

	STANDARD OPERATING POLICY AND PROCEDURE Public Works Transit Services Division	Number: 80-07
Subject: Scheduler Procedures		Approval Date: 05-7-2018
Approval: Aimee Ramsey, Assistant Director		Effective Date: 05-19-2018

1. PURPOSE

- 1.1 The Town of Oro Valley (Town) adopted this Policy for the Transit Service Division, to standardize trip reservation and service scheduling within the division. The scheduling staff must work together as a single team, following standardized policies and procedures. It is important that all staff acting as a scheduler do so with the utmost care, safety of all on the bus and concern of the passengers while maximizing resources and preserving our service quality.

2. DISTRIBUTION

- 2.1 Transit Services Paid Personnel

3. REVISION HISTORY

- 3.1 February 23, 2010, September 4, 2014, April 12, 2018, May 6, 2021

4. POLICY

- 4.1 The scheduling tasks are completed in the 11am to 6pm range. Your shift may consist working as a dispatcher for part of your shift and scheduler in another.
- 4.2 The scheduler's priority is scheduling tomorrow's rides in the most efficient way. The scheduler will be viewed by riders per hour (RPH) keeping RTA and Town policies, ie ride time, on-time pick-up/delivery rate, etc. Safety must also be kept in mind through proper timing of breaks.
- 4.3 Currently there are two full time drivers, four 25-hour drivers and one 20-hour driver with the remaining drivers being 0 to 19 hours.
- 4.4 Full time drivers are scheduled as close to eight hours per route as possible without going over.
- 4.5 25-hour drivers are scheduled between 6 and 7 hours per route
- 4.6 20-hour drivers are scheduled 4.5 to 5.5 hours per route
- 4.7 19-hour drivers are scheduled less than 6 hours per route
- 4.8 Fuel stops must be placed on each vehicle used every day. Sometimes we re-use a vehicle in the afternoon. Between the morning and afternoon route there must be at least one fuel stop.
- 4.9 As you are looking at reservations if an error is noticed ie, incorrect city, pick-up/arrival times not matching, incorrect fare amount, etc ask the reservationist or dispatcher or call Customer then make corrections as necessary.
- 4.10 Daily, once the schedules are complete, go through all routes one more time making sure riders are being dropped off and/or picked up on-time, breaks are in correctly, fuel stops have been entered and scheduling violations are at a minimum. Violations – on-time performance,

on-board time, hostage (riders in vehicle waiting), back tracking, vehicle and driver/rider exclusions.

- 4.11 Assist facilitating templates by communicating what riders can share trips together as far as timing, the scheduled subscription times are accurate and any other efficiency gains that could be made.

5. SCHEDULING BREAKS:

The following break requirements are minimum. Sometimes it will make sense to add additional breaks.

- 5.1 Runs less than 3 hours: no break required.
- 5.2 Runs 3 to 4 hours: 1 break before the start of the third hour.
- 5.3 Runs 4 to 7 hours: 2 breaks- 1st before the start of the third hour, the other before the start of the 6th hour.
- 5.4 Runs 7 or more hours: 2 breaks as stated in rule “5.3” and one unpaid (30 minute) lunch break.

6. SHIFT/ROUTE ASSIGNMENT:

- 6.1 Part time drivers can work up to 19 hours per week and are assigned to work three days a week.
- 6.2 Transit Crew Leaders determine how many drivers are required and scheduled each day.
- 6.3 Transit Crew Leaders may authorize drivers to work more than 19 hours per week depending on client demand and driver availability.
- 6.4 Part time drivers are restricted to no more than 20 weeks of work greater than 19 hours each fiscal year, beginning on July 1st.
- 6.5 Drivers who agree to work an extra day for another driver will not be restricted to less than normal hours on their regularly scheduled days except: if the driver will work more than 19 hours and they already have worked 19 weeks of more than 19 hours.
- 6.6 Schedulers will distribute driver’s hours as equitably as possible without compromising efficiency.
- 6.7 Schedulers will assign shifts based on seniority. Earlier departing routes will be assigned to the most senior driver unless a special request has been approved by a Crew Leader.
- 6.8 The benefitted drivers (25-hr and 20hr employees) are assigned to routes first using rule 6.7 and the longest routes.
- 6.9 Drivers bid their work shifts as AM, PM, aschA or aschP. As stated, assign AM then aschA by seniority up to 11am scheduled departure.
- 6.10 PM routes start at 11am. Once all AM routes are assigned start with seniority again and assign PM routes by seniority. Again, earliest departing routes go to the most senior driver.
- 6.11 All scheduling concerns and special requests by drivers must be made to a Transit Crew Leader.
- 6.12 On the driver schedule a driver may have a particular day listed in purple. This signifies an extra work day. If all drivers will be used this driver will be assigned to

routes using his/her seniority. If not all drivers will be used this extra driver will be listed as a priority contact.

7. CALL BACKS AND RIDER ADJUSTMENT

- 7.1 Once schedules are complete, print the call back list. Automated calls start at 5:15pm. This can be adjusted in Ripple. Most clients are communicated to within the first two minutes of the auto communication start.
- 7.2 Assign vehicles and drivers to routes as stated above.
- 7.3 When assigning vehicles ensure the rider and their mobility aid fits the assigned vehicle.
- 7.4 Adjustments to riders may change other rider's times.
- 7.5 Before making the requested adjustments freeze the rider pick-up times before and after the changed rider to help ensure the integrity of the scheduled pick-up times.
- 7.6 Once the adjustments are complete go through the routes to see if any of the slack time can be corrected before posting. This may include changing when fuel is obtained or moving a rider from route to route. When making these changes, rider scheduled pick-up times must be kept in place.

8. POSTING

- 8.1 Create the "Driver Pullout by Date" report. At the top of the page add special details such as "Priority Contact List" or a changed Office staff schedule, then e-mail to Transit Driver list copying the Crew Leaders.
- 8.2 Run a copy of the manifest and save it to your desk top. (No need to print)
- 8.3 Open the private Transit web page. Delete today's manifests and post tomorrow's manifests using what you saved on your desk top. (see Post Routes in office procedure book for instructions)
- 8.4 Place inspection reports in the route pouch that hangs in the driver area.
- 8.5 Replace the Call Back list in the flip folder with the new list.

9. ADDENDUMS:

- 9.1 Transit Crew Leaders may add addendums to these Standard Operating Procedures.
- 9.2 These Addendums will be incorporated into future revisions of the document.

AUTHORIZED

Aimee Ramsey, Assistant Director

Date