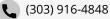
Charles (Robby) Long, AICP



crobertlong@gmail.com



OBJECTIVE

Proactive, ambitious, and adaptable professional with 5+ years of experience in transportation demand management, data-driven behavior change, transportation planning, active transportation advocacy, program managemen, and data-driven customer service. Aiming to leverage my passions and experience to improve people's access to their cities.

EXPERIENCE

Planner | UrbanTrans North America, Los Angeles, CA / Jan 2018 - Present

- Cultivated positive working relationships with a diverse and evolving portfolio of 20+ private and public sector clients.
- Effectively applied statistical and GIS analysis to inform planning decisions, tell stories, and further client goals.
- Completed data-driven GIS and survey analysis to identify gaps in the active transportation network and prioritize recommendations.
- Executed dozens of behavior change campaigns that reduced over 3 million vehicle miles traveled.
- Drafted and collaborated on 50+ technical memoranda, grant reports, proposals, and final plans improving people's access to non-drive alone transportation options.
- Performed weekly quality assurance and quality control of timely client deliverables.
- Advocated on behalf of clients as a member of multiple organizations, including Denver Streets Partnership, University of Denver Sustainability Council, and Denver Regional Mobility & Access Council.
- Delivered exceptional customer service to meet client objectives and goals.
- Employed direct program management, including the oversight of over \$500,000 in federal grants annually for • multiple clients.

Program Manager & Planner | Transportation Solutions, Denver, CO / Jun 2016 - Dec 2017

- Executed 50+ public outreach events to promote active transportation campaigns for community partners.
- Designed and customized 30+ surveys to identify barriers to alternative transportation use.
- Managed the budgets for three separate grants, including over \$400,000 in annual CMAQ funding.
- Coordinated projects and analyzed processes to improve access for people walking and biking to RTD stations.
- Managed external communications including monthly newsletters, quarterly press releases, and annual seminars.
- Facilitated monthly board meetings and presented periodic reports for ongoing programs and campaigns. .

Graduate Assistant | University of Colorado, International Student Services, Denver, CO / Jun 2014 - May 2015

- Developed close working relationships with potential students to encourage enrollment. •
- Researched and prepared written correspondence, including confidential and sensitive information. •
- Maintained files and database records for over 1,000 students.

Facilities Manager and Customer Support Analyst | Lewan Technology, Denver, CO / Jun 2008 - Jun 2014

- Provided customer support and technical guidance, including on-site customer contract validations and orientations.
- Planned facility projects that were coordinated and executed at headquarters and branch operation levels.

FDUCATION

 University of Colorado Denver, Denver, CO Master of Urban and Regional Planning / Pedestrian and Bicycle Planning Urban Sustainability Transportation and Land Use 	 Colorado Christian University, Lakewood, CO B.S. — Business Administration / May 2011 Interpersonal Communication Leadership and Management of Organizations Business Policy & Systems Management
CERTIFICATIONS & RELEVANT SKILLS	
American Institute of Certified Planners (AICP)	Customer Relationship Management
ArcGIS Concepts and Analysis	Database Maintenance
Adobe Creative Suite	 Facilitation and Consensus Building
Customer Service and Orientation	- Dreaven Design and Implementation

Customer Service and Orientation

Program Design and Implementation