

ParaLife Internship Program

26-Week Router & Dispatcher Internship Program

Internship Structure:

- **Duration: 26 Weeks**
 - **Daily Commitment: 6 Hours**
 - **On-the-Job Learning, Mentorship, & Field Assessments**
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Router & Dispatcher Internship Lesson Plan

Phase 1: Dispatch Operations & Fundamentals (Weeks 1-6)

- **Week 1:** Introduction to the role of dispatcher and router
 - Orientation to dispatch operations and responsibilities
 - Understanding key dispatching tools and technologies
 - Field observation: Shadowing a senior dispatcher
- **Week 2:** Understanding GPS tracking and route optimization
 - Hands-on training with dispatching software
 - Real-time vehicle tracking and geofencing setup
 - Field task: Practicing basic dispatch coordination
- **Week 3:** Communication protocols and managing driver interactions
 - Radio communication etiquette and troubleshooting
 - Role-playing driver-dispatcher interactions
 - Fieldwork: Handling real dispatch communications under supervision
- **Week 4:** Scheduling and route planning fundamentals
 - Assigning shifts, managing workloads, and balancing efficiency
 - Route sequencing and travel time estimation
 - Field task: Assisting in creating optimized dispatch schedules
- **Week 5:** Emergency dispatch procedures and crisis response

- Handling road emergencies and vehicle breakdowns
- Simulated emergency response exercises
- Field task: Managing an urgent reroute scenario in real-time
- **Week 6:** Compliance, safety regulations, and reporting
 - Understanding FMCSA and DOT regulations
 - Completing dispatch logs and incident reports
 - Field task: Reviewing and improving dispatch compliance records

Phase 2: Advanced Routing & Logistics (Weeks 7-12)

- **Week 7:** Advanced route optimization techniques
 - Real-time traffic monitoring and alternative route planning
 - Hands-on work with automated dispatching software
- **Week 8:** High-demand route management and efficiency tracking
 - Managing peak-hour routes and demand surges
 - Field task: Real-time adjustments for high-demand scenarios
- **Week 9:** Live dispatch coordination and problem-solving
 - Managing multiple routes and fielding incoming calls
 - Fieldwork: Independently handling dispatch shifts under supervision
- **Week 10:** Analyzing fleet performance and data-driven decision-making
 - Using data analytics to improve routing efficiency
 - Field task: Conducting a performance audit and reporting insights
- **Week 11:** Driver feedback integration and continuous improvement
 - Reviewing driver performance reports and addressing concerns
 - Fieldwork: Participating in post-shift debriefings
- **Week 12:** Mid-program evaluation and performance review
 - Reviewing personal progress and areas for improvement
 - Field task: Conducting a full supervised dispatch shift

Phase 3: Performance Management & Problem Solving (Weeks 13-18)

- **Week 13:** Managing dispatch during weather-related disruptions
 - Adjusting schedules based on adverse weather forecasts
 - Field task: Assisting in planning emergency weather routes
- **Week 14:** Conflict resolution and driver-dispatcher relations
 - Handling complaints and misunderstandings professionally
 - Field task: Managing a real-world driver conflict scenario
- **Week 15:** Implementing advanced scheduling analytics
 - Predicting future demand using historical data
 - Fieldwork: Adjusting schedules based on past trends
- **Week 16:** Managing long-haul dispatch and multi-location routing
 - Planning and executing complex, multi-stop routes
 - Field task: Dispatching a long-haul route with tracking analysis
- **Week 17:** Enhancing dispatch efficiency through workflow automation
 - Streamlining dispatch processes using new technology
 - Field task: Testing new automation tools in real-time dispatch
- **Week 18:** Field-based dispatch coordination assessment
 - Running an entire dispatch shift with minimal supervision
 - Field task: Conducting a performance evaluation and receiving feedback

Phase 4: Extended Training & Practical Experience (Weeks 19-24)

- **Week 19-20:** Managing multi-route logistics under peak conditions
 - Handling increased vehicle loads and emergency reroutes
 - Field task: Making real-time logistical adjustments
- **Week 21-22:** Building relationships with drivers and optimizing communication
 - Enhancing dispatcher-driver rapport through efficient interactions
 - Field task: Implementing improvements in communication effectiveness

- **Week 23-24:** Conducting a dispatch system audit and process improvement
 - Identifying inefficiencies in current dispatch operations
 - Field task: Proposing and testing an operational improvement plan

Phase 5: Final Assessment & Certification (Weeks 25-26)

- **Week 25:** Running independent dispatch shifts with evaluation
 - Interns take full control of dispatch operations under observation
 - Field task: Managing multiple dispatch functions with full accountability
- **Week 26:** Certification exam, capstone project, and job placement review
 - Presenting a dispatch process improvement project
 - Final evaluation by senior dispatchers and program mentors