

# Public Transport Planner / Scheduler

## Horopaki | Context

Kaunihera Taiao ki Waitaha | Canterbury Regional Council, also known as Environment Canterbury, is the Regional Council for the largest region in Aotearoa/New Zealand, covering an area of 44,500 square kilometres, with a population of approximately 700,000.

As a regional council, we are responsible for managing natural resources including air, soil, water and land. We work in partnership with mana whenua Ngāi Tahu to protect the health of our environment to ensure a sustainable and prosperous future for our region.

The region's evolving environmental and political context means we will continue to be agile and adaptive, as we respond to regulatory and environmental changes.

Our mahi (work) is organised around the delivery of our three core services:

- Environmental Regulation and Protection
- Community Preparedness and Response to Hazards
- Public Transport

We are guided by our strategic drivers (pou):

- Putting the community and our customers at the heart of everything we do
- Growing our relationship with mana whenua into a true partnership
- Maturing our governance model and understanding of our political environment
- Removing pain for our people (and customers) by improving our systems and processes.

Our mahi is also underpinned by our values:

- Kaitiakitanga (stewardship)
- Pononga (integrity)
- Manaakitanga (people first)
- Whanaungatanga (collaboration)
- Māiatanga (can do).

## Aronga | Purpose

The purpose of this role is to undertake planning and design of the public transport network in the Canterbury region, to encourage patronage growth through the delivery of a reliable network, complying with Environment Canterbury's statutory responsibilities. This role will focus on network planning and design to enable strategic outcomes for our growing community.

## Ngā Haepapa | Accountabilities

- Through the application of best practice transport planning principles, aligned with the policies set out in the Regional Public Transport Plan, identify and recommend improvements and service developments which encourage patronage growth and meet customer needs
- Provide network planning and scheduling input into key initiatives resulting in improved network performance. Demonstrate a deep understanding of the desired outcomes, success measures, and prioritisation criteria.
- Use available software programmes, data, resources, processes, critical analysis and relevant problem-solving skills to proactively monitor, review and analyse the performance of the network and routes, to develop evidence based service improvement options and proposals for future network improvements aligned to strategic outcomes.
- Prepare reports and presentations with recommendations for management, councillors, and committees as necessary.

- Provide appropriate transport expertise in network/route planning, scheduling, network analytics, and bus stop location information into relevant projects, programmes and external requests.
- Provide appropriate transport planning/scheduling expertise in the development, delivery and maintenance of relevant scheduling systems, Real Time Information, ticketing and other relevant technology systems. Support changes required to systems and processes to ensure the successful integration of new technology as required.
- Regularly engage with customers, operators, partners, stakeholders, and the wider community, to understand and respond to route design and planning related feedback, to ensure that route design and structure aligns to agreed community outcomes. Identify and recommend changes required to resolve issues and continually improve services and / or policies. Ensure that information about route changes is available for dissemination to customers, in required timeframes ahead of service changes.
- Liaise with territorial authorities and key stakeholders to plan public transport infrastructure that meets the needs of existing and potential public transport passengers.
- Utilise relevant software to develop and deliver new timetables and schedules linked to level of service improvements, on time, within budget, as per the specifications set in the Regional Public Transport Plan
- Ensure relevant business process documentation relating to schedule and timetable provisioning is maintained and up to date at all times.
- Collaborate with the operations team and contractors to ensure new timetable information and collateral is accurate and distributed and implemented in a quality and timely fashion

## Toitū Te Tiriti | Treaty Partner Excellence

- Deliver outcomes that underpin and give effect to achieving Ngāi Tahu cultural and environmental aspirations, including but not limited to, mahinga kai and revitalisation programmes.
- Connect with our Ngāi Tahu partner to ensure understanding of Ngāi Tahu aspirations and priorities so that there is genuine input and contribution, which can be considered in mahi programme development and prioritisation.
- Demonstrate openness and courageousness in approaching issues and in co-design of processes and systems, supporting thought leadership that can give effect to the progression of the partnership.
- Contribute toward our effective, strong and valued relationship with all Papatipu Rūnanga within Waitaha/Canterbury and Te Rūnanga o Ngāi Tahu, to demonstrate our commitment to recognise and provide for the kaitiaki/responsibility Ngāi Tahu has for the natural environment. This will include sharing of knowledge and information, creating opportunities for increased participation in decision-making processes, effective engagement and development of existing working relationships.
- Support the organisation's cultural capability journey, leading by example and identifying clear priorities, expectations, and development opportunities for individual capability; planning and aligning work to support organisational cultural capability across all aspects of delivery.

## Hauora me te Marutau | Health and Safety

The health, safety and wellbeing of our kaimahi and community is a priority for the Council, and we proactively implement robust health and safety practices. To meet our legal obligations you must:

- Understand the health and safety and risk obligations that rest with this position, and care for your own health, safety and wellbeing and that of others you may interact with.
- Ensure awareness of, and compliance with, legislative and operational standards, policies and guidelines, including the Council's code of conduct.
- Maintain an enquiring mind, undertake your own due diligence, and apply your knowledge of best practice to ensure a detailed understanding of any risks associated with this position.
- Ensure that relevant certifications are maintained, if applicable.

# Hononga ā-Mahi | Working Relationships

## Kai rō Kaunihera | Within the organisation

- Accountable to the Manager Public Transport Strategy and Planning, and Team Leader Strategy and Planning, and working collaboratively within the Planning/Scheduling community of practice within the Public Transport team.
- Working closely with the wider Public Transport team, including Metro Info and the Control room teams, providing support and guidance to ensure they are aware of service changes ahead of time for customers.
- Working closely with the Planner / Schedulers and the Senior Planner / Scheduler, contribute to the Planning/Scheduling community of practice to ensure business continuity across the roles during periods of leave or unavailability, to ensure there is no interruption to planning and scheduling activities within the Public Transport team.
- Working closely with the Operations team to ensure that planned changes can be operationalised and delivered efficiently.
- Working closely with the Digital Solutions team to support the integration of software, tools, and processes.
- Working closely with the Senior Strategy Advisor to ensure alignment with the Canterbury Regional Public Transport Plan, and other relevant legislation.
- Working closely with the Senior Engagement Advisor to ensure customer centric network design.

## Kai waho i te Kaunihera | Outside the organisation

- Contribute toward our effective, strong and valued relationship with all Papatipu Rūnanga within Waitaha /Canterbury and Te Rūnanga o Ngāi Tahu.
- Demonstrate Council's commitment to recognise and provide for the kaitiaki responsibility Ngāi Tahu has for the natural environment. This will include sharing of knowledge and information, creating opportunities for increased participation in decision making processes, effective engagement and development of existing working relationships.
- Working collaboratively with relevant staff in partner territorial authorities to agree changes required to public transport infrastructure, and to provide input into roading infrastructure changes, to improve service delivery or changes impacting the public transport network.
- Working with technology providers including maintaining a close working relationship with RTI provider, to ensure reliable and accurate data exchanges between systems.
- Engage with community organisations, stakeholders, and the wider public, to ensure route design meets agreed community outcomes.
- Working collaboratively with Public Transport Operators to agree bus and ferry timetable improvements.

## Ngā Herenga Motuhake | Special Conditions

As a regional council, we have a specific requirement to provide a civil defence function for Waitaha. Kaimahi are required to be available to assist, support or be associated, as reasonably required, with any Civil Defence emergency or any exercise organised in relation to this function.

Additionally, all kaimahi are expected to assist, support and respond, as reasonably required, to any event where the Business Continuity Plan is activated.

This role will require some work outside of standard business hours to meet business requirements, and / or to attend public meetings and community engagement activities, including some overnight travel.

The Public Transport team work in an adaptable and fluid way on key projects and initiatives, to enable collaboration, cross-skilling, and development. This may involve short-term projects, additional duties and / or the adoption of adaptable work practices.

## Māngai Whakahaere | Delegations and Authorities

Where specified, this role has delegated authority to make decisions in accordance with Council-approved delegations, and authority for decision making in accordance with policies and guidelines for financial, people management and media-related activities.

Additional specific delegations may be given by the Chief Executive to the Chief People Officer on people and safety matters from time to time.

## Ngā Āheitanga | Capabilities

### Tohu Mātauranga | Qualifications

- A relevant tertiary qualification in transport planning, civil engineering, or related field

### Mātau ā-wheako | Experience

- A minimum of 3 years experience in network and transport planning, preferably with some of these years in the planning or provision of public transport services.
- High level of computer literacy and experience working across a variety of systems, including the Microsoft suite, and an aptitude to work with specialist technical software, including transport planning and scheduling software, RTI, and GIS.
- Problem solving and data analytics skills, with experience in challenging assumptions within a complex environment
- Highly organised and resilient under pressure, with experience planning and prioritising key activities, with the ability to meet tight deadlines
- Strong oral and written communication skills, including experience in providing quality, comprehensive reports suitable for a wide range of audiences
- Experience in the planning, provision, or timetable creation / scheduling of transport related services
- Experience in community engagement, and the ability to engage with a diverse range of people and stakeholders

## Ngā Pūkenga Matatau | Core Competencies

Specific behaviours at the team member level sit beneath each of the following organisational competencies.

Customer Focus	Ensuring that the customer perspective is a driving force behind decisions and activities. Initiating and maintaining relationships inside and outside the organisation.
Business Acumen	Using an understanding of the organisation's position to contribute to effective strategies and tactics by using economic, financial and industry information. Thinking from the ratepayers' perspective.
Achieving Outcomes	Translating strategic priorities into operational reality; aligning communication, accountabilities, resources, internal processes and ongoing measurement systems to ensure that strategic priorities yield measurable and sustainable results.
Leading Change	Identifying and driving organisational and cultural changes needed to adapt strategically to changing demands, technology, and internal initiatives; using new approaches to improve results by transforming organisational culture, systems, or services.
Common Purpose	Working towards a compelling view of the future by engaging with the organisation's vision; understanding and aligning to the common purpose.
Building Capability	Attracting, developing, engaging, and retaining talented individuals allowing the organisation to meet current and future organisational challenges. Sharing

authority, responsibilities and decision making to enable individuals to stretch their capabilities and accomplish strategic priorities.

The above statements are intended to describe the general nature and level of work being performed; they are not an exhaustive list of all responsibilities, duties and skills required of the position and incumbent. From time to time the incumbent will be required to accept and carry out other duties.

Band / Grade  
5 / 14

Position Code  
[...]

Last Updated  
17/09/2025

**I agree to undertake the responsibilities detailed in this job description:**

Ingoa | Name:

Waitohu | Signature:

Rā | Date Signed: