

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.