## PROGRAM SPECIALIST (TRANSPORTATION INFORMATION SYSTEMS)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this position, located in the Department of Public Works and Transportation, is responsible for managing the department's multifaceted transportation-specific database management system, including daily system maintenance of all scheduling, bus routing, bus stop and trip pattern data for the Bee-line Bus system. Responsibilities include working with other IT staff within the division, Transportation managers and planning staff to ensure accurate correlation of vehicle location and ridership data to bus stops; creating and managing General Transit Feed Specification files (GTFS), and working on system issues to ensure compatibility with Google Maps. Other duties include conveying data to staff for mandated State and Federal reporting purposes and assisting in long and short-range fiscal and planning efforts which impact the development and implementation of the division's budget. Work also involves serving as a liaison to Liberty Lines and the Metropolitan Transportation Authority on system issues effecting scheduling, MetroCard and fare box data, and working with various third party software application representatives as needed to convey needs and to assist in implementing and managing the division's County-wide bus scheduling, routing and payment operation. While supervision is not a responsibility of this class, guidance may be provided to administrative and clerical support staff as needed. Does related work as required.

EXAMPLES OF WORK:  (Illustrative Only)

Manages the department's transportation database management system which serves as the repository for all bus route, pattern and stop information for the Bee-Line Bus system;

Creates, maintains and modifies bus scheduling data exports in the database management system, Trapeze, which supports all information published on printed timetables for Bee-Line RideGuides, and electronically published 511ny.org, Google Maps and users of GTFS source data;

Works with managers and planning staff within the department to ensure Automatic Vehicle Location (AVL) and Automatic Passenger Counter (APC) data generated on-board buses is accurate and correlates properly with bus stops and time-points associated with the data;

Generates data feeds and route traces that support Bee-Line Data on 511ny.org and Google Maps which provide real time, up to the minute traffic and transit information;

Works closely with Google technicians and/or online portals to maintain accurate, real-time information in Google, and performs data analysis and data cleansing to ensure information fed from Trapeze is compatible with Google maps and doesn't adversely impact other system elements and/or modules;

Works with the vendor of the AVL system to ensure the data transmitted from the vendor to Google conforms to their standards for real time data transmission;

Maintains frequent and substantive contact with representatives from Liberty Lines and the Metropolitan Transportation Authority to coordinate and resolve system issues between agencies;

EXAMPLES OF WORK:  (Illustrative Only) (Cont'd.)

Updates static feeds (not real-time data) which provide information about public transportation schedules and associated geographic systems to ensure that any physical changes to the bus network are properly reflected in Google and GTFS source files;

Populates the AVL system with critical data that enables on-board systems to correlate information relating to stop-level ridership data, allow automated bus stop announcements to be made on-board, and to measure on-time performance/schedule adherence; analyzes and evaluates bus operations to identify scheduling and routing anomalies and prepares reports on same;

Performs comparative research and monitors the practices of peer transit agencies to provide feedback on the utility of potential hardware and software investments to streamline the Bee-Line Bus System operations;

May perform other incidental tasks as required.

FULL PERFORMANCE SKILLS, ABILITIES AND ATTRIBUTES:  Good knowledge of departmental policies, objectives and procedures as they relate to transportation services, paratransit services and programs; knowledge of public transportation systems, operating principles and practices; knowledge of the routes and services of all public transportation systems within Westchester County; knowledge of database management systems used to coordinate Transportation functions; ability to gather and analyze pertinent data; ability to identify critical factors affecting transit operations in area of assignment and recommend realistic solutions; ability to prepare detailed written reports; ability to communicate effectively, both orally and in writing; ability to establish and maintain effective working relationships; ability to plan and supervise the work of others; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; ability to effectively use computer applications such as spreadsheets, word processing, calendar, email and database software; resourcefulness; tact; imagination; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE:  A Bachelor's Degree* and two years of experience working in a staff position with a private or public transportation company, authority or agency (with a fleet of 10 or more vehicles), one year of which must have involved working with and/or manipulating data in a transportation specific database management system.

*NOTE:  Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Department of Education as a post-secondary, degree-granting institution.

West. Co.                                                        Job Class Code: C3262
J. C.: Competitive                                               Job Group: X
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