POSITION SUMMARY

Under general supervision, develops and manages a comprehensive data-driven approach to monitoring transit service levels in order to identify where, when, and how operating efficiencies and service improvements can be attained. Collects, manipulates, and analyzes ridership and operations data to support CTA’s decision-making processes. The Planner will also consider impacts from external factors such as shifting demographics and development patterns, and will evaluate major route changes for Title VI and Environmental Justice implications.

PRIMARY RESPONSIBILITIES

<table>
<thead>
<tr>
<th>% time</th>
<th>Responsibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>20% Continually monitors and analyzes service levels and ridership trends for bus services assigned to the position. Supports the development of new initiatives, including route-level and system-wide studies of service levels, operations, ridership, and strategic planning.</td>
</tr>
<tr>
<td>2</td>
<td>15% Prepares transit market analyses, costs estimates, and recommendations for new service plans using GIS software, CTA databases, US Census and other external data sources, Hastus scheduling software, and other planning and data analytics tools. Considers Title VI and Environmental Justice implications as appropriate.</td>
</tr>
<tr>
<td>3</td>
<td>15% Prepares written reports, funding proposals, briefings, presentations, maps, and responses to inquiries regarding transit service, facilities, and equipment. Compiles information, research, and graphics for various reports, studies, and presentations, including quick-turnaround requests from senior staff.</td>
</tr>
<tr>
<td>4</td>
<td>15% Reviews reports and analyses from staff members and consultants engaged in the research, analysis, and planning of facilities, equipment services, and transit infrastructure projects. Administers contracted and grant-funded services.</td>
</tr>
<tr>
<td>5</td>
<td>10% Meets with Bus Operations staff (Bus Service Management, Training and Instruction, Maintenance and Garage) to research service issues, obtain additional data, and discuss opportunities to develop solutions and implement service changes.</td>
</tr>
<tr>
<td>6</td>
<td>10% Attends meetings and provides communication and information regarding projects, problems, or issues both internally and externally.</td>
</tr>
<tr>
<td>7</td>
<td>10% Conducts fieldwork and research to gather information on various CTA facilities, operations, and service.</td>
</tr>
</tbody>
</table>
PERFORMS OTHER DUTIES AS ASSIGNED.

MANAGEMENT RESPONSIBILITIES
Reporting to this position are the following jobs:

CHALLENGES
- Producing plans that meet the transit needs of CTA customers and CTA’s overall budget goals.

EDUCATION/EXPERIENCE REQUIREMENTS
- Bachelors Degree in Urban Planning, Architecture, Public Policy, Urban Design, Transportation Planning, Geography, Engineering, Logistics or other related discipline with academic instruction in transportation planning, operations, and/or public policy analysis.
- Masters Degree from the fields listed above preferred.

PHYSICAL REQUIREMENTS
- Requires sitting for extended periods of time, standing, visual acumen, manual dexterity for working with computer key boards.

KNOWLEDGE, SKILLS, AND ABILITIES
- Working knowledge of transit planning fundamentals, both economic and schedule-related.
- General knowledge of CTA bus and rail system and service area.
- General knowledge of community and economic development principles.
- Advanced research and data analysis skills.
- Advanced Microsoft Excel skills.
- Intermediate skills using U.S. Census data to develop demographic profiles of specific areas.
- Intermediate skills using GIS to conduct spatial analyses and develop presentation-quality maps.
- Intermediate skills using SQL to query and manipulate large data sets.
- Good communication skills and ability to summarize and present large amounts of data.
- Basic skills, or interest in, using common open source data analytics and visualization tools such as R and Python.
- Basic Adobe Illustrator skills preferred.
- Basic skills with transit scheduling software (e.g. Hastus) preferred.
- Strong interest in improving public transit and urban mobility.
- Ability to exercise good judgment.
- Ability to work independently.
• Willingness and desire to learn and adopt new skills.

WORKING CONDITIONS
• General office environment.
• May be exposed to field conditions when traveling to CTA bus garages, rail terminal and shops.

EQUIPMENT, TOOLS, AND MATERIALS UTILIZED
• Personal computer and associated software.