

**Pennsylvania Trolley Museum**  
**Operations Department Policy**  
**No. 2**

**DISPATCHER**

A dispatcher will be assigned to oversee all special events and any operation requiring multiple car operation as required by the Operations Manager or his designee.

The dispatcher will have jurisdiction over the movement of all rolling stock. The dispatcher will make all public operation crew and car assignments. Two crew members will be assigned to streetcars in public operation; however the dispatcher may make exceptions if the need should arise.

The dispatcher will exercise general supervision of operators, conductors, docents and assistant dispatchers to require that they fully understand and observe the rules that maintain the safety of the operation. The dispatcher will give specific attention to the prompt and regular movement of streetcars according to the current timetable and make frequent inspections of equipment, bulletin boards, rulebooks and registers. The dispatcher will co-ordinate with other departments regarding the movement of non-revenue and work equipment as required.

**QUALIFICATIONS FOR DISPATCHER**

Individuals applying for the position of Dispatcher must be a current Voting Member and have been active as a fully qualified operator for a minimum of three consecutive years.

Requisites include

- Posses a valid driver's license
- Be proficient and conversant with the rules, schedules, timetables, regulations and policies of the Museum and the Operations Department.
- Satisfactorily complete the written examination for Dispatcher.
- Posses the ability to follow directives and use good judgment to make decisions and issue orders as necessary.
- Be able to schedule streetcars to meet special circumstances and to meet passenger demand.
- Be familiar with proper radio communication procedures.
- Be able to convey instructions to crews with brevity of words.

- Demonstrate the ability to direct streetcar movements with a minimum of moves.
- Demonstrate the ability to resolve scheduling problems and personnel conflicts, and co-ordinate with other departments.
- Be willing and able to serve as dispatcher or assistant dispatcher on platforms during special events.

Org. 1/1/97

Rev. 2/3/04

Rev. 10/21/11