



POSITION DESCRIPTION

TITLE: Service Planner
CLASSIFICATION: Level 3
DEPARTMENT: LANtaBus Rider Experience
REPORTS TO: Manager of Service Planning and Scheduling
SUPERVISES: None
LAST UPDATED: July 12, 2018

RESPONSIBILITIES: The Service Planner works at the direction of the Manager of Service Planning and Scheduling. Responsibilities include duties required to monitor the performance and quality of LANTA services; develop and implement improvement plans for service and capital assets; and maintain and support the data system tools used by the Service Planning and Scheduling functions of the Authority.

EXAMPLES OF WORK

- Research and analysis of ridership patterns and service quality of LANTA services.
- Soliciting input from riders and community stakeholders regarding LANTA services.
- Assisting in the development and implementation of service plans and operating schedules, as well as planning and implementation of LANTA's passenger facilities and amenities.
- Assisting in the integration and analysis of data from various sources, including, but not limited to Automatic Passenger Counters, Automatic Vehicle Locators, fare boxes, and surveys and other technology systems used by the Authority.
- Assist with the data management of the Automated Transit Management System (ATMS) system. Track ATMS performance, review data system to monitor system performance-On time performance, riders per revenue hour, riders per revenue mile.
- Data processing and cleansing.
- Monitor accuracy and integrity of collected data and pursue necessary actions to remediate identified problems.
- Perform other related duties as assigned by the Director of LANtaBus Rider Experience and Manager of Service Planning and Scheduling.
- Prepare new bus timetables and maps based on service changes. Coordinate for printing of schedules and oversight of schedule dissemination/distribution.
- Prepare new bus stop sign installation orders to vendor. Monitor and track installation.
- Conduct research, analyze and recommend additions to fixed route bus stops. Prepare running time analysis for projected schedule changes and service improvements.
- Coordinate with Land Use Planning regarding ridership counts at various transit centers, transfer points and bus stops in system.
- Prepare annual fiscal year route operating report and service performance report.

- Preparation of quarterly reports for fixed route bus system for ridership, revenue miles and revenue hours.
- Conduct on-board passenger survey data and/or static passenger survey data. Analysis of responded data to determine system performance.
- Prepare Geographic Information System (GIS) analysis of existing and proposed bus routes as necessary in collaboration with service planning and land use planning staff.
- Respond to customer inquiries for feedback as applicable.

The conduct of many of the duties of this position may require field work.

QUALIFICATIONS

- High skill level in Microsoft applications including Word, Excel and PowerPoint. Database software experience a plus.
- Strong aptitude with technology.
- Strong written and verbal skills.
- Detail oriented and a strong aptitude in statistics and statistical analysis.
- Ability to work well with co-workers and in cross-functional teams including members of all departments of the Authority.
- Ability to deal with the public and represent the Authority in public settings.
- Project management skills and ability to work independently.
- Preferred Bachelors Degree in Urban Studies/Planning, Economics, Statistics, Civil Engineering or related field. Experience in mass transportation a plus.

LANTA is an equal opportunity employer. In accordance with anti-discrimination law, LANTA prohibits discrimination and harassment of any type and affords equal employment opportunities to employees and applicants without regard to race, color, religion, sex, national origin, age, disability or genetic information. LANTA conforms to the spirit as well as to the letter of all applicable laws and regulations.