

## Director, Planning and Scheduling Job Number: 40509

Get the inside scoop on this exciting opportunity by listening to Carrie Hotton-MacDonald, Branch Manager of Edmonton Transit Service and Sarah Feldman, Director of Business Integration and Workforce Development at ETS in this exclusive podcast ([bit.ly/3bPJU8q](http://bit.ly/3bPJU8q)). Hone in on the valuable insights they share with our listeners, with topics ranging from the mandate of the branch and position, to the different ways the Director will be supporting the Bus Network Redesign. To view a transcript of the conversation, visit [bit.ly/2QcqsKH](http://bit.ly/2QcqsKH).

### The Role:

Edmonton Transit Service (ETS) is a fully integrated, progressive, easy-to-use public transit system that provides over 80 million rides each year. Transit plays an important role in city building and ETS service includes conventional bus, LRT and paratransit service.

The Director, Planning and Scheduling is an integrator that is accountable for building a transit system that advances the City's vision by supporting ridership growth, modal shift and changing urban form. This involves the development of optimally designed transit routes and schedules to meet the objectives of Edmonton's Transit Strategy and provide safe, fast and convenient service for customers; determining capital and operating budget requirements related to service plans; planning service interventions to respond to detours; and managing activities related to special events and regional partnerships.

The Director, Planning & Scheduling provides leadership and strategic management for three (3) units/functions including: planning (service planning, facility design and operations, detour planning/implementation, accessibility planning and travel training); scheduling (scheduling, shift design, maps, data management and analytics); regional and special services (regional contracted service, special events and charters). Reporting to the Director are three managers and support staff with over thirty full time employees in the section.

### First year goals and deliverables:

- Direct the planning and scheduling of Edmonton Transit Service routes and schedules ensuring efficient and responsive routes for the users, managing within approved budgeted service hours, vehicles and full time employees.
- Direct service planning input to development of the annual service plan, outlining changes that will be introduced in the upcoming year.
- Ensure service standards are met and decisions comply with the Transit Service Policy approved by Council
- Ensure integration of long-term mass transit plans with ETS service plans, in support of City Plan goals
- Lead the team in review of service related components of LRT expansion, such as approval of the Annual Operations Plan for the Valley Line Southeast and coordinating review of LRT expansion projects
- Lead activities related to regional transit service including building relationships with regional stakeholders, contract management and regional service planning
- Implementation of service planning components from the Transit Strategy and advancing related infrastructure and capital requirements
- Actively participate in the development of strategies for the Branch and in alignment with the City's Service Innovation and Performance Branch, Council, the City Plan and the budget
- Providing relevant business data to guide decision making to meet the goals of citizen-centred service delivery
- Anticipate business opportunities, influence policy, planning and initiatives, and foster a culture of accountability through performance measurement
- Integrate multi-disciplinary teams to work collaboratively with stakeholders supporting corporate priorities
- Build new and innovative collaborative partnerships with external agencies, orders of government, community organizations, and internal departments and branches

### What does success look like?

- Apply knowledge or training and/or education in Urban Planning, Civil Engineering, Transportation or Transit Planning or other related disciplines
- Utilize experience in senior leadership roles with a large, complex organization
- Integrate multi-disciplinary teams to work collaboratively with stakeholders supporting corporate priorities
- Think strategically to address large, complex issues, to manage emergent projects while steering dynamically
- Actively participate in the development of strategies for the Branch and in alignment with the City's Service Innovation and Performance Branch
- Build a respectful workplace culture through a values-based influencer approach and work collaboratively
- Balance strategic planning with executive level consulting and communication skills
- Understand complex municipal subject matter and build influential relationships with Council, external agencies, orders of government, community organizations, and internal departments and branches
- Communicate with strong political acumen, strategic planning, issue resolution and decision-making skills
- Present complex ideas to diverse audiences, build positive relationships and establish clear expectations
- Service excellence, embracing diversity and promoting inclusiveness
- Align leadership, organizational climate and resources to support the corporation's strategic management framework
- Demonstrate alignment with the Cultural Commitments of Safe; Helpful; Accountable; Integrated; and Excellent, fostering an environment for others to do the same. For more information on the City's Cultural Commitments, please visit (<http://bit.ly/3bH2Ztv>).
- Demonstrate the foundational competencies, key behaviours and attributes of the City's six leadership competencies: Courage, Inclusivity, Values-Based Influencer, Collaborative Networker, Systems Thinker and Creative Innovator. For more information on the City's leadership competencies, please visit (<http://bit.ly/2PLbz1w>).



**We are an equal opportunity employer.**

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1 Permanent, Full-time position

**Hours of Work:** 36.9 hours per week, Monday - Friday

**Salary:** \$130,111 - \$162,640 (Annually)

**Talent Acquisition Consultant:** JM/JB

**Classification Title:** Director, Service Development

**Posting Date:** Mar 17, 2021

**Closing Date:** Apr 6, 2021 11:59:00 PM (MDT)

**Number of Openings (up to):** 1 - Permanent Full-time

**Union:** Management

**Department:** Edmonton Transit Service

**Work Location(s):** 15th Floor Edmonton Tower, 10111 104 Avenue Edmonton T5J 0J4

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