



JOB POSTING # 2026-15

CLOSING DATE: OPEN UNTIL FILLED

Job Title: Service and Scheduling Planner

FLSA Status: Non-Exempt

Work Location: 602 N. Staples & assigned

Department: Service Development

Reports To: Director of Planning

Pay Grade: 21 **Salary:** \$25.67 - \$41.84
(Min-Max)

Work Schedule: Monday – Friday, 8:00 a.m. – 5:00 p.m.

General Summary: Under general supervision and direction from the Director of Planning, the Service and Scheduling Planner will conduct service planning, scheduling, project management, cost estimating, data analysis, and reporting functions in support of short- and long-range transit plans. This position will support the design and implementation of innovative transit services and provide efficient run cuts and roster solutions, including relief car assignments to support bus operator sign-ups. The Service and Scheduling Planner will provide applicable cost estimates containing service hours, service miles, peak vehicles, and spare ratio. In addition, this position will manage customer information technology applications, including multiple vendors, in support of service improvements and adjustments. The Service and Scheduling Planner will support Title VI of the Civil Rights Act of 1964 (Title VI) program updates, including service equity analysis, National Transit Database (NTD) reporting, Federal Transit Administration (FTA) Triennial Reviews, Texas Quadrennial Performance Audits, and the Texas Department of Transportation PTN 128 Report.

Essential and Marginal Job Functions: Essential and other important responsibilities and duties that must be performed, with or without reasonable accommodation, may include, but are not limited to, the following:

- Support the development of short- and long-range transit plans, including annual, five-year, and twenty-year service plans, including cost estimates for resource requirements and ridership impacts.
- Design and implement new, revised, and modified transit service recommendations consistent with the Annual Service Plan, Budget, Service Standards, and Title VI requirements, utilizing software for planning, scheduling, APC, Genfare, and AVL systems.
- Will work closely with other department staff to analyze various types of ridership across all service modes, report performance metrics, evaluate customer and stakeholder feedback, and other demographic data to formulate cost-effective service improvements to increase system-wide ridership.
- Conduct field work to support the implementation of various service improvements involving multiple service modes.
- Develop Planning Department service task calendar, Bus Operator run cut, roster, relief car schedule, quick checks, block paddles, headways, turn-by-turn directions, line statistics, and mileage master utilizing scheduling software and other software products for each sign-up period.
- Utilize problem-solving techniques to design and build accurate and efficient route alignments and schedules.
- Develop and distribute correspondence, memoranda, reports, and other materials.
- Responsible for supporting the completion of several transit reports, including but not limited to the monthly Operations Report, the monthly and annual NTD, Title VI, FTA Triennial Review, PTN 128, and Texas Quadrennial Performance Audit.

- Assist with maintaining the bus stop information within the scheduling software and other related information for each sign-up, including other data required to support Intelligent Transportation Systems, automated customer information systems, and supporting databases.
- Meet and participate with members of the public, outside firms, governmental agencies, and other stakeholders to respond to questions on subjects relevant to a specific area or to transportation planning in general.
- Coordinate and complete updates for customer information technology applications with other departments and vendors.
- Assist with the implementation of service deviations and detours.
- Gather and compile information required for service analysis and improvements by communicating with Managing Directors, Directors, managers, supervisors, bus operators, customer service personnel, other personnel, customers, and the general public.
- Plan, organize, and prepare technical statistical reports.
- Assist with managing projects, programs, and multiple assignments.
- Provide staff support and coordinate various projects with other divisions.
- Act as an alternative for the Emergency Operations Center (EOC) representative for the agency, including providing coverage during an emergency.
- Assist with public, community, and stakeholder outreach.
- Cross-training of positions within the department.
- Perform other duties as assigned.

Qualifications include:

Knowledge, Skills, & Abilities:

- Comprehensive knowledge of transit route planning, effective analysis, and reporting methods.
- Knowledge of public transit operations, scheduling, run cutting, rostering, vehicle operations, fleet requirements, spare ratio, dispatching, and transit safety.
- Understanding of Federal, State, and Local regulations governing the operations of a Transit System.
- Understanding of transportation planning and service delivery methods.
- Provide service in a courteous and professional manner.
- Willingly fosters a positive work environment and maintains excellent interpersonal relationships and teambuilding skills.
- Exercise independent judgment and responsible decision-making.
- Strong analytical, problem-solving, and negotiation skills, preferably in an environment with multiple departments and dispersed personnel.
- Work immediately before, during, or immediately after an emergency as required as part of the CCRTA's Emergency Response Team to provide emergency services to the general public during emergency situations.
- Comply with CCRTA policies and procedures, and federal, state, and local contracting laws and regulations.
- Maintain a dependable attendance record.
- Superior verbal and written communication skills.
- Proficiency in Microsoft Office, including and limited to Outlook, Word, Excel, PowerPoint, Access, and Hastus or other scheduling system and/or similar application(s).

Physical Requirements:

Standard physical activity includes, but is not limited to, sitting, standing, and walking activities. Essential & marginal functions require maintaining physical conditions necessary to carry/lift/push or pull loads up to 10lbs.

Working Conditions:

Works primarily in a typical, climate-controlled office environment in a seated position for prolonged periods of time. Duties require sufficient mobility to work in a typical office setting and use standard office equipment. The noise level in the work environment is usually moderate. While performing the duties of the job, the employee occasionally works in outside weather conditions.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. It is the CCRTA's business philosophy and practice to provide reasonable accommodation to the known physical or mental disabilities of qualified individuals, according to applicable state and federal law, and may be made to enable individuals with disabilities to perform essential functions. To request reasonable accommodation regarding your application for employment or the performance of the essential functions of your job, please contact the Human Resources Department at (361) 903-3524.

Experience and Training Requirements:

This position requires any equivalent combination of the following training, education, and experience that provides the individual with the required knowledge, skills, and abilities to perform the job.

- **Education:** Associate's degree in a relevant field.
- **Experience:** Four (4) years of related experience; Two (2) of those years directly in public transportation strongly preferred.
- **License or certificate:** Possession of an appropriate, valid TX Driver's License on the date of application as required for the position to operate CCRTA vehicles.
- **Other Requirements:** Must be at least 18 years of age. Any job offer and continued employment are contingent upon completing and passing a pre-employment job agility evaluation, Department of Transportation physical, drug, and alcohol screen, and background investigation with not more than two moving violations or accidents in the past three years, no more than one DWI/DUI in a lifetime, and no DWI/DUI in the past five years.