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

Day One

- **Course Objectives** – 9:00 to 9:15am

- **Module I: Relationship Among Reservationists, Schedulers and Dispatchers - 9:15 to 9:30am**
  - The Relationship as a System,
  - Operations network
  - Community Network

- **Module II: The ADA and Service to People with Disabilities – 9:30 to 11am**
  - Applicability, public and private
  - Nondiscrimination provisions
  - Recent revisions to the ADA

11am to 11:20pm - Break

- **Module III: Customer Driven Service – 11:20am to 12:30pm**
  - Six truths of effective customer service
  - Seven essential customer needs
- Effective communication with customers
- Responding to angry customers
- Customer complaint process

**12:30 to 12:45pm – Break**

- **Module IV: The Reservationist – 12:45 to 2:00pm**
  - 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

**2:00 to 2:15pm – Break**

- **Module V: The Scheduler – 2:15 to 3:00pm**
  - Role of the Scheduler
  - Types of Demand Response Service
  - Run/Route Planning
  - Order of Trip Scheduling
  - Computer Aided Dispatch and Scheduling Software

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**Day Two**

- **Wrap Up Questions – Day One** – 9:00 to 9:30am

- **Module V: The Scheduler Continued – 9:30 to 10:45am**
  - Effective trip scheduling best practices
  - **Exercise Activity** – Scheduling Problem Solving
10:45 to 11:00am - Break

- **Module VI: The Dispatcher – 11:00am to 12 noon**
  - 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

12:00 to 12:15pm - Break

- **Module VII: Dispatch Emergency Policies and Protocols - 12:15 – 1:30pm**
  - 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

1:30 to 1:45pm - Break

- **PDS Certification Test Review - 1:45 to 2:30pm**
2:30 to 2:40pm - Break

- PDS Certification Test - 2:40 to 4:10pm (90 minutes)