
DATS Scheduler/Dispatcher

DEFINITION

This is clerical and administrative support work in a highly specialized environment, in support of a dedicated transportation service (Disabled Adult Transportation System – DATS). Incumbents are responsible for designing and developing route schedules for DATS drivers and dispatching duties related to the provision of transportation services.

Employees of this class schedule trips and/or dispatch drivers and vehicles to provide optimum use of resources, according to established service standards. They respond to a variety of calls related to service delivery including service inquiries/complaints and user requests, and requests for assistance from drivers for emergent on-road problems. The work of this class involves contact with numerous groups, including city/contract drivers, DATS clients, caregivers, caregiver agencies and members of the general public, to assist in the resolution of a diversity of concerns and problems. Incumbents of this class are required to use computer assisted data together with all necessary support documentation for the maintenance of accounts, records and files, regarding the provision of service.

Work at this level is performed under limited direction of a supervisor once the incumbent becomes familiar with the policies and procedures of the area. Only significant technical or administrative matters of considerable difficulty are referred to the supervisor. Work is evaluated for effectiveness based on service delivered to the clients, as well as driver feedback.

TYPICAL DUTIES*

Manually schedule subscription trips, reservation bookings and same day bookings, taking into account a multitude of factors including meeting required service standards, scheduling for shared rides, variable route system, varying vehicle capacities and types, customer restrictions, road and weather conditions, and geographic layout of the city.

Identifying open or unassigned short and long term work and distributing and assigning the work

Real-time scheduling, including scheduling for same day trip requests, vehicle outages, driver absences, customer delays, inclement weather and major traffic disruptions.

Co-ordinating routing/trip changes, cancellations, no shows or changes to origin or destination of trip.

Maintaining records, files, reports, such as monitoring and recording driver start and end times, failure to reports and late starts, vehicle breakdowns, and deviations in schedule service.

Respond to driver, customer or caregiver concerns regarding service. This includes requests for transfers, contacting support workers in emergent situations, responding to inquiries about late service, trip status, same day service or cancellation of service.

Respond to on-road emergencies to determine the appropriate course of action (e.g. assessing driver/customer safety, notifying emergency services, and client caregivers and family).

Provide information to the public and clients relating to DATS policies and procedures (such as eligibility for services, etc.)

Provide analysis of route usage and suitability (i.e. increasing or decreasing the trip matrix).

Use specialized software and databases for records maintenance.

Use two-way radio system to contact drivers.

Performs related work as required.

KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of the applicable procedures, policies and regulations pertaining to the area of specialty.

Considerable knowledge of the geography and street locations of given geographical areas.

Ability to deal effectively with a variety of citizens with physical or cognitive disabilities, their families, and caregiver agencies, civic personnel and the general public, using judgement and sensitivity.

Ability to think and react quickly and calmly in pressure situations.

Ability to communicate verbally and in writing with preciseness and accuracy.

Ability to understand and execute oral and written instructions.

Ability to multi-task, in a high volume work load area

Skill in operating, equipment and systems related to the work assigned.

Well developed problem solving and dispute resolution skills.

TRAINING AND EXPERIENCE REQUIREMENTS

Job Level

High school graduation, supplemented by two (2) related courses in the technical area of specialty such as GIS, Computer Technology course or High School graduation supplemented with at least one term of the Emergency Communication and Response Program or similar industry training; and three to five years' transportation industry experience including a minimum of 2 years' relevant experience in dispatching/scheduling.

** This is a class specification and not an individualized job description. A class specification represents and defines the general character, scope of duties and responsibilities of all positions within a specific job classification. It is not intended to describe nor does it necessarily list the essential job functions for a specific position in a classification. Positions may perform some of the duties listed above but this does not necessarily qualify for placement into this classification.*

Salary Plan
Job Code

21M
1841

21A

21B
1842

21C

Last Updated:
Previous Updates:
Originated:

2003-09