

CTAA

Professional Dispatching and Scheduling (PDS)

Certification

Workshop Structure

What the Workshop Will Cover

The Professional Dispatching and Scheduling Workshop will cover the following topics:

Day One

- Course Objectives
- Participant Introductions
- **Module I:** Relationship Among Reservationists, Schedulers and Dispatchers
 - The Relationship as a System,
 - Operations network
 - Community Network
 - **Exercise Activity-** Participants analyze their role interactions in their agency and in the community
- **Module II:** The ADA and Service to People with Disabilities
 - Applicability, public and private
 - Nondiscrimination provisions
 - Recent revisions to the ADA
 - ADA Complementary Paratransit Service
- **Module III:** Customer Driven Service
 - Six truths of effective customer service
 - Seven essential customer needs
 - Effective communication with customers
 - Responding to angry customers
 - Customer complaint process
- **Module IV:** The Reservationist
 - Role of the Reservationist
 - Responsibilities of the Reservationist
 - Telephone etiquette
 - Conveying policies and procedures
 - Effective trip reservation best practices
 - Communication sensitivity for people with disabilities
 - Serving people with Limited English Proficiency (LEP)
 - Role of technology for the Reservationist

Day Two

- **Module V:** The Scheduler
 - Role of the Scheduler
 - Types of Demand Response Service
 - Run/Route Planning
 - Order of Trip Scheduling
 - Computer Aided Dispatch and Scheduling Software
 - Effective trip scheduling best practices
 - **Exercise Activity** – Scheduling Problem Solving

- **Module VI:** The Dispatcher
 - Role of Dispatcher
 - Dispatcher Responsibilities
 - Monitor external conditions (e.g. weather, traffic)
 - System Accidents
 - Monitor vehicle locations and activity
 - Know available resources and back-up capacity “on the street”
 - Manage major incidents
 - Maintain control over unexpected problems or incidents
 - Practice effective Dispatch communication skills
 - Role of technology for the Dispatcher

- **Module VII:** Dispatch Emergency Policies and Protocols
 - The importance of transit policies and protocols
 - Dispatcher as the leader in emergency situations
 - Policy vs. Protocol
 - Characteristics of effective transit policies
 - **Exercise Activity** - Evaluating real life emergency transit policies
 - Vehicle Safety – Fire
 - Transit Security – Dangerous Person on Transit Vehicle
 - Major Incident – Vehicle Accident
 - Team Critiques

- **PDS Certification Test Review**

- **PDS Certification Test**