

Agency Name
Transit Policies and Procedures

Subject	Radio Communications
Section	Dispatch/Radio
Effective Date	
Approved By	
Approval Date	

Purpose

Provide guidance for communicating professionally on two-way radios.

Procedure

Train Dispatchers and Drivers to use two-way radios. Require Drivers to ensure that their radios are working properly before leaving the office each day. If a radio is not working properly, the Driver should obtain a cell phone from the office and inform the Dispatcher of the cell phone number so that the Driver and Dispatcher can stay in constant communication throughout the day. Drivers are responsible for turning off the radio at the end of each shift.

Radios must be kept on the channel assigned by the Dispatcher, and the volume should remain at a level where the Driver can hear all transmissions clearly. When radioing dispatch, Drivers should wait for acknowledgement from the Dispatcher before speaking. If told to “stand by”, Drivers should wait for the Dispatcher to respond. The Dispatcher should be radioed when all passengers have exited the vehicle, when the Driver is leaving the vehicle, and when the Driver returns to the vehicle.

Dispatchers and Drivers shall always communicate professionally by speaking clearly, precisely, and briefly. They should listen to the whole transmission before replying and should refrain from teasing, unprofessional language, and derogatory remarks. Negative comments about passengers, other Drivers, or the Agency are forbidden. Drivers and Dispatchers should never criticize or rebuke each other over the radio. Disagreements or controversial issues should be discussed at the office.

If an issue occurs regarding a passenger, Drivers must radio dispatch to give a clear description of the situation. If the situation may embarrass or upset a passenger, the Driver should call from a landline or return to the office if possible.

Drivers may not use the radio to schedule or cancel passenger trips. Radios also may not be used for personal reasons.

Responsibilities

Dispatchers and Drivers are responsible for using the two-way radios in a professional manner.