



CTAA Professional Dispatching and Scheduling (PDS) Certification Workshop Structure (Virtual)

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

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)***