

## Transit Scheduling Specialist

When you join the City of Guelph, you join a team of 2000 full and part-time employees who deliver services the community relies on every day. Together, we are bringing to life Guelph's vision of an inclusive, connected, and prosperous city where we look after each other and our environment.

As a regional top employer, the City of Guelph values its employees and offers competitive salaries, excellent benefit packages, opportunities for professional development, a healthy work-life balance, and many roles with flexible work options. Our corporate values are integrity, service, inclusion, wellness, and learning. Guelph is consistently ranked as one of the best places in Canada to live, work, and play—all good reasons to consider a career in this beautiful city.

### The Opportunity

Resumes are being accepted for the position of Transit Scheduling Specialist, within the Transit Planning, Scheduling and Operating Systems Division of Guelph Transit. The successful candidate will build schedules and operator work for conventional routes along with community routes and On-Demand, providing recommendations on continuous improvement. This position will be responsible for creating and ensuring accurate schedule related information to all route types and bus charters. Guided by the goals and objectives of the City's Strategic Plan and committed to the Corporate Values of integrity, service, inclusion, wellness and learning, the candidate will aid in the achievement of the Vision for an inclusive, connected and prosperous city.

### Your role

- Prepare in the creation, completion and implementation of Operator sign-ups every 4 months; prepare all statutory and civic holiday sign-ups each calendar year; while continually updating and improving vehicle schedules.
- Meets with On-Demand third party group regarding statutory sign-up and On-Demand personnel required.
- Prepare and quality check data in Scheduling and Operating systems prior to import and merges with each sign-up.
- Perform route performance monitoring and collect relevant data and provide key recommendations to improve service.
- Investigate, respond and make recommendations for service changes responding to Transit customer concerns and queries related to Scheduling and Planning.
- Performs regular route and schedule audits and make adjustments to service schedules as required.
- Tracks operator changes provided by HR and Operations regarding the Seniority list.
- Participates in Planning Committee meetings with ATU to review route schedules for detours, route/route extensions, new hubs and new developments.

- Under the direction of the manager, create and recommend Standard Operating Procedures changes that affect scheduling, planning, service efficiencies, safety and quality service.
- Ensure compliance with all applicable federal and provincial regulations/legislation, City By-laws and the ATU Collective agreement.
- Coordinate construction and special event detours, working with other City departments, such as Traffic, Parking and Engineering, in assessing the feasibility of route alternatives and proposed changes.
- Coordinate charter quotes, schedules, routes and operator packages upon request.
- Update bus stop information (info-posts) as required, coordinating the hardware required at each bus stop (blade signs, info-boxes, etc).
- Assist in public consultation, marketing and other public education efforts as required.
- Export and forward files to be imported to the open data application, Google Transit Feed Specification (GTFS). Respond to associated inquiries and complaints regarding the GTFS feed, real-time data and static data.
- Provide support and attend meetings from time to time on behalf of the Manager of Transit Planning, Scheduling and Operating Systems.
- Contribute to the development of Guelph Transit's business plans and objectives as requested. Perform other related duties as assigned.

## Qualifications

- Considerable experience related to the duties listed above, normally acquired through the completion of post-secondary education in Business Administration, Transportation Management, Geography or a related discipline and considerable experience in public sector transit scheduling and route monitoring or in another transportation related business. Candidates with an equivalent combination of education and experience will be considered.
- A valid Class G drivers licence with a good driving record. Successful candidates will be required to provide a current driver's abstract prior to their start date to confirm their licence is held in good standing and that it has not been suspended or revoked under the Highway Traffic Act (HTA) or Criminal Code of Canada in the last 5 years. The City of Guelph will take into consideration the number of demerit points and/or nature of the infractions to determine if it meets our requirements.
- Knowledge of transportation scheduling methods, techniques, principles, and practices of transportation scheduling.
- Excellent communication skills with the ability to prepare reports, make presentations, and communicate with all levels of staff, stakeholders and the general public.
- Intermediate computer skills with Microsoft Office (Word, Excel, PowerPoint, Access and Outlook).
- Excellent organizational and analytical skills with the ability to make decisions.
- Ability to make mathematical computations and work with large amounts of relatively complex data and related information within defined parameters.
- Ability to interpret and apply labour contract provisions related to schedule writing, blocking, run cutting and crewing development procedures.
- Ability to establish and maintain effective working relationships with staff, other City Departments, ATU membership and executive, other transit properties and the public.
- Knowledge and understanding of the Occupational Health and Safety Act.
- Ability to work a flexible schedule including evenings and weekends to observe various transit route conditions.
- Experience with Trapeze or equivalent electronic scheduling software is an asset.

## Rate

\$62,801.20- \$78,501.50

## How to apply

Qualified applicants are invited to apply using our **online** application system by **Sunday, May 14, 2023**. Please note all applicants must complete the online questionnaire specific to this position at the time they submit their resume and cover letter in order to be considered. Proof of qualifications will be requested at the interview stage.

Please visit the job posting listed on our careers page and click on the "Apply for this job" button. Instructions will follow.

The City of Guelph is an equal opportunity employer that values diversity in the workplace. We are therefore happy to accommodate any individual needs in keeping with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act. If you require an accommodation in order to participate in the hiring process, please contact us to make your needs known in advance.

Personal information collected through the recruitment process will be used solely to determine eligibility for employment. We thank all candidates in advance; however, only those being considered for an interview will be contacted.