



**JOB TITLE:** Intern (Bus Operations)  
**DEPARTMENT:** Bus Operations  
**REPORT TO:** Bus Administration Manager  
**SALARY GRADE:** \$12/hour

**LAST REVISION DATE:** 05/2019  
**FLSA:** Non-Exempt, Temporary Part-Time  
**EEO:** Intern

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### **PURPOSE OF JOB**

The bus operations intern will directly assist the Bus Operations Team with a wide range of projects related to transit service such as bus stop management, data collection, research and analysis.

This internship is designed to be both educational and practical. In this position, the intern will learn how to utilize skills he or she learned and developed in school and apply them in a professional setting. He or she will gain a better understanding and work on planning initiatives. The candidate will also have opportunities to work on other transit related disciplines including operations, maintenance and administration.

The intern will be working in a typical office environment, working approximately 16-20 hours per week on a flexible schedule. Working times must be within the time period of Monday to Friday from 8 a.m. to 5 p.m. unless deviation from this schedule is necessary for special projects.

### **ESSENTIAL FUNCTIONS**

- Assist with maintaining and updating inventory of bus stops, geo-coordinates, amenities, and use reasoning skills to identify and correct data as needed.
- Help review schedule data for passenger information panels posted at bus stops, conduct field work as needed to ensure information is correctly displayed, and conduct field assessments at bus stops.
- Collect and summarize feedback from bus operators and passengers.
- Help read and analyze demographic and geographic data, as well as ridership and demographic trends.
- Help collect and record ridership data using appropriate software and prepare ridership reports as required.
- Monitor and evaluate on-time performance data.
- Provide support for demand response operations, including preparing reports, researching contract compliance, analyzing ridership and performance data and other duties as required.
- Assist the Transit Operations Department with projects which include ridership and data analysis, collection and coordination of survey information and other special projects as may be assigned.
- Assist with the development, implementation, and monitoring of services provided by DCTA.
- Assist with the analysis of transit project data, including ridership reports for bus transportation, transportation services for seniors and persons with disabilities, commuter bus, and other modes.
- Assist with monitoring certain transportation services through GPS location and published schedules.
- Draft materials and communications.
- Collect data for review such as Census, land use, transportation, traffic, and transit sources.
- Conduct onsite surveys, count passengers, ride buses to identify and confirm issues, and test possible solutions.
- Engage public and stakeholders including interaction with riders and bus operators.
- Perform other duties as directed.

### **REQUIREMENTS TO PERFORM WORK**

#### ***Knowledge of:***

- Proper usage of the English language
- Above average communication skills, both written and verbal
- Excellent working knowledge of Microsoft Office Suite, particularly Excel experience
- Proficient math skills
- Modern transit system operating principles and practices desired
- Mathematics, data collection, spreadsheet, and spatial analysis skills
- Preparing written correspondence and reports including tables and quality graphics
- Preferred: Knowledge of mapping data, GIS, database management, Adobe Pro
- Knowledge of DCTA's system preferred
- Strong digital presentation skills required

**Ability to:**

- Prepare draft reports requiring analytical skill
- Compose general correspondence and letters
- Operate and use modern office equipment including personal computers
- Compile and maintain records and prepare reports
- Establish and maintain effective working relationships with those contacted in the course of work
- Understand and follow oral and written instructions
- Speak effectively and secure the cooperation of others in a joint course of action
- Work independently and manage projects with limited supervision
- Communicate effectively verbally and in writing
- Read and understand complex documents
- Express ideas using creative approaches
- Analyze operating data, identify issues and recommend appropriate solutions
- Work independently, self-starter using strong organizational and time management skills
- Develop, read, and interpret rules, policies and procedures
- Maintain tact, poise and professional demeanor in the workplace and with the public

**The ideal candidate will:**

- Possess a positive attitude, and practices good judgement, while open to receiving/providing feedback
- Hold the ability to get along with others, individually and in a large group. Has the desire to care for the organization's well-being and for the co-workers he/she interacts with. Interested in partaking in group development and team building activities
- Be open to collaborate and work in a team-oriented and helping environment
- Possess an influential and welcoming communication style
- Foster a culture that values critical thinking and problem solving; and encourages constructive feedback, engagement, inclusion, and diversity at all levels

**Education and Experience:**

- Course work in urban/transportation/regional planning, information systems, engineering, mathematics, organizational studies, statistics, political science, or other fields relevant to analyzing transit data and reviewing service plans.
- Currently enrolled in college or at a university.
- Master's level student preferred.

**Physical Activities:** Physical activity includes, but is not limited to: on a continuous basis, sit at a desk for long periods of time; intermittently twist and reach office equipment; write or use keyboard to communicate through written means; occasionally run errands; lift light weight; reaching above the waist, reaching below the waist, and reaching waist to shoulder to reach inventory on shelves; repetitive motion and fingering when using computer keyboard; talking and hearing when dealing with customers; and moving about supply room to maintain inventory supply levels.