

Ventura County Transportation Commission  
Job Description

## **Transit Planner – Transit Services**

### **Definition**

Under general supervision, performs professional-level, analytical, and technical duties in support of transit planning, coordination, and operation activities to include such tasks as assisting in the planning and organizing of bus transit programs, coordinating program services, monitoring service quality, and conducting and developing a variety of tools, surveys, and studies needed to ensure compliance with program requirements and mandates.

### **Distinguishing Characteristics**

This classification reports to a program manager and is characterized by its independent responsibility for performing a wide variety of analytical and coordination duties for transit programs, including fixed route, paratransit, and other services both for the general public and special populations. This position exercises independent judgment and discretion in analyzing, coordinating, and overseeing the programs. It is distinguished from the higher-level position of program manager, in that the latter has greater responsibility for a wider variety of programs and functions. It is also distinguished from a manager-level classification in that this position does not manage any functions and does not have any supervisory responsibilities.

### **Typical and Important Duties**

Duties may include, but are not limited to, the following:

- Assists in the coordination, planning, and implementation of bus services including service changes and schedule modifications to include analyzing and monitoring route performance as well as drafting and distributing communication related to any modifications, changes, or enhancements related to assigned programs.
- Monitors service quality, including handling escalated customer complaints and comments to include developing and administering surveys for riders, reviewing, and analyzing survey results, and makes recommendations for change or adjustment.
- Assists with investigating and resolving passenger complaints related to assigned program services.
- Assists with overseeing the cooperative agreements for assigned programs and routes with local and regional government agencies and colleges and universities.
- Assists with overseeing bus contractor operations and performance to include analyzing and monitoring metrics and data for assigned programs, contracts, and operations to ensure contract expectations are met.
- Receives, reviews, and prepares monthly bills and service data for final approval and assists with the preparation of transit operations budgets as well as requests for proposals for assigned programs.
- Compiles and prepares reports and statistical data regarding services and prepares monthly, quarterly, and annual service reports for approval.
- Serves as staff to the local advisory and citizen committees and councils related to the transit community concerns to include preparing agendas, staff reports, presentations and other related documents and data about services.

- Plans, develops, and implements public transit planning services for assigned projects and programs.
- Assists with the development and implementation of various public outreach programs for assigned projects and programs.
- Researches, monitors, and supports technology systems and related enhancements needed or utilized in the delivery and management of assigned programs and projects.
- Assists and provides recommendation to support VCTC efforts to transition to zero emission vehicles.
- Analyzes demographic and travel data and prepares reports providing the data to VCTC and to county transit providers. Supports the quarterly performance report for the Commission.
- Works with other governmental agencies and non-profit organizations to provide efficient transportation systems and services.
- Monitors and provides feedback and/or recommendations to management on regional, state, and federal actions, programs, and plans impacting the Agency and other local transit services to include providing analysis and recommendations about the impacts.
- Prepares contract proposals, grant applications, and similar documents reports and monitors grants for contract compliance.
- Works with project sponsoring agencies and funding agencies to resolve issues and facilitate project approval.
- Monitors and remains familiar with industry happenings and best practices related to transportation funding requirements.
- Performs related duties and responsibilities as assigned.

### **Experience and Training**

Any combination of experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:

*Experience:* Three years of progressively more responsible transportation-related experience in programming, planning, or analysis.

*Training:* A bachelor's degree from an accredited college with major coursework in transportation or urban planning, public or business administration, political science, , or a related field.

### **Job-Related Qualifications**

*Knowledge of:*

- Methods, practices, and procedures involved in transit programs and services planning, operations, and management.
- Methods, practices, and procedures involved in local government management, operation, and funding for transit services and programs.
- Transit equipment and relevant technologies, such as CARB requirements.

- Applicable local, state, and federal laws and regulations, including ADA, public contract code and application of California Public Utilities Commission regulations associated with transit programs and services.
- Public outreach best practices and concepts for governments services related programs.
- Research techniques, methods, sources of information for report preparation and presentation.
- Transportation needs of the community.
- Survey development, methodology, and data analysis.
- Report preparation and record-keeping techniques.
- Governmental procurement and contracts management requirements.
- Standard administrative practices and procedures, including the use of standard office equipment.
- Business letter writing and the standard format for reports and correspondence.

*Ability to:*

- Work independently with minimal supervision.
- Effectively interact with citizen groups, elected officials, high-level administrators, and other program stakeholders and constituents.
- Take initiative in formulating and directing policies and programs and engendering a creative environment.
- Schedule, coordinate, and manage various projects of varying degrees of difficulty, size and complexity.
- Review complex, organizational, and administrative problems, and recommend an effective course of action.
- Listen carefully, understand concerns or viewpoints presented, and respond clearly with sensitivity and compassion.
- Analyze issues, develop a positive course of action, and follow through on the desired solution implementation.
- Demonstrate sound professional judgment, reason logically, and think creatively.
- Research and interpret applicable federal and state rules and regulations related to transit programs and services as well as applicable Agency policies.
- Communicate effectively in writing, orally, and with others to assimilate, understand, and convey information, in a manner consistent with job functions.
- Prepare and present clear, effective, and accurate reports, correspondence, policies, procedures, and other oral and written materials.
- Design and deliver effective public presentations.
- Use initiative, discretion, and sound independent judgment within policy and procedural guidelines.
- Establish and maintain effective relationships with those contacted in the course of the work.

- Represent the Agency effectively and positively to include situations where relations may be difficult or strained.
- Organize own work, set priorities, meet critical deadlines, and follow-up on assignments with a minimum of direction.
- Work in a safe manner following correct Agency safety practices and procedures.
- Maintain confidentiality regarding sensitive information.
- Use a personal computer and related standard office related systems, programs, and applications such as those offered through Microsoft Office utilities.

*Skill in:*

- Identifying, reviewing, and analysing major problems that necessitate complex planning for interrelated activities that can span one or several work units.
- Situational reasoning skills allowing for the ability to exercise judgment, decisiveness and innovation in situations involving broader aspects of the organization.

**Licenses and Certificates**

All licenses and certificates must be maintained as a condition of employment.

- A valid appropriate California driver's license may be required.
- Maintain a satisfactory driving record.

**Special Requirements**

Essential duties require the following physical skills, abilities, and work environment:

*Physical Skills:* Able to use standard office equipment, including a computer and other electronic equipment; arm, hand, finger, wrist, leg, or foot motion repetitively; firmly or lightly grasp items as needed; sit, stand, walk, kneel, and maintain sustained posture in a seated or standing position for prolonged periods of time; vision to read printed materials, a computer screen, and to work in a typical office environment; hearing and speech to communicate in person, over the telephone, and to make public presentations; lift and carry 30 pound boxes, files, and materials.

*Ability to:* Travel to different sites and locations; drive safely to different sites and locations; occasionally works protracted and irregular hours and evening meetings or work unusual hours for meeting attendance or participation in specific projects or programs.

*Work Environment:* Mobility to work in a typical office setting and to periodically work in a field setting.

Approved:	July 1, 2023
Revision Dates:	
Former Titles:	
Status:	Non-exempt/Administrative
ADA Review:	
DOT:	No
Physical:	No