

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

<b>Subject</b>	Dispatch Procedures
<b>Section</b>	Dispatch/Radio
<b>Effective Date</b>	
<b>Approved By</b>	
<b>Approval Date</b>	

**Purpose**

Provide effective scheduling of passenger trips and efficient communication between Dispatchers and Drivers.

**Definitions**

*Dispatcher:* A person whose job is to receive messages and organize the movement of people and vehicles.

*Daily Manifest:* A document detailing a Driver's assignments for the day including scheduled trips, passenger information, and special instructions.

**Procedure**

Prepare written guidance for Dispatchers who serve as the primary contact for Drivers operating Agency vehicles. Dispatchers are responsible for clearly transferring information to and from Drivers to enable them to operate Agency vehicles safely and efficiently. Dispatchers shall respond to Driver calls as expeditiously as possible.

Dispatchers shall prepare and issue daily manifests to each Driver and shall relay the following information to Drivers as it becomes available:

- Manifest changes
- Same day trip requests
- Trip cancellations
- Traffic delays

Dispatchers shall provide driving directions when needed and shall assist Drivers in the following situations:

- Accidents/incidents
- Abusive/disruptive passengers
- Vehicle breakdowns
- Unsafe road conditions
- Other situations as needed

Based on the daily schedule, Dispatchers should instruct Drivers when to take lunch breaks. Drivers shall inform a Dispatcher anytime they are out of the vehicle or have unexpected downtime. For no-show situations, Drivers must contact a Dispatcher before leaving the pick-up location. Dispatchers must document all no-show passengers on the master scheduling log.

### **Responsibilities**

Dispatchers are responsible for preparing daily manifests and for communicating changes and providing needed assistance to Drivers.