

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT

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

SENIOR PROJECT MANAGER, TRANSIT STRATEGY AND PLANNING

SUMMARY OF DUTIES

Reporting to the Manager of Transit – Strategic Planning, the Senior Project Manager will be responsible for directing and managing all aspects of transit strategy and planning. This will include the development of strategic transit documents, development of service standards for public transit, the development of an annual service plan based on the approved service standards and all aspects of system and route planning. They will lead the Strategy and Planning team, using a "best practices" approach to develop and deliver quality services in a timely and cost-effective manner. They will support the Manager in instilling a customer service focus in the Section. They represent the City's interests regarding all aspects of the projects and initiatives with the public, private and multiple levels of government.

GENERAL DUTIES

Direct and supervise the staff in the Strategy and Planning team.

The Senior Project Manager shall develop transit strategies, short, mid and long-range plans, and annual service plans, in alignment with corporate goals and objectives. They are also accountable for:

- leading the development of, and coordination across the Transit Division, strategic Transit documents such as, but not limited to transit growth and implementation plans,
- formulating technical reports, updates and presentations regarding transit projects,
- reviewing and providing recommendations for review by the Manager on various City policies and plans that may impact on any current or future transit initiatives; and,
- providing professional advice and recommendations to City Council, Corporate staff, and members of the public and applicable stakeholders.

The Senior Project Manager will lead the development of, monitoring, continual improvement, and maintenance of service standards for public transit.

The Senior Project Manager will lead the development of annual service plans based on the approved service standards, including the development of operating forecasts for input into the budget process. This will include the preparation of written and statistical reports regarding improvements and/or deficiencies in scheduled service. This may include reports for public consumption.

Provide assistance to the Manager in the development of the annual capital and operating budgets.

Oversees and coordinates cleaning and reporting of APC counts, including manual passenger counts as required.

Develops customer focused transit network and routing scenarios based on achieving strategic goals and objectives, such as the ability to maintain and grow ridership. Creates and maintains sketch models used to analyze service and routing scenarios using tools like Microsoft Excel, ArcGIS, Remix, and/or EMME, in order to make recommendations for implementation.

Reviews and provides Transit input into a variety of City planning processes and initiatives, including but not limited to development applications, Official Plans and Secondary Plans, and Transportation Master Plans.

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Leads and coordinates inter-Regional transit matters and special and inter-governmental transit projects and initiatives (e.g. Metrolinx, GO, MTO Coordination).

Liaise with clients, community care providers, contractors, employees and internal staff regarding service planning and problem resolution.

Oversees various transit strategic initiatives including alternative transit service delivery models and management of initiative associated contracts.

Liaise with representatives from various City departments, including Traffic, Transportation Planning, Planning and Economic Development, etc. on integrated projects. This includes preparing reports for presentation to management and various municipal committees.

Liaise with Union Executive, School Boards, Operations employees and staff regarding service planning and problem resolution.

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.

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

Ensures 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.

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

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 or engineering, normally acquired by attaining a degree in engineering and/or urban planning or any combination of education, training and experience deemed equivalent.
2. Registered as a Professional Engineer in the Province of Ontario or member of the Canadian Institute of Planners preferred.
3. Previous extensive experience in the area of transportation/transit planning and trends and extensive project management experience managing large complex projects including budgeting and fiscal control in a public or private sector transportation organization. Experience managing data-driven strategic transit plans, such as network redesigns, long-term service plans, and/or customer experience strategies, is an asset.
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.