state/federal transportation department, MPO, transportation consulting firm; over 5 years is preferred.
• Experience using scheduling software such as Hastus or Trapeze is preferred.
• Experience in a unionized, operational based organization is preferred.
• Personal experience using public transportation on a regular basis, and willingness to continue doing so, is preferred.

**Working conditions**

Normal office setting with occasional need to ride public transportation. May be exposed to weather elements at these times.

**Direct reports**

List by job title any positions to be supervised by the incumbent.

Assistant Manager of Scheduling
Ride Checker
Intern

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