



ITRE

**Institute for Transportation
Research and Education @ North Carolina State University**

Basics of Dispatching

Webinar

April 12, 2011 from 1 to 2:30 p.m.

Audience: Managers, dispatchers, and employees being cross trained in dispatching from all rural and urban coordinated transportation systems that schedule and dispatch their own trips. This course does not apply to urban fixed route and ADA paratransit.

Description: Dispatching is the heart and soul of safe, efficient, and effective transportation systems. Most dispatchers, however, have no formal training in the art of dispatching. This course goes over the basic principles of dispatching, discusses examples of real situations dispatchers face every day, and provides tools for dispatchers to perform their job duties more effectively.

Expectations: Attendees can expect to learn about:

1. The basic skills necessary for dispatching
2. The dispatching work flow
3. The connections between scheduling, dispatching, and verification
4. How to analyze dispatching efficiency
5. Crisis management using interactive scenarios
6. The impacts of different dispatching decisions
7. Tools to deliver more efficient service

To register: E-mail Kai Monast at kcmonast@ncsu.edu