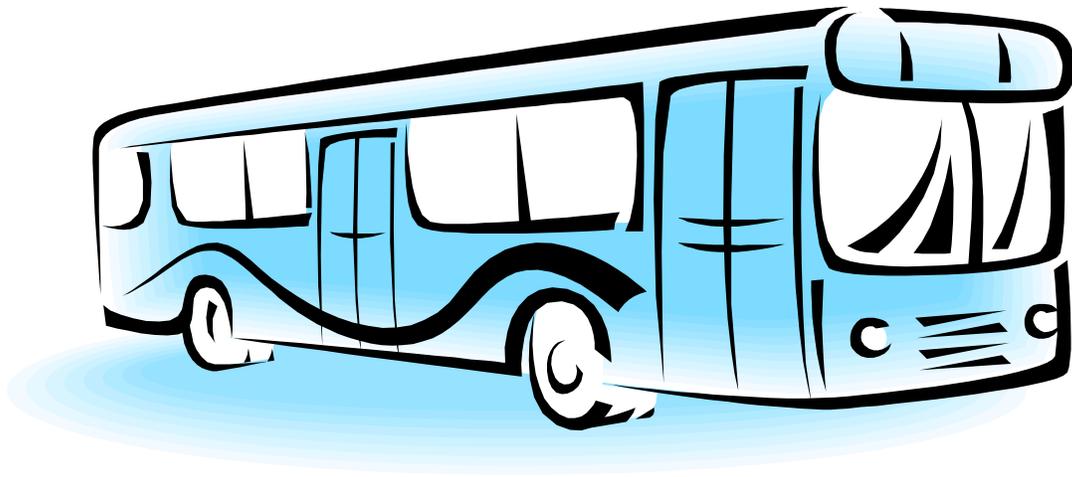


# Careers in Public Transportation



## Student Guide

The American Public Transportation Association



## Careers in Public Transportation

There are many different types of jobs in public transportation. All jobs in public transit help move people in our community. Public transit helps people get to work, school, doctor's appointments, and helps them run errands. Many different types of vehicles are used in public transit including: buses, vans, ferries, trains, and trams.



# Drivers, Operators, Engineers, and Conductors

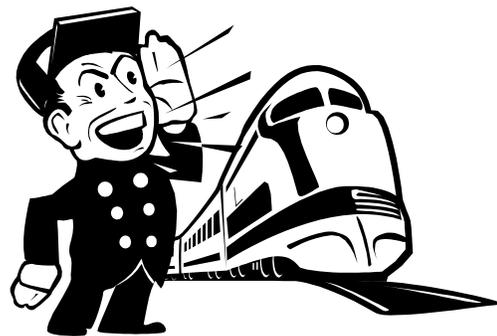
**Drivers** and **operators** of transit vehicles are responsible for providing safe transportation to passengers. They must drive carefully to avoid accidents, stay on schedule, and follow the correct route.



**Drivers** and **operators** interact with passengers daily and must be friendly, helpful, and provide great customer service.

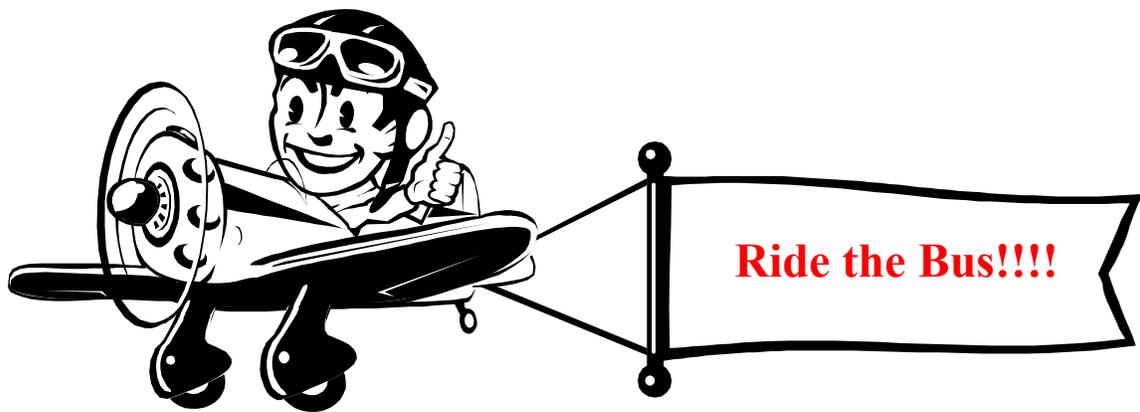
**Engineers** operate trains and are responsible for the safe transportation of train passengers. They must know how to operate the train while following all safety signs and signals.

The **Train Conductor** is the person who assists passengers in boarding the train and checks passenger tickets. The **conductor** will let the **engineer** know that all passengers are safely on board and that the train can leave the station.



## Marketing Department

The **marketing department** creates and prepares advertisements and other materials to promote transit news and usage. People who work in **marketing** do a variety of things including **Community Relations**. In **community relations** marketing employees interact with local business, schools, and the public to encourage people to use public transit.



**Graphic Artists** also work in the marketing department. **Graphic artists** create and design materials to give to the public about changes in schedules, services, upcoming events, and transit news. **Graphic artists** get to use the latest in computer software and technology.

## Control Room and Dispatchers



The **control room** is the center location where a transit company can monitor their vehicles. **Control rooms** have the newest computer systems and technology to help the employees monitor the vehicles, their location, and any problems that may occur. **Dispatchers** are one of the employees that work in the **control room**. **Dispatchers** must be good with computers and radios in order to communicate with the buses and trains. They monitor the buses on routes to determine if they are running on time and correctly. **Dispatchers** also communicate with the drivers to help solve problems that the bus or driver may be having.

## Transportation Planner

**Transportation Planners** research, analyze, and summarize scheduling, route, and passenger information for transit companies. They then study this information to make improvements, design new routes, and create new schedules.



## Maintenance Mechanic



**Maintenance mechanics** work on buses, trains, trolleys, ferries, and vans. They maintain, repair, and rebuild engines and vehicles to keep the vehicles working and safe. They use laptops to help them figure out what they need to repair on a vehicle.

## Accounting



**Accountants** help transit companies keep track of their money. They write reports and help with taxes. **Accountants** must have excellent math and computer skills.

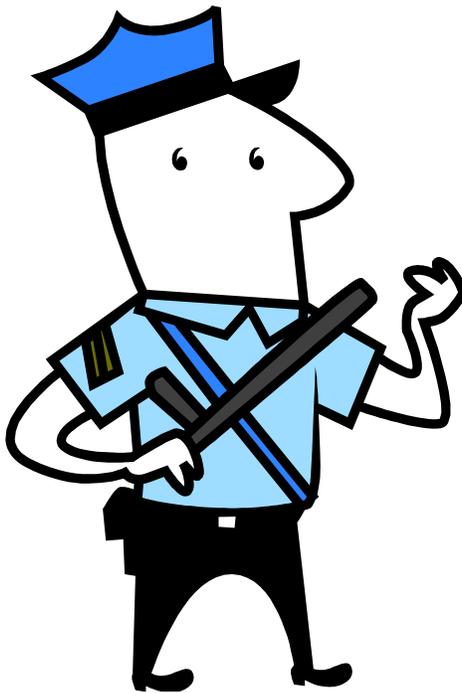
## Customer Service

**Customer Service** employees help the public in a variety of ways. They sell tickets, help passengers plan their trip, and help passengers find the correct station or stop. They have to be friendly and always willing to help others.



## Transit Police/Security

Transit police and security work together to make sure passengers and employees are safe. They handle disputes, take care of suspicious packages, and maintain order. They work at stations and stops monitoring suspicious behavior and even ride trains to ensure passenger safety and security. They are always there to help passengers and employees who are in need of assistance.



# Facts About Public Transit

- Americans take **10.3 billion** trips on public transit each year
- Public transit saves travelers **541 million** hours of travel time
- Public transit use saves the U.S. **4.2 billion** gallons of gas a year

