

TRANSIT ANALYST (OPERATIONS)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class is responsible for the coordination of the inspection, monitoring and review of the performance and effectiveness of fixed route bus services, paratransit services, and related transit support programs. Supervision is exercised over subordinate personnel in the area of assignment. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Inspects the facilities and services of transportation companies operating in the County to ascertain conformance with prescribed standards of performance and contractual agreements;

Prepares reports detailing investigative findings to enable administrative action if required;

Reviews and evaluates policies, procedures and proposals of transportation companies, agencies and authorities to ensure conformance with established standards and overall departmental objectives;

Observes and analyzes schedules, service patterns, equipment manipulation and run assignments to improve services and reduce costs consistent with public utilization, demand and greater economic efficiency;

Coordinates timetable development and reviews processes for bus scheduling;

Develops recommendations for changes or improvements in transportation operations based on facts obtained from field surveys and other sources;

Supervises Transportation Assistants and other subordinate personnel in transportation operations and field checking procedures;

Reviews computerized maintenance and informational databases to develop management reports for superiors;

Prepares written reports on matters pertaining to area of assignment and makes oral presentations;

Assists in drafting of bid documents and specifications for the purchase of various transportation services;

Assembles data obtained through field surveys, statistical records and other pertinent documentation to support recommendations or reports submitted for review;

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

Researches serious complaints and makes required adjustments in allowable payments;

Provides pertinent information to other divisions in the department for development of informational materials;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, email and database software in performing work assignments;

Performs other incidental tasks, as required.

REQUIRED KNOWLEDGE, 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; 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 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: High school diploma or equivalency and either: (a) six years of experience in transit operations as a field supervisor, engineering or field technician, inspector, customer services representative, scheduler, complaint investigator, transportation eligibility certifier, or in a staff position with a private or public transportation company, authority or agency (with a fleet of 10 or more vehicles), two years of which must have been at an administrative or supervisory level; or (b) Bachelor's Degree* in Transportation Planning, Transportation Engineering, Urban or Regional Planning or a closely related field in transportation and two years of experience as described in (a), one year of which must have been at an administrative or supervisory level; or (c) Bachelor's Degree* and three years of experience as described in (a), one year of which must have been at an administrative or supervisory level; or (d) an equivalent combination of training and experience as defined by the limits of (a), (b) and (c).

NOTE: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.

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