

# Supporting Schedulers of the Future

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# Key Presentation Take-Aways

- Scheduling practices are not standardized
- Schedulers are at the whim of many stakeholders
- Planners have formal training, but what do schedulers have?

# **Is your scheduling department buried in your organization?**

- Operations?
- Service Planning?
- Finance?
- A hybrid department?

# We THINK Differently

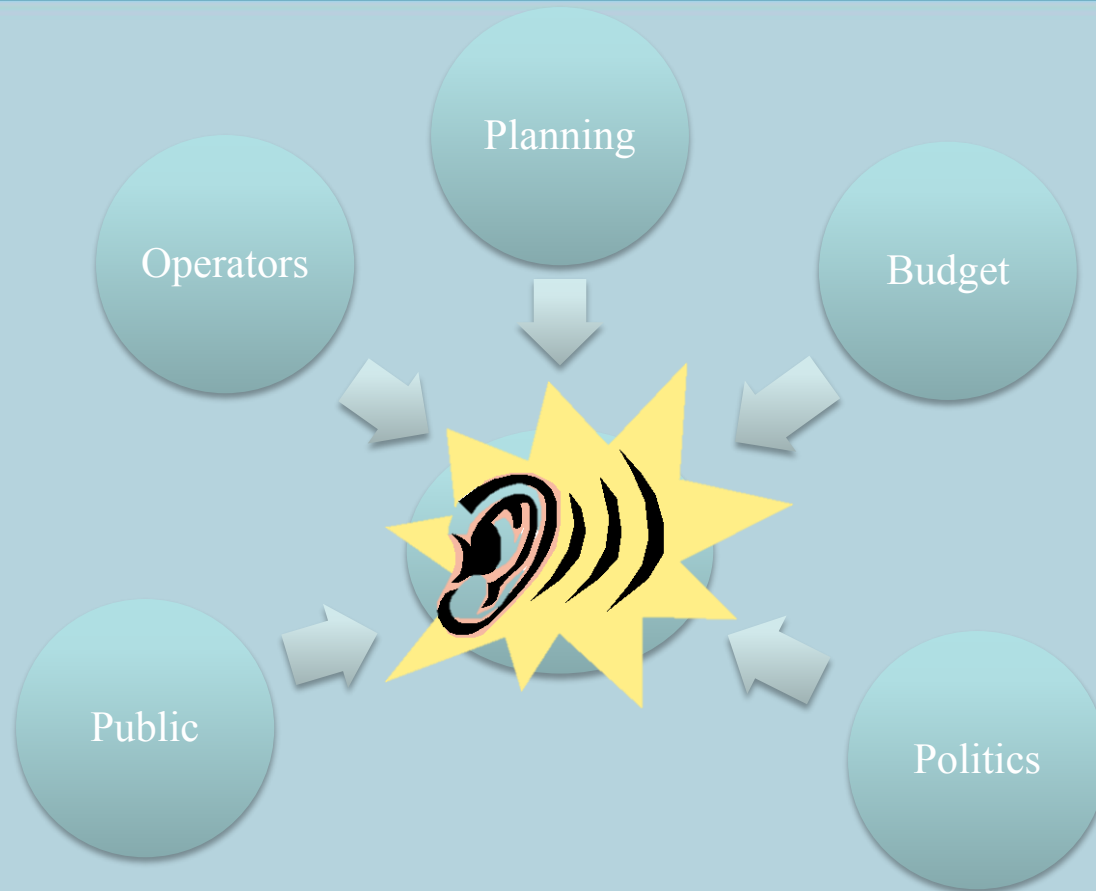
Planners think like this:



Schedulers think like this:



# We listen to A LOT of INPUT



# Scheduling Policies are not based on Best Practices

- Scheduling Legacy
  - This is how we've always done things
    - Headways
    - Clock face
    - Running times: Arrival or Departure?
  - Union Contract says it has to be this way
  - It would be too hard to change it now

# Scheduling Impacts **EVERYTHING**

- Public and Political Perceptions
- Passenger satisfaction
- Driver satisfaction
- Operations success
- Staffing and maintenance schedules
- Agency budgets

# Training

- Planners go to college and maybe even graduate school
- Schedulers often only receive basic training from current staff or private software sales team



# Let's Support Our Schedulers!

- Create a base level of formal training to prepare schedulers for their position
- Research and publish best practices
- Institutionalize mentorship opportunities

