

# Appendix F: Scheduling and Dispatch Policies

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# **SCHEDULING AND DISPATCH POLICIES FOR CATS**

## **SCHEDULING AND DISPATCH POLICY FOR DEMAND-RESPONSE TRIPS**

The definition of a demand-response trip is a trip that neither begins nor ends on a CATS route. It is the policy of CATS that this type of trip be served by a demand-response vehicle. A demand-response trip can be reserved seven (7) days in advance or any day up until 5:00 p.m. the day before the scheduled trip.

The following customer information needs to be recorded by the CATS scheduler in order to reserve a demand-response trip:

- The customer's first and last name
- The customer's ADA certification number
- The date, requested pick-up and return times (if this is a round-trip)
- Pick-up and drop-off addresses
- Is the customer using a mobility device?
- Will the customer be accompanied by a Personal Care Attendant (PCA)?
- Will the customer be bringing a service animal?

## **SCHEDULING AND DISPATCH POLICY FOR DEVIATED-ROUTE TRIPS**

The definition of a deviated-route trip is a trip that either begins and/or ends on a CATS route. It is the policy of CATS that this type of trip be served by a deviated-route vehicle. A deviated-route trip can be reserved up to seven (7) days in advance or up to two (2) hours before the scheduled trip.

Dispatchers will make every effort to schedule any requested trips that have one end served by a CATS route as a route-deviation trip. The requested pick-up time will be negotiated with the passenger to schedule the trip within the schedule for the specific route.

Dispatchers shall monitor deviations to ensure that deviations do not adversely impact the on-time performance. If too many deviations have been scheduled for an individual bus run, dispatchers will try to schedule the trip on the next run in the schedule. If the trip cannot be accommodated on the route as a deviation for one end of the trip, the trip will be scheduled for the Dial-a-Ride service.

The following customer information needs to be recorded by the CATS scheduler in order to reserve a deviated-route trip:

- The customer's first and last name
- The date, requested pick-up and return times (if this is a round-trip)
- Pick-up and drop-off addresses
- Is the customer using a mobility device?
- Will the customer be accompanied by a Personal Care Attendant (PCA)?
- Will the customer be bringing a service animal?