



Job title: Manager, Bus Priority Planning and Monitoring
Job ID: 20240171
Location: Greater Vancouver
Full/Part Time: Full-Time
Regular/Temporary: Regular

Marketing Statement

A career at TransLink and our family of companies means working with people with a wide range of skills and perspectives, all teaming up towards a common goal: preserving and enhancing the region's world-envied quality of life. Together, we connect the region and enhance its livability by providing a sustainable transit and transportation network, embraced by our communities and people.

At TransLink we are dedicated to building a workforce that reflects the diversity of the communities in which we live. We're committed to fostering an inclusive, equitable and accessible workplace, recognizing the unique value and skills every individual brings.

Looking for a great place to work where your contributions are valued, and you can make a difference in a vibrant city? At TransLink, one of BC's Top Employers, you'll help make Metro Vancouver a better place to live, built on transportation excellence. Put your future in motion!

Responsibilities

PRIMARY PURPOSE

Leads the ongoing management, planning and implementation of TransLink's Bus Priority programs to support the improvement of travel times, reliability and customer experience for bus customers. This includes oversight of and management of interdisciplinary teams (including planners, engineers, designers, and public affairs) delivering new RapidBus planning, upgrades to existing RapidBus lines (including multimodal streets design), and development and implementation of the Bus Speed & Reliability Program. The role requires leadership and direct collaboration with other levels of government, including senior staff and City Councils, to advance bus priority projects and programs in the region. The Manager leads the delivery of services for the Bus Priority programs and measures and monitors services to ensure efficiency, effectiveness and continuous improvement. The role ensures services align with broader department strategies, goals and objectives and contributes to divisional policies and activities that support strategic, enterprise-wide business decisions.

KEY ACCOUNTABILITIES



Provides leadership through tactical management and subject expertise, overseeing team and consultants to deliver services within Bus Priority programs to meet high services levels and customer needs. Establishes and defines service offerings and vision, including monitoring and managing the allocation of resources and operational requirements to meet service level demands. Confirms and implements strategic direction with Senior Manager.

Scopes, plans, and participates in interactive discussions with Executives, elected and appointed officials, including the Board and Mayors' Council.

Represents TransLink to external audiences on issues of moderate to high impact, risk and complexity, including in highly visible public forums.

Develops and manages relationships with external stakeholders including senior government officials and industry peers, managing expectations, discussing complex and sensitive issues, and resolving problems.

Oversees complex projects with enterprise-wide scope, highest risk and political sensitivity.

Develops project charters, business case, timelines, budget and deliverables.

Monitors and keeps projects on track in accordance with endorsed plans and ensure results within designated time frames. Provides project updates to senior leadership as required.

Develops reports and presentations for senior management on a periodic and ad hoc basis. Keeps the manager apprised of the status of initiatives and activities, collaborates with the manager on resolution of critical issues as they emerge.

Develops standards, guidelines and plans for the management of Bus Priority programs; ensures existing and proposed projects not only adhere to standards but also plans for and works across the enterprise to ensure compliance.

Develops program strategies, plans and tactics, to ensure efficiency and effectiveness in the delivery of services, ensuring overall alignment with departmental goals. Develops standards, policies and procedures within the program area, ensuring alignment with the broader departmental framework.

Contributes as a member of the department management team, identifying and taking action on program-related risks and opportunities associated with the projects and alerting manager to critical issues. Foresees strategic issues and mitigates in advance.

Oversees various agreements and contracts with service providers; providing direction and overseeing contract compliance; alerts senior management of any critical risks.



Develops, monitors and manages business plans and operating budgets for the program and related projects, ensuring services, programs or projects are cost-effective and adhere to regional goals. Provides input into the System Planning business plan.

Works closely with TransLink's key stakeholders and government officials to meet legislated responsibilities. Works closely with executives and senior management within and outside of the organization on the development and execution of strategic initiatives. Manages the development of solutions to complex and multifaceted issues of multi-jurisdictional implementation.

Proactively liaises with other departments as it relates to the successful implementation of programs, including CMBC Operations, CMBC Maintenance, Marketing, Communications, Government Relations, Procurement and Engineering. Manages associated committees as required, providing ongoing program updates and seeking direction and approvals as required to advance the program objectives.

Actively participates in various internal and external committees towards highly responsive interaction with internal and external stakeholders and partners. Participates in collaborative information sharing, problem solving and decision-making with other planning staff across the division, providing input and recommendations based on an advanced level of technical expertise.

Manages reporting staff, including selection, development, coaching, managing performance, assigning/reviewing work, and all other people management practices.

Qualifications

EDUCATION AND EXPERIENCE

The requirements for this position are typically acquired through a Master's degree in planning, engineering, policy, economics or a related discipline, and at least eight (8) years' experience in transportation planning at progressive levels of accountability.

OTHER REQUIREMENTS

Expert knowledge of the principles, theories, concepts and practices of transportation planning, including public policy, urban planning, transport economics.

Excellent working knowledge of best practices and emerging trends in transit priority, multimodal mobility, safety, and sustainability principles, road and traffic management and engineering, urban design, structured decision making, and public/stakeholder engagement.

Advanced understanding of customer perspectives and local government decision-making processes.



Understanding of the lived experience and transportation needs of people and businesses in Metro Vancouver, and especially of disadvantaged and marginalized groups. Ability to apply this understanding to plans/projects and actively coaches others on how to ensure their planning practice is informed by this understanding.

Excellent knowledge of procurement and capital planning processes.

Sound knowledge of plans, products, roles and responsibilities of government agencies, NGOs and associations.

Advanced analytical and problem-solving skills.

Advanced project management skills, including attention to detail and interpretation skills to derive meaning and develop recommendations based on findings.

Advanced communication skills to write and deliver persuasive reports and presentations.

Excellent interpersonal and relationship management skills, including negotiation skills as they pertain to contracts, multi-party agreements, and conflict resolution.

Excellent decision-making skills.

Excellent leadership and people management skills to manage a team of directly reporting staff, oversee contractors and manage project teams.

Other Information

TransLink is a North American leader in bus priority, and through the region's Access for Everyone plan has set a goal of expanding bus priority measures to the entirety of the existing frequent bus network and up to 25% of the expanded frequent bus network within 10 years.

This posting is for the position managing TransLink's Bus Priority Planning & Monitoring (BPPM) team, within the broader Bus Priority department.

The Bus Priority Planning & Monitoring team is responsible for developing bus priority plans and guidance to improve the speed and reliability of bus service within Metro Vancouver.

Work of the BPPM team includes:

Setting regional plans and targets for different types of bus priority, including identify solution-types & priority locations for projects

Tracking and reporting on progress and outcomes at a regional scale



Developing initiatives and guidance to aid the achievement of bus priority plans, including funding program design, bus priority design guidance

Developing policies to support bus priority implementation, including consideration of integration with goods movement, vision zero, active transportation, and other TransLink priorities.

Providing bus priority input into regional strategies, investment plans and multimodal network plans

Advancing capacity building in bus priority planning and design within Metro Vancouver by supporting local government staff, to increase the scale & quality of bus priority delivered across region

The ideal candidate for this position will have strong understanding of transit planning and operations as well as multimodal transportation and traffic management practices.

The candidate must also have strong leadership, interpersonal, and conflict management skills and in interest in building relationships with teams throughout TransLink and Coast Mountain Bus Company as well as within local governments and BC MOTI.

Recruitment Process: An applicant will be required to demonstrate their suitability for this position by meeting the minimum level of qualifications and experience in order to be invited into the selection process.

A standard interview format will be used including general, scenario and behavioural descriptive interview

Work Schedule

37.5 hours per week.

Work Designation

Hybrid

This position offers the flexibility of working both on-site and remotely within B.C.

Rate of Pay

Salary: \$112,996 - \$141,245 per annum (Actual salary offered will be commensurate with education, experience and internal parity).



The Total Compensation Package includes Extended Health, Transit Pass and enrollment in the Public Service Pension Plan upon eligibility. Focus on your development through training, and mentorship programs. Enjoy a variety of health and wellness programs, including access to gym facilities. Speak to us to know more about what we offer.

How to Apply

Please click the 'Apply' button at the top right corner of the page or go to <http://www.translink.ca/careers> to apply for this position and view instructions on the process.

INSTRUCTIONS: Please save your (1) cover letter, and your (2) resume as one pdf document prior to uploading your application on-line.

Posting Date: March 19, 2024
Closing Date: Open until filled

Please note that only those short listed will be contacted.

Having trouble applying? Please view the System Requirements & FAQ's by going to <http://www.translink.ca/careers>.

Equal Employment Opportunity

TransLink is committed to employment equity and building a diverse workforce, representative of the customers we serve and the many communities in the Metro Vancouver region. We welcome and encourage Indigenous applicants, people of colour, all genders, 2SLGBTQ+ and persons with disabilities to apply. Learn more about TransLink's commitment to equity, diversity and inclusion.

Accommodations are available on request for candidates taking part in all aspects of the selection process. For a confidential inquiry, simply email us at jobs@translink.ca.