

Excerpt from the new Kansas Transit Dispatcher Manual

What should be included in the Customer Profile

- Name (with pronunciation) For example Maria Nunoz (NOO-nyose)
- Address
- Phone number
- Do they have a mobility aid?
- Do they have medical support equipment?
- Do they require a booster or car seat?
- Will they be traveling with a Personal Care Attendant or family member?
- Will they be traveling with a service animal?
- Do they need extra time to board or alight?

Trip Information

The type of trip your customer requests influences how it is scheduled. In general, the order in which trips are scheduled is:

1. Subscription services
2. ADA Complementary Paratransit
3. Individual single requests. The origin and destination, especially for long trips will also influence how the request is scheduled.

Peak hour trips (from 7:00 am – 9:00 am and 4:00 pm to 6:00 pm) are more difficult to schedule. Your agency may have different service peaks, depending on your clientele. When possible, if a discretionary trip can be scheduled during non-peak hours, it is advisable to do so if the customer agrees. *However, for ADA Complementary Paratransit trips, requests must be accommodated within 60 minutes before or after the requested pick-up time.*