

Internships in Transit

CALACT
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Pasadena's Transit Landscape

Department of Transportation

- Locally funded transit agency
 - > Contracted transit operations
- Pasadena Transit
 - > Community fixed route service
- Pasadena Dial-A-Ride
 - > Seniors & individuals with disabilities
- Interagency Coordination
 - > bus stops, coordinated services, local & regional planning, funding



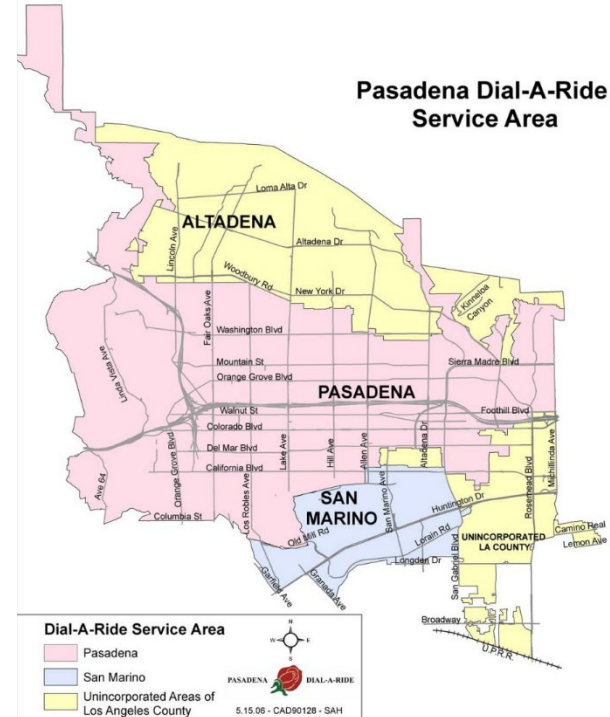
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Pasadena Dial-A-Ride

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- ✓ Service for 33 years (1989)
- Service Area
 - > Pasadena
 - > Altadena
 - > San Marino
- Ridership (pre-Covid)
 - > 90k annual passengers
- Vehicles
 - > 12 peak vehicles



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Pasadena Transit

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✓ Service for 28 years (1994)

- Routes

- > 6 routes
- > 400 bus stops

- Connections

- > Key local feeder to regional network
- > 6 light rail stations (LA Metro Rail)
- > Numerous regional bus lines

- Ridership (pre-Covid)

- > 1.6 million annual passengers

- Vehicles

- > 20 (+/-) peak vehicles



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Why Interns?

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- How we started...
- Great Recession impacted staffing levels
 - > Reduced FTEs from 6 to 3
 - > No reduction in workload
- Grant opportunity for funding
- Template developed for future

$$6 - 3 = !$$



Why Transit?

Department of Transportation

- Local Transit Agency Intersects With:
 - > DOT
 - > City
 - > LA County
 - > Southern California
 - > California
 - > FTA/USDOT
- Each provides variety of career path exposure to interns
- Contractors, consultants, nonprofits...



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Team Overview

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- Planning

- > Long and Short Range Planning
- > Grant Writing and Management
 - State, Federal and Local
- > Interagency Coordination
- > Technology Implementation

- Marketing & Communication

- > Passenger Feedback
- > Outreach – events, social media
- > Advertising - campaigns, collateral

- Operations

- > Contract Oversight
 - Operations and Maintenance
 - KPIs – OTP, Vehicle Reliability
 - Auditing
- > Bus Stop Management
- > Vehicle Procurement
- > Reporting, Regulations, Audits
- > Internal/External Coordination
 - City, County, Transit Agencies and Organizations, Non-Profits, Schools, State, Federal



Types of Intern Project Work

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- Research and analysis
- Ridership analysis, documenting trends
- Auditing
- Field work - investigations, bus stops, data collection
- Customer service, outreach, marketing
- Grant invoicing
- NTD sampling coordination
- Real time AVL data work
- Grant writing / preparation





Important Considerations

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- Interns
 - > Different levels of training needed
 - > Short term assistance – plan accordingly
 - > Plan supervision and structure beforehand
- Set up your process and policies
 - > Provide step by step processes for projects
 - > Flexibility for student schedule
- Understand Human Resources process
 - > Internship process vs FTE
 - > Agency policies that apply to interns
 - > Maximum hour policy





Recruitment and Managing

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- Develop your plan
- Talk to your Admin and HR
- Interview, selection, and hiring process
- Once hired
 - > Establish and communicate goals
 - > Provide review and feedback
 - > Have the interns log their work/monthly report
 - > Follow an evaluation process
 - > How did they meet the established goals?
 - > How did you meet your goals?
 - > What would you do differently?



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Benefits to the Organization

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- More “hands on deck”
 - > Opportunity for additional analysis & projects
 - Projects completed as part of interns' undergrad/grad work
 - Paratransit analysis
 - Fixed route gap analysis
 - Transfer study
 - > Supervisorial experience for staff
 - Provides opportunity for full time staff to manage/supervise





Benefits to the Intern

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- Exposure to the layers of transit
 - > Extremely diverse arena of interests and skill sets
 - From analyzing, organizing, planning, writing, etc.
 - > Intersects with countless disciplines
 - Public, private, nonprofit
 - Local, regional, state, federal
- Real world applications – making and seeing the impact
 - > From customer service, to field work, to planning efforts
- Career path decision
 - > Resume, referrals, and ultimately future jobs/career



Where Are They Today?

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- Principal Planner – City of Pasadena Transit Division
 - > Architect of our intern program
 - Started off as an intern at LA Metro and we hired him!
- Our interns launched into public and private sectors
 - > LA Metro
 - > Hillsborough Area Regional Transit Authority
 - > LA Metro and then onto City of Costa Mesa
 - > Tesla
 - > Consulting firm project managers



Help Wanted!

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- Current and upcoming workload/projects
 - > Great opportunity for interns
 - Post pandemic planning
 - ZEB transition
 - Expansion of services
- Two positions created in staffing structure
- Funding identified in existing budget
- Recruitment initiated
- Outreach to be conducted at local colleges
- Onboarding early next year





Contact

Department of Transportation

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