

## Introduction to BusPlanner for Support Staff

Duration: 1 day

### Overview

Support staff need to know how to use BusPlanner effectively, but differently than a technician or route planner would. This course is designed to provide an abbreviated review of the overall BusPlanner functionality with an emphasis on those tools and concepts support staff would most commonly utilize. This course will teach standard functionality such as eligibility queries, searching concepts, and useful “out-of-the-box” searches that will be helpful on a daily basis. Example course exercises include finding information in BusPlanner when only partial information is available, finding routes that use a section of road and advance theme management. This course will also review understanding the overall capabilities of BusPlanner, using themes and other tools that will help staff work effectively with BusPlanner.

### Goals

- Understand the basic tools and terminology that make up BusPlanner
- Understand and use query tools to locate a specific object
- Edit features within BusPlanner
- Understand basic route planning concepts
- Manipulate and display results on screen

### Audience

This course is designed for support staff such as receptionists or call centre staff that are new to BusPlanner and that require a working knowledge of how to use the program for their function.

### Prerequisites and recommendations

Introduction to BusPlanner for Support Staff is recommended for non-route planning staff working as part of, or providing fill-in services for the transportation staff.