

# Riley Mitchell

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## SUMMARY

Transportation services professional with two years of combined dispatch, passenger support, and paid driving experience serving older adults and riders with disabilities. Coordinates demand response trips from initial ride requests through driver assignments, route changes, passenger communication, and accurate operating records. Builds practical manifests by balancing **appointment times**, geography, rider needs, **vehicle availability**, and changing demand. Maintains calm **two way radio** communication during delays, route conflicts, coverage gaps, road calls, and service disruptions. Holds a valid **Iowa Commercial Driver's License** with passenger and air brake endorsements, plus hands on van and bus experience. Supports backup driving, emergency procedures, evacuation drills, maintenance coordination, and respectful service recovery. Brings dependable judgment and careful documentation that help transportation teams keep riders safe, informed, and connected with essential appointments and community services.

## EXPERIENCE

**Transportation Dispatcher** October 2025 - Present  
Metro Mobility Partners Des Moines, IA

Supports daily **demand response transportation** for older adults and riders with disabilities. Owns trip intake, manifest building, driver communication, service recovery, records, maintenance coordination, and backup driving. Works with dispatch colleagues and operational leaders to protect safe, dependable service throughout changing conditions.

- Converted **ride requests** into daily manifests, matching appointment times, geography, rider needs, and vehicle capacity.
- Revised pickup sequences in digital dispatch systems, keeping changing **service demand** workable throughout each day.
- Maintained two way radio contact, guiding drivers through delays, **route conflicts**, rider changes, and coverage gaps.
- Recorded rides, cancellations, **no shows**, revisions, and service notes, supporting accurate end of day reconciliation.
- Coordinated **road calls** with maintenance staff, arranging rider transfers or replacement vehicles during mechanical concerns.
- Covered van and bus routes during absences, applying passenger and air brake practices during service gaps.

**Passenger Services Driver** October 2024 - September 2025  
Heartland Community Transit Ames, IA

Operated passenger vans and small buses on community transportation routes while supporting older adults and riders with varied mobility and communication needs. Verified trip details, communicated service conditions through radio, documented exceptions, and followed emergency and evacuation procedures with dispatch and supervisors.

- Operated passenger vans and small buses on community routes, supporting riders with varied mobility needs.
- Verified manifests, pickup details, and destinations before departure, reducing routing questions during scheduled trips.
- Reported **delays** and passenger concerns by **two way radio**, giving dispatch timely information for schedule changes.
- Supported boarding and trip needs for **older adults** and riders with disabilities through respectful **passenger communication**.
- Documented no shows, **cancellations**, mileage, vehicle observations, and exceptions so **operational records** reflected actual service.
- Followed evacuation procedures during drills, accounting for riders and documenting actions with dispatch supervisors.

## PROJECTS

**Community Route Continuity** 📅 2025

Supported a supervised service continuity initiative focused on backup driving, road call communication, and rider transfers. Worked with dispatch and maintenance colleagues to keep passenger movement organized when vehicle availability changed.

**Accessible Trip Documentation** 📅 2024

Helped improve trip documentation practices by comparing manifests, rider exceptions, cancellations, and vehicle observations. Shared clear notes with dispatch teammates so service records matched passenger activity.

## LEADERSHIP & AWARDS

- Recognized by dispatch colleagues for calm service recovery during route changes and passenger concerns.
- Commended by supervisors for dependable backup driving and careful emergency procedure documentation.
- Selected for trusted coverage of van and bus routes during planned absences and unexpected staffing needs.

## EDUCATION

**High School Diploma** 2022  
Roosevelt High School GPA: 4.0 Des Moines, IA

**Coursework:** Transportation operations, communication, safety procedures, community service

CERTIFICATIONS

- Iowa Commercial Driver's License 📅 2024
- Passenger Endorsement 📅 2024
- Air Brake Endorsement 📅 2024

TECHNICAL SKILLS

- **Dispatch Systems:** Digital dispatch systems, two way radio, operating logs
- **Trip Scheduling:** Trip manifests, driver schedules, appointment times
- **Route Planning:** Geography, pickup sequences, route changes
- **Passenger Services:** Passenger communication, rider support, service concerns
- **Transportation Records:** Ride records, cancellations, no shows
- **Vehicle Operations:** Passenger vans, small buses, vehicle capacity
- **Driver Coverage:** Backup driving, planned absences, staffing coverage
- **Maintenance Coordination:** Road calls, mechanical concerns, replacement vehicles
- **Emergency Response:** Emergency procedures, evacuations, rider accounting
- **Communication Tools:** Two way radio, digital systems, service updates
- **Commercial Driving:** Iowa CDL, passenger endorsement, air brake endorsement
- **Service Delivery:** Demand response, service continuity, customer experience

SKILLS

- |                   |                            |                          |                    |
|-------------------|----------------------------|--------------------------|--------------------|
| • Demand Response | • Driver Manifests         | • Customer Service       | • Van Driving      |
| • Dispatching     | • Two Way Radio            | • Operational Records    | • Bus Driving      |
| • Trip Scheduling | • Digital Dispatch Systems | • Road Call Coordination | • Service Recovery |
| • Route Planning  | • Passenger Support        | • Emergency Procedures   |                    |

PROFESSIONAL AFFILIATIONS

- Community transportation operations contributor serving older adults and riders with disabilities.
- Passenger mobility services participant supporting respectful, dependable access to appointments and community destinations.

LANGUAGES

- English (Native)
- Spanish (Beginner)

ADDITIONAL INFORMATION

**Work Status** : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST