



Transit Schedules Specialist - DRAFT

Class Code	FLSA Status	EEO-CAT	Rep Status	Salary Grade	Effective Date	Resolution Number
TBD	Non-Exempt	EEO4-	AFSCME	06	12/08/2021	21-042

**DEFINITION:** Under general direction, leads, trains, and participates in the more complex and difficult work related to short-range, day-to-day scheduling-related functions, including data collection, statistical reporting; develops alternative schedules and logistics to accommodate special events, emergencies, and specialized transit services. This is the specialist, lead-level classification within the Transit Scheduler series. Incumbents in this classification, contribute to the development and maintenance of service schedules for new routes and modify existing routes and service as needed. There are three (3) levels within the Transit Scheduler series, which are distinguished from one another by the technical complexity of the assigned duties and the level of discretion and independent judgment exercised. Incumbents in this classification provide technical and functional direction to lower-level staff.

This class is differentiated from the Senior Transit Scheduler in that the specialist level is responsible for more complex and sensitive assignments including service development to accommodate special events, emergencies, and specialized transit services and providing technical and functional direction that includes assigning, reviewing the work, and training of lower-level staff.

**REPRESENTATIVE FUNCTIONS may include, but are not limited to the following:**

- Provides lead direction, training, work review, and evaluation to staff providing administrative and technical support of an assigned program; organizes and assigns work, sets priorities, and follows up to ensure coordination and completion of the assigned work.
- Performs as a lead and participates in a variety of research and service planning studies; provides solutions to improve and optimize service; ensures recommendations are in compliance and conform with collective bargaining agreements, federal, state, and local regulations and ordinances; directs research and provides guidance to lower-level staff in methods for data collection, synthesis, analysis, and reporting.
- Participates in planning, coordinating, and developing alternative schedules, logistics, and scheduling materials to accommodate for special events, emergencies, and specialized transit services; works with other departments to coordinate the continuity of service and minimize service disruption during special events, emergencies, and the delivery of specialized transit services.
- Provides administrative and technical support to Planners and other departmental staff on special projects and ad hoc studies.
- Evaluates and analyzes sensitive passenger complaints, coordinates with appropriate District staff to provide proactive and efficient resolution of issues exercising a high degree of autonomy and independence; identifies patterns and commonalities, and provides potential solutions.
- Researches and analyzes data illustrating passenger riding habits, traffic conditions, vehicle running time, union contract provisions, and other circumstances affecting the operation of public transportation vehicles.
- Serves as subject matter expert on District computerized scheduling software; produces schedules based on automatic vehicle location (AVL) data imported into applicable scheduling software modules to analyze scheduling and runs; determines running time and proper headway by time of day.
- Determines scheduling priorities and prepares operating schedules for the District’s public transportation vehicles by defining trips made, connection or transfer points, departure, intermediate points, and arrival times, and develops the blocks for assigned routes.
- Develops, contributes, and distributes District surveys to transit users for scheduling purposes; interviews passengers regarding origin and destination points to provide data for proposed routes or schedule revision.
- May act on behalf of the assigned supervisor in their absence.
- Performs related duties as required.

**MINIMUM QUALIFICATIONS**



## Alameda Contra Costa Transit District Classification Specification

### Transit Schedules Specialist

**Knowledge of:** Principles of providing functional direction and training; principles and practices of employee supervision, including work planning, assignment, review, and evaluation, and the training of staff in work procedures; principals of service and scheduling changes and transportation service delivery; operational checks and computerized scheduling systems; bus scheduling and run-cutting processes; procedures for the development and coordination of complex public transit schedules;; proficiency in English usage, grammar, spelling, vocabulary, and punctuation; measures of transit effectiveness for assessment and optimization of route performance;-basic mathematics; applicable federal, state and local laws governing transit operations; current software for word processing, spreadsheets, and presentation at the intermediate level of proficiency; techniques for providing a high level of customer service by effectively working with the public, vendors, contractors, and District staff.

**Ability to:** Effectively provide staff leadership and work direction; use specialized computer scheduling programs; principles and practices of service and schedule changes and run-cutting procedures; prepare written technical reports and performance documentation materials; communicate in a clear, concise, persuasive, and tactful manner to a wide variety of audiences both orally and in writing; use standard office software for word processing and spreadsheets at an intermediate level of proficiency; demonstrate schedule writing aptitude; analyze and evaluate data; prepare statistical reports; establish and maintain effective working relationships with those contacted in the course of work using principles of excellent customer service.

**Education:** Equivalent to completion of an Associate degree from an accredited college or university with an emphasis in computer science, geographic information systems (GIS), logistics, and/or mathematics, mathematics, computer applications, transportation, urban planning, business, public administration, or a related field. Additional experience may be substituted for education on a year for year basis.

**Experience:** Four (4) years of experience in scheduling, service performance measurement, or a service planning capacity requiring the use of current, standard office software for word processing and spreadsheets and transit scheduling applications or three (3) years that involved responsibilities at a level equivalent to the District's classification of Senior Transit Scheduler. Additional education, such as coursework from an accredited community college, vocational, business, or technical school in computer applications, business, public administration, or a closely related field may be substituted for the experience requirement on a year-for-year basis.

**License and Certification(s):** None.

**Physical Requirements:** (1) Must maintain the physical ability necessary to perform tasks in an office setting, operating computers, keyboards, and other peripheral equipment. Must maintain the physical mobility necessary to transport oneself to various locations around the District.

**Special Requirements:** Must be willing to: (1) work outside regular business hours as required and (2) travel between the various District divisions.

**Established Date:** 12/08/2021 (Res. # 21-042)  
**Revised Date:** (Res. # )