



Transit Coordinator

Summary of Position

The Transit Coordinator is responsible for the overall operation of the T:GO transportation system including the monitoring of routes and schedules, forecasting demand, planning and design of transit services, analysis and evaluation of transit related activities and undertakings. The role is also responsible for developing service proposals and administering transit service contracts.

Qualifications

- Three (3) year college diploma or University degree in Transportation or Civil Engineering, Transportation Planning, Business Administration or a related field of study.
- Two to four years' experience working in the field of transit or transportation planning, public transportation, statistical analysis and contract administration.
- Strong project and contract management skills considered an asset.
- Knowledge of project/program management methodologies, techniques, applications and best practices.
- Working knowledge of applicable legislation such as the Highway Traffic Act, Accessibility for Ontarians with Disabilities Act and Ontario Health and Safety Act
- Proven customer service and communication skills
- Ability to take initiative and work with tight deadlines
- Capable of carrying out duties with minimal supervision
- Strong time management and organization skills.
- Thorough working knowledge of computers and various software systems, database applications and Microsoft Office.
- Valid Class "G" driver's license and reliable vehicle for use on Corporate business.

Responsibilities

- Optimize and design transit routes to ensure appropriate coverage, scheduling and integration with other local transportation services and make recommendation for service changes.
- Provide technical advice and input for the development of annual and long-term transit service plans including impacts of new/revised routes and services.
- Generate reports pertaining to transit schedules including statistical reports related to the transit function and operation.

- Develop and coordinate transit operations including the monitoring, tracking and reporting of ridership data and other reporting required to monitor service delivery of contracted service provider.
- Maintain and update ridership and other transit data trends to support long term planning and system performance reviews.
- Develop and maintain transit operating policies and procedures, fare structure and all necessary arrangements or agreements for the sale of transit system tickets.
- Prepare requests for proposals and contract documents for transit capital and operational services as required.
- Administer and monitor performance of contracted transit service providers including compliance with contract specifications and legislative requirements.
- Work with service providers to investigate and resolve complaints, receive public comments, conduct and analyze satisfaction surveys on transit program delivery.
- Liaison with the Transit Advisory Committee and transit service providers.
- Ensure compliance with the Accessibility for Ontarians with Disabilities Act and other provincial, federal and municipal legislation.
- Actively pursue marketing strategies and promotional activities to increase awareness, develop business partnerships, engage the public and user groups to increase participation and utilization of the T:GO transportation service.
- Organize and assist in conducting public meetings and work with a variety of groups to determine appropriate levels of service to improve program delivery.
- Coordinate with agencies and outside stakeholder groups to implement transportation system initiatives and marketing strategies.
- Research, promote and develop public/private sector partnerships with respect to funding opportunities, economic and community development strategies and municipal operations.
- Seek third party support and opportunities for provincial and federal funding for public transit service.
- Prepare funding applications and reporting requirements to support the development and operation of transit services
- Assist with the preparation of operating and capital budgets including cost/revenue estimates and service prioritization
- Other duties as assigned by Supervisor.