



# Marin County Transit District

---

Is recruiting for ...

## **OPERATIONS ANALYST/SENIOR OPERATIONS ANALYST: SERVICE AND SCHEDULE DEVELOPMENT**

**\$87,310-\$117,876 (analyst level) or \$107,850-\$145,608 (senior analyst level)** annual salary (depending on qualifications) and an outstanding benefits package

### **About the District...**

**Marin County Transit District** (Marin Transit) is responsible for funding, planning, and management of all public transit services operating within Marin County, including fixed route, community shuttle, supplemental school, the Muir Woods Shuttle, and mobility management programs including paratransit services. Marin Transit works closely within the community to develop and deliver the most strategic, effective, and efficient local transit system in the San Francisco Bay Area. For additional information about Marin Transit, please visit our website at [www.marintransit.org](http://www.marintransit.org).

### **About Marin County...**

Located just across the Golden Gate Bridge, and minutes from downtown San Francisco, Marin County is a dynamic, economically, and culturally diverse community of 260,000 informed and involved residents. Marin County is marked by beautiful beaches, groves of redwoods and oaks, rolling foothills, and scenic valleys. Marin County is known for its combination of rural and suburban lifestyles and is a recreation destination for the entire Bay Area with more than 140,000 acres of federal, state and county parkland, county open space and water district lands. The mild year-round climate is highlighted by cool, coastal fog tempering the warm inland temperatures of summer.

### **The position of Operations Analyst ...**

The Operations Analyst/Senior Operations Analyst is responsible for maintaining the District's scheduling data and the daily monitoring of fixed route service provided by the District's contracted service providers under contract to Marin Transit. This position provides the "eyes and ears" for the District's Operations and coordinates service development with the contractor's operations teams, the District Planning and Capital Development teams, and the public / passengers. This position supports service coordination with partner agencies and other transit providers in the region.

This position is responsible for the end-to-end scheduling process for the fixed route system. This includes developing and maintaining transit timetables and schedules in the District's

scheduling software, maintaining data feeds to support the District's CAD/AVL system, and managing all data exports needed to support reporting, invoicing, and 3<sup>rd</sup> party app integration. This position manages any unplanned changes to service and works with other departments to educate riders about these changes.

### **SUPERVISION RECEIVED AND EXERCISED**

Direct supervision is provided by the Director of Operations and Service Development however, the position should be capable of guiding their own day-to-day work duties and objectives. The position would work closely with other Operations staff, the Director of Finance and Capital Projects, and the Project Managers from each of the contractor teams.

### **Typical duties may include:**

- Responsible for fixed route scheduling process, end to end, including:
  - Developing and maintaining fixed route transit schedules in scheduling software
  - Managing transit operations data to support various systems, as required. For example, exporting the GTFS feed from scheduling software and submitting to 511/posting online as required and exporting summary data and entering in data management software.
  - Coordinating schedule changes to support changes in service, internally and externally, including driver/contractor materials, rider information (printed guides and digital resources), data reporting, and invoicing.
- General oversight of contracted fixed route and yellow bus service providers to ensure service is delivered as designed, including:
  - Daily monitoring of service for schedule adherence, missed trips, and delayed trips.
  - Analyzing and reporting on-time performance data to contractors and Marin Transit planning staff and recommending opportunities for improvement.
  - Reconciling planned service levels to actual service delivery with Contractors to support invoicing and payment.
  - Reviewing and analyzing customer feedback reports and other service change requests
- Coordinate and communicate service detours and disruptions, including:
  - Coordinate with local jurisdictions and/or contractors on route detours due to construction, special events, or unexpected incidents
  - Develop and deploy bus stop notices and digital rider alerts
  - Notify passengers and District staff when service is delayed, missed, or on detour
- Represent the District on the Marin County Office of Emergency Services Transportation team.
- Review and evaluate potential service changes.
- Work with staff to identify schedule and routing improvements based on field observations and performance data.

- Work with staff to ensure online trip planning tools (511, Google Transit, etc.) are functional and up to date.
- Work with contractors and drivers to strengthen communication and relationships between District and contractors.
- Assist customer service on customer complaint follow-up and close out.
- Oversee ongoing operations data collection related NTD, current planning projects, and other needs.
- Work with contractors and AVL vendor to ensure real-time data is accurate and consistent for passengers.
- Coordinate and oversee staff needed for data collection or outreach. Responsibilities would include identifying needs, training, and coordinating schedules.

**Requirements include ...**

Candidate must have a strong interest in public transportation, have strong communication/customer service skills, and be comfortable with technology including use of databases, excel, and social media. The ability to speak and write in Spanish is highly desirable.

**Experience and Education**

Any combination of experience and training that would provide the required knowledge and skills is qualifying. A typical way to obtain the required knowledge and abilities would be:

**Experience:** The ideal candidate would have at least 1 year of experience in public transit or a related field, including planning, operations, or customer service. Candidates in a senior level appointment must have at least 5 years of experience in transit operations or related field.

**Education:** A bachelor's or master's degree in planning, engineering, or related field is highly desirable for candidates interested in either appointment. Additional experience as outlined above may be substituted for education.

**Knowledge of:**

- Transit operations, primarily focused on fixed route service.
- Knowledge of the FTA policies and guidance associated with the ADA and Title VI.
- Transit service planning including scheduling and service design.
- Outreach techniques including use of social media.

**Skill in:**

- Multitasking and organization.
- Problem solving.
- Communicating effectively orally and in writing.
- Using personal computers to create documents and spreadsheets and working with various databases.

- Exercising sound independent judgment.
- Organizing and prioritizing work to meet critical deadlines.
- Establishing and maintaining effective working relationships with co-workers, with contractors, and with representatives of public and private entities and members of the public using principles of good customer service.

**Physical Working Conditions:**

Position typically works in an office setting which may require prolonged sitting, standing, walking, kneeling, squatting, and stooping in the performance of daily activities. The position also requires repetitive hand movement and fine coordination in data entry and preparing reports using a computer keyboard. Additionally, the position requires both near and far vision in reading written reports and work-related documents. Hearing and speech capability is required when providing phone and personal service. The position may also require the ability to lift, drag and push files, paper and documents weighing up to 35 pounds. Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodation.

**Special Requirements:** (1) Must be willing and able to travel to and attend meetings within or outside the boundaries of the County of Marin; (2) Must be willing and able to work outside regular business hours and on occasional weekends, attending civic, community, and client meetings, etc. as needed; (3) Must have a valid California Driver’s License

**Other Considerations:**

- Flexibility to work nights, early mornings and weekends as needed.

**Benefits Include....**

- Employer paid premiums for employee’s medical insurance and 95% of base HMO premium for families.
- Employer paid dental and vision insurance.
- Two weeks of paid vacation increasing with seniority.
- 11 ½ paid holidays.
- Deferred compensation plan; and
- Employer contribution of 10%-15% of salary to 401(a) retirement account based on years of service.

**The first review of applications will be February 26, 2024. This position is open until filled and may close without notice.**

For an application, please visit <http://www.marintransit.org/jobs.html>. Submit the completed application, a resume, cover letter and supplemental questionnaire in pdf format to [hr@marintransit.org](mailto:hr@marintransit.org) or mail to Marin Transit, Attention HR, 711 Grand Ave, Suite 110, San Rafael, CA, 94901.

Applications/resumes received will be screened according to the qualifications outlined in this posting. The most qualified candidates will be invited to interview and complete a skills test. Finalists will be asked to provide references and undergo a background check to verify information supplied in the application materials.

If you have questions about this job or the hiring process, please email Holly Lundgren at [hlundgren@marintransit.org](mailto:hlundgren@marintransit.org).

## **SUPPLEMENTAL QUESTIONNAIRE**

Responses to these Supplemental Questions must be submitted with your application materials. We will not consider resumes submitted without responses to the supplemental questions.

These questions are designed to help you present your qualifications for this position. Your responses, along with your application and resume will be used to determine whether you will be invited to continue in the selection process. Responses should be complete, concise, and specific. Clarity and completeness of your answers will be considered in the evaluation process.

1. Describe your experience as it related to planning or operations of fixed route transit services?
2. Describe your comfort level working with complex data sets and learning new software applications.
3. Describe your experience working in a team and/or supervising staff, vendors, or contractors.
4. Describe why you are interested in this position and working with Marin Transit.