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|  | STANDARD OPERATING POLICY AND PROCEDURE Public Works Transit Services Division | Number: 80-02 |
| Subject: Dispatch Service Procedures | | Approval Date: 05-1-2018 |
| Approval: Aimee Ramsey, Assistant Director | | Effective Date: 05-19-2018 |

1. PURPOSE

1.4. The Town of Oro Valley (Town) adopted this Policy for the Transit Service Division, to standardize dispatch procedures within the division. It is important that all staff acting as dispatchers do so with the utmost care and concern of the passengers while maximizing resources and preserving our service quality.

2. DISTRIBUTION

2.4. Transit Services Paid Personnel

3. REVISION HISTORY

3.4. April 29, 2015 - April 6, 2018 - April 28, 2021

4. PROCEDURE

4.4. General Morning Start-up: The Dispatcher must report 30 minutes prior to first route departure. The Dispatcher is the first staff member in transit operations building. It is their responsibility to ensure that the building is ready for the day's operations by:

- 4.4.1. Turning on the lights.
- 4.4.2. Turning on computer and open appropriate programs.
- 4.4.3. Check messages and take appropriate action.

4.5. As you read through the policy below there is a Priority of Duties that needs to be kept in mind

- 4.5.1. Calls from the drivers on route. These calls are dealing with issues that are happening right now.
- 4.5.2. Incoming calls from the reservation line. As the Dispatcher you are the back up for the Reservationist
- 4.5.3. As cancellation calls come in you have firsthand knowledge of possible slack time. Fill in this slack time.

4.6. Executing Cancellations:

- 4.6.1. Cancelled "before" 4pm the day before: mark as "**Advance**".
- 4.6.2. Cancelled "after" 4pm the day before: mark as "**Same Day**".
- 4.6.3. Cancelled two hours or less from scheduled pickup time: mark as "**NS 2hrs**".
- 4.6.4. Cancelled at the door: mark as "**At Door**".
- 4.6.5. Cancelled due to illness: mark as "**Sick**".

4.7. Managing Cancellations:

- 4.7.1. Same Day/No Show/At Door cancellation: Cancel on drivers' manifests for the pick-up and return ride. If the driver is "on route", notify driver via Trip Dispatch messaging. Cancel trip in scheduler program as described above in "4.6".
- 4.7.2. If the cancellation affects the pull-out time of today's route, call driver.
- 4.7.3. Advance cancellation: Cancel trip in scheduler program as described above in "4.6".
- 4.7.4. Cancellations for next day after schedule has been posted: Cancel trip on drivers' manifests as described above in "4.6" for both the pick-up and return trips. As the Dispatcher, after you cancelled the ride, you have firsthand knowledge of slack time. When possible, fill in this slack time from other schedules and/or shorten driver duty day. Call driver if new departure time.
- 4.7.5. Future day cancellations: Cancel trip in scheduler program as described above in "4.6".

4.8. Managing Trip Requests:

- 4.8.1. The "Customer Service" office hours are from 7am to 4pm Monday through Friday. We do have routes/drivers out before and after these times.
- 4.8.2. 5:30am to 7am only answer the PTT phone. When calling into office, the message says, "if cancelling a ride push 2". This will call the PTT dispatch phone. This could be a person cancelling/checking on their ride, driver calling off sick or an on-road issue.
- 4.8.3. All client calls must be written in the "call log" booklet.
- 4.8.4. Answer MiTel land line phone starting at 7am. Calls coming in after 7am could be a client scheduling a ride for a future date, questions or cancelling today's ride.
- 4.8.5. Request deadline: Clients must make trip request no later than 4 PM the day before the trip. This includes weekends and Holidays.
- 4.8.6. Same day trip requests can be accepted if the rider is flexible with the arrive/depart time. Optional rate applies. The ride must be able to fit within an existing route and cannot add more than 15 minutes to a route unless driver accepts trip and extra time.
- 4.8.7. Enter trip requests in the scheduling program.

4.9. Driver Call-In:

- 4.9.1. If a driver calls in sick: Contact drivers who are on the priority contact list first. Then, if necessary, contact drivers who are not working and not on a scheduled day off to cover the shift. Make driver changes in the scheduler program. Notify a Crew Leader of the driver absence.
- 4.9.2. If a driver calls to report they will be late for their shift: Reschedule necessary trips to other drivers on route. Last minute changes on routes it is best to contact drivers via PTT. Make changes to scheduler program.
- 4.9.3. Dispatcher handles all driver calls for today's routes. Scheduling tomorrow's rides resides with the scheduler unless help is requested by scheduler.

4.10. Taking incoming telephone calls:

- 4.10.1. We must answer as many incoming calls as we can. Speaking with the Customer is better than listening to their message. We can ask questions if we need and it's better Customer Service. Again, as a back-up to the Customer Service rep.
- 4.10.2. Dispatchers shall accept calls for new trip bookings up to 4 PM the day before the trip. This includes weekends and Holidays. New trip booking between 4pm and 5pm for the next day will be accepted on a case by case basis and is considered a "same day" trip, optional rate applies. Discuss with scheduler before inputting into scheduling program.
- 4.10.3. Ride information is communicated to Customers starting 5:15pm via automated program. Trip requests coming in after 5pm can be accepted on a case by case basis and is considered a "same day" trip, optional rate applies. Criteria is: the new ride must fit within an existing route and cannot add more than 15 minutes to the route unless accepted by the driver.
- 4.10.4. For new possible clients, give them all the information they request. If they have access to a computer you can ask them to go to www.orovalleyaz.gov then click on "Need a Ride?". This will explain all the information you just gave them and they can request their rides. You can also ask if they would like information sent to them, ei, brochure, pre-pay information and rider policy. Setting up new clients, refer to the "Adding New Clients" instructions in the Office Procedure book.
- 4.10.5. Answering incoming client calls shall take priority over all other activities except necessary Driver/Dispatch communication.

4.11. Pre-Pay

- 4.11.1. When time allows assist the Customer Service Rep with the Pre-Pay process, ie receiving payment with credit card reader, pre-pay client set-up and entering money on client account. Refer to Pre-Pay procedures.

4.12. Communication:

- 4.12.1. Shortly after 4pm all schedules will be complete. Request for information on transit services, other than general information, should be forwarded to a Crew Leader.
- 4.12.2. Incident must be forwarded to a Crew Leader as soon as possible.
- 4.12.3. Immediately notify a Crew Leader of any accidents, big or small. Refer to the Crew Leader on-call list (office schedule) when a Crew Leader is not on duty.
- 4.12.4. When inputting a reservation and you get the "insufficient funds" box, click continue then notify a Crew Leader who will then contact the rider.
- 4.12.5. Daily starting 5:15pm the automated communication program communicates ride information to all Customers.

4.13. General Evening Close-up:

- 4.13.1. Ensure all messages from land line and cell phone are dealt with.
- 4.13.2. Log off computer programs and computers.
- 4.13.3. Ensure dispatch radio is plugged for recharging.
- 4.13.4. Turn off lights and coffee stations.
- 4.13.5. Secure the bus yard and building.

AUTHORIZED

Aimee Ramsey, Assistant Director

05-01-2018
Date