

What I've learned...



...at  TRI DELTA TRANSIT .

By Joshua Centeno

By working at Tri Delta Transit, I have learned many things about how transportation works. Although every transportation company doesn't work the same, Tri Delta gave me an idea on how their public transportation works.



The different types of busses.



- Dial a ride



- Express



- Fixed Route

Tri Delta Transit can be broken down into 3 departments:

- Administrations
- Operations
- Maintenance



In each of these departments, I have learned how each of them operate and how they contribute to make Tri Delta Transit a successful and satisfying company to all their customers. Each department have different tasks but all work together.

Administration...



- In administration, they handle the financial part, marketing process, and take in complaints that are made from customers. Besides managing the money, they deal with a lot of data and projects, and they try to market themselves by interacting with others such as schools in the cities of our county or supplying bus rides to 49er games. They also provide services and information in purchasing passes or bus times for those who are misinformed.

Operations...



- Operations are the bus rides. But there was more to it than I thought. There are two types of bus rides, dial a ride and fixed route. Fixed route is the main route that is scheduled to stop at specific stops all around. Dial a ride is the system where they pick up those who cannot drive or get to their destination on their own. They consist of senior citizens or handicap.



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- There are a lot of things that go on at once in operations. They have the active bus rides, people supervising the drivers, people scheduling and canceling dial a rides, people calling for bus times, people handling the bus fares, people trying to fill in routes that aren't covered, drivers checking in and out, etc. All this happens at once almost everyday.
- They also have cameras in the busses. One watching the inside passengers, one watching the driver, and another outside the bus watching the road ahead. That way, if anything happens, they can find out what happened. The system allows us to see what happened 10 seconds before and 10 seconds after the incident.



Maintenance...



- I learned the basics about maintenance in Tri Delta Transit. This is where they clean and repair the busses and everything else in Tri Delta. I've learned that there is a form for everything they do by law, and also that they try to stay environmentally friendly. A lot of their equipment and functions are made to be environmentally friendly. They try to stay in stock with all their parts, but if needed, they have people to order them. They clean and refuel busses everyday by steam cleaning the engine, going through a car wash, and hand clean the inside. They have a garage where they have everything they need to repair the busses. Along with a system that lists all their busses and keeps a history of everything it has been through.

What I did...

- I worked on a portion of a project that I was assigned where I had to input data into the computer, format it, and print it in Microsoft Excel. In the beginning of my internship I rarely used Excel, but now I am very familiar on how to use it.
- In this project I dealt with data such as how many people ride the bus, how many people are on, the trip distance, capacity miles, seat miles, etc.
- My school assigns many projects that use Microsoft office utilities, so now I can apply my new skills to my school work.

In Conclusion...

- Along with everything I have learned, I learned that everyone here at Tri Delta Transit are very nice caring people. They like to laugh and joke a lot which made it a more friendly environment for me. From putting data into the computer, to putting tents together, I enjoyed my time here. Through this experience I have learned a lot about how transportation works. Hopefully I will be able to use all the things I have learned later on in life.

