



## **CHIEF PLANNING & DEVELOPMENT OFFICER**

**Department:** Planning/Service Development  
**Employee Group:** Non-represented  
**Reports to:** General Manager  
**FLSA Status:** Exempt  
**Job Number:** 64107  
**Approved by:** Rachelle Glazier, General Manager  
**Approved by:** Chad Crouch, Acting Chief People Officer

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### **OUR MISSION**

Ben Franklin Transit (BFT) provides exceptional and cost-effective transportation services that consistently exceed customer expectations while promoting the principles and practices of livable communities and sustainable development.

### **OUR VALUES**

We value customer service, collaboration, diversity, fiscal accountability, innovation, sustainability and safety. Employees and representatives of BFT are expected to uphold our values and mission.

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### **NATURE OF POSITION**

Lead the Agency's service delivery, capital projects, scheduling, and real estate programs to ensure the Agency is strategically positioned to create innovative, cost-effective transit services. Ensure compliance with applicable Federal and State rules and regulations regarding public transportation and the Americans with Disabilities Act (ADA) Standards for Transportation Facilities.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- The CPDO leads the Division and is responsible for delivering a capital-infrastructure program to improve transportation accessibility, reduce congestion, and ensure that programs and projects adhere to budget, schedule, quality, and safety goals; directs and oversees the construction, testing, and handover of capital projects.
- Provide direction and supervision of service planning by reviewing staff reports, initiating special studies and directing the analysis of transit use by bus, paratransit, micro transit, vanpool/rideshare; facilitate strategy meetings regarding route structure, ridership and performance indicators; research and propose project development grants for new capital projects; and supervise staff and contractors conducting planning studies and developing projects.
- Lead, direct, and evaluate long-term and strategic planning efforts; lead an effective and productive operational planning and scheduling program in close coordination with the Operations department.
- Evaluate transportation projects including trip generation and assignment, transit ridership, mobility, and air quality.
- Support, promote, and implement Board-adopted policies and initiatives.
- Supervise and evaluate the performance of departmental personnel; select, orient, train, and counsel assigned employees.
- Plan, direct, and review the work plan for assigned staff; assign work activities; ensure compliance with Agency policies and procedures.
- Work with other departments in compiling required documents for the Federal Transit Administration's (FTA) Triennial Review; ensure compliance with FTA's regulations.
- Ensure compliance with all local, state, and federal statutes, requirements, and regulations.
- Administer contracted transit services agreements; ensure contract closeout, extension, or renewal.
- Represent the Agency on cooperative special projects with external agencies.

- Represent Ben Franklin Transit in a professional and positive light to the community.
- Provide excellent customer service to all customers both internally and externally.
- Work with and maintain confidential information.
- Other duties as assigned.

### **KNOWLEDGE, SKILLS & ABILITIES**

- Interpret and apply Federal, State, and local laws and regulations governing public transit systems.
- Comprehensive knowledge of current and effective transit system or urban planning, data collection, analysis techniques and grants preparation and administration.
- Principles and practices of project management to initiate, plan, execute, and control resources to achieve operational goals.
- Concepts, principles, techniques, and legal aspects of transportation planning for short and long-term objectives.
- Principles and practices of data collection, statistical analysis, and report generation.
- Nomenclature and symbols used in maps, plans, and specifications.
- Read and interpret construction drawings, maps, and other technical documents and materials.
- Communicate technical information to non technical audiences.
- Ability to direct the management of complex records, compose and understand complex and detailed correspondence and technical reports, and perform all duties and responsibilities with minimum supervision.
- Analyze problems and recommend and/or implement effective solutions to difficult and politically sensitive problems.
- Communicate ideas and concepts effectively through presentations to small and large groups.
- Make decisions, assume responsibility, and analyze and think problems through. Must be able to plan, prioritize and execute assigned tasks in a timely manner with a minimum of directions.
- Extensive public speaking experience with boards, citizen groups and business meetings using graphic programs and materials. Ability to communicate in written and oral form on a professional level.
- Establish and maintain good public and employee relations and induce cooperation in complex organizational relations.
- Apply principles and practices in interpersonal relationship building and employee coaching.
- Prepare and monitor budget and program expenses.
- Learn new technologies, policies, procedures and guidelines established by professional organizations and/or governing agencies.
- Understand, follow, and communicate clearly and concisely, both orally and in writing.
- Work as a team member and independently; effectively apply organizational and time management skills; meet deadlines and comply with Agency policies.
- Exercise sound judgment in making decisions.

### **OTHER CHARACTERISTICS**

- Collaboration: Shares time and knowledge with others; adjusts priorities as circumstances dictate; follows through on commitments, accepts responsibility for actions, resolves interpersonal conflicts constructively.
- Diversity: Demonstrates an awareness and respect of cultural and individual values. Treats all people with dignity, courtesy and respect.
- Fiscal Accountability: Actively contributes to the productivity of the agency; demonstrates good stewardship of company time and resources; displays high standards of ethical conduct.

- Customer Service: Anticipates the needs of internal and external customers; delivers quality work products and services within expected timeframes. Considers and responds appropriately to people in various situations.
- Innovation: Considers new approaches to situations; encourages ideas and improvements.
- Sustainability: Actively encourages environmental benefits and the conservation of natural resources.
- Safety: Adheres to safety related laws, regulations, standards, and practices; performs work in a safe manner; encourages and supports others to be safe while at work.

**MINIMUM QUALIFICATIONS**

Bachelor’s Degree in Planning, Engineering, Transportation or Urban Planning, or related field, from an accredited institution and seven years increasingly responsible planning and management level experience that includes supervisory experience and planning/grant related work, or an equivalent combination of experience, training, and education. Must possess a valid driver’s license.

**LICENSES, CERTIFICATIONS & OTHER REQUIREMENTS**

None.

**PREFERRED QUALIFICATIONS**

Master’s degree and service in a senior management level Planning department leadership capacity.

**PHYSICAL REQUIREMENTS**

Generally sedentary in nature; occasionally stand and walk; intermittently kneel, stoop, bend and twist at the waist, and reach overhead; sit for long periods of time. Rarely kneel, crouch, or crawl. Occasionally lift, push/pull, or carry up to 40 pounds. Good vision to read print and computer screen. Hear and speak to communicate in person, before groups, and over the telephone. Manual dexterity of hands and fingers to include repetitive keyboarding, grasping and reaching to operate a computer keyboard, mouse and/or standard office equipment.

**WORKING CONDITIONS**

Work is primarily performed in an office environment where noise, distractions, and lack of privacy may be present. Operate a motor vehicle. Occasional travel.

**Essential Functions** may include the duties and responsibilities, as well as knowledge, skills, abilities, and other characteristics listed in this job description. Employees in this position must maintain a level of mental and physical fitness required to perform the essential functions of this classification with or without reasonable accommodation.

**Job descriptions** are intended to present a descriptive list of the range of duties performed by employees in the position. Job descriptions are not intended to reflect all duties performed within the job. Job descriptions are subject to revision and may be updated as appropriate to reflect operational changes within the role.

**Employees** in all positions must pass a background investigation including a criminal and employment investigation; positions with cash handling or financial administrative duties will be subject to a consumer credit investigation.