

**Pioneer Valley Transit Authority
Job Description**

Job Title: Manager of Transit Planning & Analysis **Department:** Operations
Reports To: Administrator **F.L.S.A. Status:** Full-time, Exempt Level
Salary Range: \$1,307.00 - \$1,442.00 per week
Work Location: PVRTA Administrative Offices, Springfield, MA

Position Summary: Reporting directly to the Administrator, this position plays a key role in ensuring contractual compliance and operational efficiency of fixed route and paratransit service providers; engages in transit planning activities; performs a variety of tasks ranging from high level data analysis and report writing to coordinating oversight efforts with appropriate personnel; and coordinates efforts with Director of Transit Operations and the Pioneer Valley Planning Commission (PVPC) staff as needed to ensure transit services meet PVRTA's performance expectations.

Essential Duties and Responsibilities: Include the following. Other duties may be assigned.

General Statistical analysis and reporting: Conduct organizational research; design and oversee the development of minor to complex studies, surveys and research; direct and oversee the preparation of a variety of reports and policy documents while recommending appropriate courses of action; perform high level analysis of quantitative and qualitative data as needed; provide analytical reports, including but not limited to (1) compliance of contracted service providers to contractual targets, (2) system structure analysis, (3) efficiency reports, (4) performance measures, and (5) annual service analysis reports; conduct frequent and sometimes extensive statistical analysis of department operations using a variety of data sources; coordinate data needs among internal/external constituents to ensure performance measures are identified, communicated, and achieved; create professional narrative and statistical reports, correspondence, and supporting documentation; and present findings to appropriate constituents.

Transit Planning: Periodically review fixed-route and paratransit services; engage in fixed-route planning activities in house and with PVPC, coordinate service-related needs with relevant contractors; respond to new service requests; review service schedules; participate in public hearings for service changes; analyze route data and make recommendations for changes where appropriate; participate in and/or oversee system studies/surveys; research and recommend other service options (i.e., articulated buses, alternative fuel options, etc).

Reporting Compliance: Develop and submit reports in compliance with FTA regulatory requirements, including but not limited to Title VI Plan, TAM Plan, NTD Reporting and other required reporting.

Performance Management: Oversee and manage the performance measure process for fixed route and paratransit services; develop a variety of products including but not limited to website materials, resources/materials for Advisory Board members, methods for tracking route efficiencies (excel or other database), etc.; on an ongoing basis, assist with establishing a variety of performance measures according to most current industry standards, including but not limited to annual review and modifications for continuous improvement for contractors; maintain contacts with key customers to ensure overall enhancement of service levels, addressing and resolving service issues, while maintaining and improving service.

Initiate and conduct routine needs analyses to identify areas needing formal analysis, review and recommendations; conduct liaison responsibilities with appropriate contractor's management staff as needed for compliance and performance issues; coordinate efforts with Director of Transit Operations with analyzing paratransit contractor's performance using established measures and recommend appropriate action as needed to ensure the most productive and efficient operations possible; assist Director of Transit Operations with monitoring fixed-route contractor's performance using established measures and recommend appropriate action as needed to

ensure the most productive and efficient operations possible; assist as needed with preparation of Requests for Proposals (RFP) for fixed-route and paratransit services.

Oversee and manage *On Time Performance (OTP) Reporting* for fixed-route contractors: Coordinate efforts with PVPC related to on time performance measures; create methodology to identify OTP by route, bus stop and direction; in coordinated effort with SATCo/VATCo/UMass Transit, use PVPC reports (by route, stop and direction), in conjunction with further analysis and/or other related information to make needed schedule changes; create related products (i.e., reporting tool for website) as appropriate.

Assist with Mapping Activities: Develop a variety of useful tools using ArcGIS and Transit REMIX; create and utilize tools for a variety of uses, including but not limited to Title VI reporting; fixed route analysis and related changes, etc.

Responsible for the preparation of Grants: Working directly with PVTA and PVPC staff, perform a variety of tasks related to submission of grant applications, including FTA Section 5339 Bus and Bus Facilities/Low-No Grants, MassDOT Community Transportation Grant Program, etc.; provide related assistance for other grant application submissions as needed to promote improved Transit Services for the PVTA.

Public Outreach: Assist with public outreach activities as needed related to PVTA's fixed route and paratransit services; participate in rider forums.

Perform other duties as assigned.

Qualification Requirements: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience: Position requires a bachelor's degree from an accredited college in a directly related field, or equivalent directly related undergraduate degree and experience; experience working in a similar position preferred. Progressively responsible experience in transit operations with a focus on paratransit and fixed-route; ability to carry out all responsibilities with a high level of professionalism; must be able to communicate with customers well, diplomacy, and be able to work productively with minimum direct supervision; must perform work with a high degree of accuracy; ability to pay strict attention to detail, and meet tight deadlines; the ability to prioritize workload; ability to coordinate efforts and interact with staff in an efficient and effective manner; excellent command of the English language with strong writing and verbal communications skills; intermediate to high level math and statistics skills and ability to accurately work with numerical/statistical information; must have a strong work ethic with a high degree of self-motivation, and the ability to act on behalf of others when requested; ability to make decisions requiring independent judgment; general working knowledge of grant-writing/application processes. Working knowledge of FTA Circular 4702.1b and Title VI Compliance as well as FTA circulars pertaining to Transit Asset Management Planning. This position requires the ability to receive task assignments, prioritize work assignments, and carry out assignments in a satisfactory manner within the required time frames.

Competencies: The competencies listed below are representative of the knowledge, skill, and/or ability required. Must have knowledge, skill and/or ability to: design effective workflow and procedures; collect, analyze, interpret, summarize and report statistical data; demonstrate attention to detail; independently identify and resolve problems in a timely manner; develop alternative solutions; work well in group problem solving situations; develop project plans; coordinate projects; communicate changes and progress; complete projects on time and budget; manage project team activities; manage difficult or emotional customer situations; respond promptly to customer needs; solicit customer feedback to improve service; meet commitments; speak clearly and persuasively in positive or negative situations; demonstrate group presentation skills; communicate effectively both verbally and in writing; present numerical data effectively; read and interpret written information; make independent decisions; exhibit sound and accurate judgment; support and explain reasoning for decisions; include appropriate people in decision-making process; make timely decisions; self-motivated; set and achieve challenging goals; demonstrate persistence and overcome obstacles; measure self against standard of excellence; take calculated risks to

accomplish goals; lead, motivate and supervise others; prioritize and plan work activities; use time efficiently; plan for additional resources; set goals and objectives; develop realistic action plans; approach others in a tactful manner; react well under pressure; treat others with respect and consideration regardless of their status or position; accept responsibility for own actions; follow through on commitments; demonstrate accuracy and thoroughness; look for ways to improve and promote quality; apply feedback to improve performance; monitor own work to ensure quality; meet productivity standards; complete work in timely manner; strive to increase productivity; adapt to changes in the economy, customer needs, work environment, job requirements and organizational growth; manage competing demands; deal with frequent change, delays, or unexpected events; meet attendance requirements; ensure work responsibilities are covered when absent; arrive at meetings and appointments on time; follow instructions, responds to management direction; take responsibility for own actions; keep commitments; complete tasks on time or notifies appropriate person with an alternate plan; undertake self-development activities; seek increased responsibilities; look for and take advantage of opportunities; ask for and offer help when needed; see projects through from beginning to completion; take on new projects on own initiative; meet challenges with resourcefulness; generate suggestions for improving work; develop innovative approaches and ideas.

Computer Skills: Excellent working knowledge of Microsoft Word, PowerPoint and Excel, statistical software, and department specific software and reporting; must be adept at using a variety of charts, graphs, and other tools for presenting data; working knowledge of ArcGIS and Transit REMIX and other task-specific computer software.

Directly reports to and supervision received from: Administrator

Performance Evaluated by: Administrator

Supervisory/Oversight Responsibilities: Oversee day-to-day activities of grant funded positions; provide direct oversight and coordination with Pioneer Valley Planning Commission contract and collaborate with PVPC staff who are assigned to PVRTA projects; ensure projects are completed timely by effective oversight.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to sit, talk, and/or hear. The employee is occasionally required to stand, walk, use hands to finger, handle, or feel and reach with hands and arms. Extensive use of computer and keyboard and viewing of computer screen is required. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include vision, color vision, and ability to adjust focus.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Work is generally performed indoors in an office environment. While performing the duties of this job, the employee is occasionally exposed to outside weather conditions when visiting other facilities, examining bus routes, shelters, etc. Frequent contact with the public and meeting deadlines required. Off-site assignments and irregular work hours are required on occasion, including occasional weekend and/or evening work. The noise level in the work environment is usually quiet.