



JOB TITLE:	OPERATIONS & SCHEDULES ANALYST	DIVISION:	BUS
REPORTS TO:	DIRECTOR OF SCHEDULES & SERVICE DEVELOPMENT	EEO CATEGORY:	02 – PROFESSIONAL
FLSA:	EXEMPT	SAFETY-SENSITIVE:	NO
CLASSIFICATION:	NON-REPRESENTED	LOCATION:	SAN RAFAEL

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

Position Summary

Under direction of the Director of Schedules and Service Development, the Operations and Schedules Analyst will be an integral part of a team which develops, schedules, analyzes and monitors transit service for local and commute-based routes. The position regularly monitors and communicates transit operating performance measurements in all areas of the Bus Transit Division; researches, compiles, and uses data available and necessary to prepare statistical reports and develop recommendations regarding bus transit operations and services; assists with scheduling-related analyses, staffing, crew scheduling, and crew rostering using HASTUS software; researches and interprets applicable local, state, and federal laws in addition to having a detailed, hands-on knowledge of applicable Memoranda of Understanding (MOU); manage special projects impacting Bus operations, scheduling and service development.

Essential Responsibilities

- Performs regular operational analyses, utilizing data mining techniques to report on key performance indicators (KPIs) and other operational studies for all aspects of the Bus Transit Division.
- Monitors and forecasts transit service performance, maintains operating statistics, prepares statistical reports, and recommends operational system changes.
- Analyzes and interprets data affecting the operation of public transportation vehicles.
- Provides technical support to the Dispatch, Maintenance, and other Bus Division departments on issues that may impact Bus Operations, scheduling and service development.
- Develops reports in IFAS and HASTUS providing financial analysis of payroll and bus operations as required.
- Oversees the quarterly run bidding of Bus Operators.
- Performs regular internal audits of work performed by Dispatch (HASTUS) and Payroll and provides management with results of audits to establish better workflow and cost effectiveness.
- Oversees database management organization within the Bus Division and assists with upgrades of IFAS, HASTUS, and other computer systems.



- Evaluates and reviews existing operations procedures for the Bus Division and provides cost effective analyses.
- Becomes familiar with transit scheduling procedures and practices to support scheduling functions and staff.
- Performs short-range transit supply and demand projections and studies based on available travel data, community surveys, U. S. census data and development reports from cities served by Golden Gate Bridge, Highway and Transportation District.
- Assists with geographical and demographic analysis for District transportation services using Geographical Information Systems (GIS) software as available.
- Conducts field work as needed.
- Follows established safe work practices and obeys all safety rules
- Performs additional related duties as assigned.
- Regular and reliable attendance and performance are required.

Required Knowledge, Skills and Abilities

Knowledge of: Strong computer experience including spreadsheets, statistical analysis, and database software; experience with transportation modeling and/or GIS software desirable. Must have excellent database and spreadsheet experience. Thorough knowledge of transportation operations and collective bargaining agreements. Working knowledge of labor and human relations and modern principles of supervision and general administration. District Policies and Labor Agreement (MOU) Provisions.

Skills or Ability to: Perform statistical analyses, prepare concise reports and display data appropriately given the primary audience, communicate professionally and effectively, both orally and in writing, work effectively and professionally with others in a team environment, independently carry out a wide array of projects.



Minimum Qualifications

Education and/or Experience:

- A bachelor's degree in Business Administration, or related field
- Two years of recent position-related experience in Transit Scheduling and/or Bus Transit operations, including one year of supervisory and project management experience desired
- Knowledge of scheduling, staffing, and on-time performance software applications related to a public transportation operation is preferred. Golden Gate Transit uses HASTUS for scheduling, INIT for on-time performance and real-time tracking data, as well as other components of a suite of transit applications internally called ACIS (Advanced Communication and Information Systems), and a customized internal Financial/Human Resources/Payroll system (IFAS)
- Knowledge of dispatch functions and staffing assignments preferred
- Competency in computer applications

Physical Requirement:

Mobility to work in a typical office setting. Ability to communicate in person and over the telephone. Ability to read printed materials and a computer screen. Routine use of computer, telephone and other office equipment. Some lifting may be required – generally up to 20 pounds. Records management may involve repetitive stooping, bending and reaching motions.