

Riley Mitchell

Lifts Dispatcher

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STRENGTHS

- 🗣️ **Service Recovery**
During delayed pickups, kept radio updates clear and passenger communication respectful, helping dispatch regain a workable plan.
- 📍 **Route Judgment**
Balanced geography, appointment timing, rider needs, and vehicle availability when daily demand changed quickly.
- ♥️ **Record Accuracy**
Documented cancellations, no shows, mileage, and service notes carefully; reliable records supported smoother reconciliation.
- 👥 **Team Coordination**
Worked with drivers, maintenance staff, and supervisors during road calls, keeping rider transfers organized and calm.
- 🚀 **Safe Coverage**
Stepped into van and bus routes during staffing gaps, applying CDL practices and keeping passenger service moving.

SKILLS

Demand Response Dispatching

Trip Scheduling Route Planning

Driver Manifests Two Way Radio

Digital Dispatch Systems

Passenger Support

Customer Service

Operational Records

Road Call Coordination

Emergency Procedures

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

Metro Mobility Partners 📅 October 2025 - Present 📍 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

Heartland Community Transit 📅 October 2024 - September 2025 📍 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.

Van Driving Bus Driving

Service Recovery

LANGUAGES

English Native

Spanish Beginner

MY CAREER



● Transportation Dispatcher at Metro Mobility Partners (11 Months)

● Passenger Services Driver at Heartland Community Transit (11 Months)

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

Roosevelt High School 🎓 GPA: 4.0 📅 2022 📍 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

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.

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST