

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT

(TRANST DIVISION – TRANSIT SCHEDULING AND INFRASTRUCTURE SECTION – LOCATION – 2200 UPPER JAMES STREET)

SUPERVISOR - TRANSIT SCHEDULING

SUMMARY OF DUTIES

Reporting to the Manager of Transit Scheduling and Infrastructure, the Supervisor - Transit Scheduling will be responsible for directing and managing all aspects of the efficient and effective implementation of approved service plans as they relate to the development of schedules and operator work assignments.

The Supervisor – Transit Scheduling is responsible for maintaining scheduling data within Transit system applications and software (e.g. Trapeze) and providing key input into the development of annual service plans based on service monitoring and service analysis.

GENERAL DUTIES

Using a “best practices” approach, the Supervisor – Transit Scheduling will:

Direct, supervise, train, and performance manage their direct reports in the Transit Scheduling team of the Transit Scheduling and Infrastructure section.

Lead the Transit Scheduling team in developing, designing and creating effective transit schedules utilizing both specialized scheduling software and manual techniques, ensuring on street service levels accurately reflect the service plan, budget constraints and available resources. This will include modelling, costing, and analyzing various service design alternatives.

Participate and provides input into annual service reviews and service plan development.

Provide assistance to the Manager in the development of the annual operating budget, including the preparation of the annual scheduled mileage and platform hours to deliver approved service plans.

Be responsible for leading the coordination of scheduled trips into blocks to ensure maximum operative use of the available fleet and the run cutting of service schedules into operator work assignments ensuring all requirements of applicable collective agreements are met, while maximizing efficiency and cost effectiveness

Be responsible for leading the review and analysis of scheduling and performance data from a variety of sources (including AVL, operations staff, customer feedback).

Be responsible for written and statistical reports, as recommendations, for improvements and/or addressing deficiencies in scheduled service and Operator assignments. This will include reviewing and responding to customer feedback as it relates to schedule concerns and maintaining a database of customer feedback related to the same.

Be responsible for maintaining data in Trapeze and other systems in such a way as is needed to ensure accurate data exports.

Conduct reviews of scheduling techniques to identify areas and recommend scheduling process improvements with a goal of finding both operational and financial efficiencies.

Lead the development and documentation of new and updated scheduling work instructions, processes, and procedures, including completing periodic reviews to scheduling related documents.

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With the Manager, review Operator assignments, days off, scheduled running time and recovery time issues with Union representatives prior to each service scheduling period.

Liaise with Union Executive, other transit operators, Operations employees and staff regarding service planning and problem resolution.

Be responsible for leading the creation of schedules for special transit services (planned shuttle service) for special and sporting events as well as concerts.

Be responsible for written communications to Operators, Union Representatives, and Operations Supervisory Staff regarding changes to scheduled service and Operator assignments for approval by the Manager.

Provide confidential input to Council reports, collective bargaining, and personnel issues, as required by the Manager.

Ensure compliance with City policies, procedures, rules, regulations, and safe working practices.

Works in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

Ensure that employees are provided with and use the appropriate equipment, material and/or procedures required to perform the assigned duties.

Ensure that all employees perform work in accordance with applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures. Ensures that appropriate action is recommended for those employees who do not work in compliance with legislation, policies, and procedures.

Perform other duties as assigned which are directly related to the responsibilities of the position.

Be required to stand in as Acting Manager – Scheduling and Infrastructure on an as needed basis.

Be required to work during labour disputes or other work stoppages and to perform a variety of added duties during these events.

QUALIFICATIONS

1. Demonstrated competence in transportation/transit planning, with emphasis on computerized data collection and analysis techniques normally acquired by attaining a degree in engineering or urban planning or diploma in transportation planning or any combination of education, training and experience deemed equivalent.
2. Registered as a Professional Engineer in the Province of Ontario Registered, member of the Canadian Institute of Planners or certified with OACETT as a C.E.T. (Certified Engineering Technologist) preferred.
3. Proven experience related to public transit route planning, scheduling and runcutting, including the utilization of a computerized operating and scheduling system (TRAPEZE preferred).
4. Proven organizational, analytical and problem-solving skills and the ability to work with very tight deadlines and competing priorities.
5. Demonstrated ability to effectively manage a multi-disciplinary staff in a results-oriented environment and in a predominantly unionized environment.

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6. Excellent written and verbal communication skills, facilitation skills and presentation skills.
7. Experience in organizing, presenting, facilitating and negotiating with diverse stakeholders and user groups and ability to deal effectively with elected officials, representatives of other levels of government, management, peers, staff and the general public.
8. Must possess intermediate to advanced computer skills including thorough knowledge of the current suite of Microsoft productivity tools, including PowerPoint, Excel and Word. Microsoft Project, Microsoft ACCESS (database management) and web-based applications an asset.
9. Thorough knowledge and understanding of statutes, regulations and by-laws affecting the department/section.
10. Demonstrated knowledge of the Health and Safety Act and applicable regulations as it relates to the position.