

JOB TITLE:	<b>OPERATIONS AND SCHEDULES ANALYST</b>	DIVISION:	<b>BUS</b>
REPORTS TO:	<b>DIRECTOR OF BUSINESS OPERATIONS</b>	EEO CATEGORY:	<b>02 – PROFESSIONAL</b>
FLSA:	<b>NON-EXEMPT</b>	SAFETY-SENSITIVE:	<b>NO</b>
CLASSIFICATION:	<b>REPRESENTED</b>	LOCATION:	<b>SAN RAFAEL</b>

*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 general supervision, the Operations and Scheduling Analyst provides analytical, operational, and scheduling support for the Bus Division. This position is responsible for evaluating operational data, assisting with scheduling processes, supporting service development, and coordinating special projects. The role requires strong analytical, technical, and communication skills to support decision-making and enhance transit efficiency.

The incumbent works closely with internal stakeholders to optimize service delivery and operational performance. This position supports key functions within scheduling and operations while also contributing to broader organizational initiatives.

## Essential Responsibilities

### A. Scheduling & Service Planning

- Develops and maintains vehicle and crew schedules using HASTUS or other scheduling software.
- Constructs and adjusts driver run structures to align with service levels, contractual requirements, and operational constraints.
- Evaluates ridership patterns, running times, and passenger loads to make recommendations for service improvements.
- Coordinates bus schedules with Golden Gate Ferry and other transit agencies to improve multimodal connectivity.
- Administers the quarterly work bidding process, ensuring compliance with labor agreements, operational needs, and service planning goals.
- Conducts fieldwork and runtime analyses to optimize scheduling efficiency.
- Prepares scheduling-related reports, analyses, and recommendations for internal and external stakeholders.
- Works with planning and operations staff to identify service improvements based on performance metrics and field observations.

## **B. Operational Support & Performance Monitoring**

- Conducts operational studies and performance analyses to identify efficiencies and recommend improvements.
- Oversees the annual vacation bidding process for bus operators, ensuring compliance with labor agreements and operational requirements.
- Oversees the Bus Division's fuel management program, including daily inventory tracking, weekly fuel ordering, and preparation of weekly and monthly consumption reports. Utilizes the District's EJWard fuel management application to monitor usage, generate reports, and coordinate ordering to ensure operational readiness and cost efficiency.
- Assists in tracking and reporting key performance indicators (KPIs) related to bus operations, including on-time performance, ridership trends, safety performance, and operator efficiency.
- Researches and responds to inquiries from employees, union representatives, and the public with discretion, respect, and objectivity.
- Provides data-driven insights for decision-making regarding service adjustments and operational challenges.
- Assists in the coordination of operator workforce utilization to optimize efficiency and ensure compliance with labor agreements.
- Assists with procurement, compliance, and other administrative functions related to transit operations.
- Prepares meeting agendas, presentations, and reports, including those for the Board of Directors.
- Conducts fieldwork to assess transit operations and evaluate the effectiveness of schedule adjustments.

## **C. Data Analysis, Compliance & Stakeholder Engagement**

- Supports data collection and processing for National Transit Database (NTD) reporting and other regulatory requirements.
- Engages with internal and external stakeholders to support service development and policy implementation.
- Assists in the development, coordination, and implementation of departmental policies and procedures.
- Evaluates and responds to complaints and suggestions from employees, customers, and transit partners regarding scheduling and operations.
- Administers or assists with data collection efforts, including, APC data analysis, and transit service evaluations.
- Serves as a resource in developing technology-driven solutions to improve operational efficiency and data integration.
- Represents the District in meetings, industry conferences, and collaborative planning efforts.
- Provides support in labor negotiations and contract compliance related to transit scheduling and operations.
- Assists with developing and implementing strategies to enhance the reliability and efficiency of transit services.
- Knows and follows the safety and health rules and safe working practices applicable to the position.
- Performs additional related duties as assigned.



- Regular and reliable attendance and performance is required.

## Required Knowledge, Skills, and Abilities

### Knowledge of:

- Transit scheduling, operations, and industry best practices.
- Microsoft Office applications, including Excel, Word, and PowerPoint.
- HASTUS or other computerized scheduling software (preferred).
- Data analysis methods and performance evaluation techniques.
- District policies, labor agreements, and compliance requirements.
- Principles of public transportation planning and service development.
- Project management principles and administrative processes related to transit operations.

### Ability to:

- Analyze operational and scheduling data to support decision-making.
- Communicate effectively, both verbally and in writing, with diverse stakeholders.
- Manage multiple projects with minimal supervision and meet deadlines.
- Use problem-solving skills, critical thinking, and flexibility in responding to challenges.
- Work collaboratively across departments and with external partners.
- Interpret and apply transit policies, collective bargaining agreements, and federal/state regulations.
- Conduct fieldwork, site visits, and direct observation of transit operations to assess service quality.

## Minimum Qualifications

### **Education and/or Experience:**

- Bachelor's degree in Public Administration, Transportation, Business, Mathematics, Information Systems, or a related field.
- Two years of full-time experience in transit scheduling, operations analysis, or a related field.
- Experience with transit agencies or similar public organizations is preferred.
- Proficiency in Microsoft Office applications and experience with scheduling or data analysis software.
- Familiarity with scheduling software (HASTUS or equivalent) is desirable.

### **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. May occasionally engage in field work including riding buses and physical examination of transit facilities.