

# Transit Dispatch and Supervisor Training

The Florida Department of Transportation (FDOT) in cooperation with the USF Center for Urban Transportation Research (CUTR) will provide this two-day training for Florida's public transit dispatchers and supervisors.

## Date & Time:

May 23-24, 2017

8:30am – 4:30pm, each day

## Host Agency/Training Site:

Hillsborough Area Regional Transit (HART)  
4305 E. 21st Avenue  
Tampa, Florida 33605



## Overview:

This course is being offered to assist transit dispatchers and other professionals within the transit industry to understand the importance, pressures and challenges dispatchers and other first line transportation supervisors experience on a daily basis.

The course is a presentation and discussion of the skills and qualities required, such as leadership, communication, multi-tasking, documentation, technology, emergency management, and other areas of day-to-day activities that may provide participants the ability to grow within public transit.

## Who should attend?

Dispatchers, dispatch trainees, safety managers, maintenance foreman and management; Finance - to see why there is overtime; HR - to see what skill sets are required for this job; Customer Service - to understand the stress involved with dispatching; Trainers and Technology - to understand the importance of ensuring that technology applications are always running at optimum capacity.

## Fees:

There are no fees to attend this course for current employees of a Florida public transit agency who meet the criteria identified in the [Transit Training Policies and Procedures](#). If available seating permits, non-transit agency transit personnel, private consultants, and out of state public transportation personnel may register for training courses and are subject to a non-refundable \$100 or \$200 registration fee (depending on the length of the course). This fee must be paid in advance of the course and may not be paid at the course location.

## Registration Requirement:

Participants must have written permission from their supervisor/manager prior to the training to attend this course. A participant will not be considered registered for the course until authorization is received. Upon approval of registration, participants will receive an email confirmation with course logistics and lodging information. There is no travel reimbursement available to attend this course.

## Registration Deadline is Wednesday, May 3, 2017

For ADA accommodations, contact Molly Buffington at [buffington@usf.edu](mailto:buffington@usf.edu) a minimum of ten (10) working days in advance of the training course.

Visit <http://www.cutr.usf.edu> to find additional transit training opportunities, workshops, conferences and special events.  
To review policies and procedures of the training programs, visit [Transit Training Policy & Procedures](#).  
For questions regarding this training course, please contact Molly Buffington via email at [buffington@cutr.usf.edu](mailto:buffington@cutr.usf.edu).  
For LMS questions or technical assistance, please contact Stephanie Lewis at [zavacki@cutr.usf.edu](mailto:zavacki@cutr.usf.edu).

## How to Register:

All registrations must be made through the Florida Department of Transportation's Office of Freight, Logistics, and Passengers Operations Transportation Learning Management System. This online registration and learning management system (LMS) provides Florida's public transportation professional a portal to manage their professional development.

**Transportation Learning** manages training for you by keeping an educational transcript of all new courses that you complete, and a retrievable record is maintained so you may access (with a user id and password) Certificates of Completion, Certificates of Participation, retrieve course materials, etc. Florida's public transportation professionals may set up a unique user id and password to register online for upcoming transit training courses, including e-learning courses.

Follow the instructions below to login or to register for the training course.

Go to [www.transportationlearning.org](http://www.transportationlearning.org)

**Unsure if you have an account?** Use the "Forgot Password" link to look up your account information using either your work/personal email address or username. If you cannot locate your account information, please contact Stephanie Lewis at [zavacki@cutr.usf.edu](mailto:zavacki@cutr.usf.edu) or (813) 974-1123 before setting up a new account.

**Returning Users:** (**DO NOT** use the enrollment key ID.)

- If you are a returning user, type your username and password.
- When the dashboard appears, select "**My Catalog**" to enroll in desired course.
- Once enrolled the course will appear under new "**My Courses.**"

**IMPORTANT:** You may use your personal or business email address. If you create multiple accounts, you will not be able to view a complete record of your training history. In some instances, this may require you to retake or restart a training course.

**New Users:**

- If you are a **new user**, select the "**Sign Up**" button.
- Use the Enrollment Key ID and Password below to create an account:
  - In the **Enrollment Key ID** field please enter: **fltat**
  - In the **Password** field please enter: **tat01**
- Begin by entering the requested information, and creating a unique username and password.
- An enrollment page will confirm your new username and password. A copy of your username and password will be sent to your email.
- The last step is to log in with your new username and password.
  - When the dashboard appears, select "**My Catalog**" to enroll in desired course.
  - Once enrolled the course will appear under new "**My Courses.**"

## Course Confirmation:

A logistical email confirmation from the LMS will be forwarded to each registrant with class, travel and hotel information after your registration has been approved by your supervisor.

## Travel:

There are no travel reimbursement opportunities available for this class. The course attendee or their agency is responsible for travel related expenses to attend this training.

USF is an Equal Opportunity/Equal Access Institution. For disability accommodations, please contact Molly Buffington at [buffington@cutr.usf.edu](mailto:buffington@cutr.usf.edu) a **minimum of ten (10) working days in advance** to the training session.

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