The Center for Urban Transportation Research at the University of South Florida, in cooperation with the Florida Department of Transportation and the FTA’s National Transit Institute at Rutgers University, is pleased to present the Paratransit Scheduling and Dispatching Fundamentals course.

Audience:
Scheduling and dispatching managers

Description:
The Paratransit Scheduling and Dispatching Fundamentals material will stress the importance of staff teamwork as a major factor in successful scheduling and dispatching. It will explore alternative approaches to scheduling and dispatching. It also will explain how reservations, scheduling and dispatching strategies complement (and sometimes conflict with) service policies, procedures, and rules. Throughout the course, special attention will be paid to how regulatory provisions of the Americans with Disabilities Act of 1990 (ADA) affect scheduling, dispatching and decision making.

Objectives:
- To establish a basic curriculum that paratransit managers can access and that ensures by testing, that schedulers and dispatchers are better equipped to be successful at performing the functions of their jobs
- To help schedulers and dispatchers anticipate changing conditions (internal and external) and to provide guidance to help the employees cope with these changes
- To provide expertise in analyzing performance problems and devising appropriate solutions
- To provide insights that can improve productivity
- To coach participants on how to respond to requests from individual supervisors and other customers
- To encourage participants to continually challenge the process. To always find a way to improve things, always suggesting that things could be better than they are today

Fee:
Tuition shall be waived for federal, state and local government employees who work in transportation or related areas.

CEU’s: 1.6

If you would like to attend this session, fill out the form below, and fax to reserve your seat.

Center for Urban Transportation Research
Attn: Molly Buffington
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(813) 974-7810
(813) 974-5168 fax
buffington@cutr.usf.edu
REGISTRATION FORM TO ATTEND
PARATRANSIT SCHEDULING AND DISPATCHING FUNDAMENTALS
FEBRUARY 19-20, 2008
SARASOTA, FLORIDA

REGISTRANT’S NAME ________________________________________________________________

JOB TITLE ________________________________________________________________

MAJOR DUTIES & RESPONSIBILITIES _________________________________________________

_______________________________________________________________________________

SUPERVISORS NAME ______________________________________________________________

EMPLOYER ________________________________________________________________

ADDRESS ________________________________________________________________

CITY ___________________________STATE_______ZIP________________________

PHONE ________________________________________________________________

FAX ________________________________________________________________

EMAIL ________________________________________________________________

COURSE TITLE/CLASS NUMBER _________________________________________________

Fax your registration to:
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