

**Agency Name**  
**Transit Policies and Procedures**

<b>Subject</b>	Scheduling
<b>Section</b>	Customer Service
<b>Effective Date</b>	
<b>Approved By</b>	
<b>Approval Date</b>	

**Purpose**

Develop a procedure for scheduling all passenger trips.

**Procedure**

Prepare written instructions for passengers to use when scheduling trips. Publish standard office hours when the Dispatcher will be available to take reservations. All trip requests must be made through the Dispatcher. Requests left on voicemail will not be scheduled. Require that trips be scheduled at least 24 hours prior to the requested pick-up time. Trips should not be prioritized and should be scheduled in the order they are received. Same day requests shall be accommodated only if Drivers have availability.

Passengers must provide the following information when making a reservation:

- Name
- Address of pick-up location
- Requested pick-up time
- Address of destination
- Appointment time (if applicable)
- Any special needs (i.e., wheelchair accessible vehicle)
- Any travel companions (i.e. personal care attendant or service animal)
- Any other important information (i.e., traveling with oxygen)

If a passenger's requested pick-up time is not available, the Dispatcher should offer alternate time slots in accordance with the Trip Denial Policy. For future transit planning purposes, the Dispatcher should document any trips requested for times outside of regular service hours or service areas.

After the pick-up time is scheduled, the Dispatcher shall restate the pick-up time and location and remind the passenger of the pick-up window. The Agency will not call passengers to confirm trips or remind them of scheduled trips.

The Agency will provide all new passengers with a brochure and/or Rider's Guide. These materials will either be sent by mail or personally delivered when passengers board an Agency vehicle for the first time.

## **Responsibilities**

The Dispatcher is responsible for scheduling all passenger trips and assigning any scheduled trips to Drivers. The Dispatcher is also responsible for ensuring that all new passengers receive a brochure and/or Rider's Guide.