Dimitris Nioras, M.Sc. M.Eng.
Transportation Systems Engineer & Manager

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Chicago Transit Authority   **Chicago, IL, USA**

Senior Manager, Service Planning   *Jun 2024 - present*

- Manages operational planning for the 3rd largest public transportation agency in the US, overseeing 127 bus routes, 8 rail lines and 1 million daily rides. Analyzes key performance indicators (KPI) with staff and develops plans on service frequency, span, routing and interaction with other modes.
- Develops regional network redesigns to optimize the bus routes and service levels to adapt to new activity patterns, improve passenger experience and simplify internal procedures.
- Led service initiatives, such as the **Frequent Network**, offering 10 minutes or better service all-day every day on 20 bus routes, targeted service span improvements, service pattern simplifications and route extensions that improve customer experience and maximize connections.
- Coordinates with the city of Chicago and major stakeholders to deliver transit services for more than 350 special events annually, serving thousands of sports games, concerts, and festival attendees.
- Manages a team of 7 staff members, including bus, rail, and special services planners.

Service Planner II - Bus   *Apr 2023 - Jun 2024*

- Coordinated with multiple teams and departments on design, implementation, and communication of bus service changes. Ensures high-quality design and monitors service delivery.
- Utilized and evaluated technologies such as Power BI to create dashboards, improve and modernize tools and processes used by Service Planning. Explored innovative analytics and visualization options to strategically improve insight quality. Documented procedures to improve access and maintenance.

Service Planner - Bus   *Jun 2019 - Apr 2023*

- Analyzed bus service performance and prepared service recommendations based on current trends and the needs of the agency to improve efficiency, satisfy demand, and follow Title VI policies.
- Managed development of ROVE Map, a web-based bus performance visualization tool by MIT, provided feedback, and ensured successful deployment.

Chicago Metropolitan Agency for Planning   **Chicago, IL, USA**

Intern, Policy and Programming   *Jun 2018 - May 2019*

- Developed tools to analyze, clean, and summarize Expressway traffic flow and vehicle asset management raw data using SQL. Ensured quality and accuracy of data and insights. Documented the analysis process for ease of use and maintenance.

LEADERSHIP & VOLUNTEER EXPERIENCE

Transport Chicago Conference

President   *Jan 2023 - Jun 2024*

- Led a team of 4 Executive Board and 15 Steering Committee members to organizing the ~300 attendee, $60,000 budget conference. Doubled the attendance on the first year (2023) and reached 100% of pre-Covid attendance within 1.5 years.

EDUCATION & PROFESSIONAL DEVELOPMENT

US Department of Homeland Security, Federal Emergency Management Agency (FEMA)

Incident Management System (IMS) 100-200-700-800   *Jun 2022*

Illinois Institute of Technology   **Chicago, IL, USA**

Master of Engineering, Transportation Engineering   *May 2019*

National Technical University of Athens   **Zografou, Greece**

Diploma (M.Sc. Equivalent), Rural, Surveying and Geoinformatics Engineering   *Jul 2016*

SKILLS

Software Skills

- MS Office, Power BI, Sharepoint
- Project and Team Management using MS Lists, MS Project, MS Planner, Trello, Asana
- Data manipulation using SQL
- Data analysis using Python
- GIS, Vector Design (Adobe Illustrator, Inkscape)
- Hastus Scheduling Software (timetabling, vehicle blocking, reporting)

Languages

Greek (native), English (fluent), German (basic)