

**TRAINING AGENDA:**

**Day One**

- **Relationship Among Reservationists, Schedulers and Dispatchers**
- **The Americans with Disabilities Act (ADA) and Service to People with Disabilities**
  - Recent revisions to the ADA
- **Customer Driven Service**
  - Six truths of effective customer service
  - Responding to angry customers
  - Customer complaint process
- **The Role of the Reservationist**
  - Effective trip reservation best practices

**Day Two**

- **The Role of the Scheduler**
  - Effective trip scheduling best practices
  - Scheduling problem solving
  - Computer Aided Dispatch and Scheduling Software
- **The Role of the Dispatcher**
  - Dispatcher Responsibilities
  - Role of technology for the Dispatcher
- **Dispatch Emergency Policies and Protocols**
  - Dispatcher as the leader in emergency situations
  - Evaluating real life Dispatcher policies and protocols in emergencies
    - o Fire
    - o Dangerous Person on Transit Vehicle
    - o Vehicle Accident

**New Jersey Community Transportation Training Program  
Free Training News Flash**

**PDS – Effective, Efficient Dispatching and Scheduling  
Certification Workshop**

**DATE: April 27<sup>th</sup> and 28<sup>th</sup>, 2020**

**LOCATION: Tropicana Hotel, Atlantic City, NJ**

**HOW TO REGISTER** Complete this form below and return ASAP:  
Attention – Cecily Derrick  
EMAIL: [cderrick@njtransit.com](mailto:cderrick@njtransit.com)

Effective dispatching can make or break a community transportation organization. In its mission to ensure the effectiveness and viability of community transportation organizations, this two-day training program is designed for demand response operations. The PDS training program provides skills to increase expertise in developing improved communication and working relationships between the reservations, scheduling and dispatching functions. The workshop covers services to people with disabilities under the Americans with Disabilities Act, customer service skills, best practices of the Reservationist, Scheduler and Dispatcher as they work together to build efficient trips and meet customer needs, and the central role of the Dispatcher in any emergency situation. The certification is valid for three years.

**Hotel Accomodations**

To get TransAction 2020 special room rate of \$70 per night (single or double occupancy), call 1-800-247-8767. You must mention that you want the TransAction 2020 rate of code HTA20. To get the low rates, you must make your reservation by March 2020.

<https://tropac3.net/offercode/HTA20>

**COURSE REGISTRATION FORM**

Agency Name:

Agency Address:

Participant Name:

Title:

E-mail Address:

Phone Number: