



SCR

Dispatcher Operations Guide

Version 2.1.0

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Dispatching is the process by which Dispatchers and/or Guards safely and efficiently send a train out from a station. Dispatchers are assigned to groups of platforms at a station of their choice. If a train arrives at their assigned platforms, they inform the Signaller, if present, that the train is ready to depart. They then ensure that it is safe for the train to depart in collaboration with the Driver and/or Guard.

Eligibility

The requirements to attend a Dispatcher training are:

1. You are a Qualified Driver in the SCR Roblox Group;
2. You have at least 360 experience in-game

Dispatcher Training

Once you have met the requirements listed above, you can then begin your Dispatcher training. First, you will need to take the Dispatcher quiz in-game. This tests your knowledge on general dispatching knowledge and scenarios that you may encounter in-game as a Dispatcher. After you have passed the quiz, you can then attend a Dispatcher Training session. This consists of a Q&A and practical assessments, meaning that you will not be asked any theoretical questions.



Spawning as a Dispatcher

How to spawn

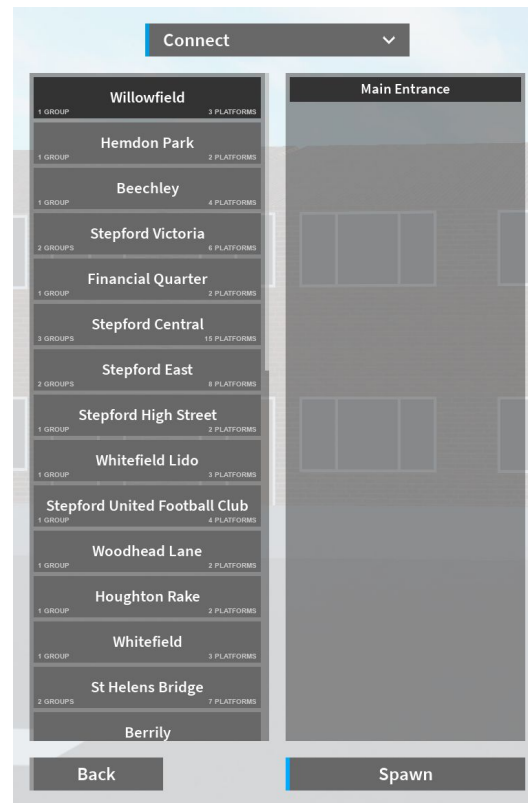
1. From the main menu, select the Dispatcher role.
2. Click on the station of your choice* and select your preferred spawn location.
3. Click the "Spawn" button.

* Not all stations in-game are dispatchable



Role Selection Menu

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Station Spawn Menu

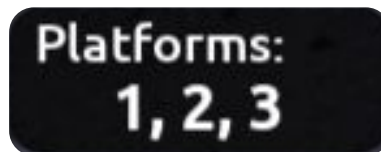


After spawning at a station as a Dispatcher, you will receive a group of platforms that you are assigned to.

Once you spawn, it is **YOUR** responsibility to dispatch every train that stops on these platforms until you despawn. Therefore, it is important that you keep a close eye to see whenever a train arrives.

Beware that you should **NEVER** leave your assigned station without despawning.

You can find your platform assignment on the top left of your screen near the main menu button.



Platform assignment at Coxly



The dispatching procedure depends on whether or not there is a Guard active on the train you are dispatching. If there is no Guard present, then you must position yourself like this before dispatching:

- 1.** Head to the platform on which the train has arrived*. **You must dispatch from this platform**, unless dispatching on an adjacent island platform would improve visibility with the driver, such as when there is a curved platform like at Stepford High Street.
- 2.** **You must stand from the middle to rear of the train when dispatching.** There are no exceptions. Make sure to stand a safe distance from the train.
- 3.** **Face towards the front of the train, where the driver is positioned.** Again, there are no exceptions. The driver should be able to see your dispatch baton.

** Do not jump over the tracks to get to the correct platform*

! When dispatching without a Guard, the dispatching position is **always** from the middle - rear of the train. More info on this can be found on the following pages.



Class 377

A correct position should look like this:

- ✓ Standing from the middle to rear of the train
- ✓ Facing forwards towards the Driver
- ✓ Standing on the same platform as the train
- ✓ Standing a safe distance from the train

Beware that you should NOT:

- ✗ Move during the dispatching animations
- ✗ Stand near obstructions which can block your baton, such as stop markers, signage & walls
- ✗ Stand too far away from the side of the train
- ✗ Stand beyond the rear of the train



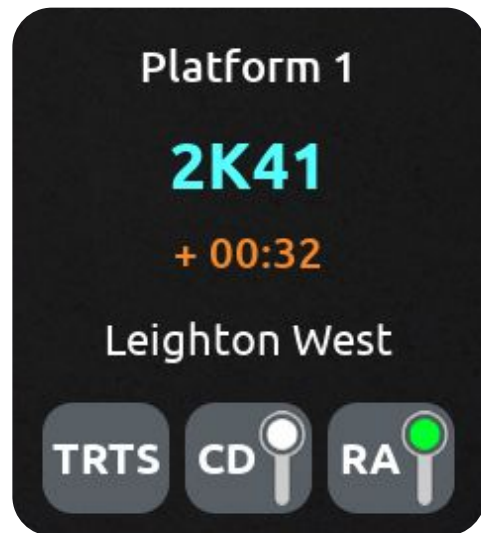
Once a train begins loading, click on the blue box around it to open the dispatch GUI on the right hand side of your screen. If this does not appear, try clicking the train from a different angle.

TRTS stands for "Train Ready to Start". It is a tool used to let any online Signallers know that the train is preparing to depart the station and the signal should be changed.

TRTS can be sent 30 seconds prior to when the train can be dispatched. The button to send TRTS will highlight in **pink**, and should be pressed immediately in order to give the Signaller (if applicable) as much advance notice as possible.

Keep in mind that you still must press TRTS as soon as it it's highlighted in **pink even if there are no online Signallers**.

⚠ Sometimes the Dispatch GUI above a train (**overlay**) can prevent you from seeing the signal or OFF-indicator. You can hide the overlay by pressing the "U" key on your keyboard. To bring it back, simply press the "U" key again.



Dispatch GUI



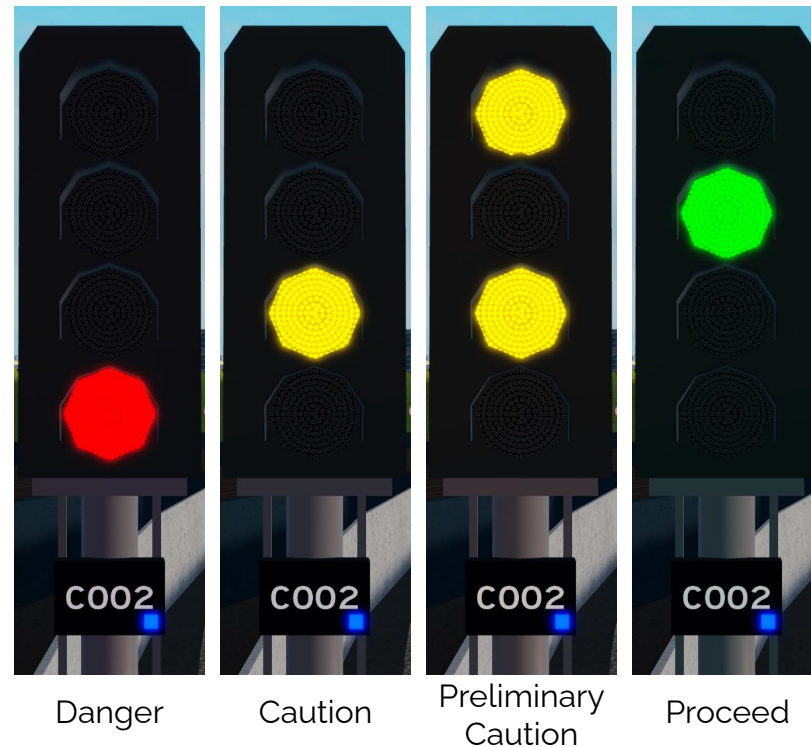


After you press TRTS, any online Signallers controlling your dispatch station will change the signal if necessary as soon as possible. There are several ways you can determine if you can dispatch safely based on the signal aspect.

First, you can determine the aspect of the signal at your platform by looking at the physical signal itself.

As mentioned in the Driver Operations Guide:

- A red signal means Danger
- A single yellow signal means Caution
- A double yellow signal means Preliminary Caution
- A green signal means Proceed





Identifying the Signal Aspect: Indicators

OFF Indicators are tools along the platforms of stations to help you determine the platform signal's aspect.

- A **lit** OFF indicator means the signal ahead is Proceed/Caution/Preliminary Caution, and it is **safe** to dispatch.
- An **unlit** OFF indicator means the signal ahead is Danger, and it is **not safe** to dispatch.

Banner Repeaters are a different tool to identify the signal aspect and can be found at some stations.

- A **diagonal** stripe means the signal ahead is Proceed/Caution/Preliminary Caution, and it is **safe** to dispatch.
- A **horizontal** stripe means the signal ahead is Danger, and it is **not safe** to dispatch.

⚠ Both tools may be located next to the wrong half of the train. Ensure that you are stood in the correct position before pressing "Close Doors".

⚠ Some stations have two OFF-indicators. Always check the **direction of the signal** beneath it, before dispatching a train.

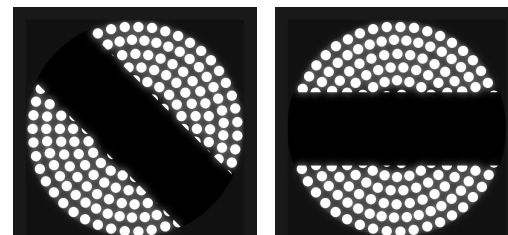
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Lit OFF indicator



Unlit OFF indicator



Banner repeaters

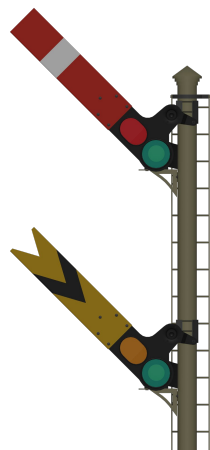


Identifying the Signal Aspect: Semaphores

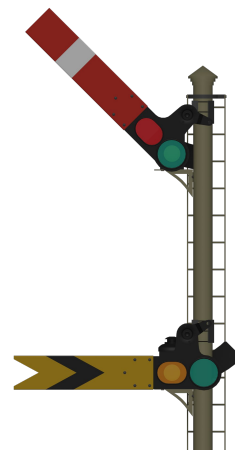
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A railway **semaphore signal** is another way to show the platform's signal aspect. Found on some stations of the Rayleigh Bay branch, semaphore signals appear as two pivoting arms fixed onto a pole.

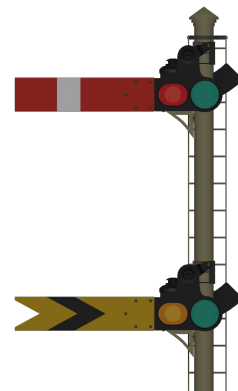
- If the semaphore displays **at least one** diagonal arm, the signal ahead is **Proceed** or **Caution**, and it is safe to dispatch.
- If the semaphore displays **no diagonal arms**, the signal ahead is **Danger**, and it is **not** safe to dispatch.



Proceed



Caution



Danger



Once the train has finished loading and you have pressed TRTS, the “Close Doors” button will highlight in **pink**.

Unlike TRTS, you should never press this button immediately!

- First, you must check the signal aspect. If the aspect is Danger, you **may not** dispatch the train unless it overshoot the signal.
- If the signal is not showing a Danger aspect, it is safe to dispatch. Always ensure that your position is correct before dispatching!

Once it is safe to dispatch, press the “CD” (Close Doors) button. You will raise a dispatch bat with a white light and whistle. **Stay still** during the animation. The driver will then be prompted to close the passenger doors.



⚠ If there is no Signaller active, a different train may cause your signal to change to a Danger aspect while you are dispatching. If so, you must **WAIT** until the signal is once again showing a proceed, preliminary caution or caution aspect.





Once the doors are closed, the “Right Away” button will become highlighted in **pink**. Like Close Doors, you should **not** press this button immediately.

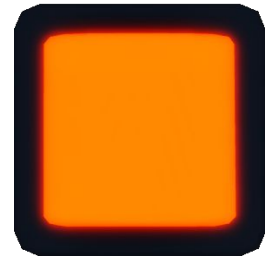
First, you should check the interlock lights on the side of the train and make sure they are **unlit**. You can move around or zoom out to do so, but **keep it quick** while making sure to check them all.

If the signal is still clear, you can press the RA button to release the train. You will again whistle and raise a baton. You must **remain still** during these animations. You should also **stay on the platform** until the train has **fully** left the station.

⚠ If the train you are dispatching is not closing doors or departing the station after a reasonable amount of time, you are allowed to leave the platform to dispatch another train. You should send a message in chat explaining this if you do so.



Unlit



Lit

Interlock lights



As a Dispatcher, you will come across trains in which the Guard exits from the **rear** of the train or the **middle** of the train. It is important you distinguish these.



Guard in the rear

On most trains, the Guard will come out of the **rear** of the train.



Guard in the middle

On some trains, the Guard will come out of the **middle** of the train.

⚠ Keep in mind that **rear** does not mean the **exact back** of the train. The Guard might exit the train one or two doors down, but still be generally in the **rear** of the train.



If there is a Guard active on the train you are dispatching, the correct dispatching procedure depends on where the Guard exits the train.

Guard exits from the rear:

1. Dispatch on the **same platform as the train**, so position yourself there.
2. Stand from the **front to middle** of the train.
3. Face towards the Guard, who will be at the **rear** of the train.

Guard exits from the middle:

1. Similarly, you must dispatch on the **same platform as the train**.
2. Stand at the **very rear** of the train.
3. Face towards the Guard, who will be in the **middle** of the train.



Class 185

A correct position should look like this:

- ✓ Standing from the front to middle of the train
- ✓ Facing the Guard, who is at the rear
- ✓ Standing on the same platform as the train
- ✓ Standing a safe distance from the train

Beware that you should NOT:

- ✗ Move during the dispatching animations
- ✗ Stand near obstructions which can block your baton, such as stop markers, signage & walls
- ✗ Stand too far away from the side of the train
- ✗ Stand beyond the front of the train



Class 195/2

A correct position should look like this:

- ✓ Standing at the very rear of the train
- ✓ Facing the Guard, who is in the middle
- ✓ Standing on the same platform as the train
- ✓ Standing a safe distance from the train

Beware that you should NOT:

- ✗ Move during the dispatching animations
- ✗ Stand near obstructions which can block your baton, such as stop markers, signage & walls
- ✗ Stand too far away from the side of the train
- ✗ Stand beyond the rear of the train



Just as before, you should press **TRTS as soon as it appears** on your dispatch GUI.

When the train finishes loading, the “Close Doors” button will appear. If the signal is clear, press this button so the Guard can close the doors.

Again, check that all the interlock lights are unlit. The interlock light on the Guard’s local carriage will be flashing until the train departs. That is normal.

Once you have checked the interlock lights and the signal is still clear, press the “Right Away” button. The Guard will respond by holding up a green torch. They will then enter the train and ensure that the train can depart.



Guard's torch

⚠ If there is no Signaller active, a different train may cause your signal to change to a Danger aspect while you are dispatching. If so, you must **WAIT** until the signal is once again showing a proceed, preliminary caution or caution aspect.



On Airlink and Express, some trains are longer than usual. When dispatching these trains, it is important that you are extra careful with where you stand, so that you can see as much of the train as possible, while also still being able to ensure your **baton is visible to the driver**.

On curved platforms, you may need to stand closer to the middle of the train, or even on the adjacent platform on the island, to have proper visibility.



The dispatcher can be seen dispatching from between car H and G (5th and 6th cars), with both the front and rear of the train visible.

Keep in mind, you **must** still dispatch from the rear half of the train when there is no Guard present, even on longer trains.

Class 390



Most longer trains have visible coach letters on the side of them, in order to assist you when dispatching, we recommend you follow the below table on where to position yourself when dispatching longer trains without a Guard. Keep in mind, the coaches will not always be in alphabetical order, so these positions are as close to the centre of the train as possible.

Express:

- 220 (Double), 221 (Double), 397/0 (Double), 800/2 (Double), 801/1 (Double): **Cars E or M**
- 390/0 (9 car), 800/1 (9 car), 801/2 (9 car): **Between cars G-H or cars J-H**
- 390/1 (11 car): **Between cars F-G or cars H-G**

Airlink:

- 397/1 (Double), 802/0 (Double): **Cars A or G**

As each end of the train could be the front, stand next to the rearmost of the listed cars when dispatching without a Guard.



Longer Trains (With Guard)

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When dispatching a longer train with a Guard, the Guard will be located towards the rear of the train, so you should dispatch from the front half of the train.

Ensure that:

- Both you and the Guard can **see each other** (and your batons)
- You can see the **front** of the train

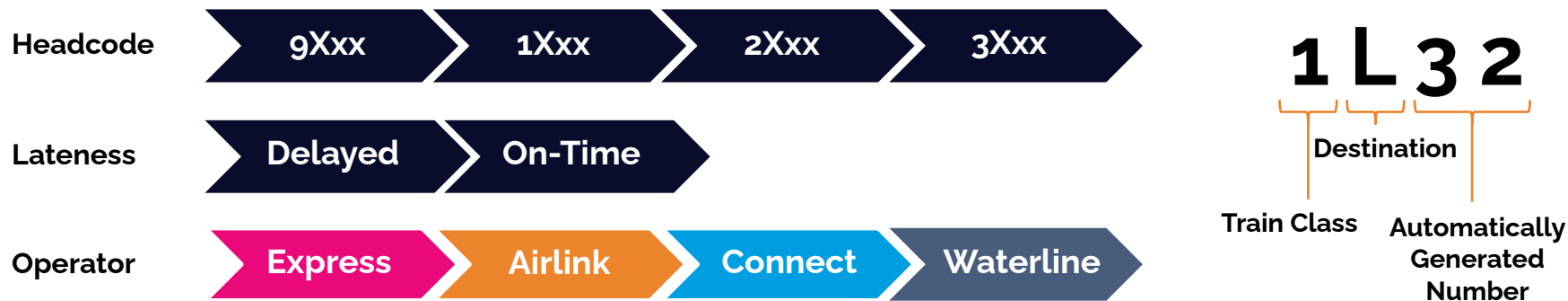
You may dispatch **closer to the middle** to ensure the Guard is able to see your baton. However, **stay in the front half**.

! Important note: At stations with short platforms, the Guard may move to the middle of the train. If this happens, dispatch from the rear of the train.



Headcodes are a unique identifier for a train and its service. They consist of a fixed format as shown on the right. Only the first number of a headcode (Train Class) is relevant for priority.

A Dispatcher must prioritise trains based on **Headcode > Lateness > Operator**:



If trains have the same headcode, lateness & operator priorities, you can dispatch them in any order.

⚠ If a train has **overshot the signal** or has passed it at danger (SPAD), you must dispatch it **first regardless of priority**.

⚠ Priority only applies if trains on your platforms have nearly finished loading. If a train is ready to be dispatched and another train is approaching, dispatch the train that is ready first regardless of priority.



Action	Keyboard + Mouse	Gamepad	Mobile
Select Train	LMB	RT	Tap
Trigger TRTS	Q / GUI	Y	GUI
Trigger Close Doors	T / GUI	X	GUI
Trigger Right Away	R / GUI	Y	GUI
Toggle Overlay Visibility	U / GUI	LS	N/A



The following offences as a Dispatcher may result in a warning or demotion:

- Dispatching Incorrectly (wrong place, facing wrong way, on red, not using TRTS correctly, wrong priority when dispatching).
- Moving excessively during the animation or changing platforms before the train is fully out of the station.
- Parkour (climbing on gantries, jumping over platforms, standing on station structures [canopies, roofs, etc.] when on duty).
- Disrespectfulness (screaming at others, calling others names, bullying, not listening to Supervisors+).
- Leaving Post (leaving the station while on-duty, riding trains while on duty, trespassing while off-duty).
- Trolling (leaving a train AFK on the line, not dispatching a train for no reason, trying to derail trains).



Any rules that apply to Qualified Drivers apply to Dispatchers as well.



This guide should answer all of your questions regarding how to dispatch properly.

If you have any questions, please do not hesitate to get in touch through SCR Assistance on our communications server. A Supervisor will be happy to assist you.

Alternatively, you can ask questions during the Q&A of a Dispatcher Training.



SCR

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