



## METRO Regional Transit Authority Scheduler

<b>SALARY</b>	\$61,000.00 - \$68,990.00 Annually	<b>LOCATION</b>	416 Kenmore Blvd, Akron
<b>JOB TYPE</b>	Full-Time	<b>JOB NUMBER</b>	202500013
<b>DIVISION</b>	Culture, Planning, Safety, Security	<b>DEPARTMENT</b>	Planning and Strategic Development
<b>OPENING DATE</b>	02/18/2025	<b>CLOSING DATE</b>	3/10/2025 11:59 PM Eastern

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### Description

#### Position Summary:

Under the supervision of the Senior Planner, the Scheduler is responsible for executing blocking, run-cutting, rostering and all associated documentation for all service changes and service types as well as ITS functions. The Scheduler designs service consistent with established policies, the collective bargaining agreement, rules and regulations.

#### Reporting Relationships:

Position Reports to: Senior Planner

Direct Report by Title: None

Indirect Reports by Title: None

Number of Reports: Direct - 0, Indirect – 0

*To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions described in this job description. As not every duty associated with this position may be described herein, employees may be required to perform duties not specifically spelled out in this job description, but which may be reasonably considered incidental in the performing of the duties just as though they were actually written out.*

### Examples of Duties

#### Essential Job Functions:

##### 1. Scheduling and Operations:

- Responsible for evaluating data and making adjustments to schedules to improve efficiency, effectiveness, and equity of schedules.
- Uses Hastus scheduling software to define routes, assign bus stops, develop blocks, develop runcuts, and create rosters in accordance with transit service standards and the collective bargaining agreement.

- Formulates runcutting alternatives, evaluates and ranks the alternatives, and recommends preferred options.
- Uses available technology such as Automatic Vehicle Location (AVL) and Automatic Passenger Counters (APCs) to monitor schedule adherence, ridership, and other key metrics.
- Monitors performance metrics to adjust schedules for efficiency and equity.
- Builds and deploys schedule data information from scheduling software (Hastus) to CAD/AVL (Avail) and ERP (Fleetnet) software.
- Performs QA/QC and validation checks on data to troubleshoot issues and ensure accuracy.
- Performs project support for Intelligent Transportation projects, as assigned (e.g., Automatic).
- Supply exact data service reports and completes the annual National Transit Database submission.

## **2. Documentation and Communication:**

- Reviews draft public schedules for errors prior to final publication.
- Coordinates and distributes internal scheduling documents, including block books, runs and trippers sheets, timetables, route descriptions, and departure boards.
- Prepares new scheduling documents in response to changes in the operating environment.
- Prepares and distributes internal scheduling documents.
- Prepares written evaluations of proposed schedule changes and conducts field investigations.
- Supports Title VI analysis by providing scheduling data.
- Coordinates with Operations and Customer Service on schedule changes.
- Creates and/or updates documentation for internal policies, processes, and standard operating procedures.

## **3. Collaboration:**

- Interacts with bus operators, operations supervisors, customer care representatives, and the general public to obtain data necessary to perform schedule analysis.
- Collaborates with Operations team members for operator manpower projections.
- Works with the Senior Planner, Transportation Planner, and Data Analyst to ensure alignment with service goals.
- Provides data to planners for Title VI analysis for major service changes in accordance with METRO policy.
- Serves as the point of contact to address stakeholder concerns with scheduling and operations software with the provider.
- Acts as Planning and Strategic Development's liaison for CAD/AVL software when communicating with vendors and METRO IT staff.

## **4. Other Duties:**

- Maintains awareness of new trends and developments in fields related to the area of assignment.
- Performs other related duties as assigned.
- Regular attendance is an essential function of this job.

## **Typical Qualifications**

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### **Physical Requirements & Working Conditions:**

Job requires incumbent to sit, talk/listen and use hands to obtain data for planning department matters. Must be able to stand, walk, reach with hands and arms, and lift up to 10 pounds. Work is typically performed indoors but incumbent is occasionally exposed to dust, fumes/odors, working around moving objects. Stress from contacts with the general public, individual citizen contact and deadlines under pressure is common.

### **Required Skill Sets**

#### **Cognitive Skills:**

- Sound technical and computer skills.
- Experience with general transit scheduling process and concepts (strongly preferred).
- Experience with selected job-specific software (including fixed route scheduling software – Hastus (preferred) and CAD/AVL system – Avail)

- Experience with Business Intelligence dashboards (preferred).
- Proficiency in analyzing and applying headways, runtimes, and cycle times to optimize transit scheduling and service efficiency.
- Ability to define problems, collect data, establish facts and draw valid conclusions so as to resolve problems.
- Knowledge of GTFS and importing feed to 3rd parties such as Goggle, Apple and other apps.
- Experience with XML.
- Experience with advanced functions of Word and Excel.
- Ability to aggregate multiple sources of data from large datasets, extract insights, develop recommendations, create visualizations, and support the preparation of technical presentations and documents based on the analysis.
- Ability to apply, develop, and evaluate analytical, quantitative, and statistical tools and their results.
- Proficiency in advanced functions of Microsoft Word and Excel for data analysis, reporting, and document management.
- Ability to analyze runtimes and passenger counts using CAD/AVL systems to support efficient and equitable service adjustments.
- Ability to apply equitable standards to work decisions and projects.

**Communication & Administrative Skills:**

- Detail-oriented.
- Quick learner and self-starter.
- Proficient in techniques of effective time management.
- Ability to communicate clearly and effectively, both orally and in writing.
- Ability to prepare clear and concise reports, correspondence and other written materials.
- Ability to speak effectively with individuals and small groups, and to respond to questions.
- Ability to organize work, set priorities and meet critical deadlines.
- Ability to make effective decisions and recommendations.
- Ability to demonstrate initiative and independent judgment.
- Knowledge record keeping, report preparation, filing methods, and records management techniques.

**Interpersonal Skills:**

- Ability to establish and maintain effective working relationships with various departments, individuals or other internal groups.
- Ability to interact courteously and diplomatically with the general public, and people with varied backgrounds and abilities.

**Supplemental Information**

**Experience and/or Educational Requirements:**

Bachelor’s degree in Computer Science/Systems, Statistics, Data Analytics, Mathematics, Geographic Information Systems, Engineering, or related field; valid Ohio driver’s license; 3+ years of relevant experience; or any combination of education, training and work experience which provides the required skill sets to perform the essential functions of the job.

**Core Values:**

**Teamwork:**

- Demonstrating teamwork in and across departments.
- Treating everyone with respect.
- Recognize that the team is greater; much more than the collection of individual efforts.

**Safety:**

- Ensuring the safety of everyone.
- Believing that every accident can be prevented.
- Having a constant eye to safety in all aspects.

**People Centric:**

- Celebrating diversity/individual differences.
- Treating everyone fairly.

- Valuing everyone: co-workers, customers, each other, stakeholders.

**Service Excellence:**

- Providing the best customer service to everyone, both externally and internally.
- Routinely exceeding expectations.
- Serving our customers and each other.

**Integrity:**

- Always demonstrating honesty, trust, character and fairness without compromising the truth.
- Showing high regard for civility, equity/fairness and human dignity.
- Having the courage to do the right thing.

**Action Ready:**

- Sharing one goal, one mission.
- Keeping commitments.

**When applying, please provide any previous employer's contact information for up to the past 12 years.**

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**Employer**

METRO Regional Transit Authority

**Address**

416 Kenmore Blvd.

Akron, Ohio, 44301

**Phone**

3307620341

**Website**

<https://www.yourmetrobus.org>