



FLORIDA'S RURAL TRANSIT ASSISTANCE PROGRAM

PARATRANSIT SCHEDULING AND DISPATCHING FUNDAMENTALS

February 19-20, 2008

Sarasota, Florida

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

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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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