**Agency Name**

**Transit Policies and Procedures**

|  |  |
| --- | --- |
| **Subject** | Scheduling/Dispatching Goals & Objectives |
| **Section** | Dispatch/Radio |
| **Effective Date** |  |
| **Approved By** |  |
| **Approval Date** |  |

**Purpose**

Identify goals and objectives for scheduling and dispatch operations.

**Definitions**

*Goal:* A long-term end toward which programs or activities are ultimately directed.

*Objective:* A specific and intermediate milestone that is achievable and allows measurement of progress toward a goal.

**Procedure**

Develop goals for scheduling and dispatch activities. Goals can include the following:

* Respond to the public in a compassionate and helpful manner.
* Supply reliable information to passengers and Drivers.
* Accurately record all incoming telephone calls, denials, and scheduled rides.
* Prepare accurate manifests for Drivers.

Identify measurable objectives to support the goals. Objectives can include the following:

* Schedule X trips per month.
* Work with passengers to reduce trip denials to X denials per month.
* Receive no more than X complaints per month.

Scheduling and dispatch goals and objectives should be reviewed and revised annually. Progress should be reported to the Transit Director on a quarterly basis.

**Responsibilities**

The Transit Director should consult with Dispatchers to develop goals and objectives.