

Sunday and Holiday Dispatch Policy and Procedures

Implementation: 5 January 2026

Policy:

“Our ADA program provides a call-in scheduling service. Riders must call the day before their trip to schedule a ride. To make a reservation, call (785) 537-6345 or toll-free at 1-877-551-6345. The ADA reservation line is available Monday through Sunday, from 7:00 A.M. to 5:00 P.M. On Sundays and Holidays that FHATA has closed service, reservations are accepted via voicemail only. Please leave your name and phone number in the message. Staff will return your call between 4:00 P.M. and 6:00 P.M. on Sunday to confirm the riders' trips.” - FHATA Rider Handbook. Rides may be scheduled for any day of the week.

Procedures:

On Sundays, and any holidays, when FHATA is closed or has suspended service, the ADA reservation line will be open from 7:00 A.M.-5:00 P.M. The after-hours line has two options for the public to select:

- ✓ Option 1 – General Voicemail (Script #2)
- ✓ Option 2 – Simultaneously rings extensions 5102/5103/5111/5112/5118 five times
– No Answer/Busy – ADA Reservation Line Voicemail (Script #7)

ALL DISPATCH VOICEMAIL GOES TO: fhata-dispatch@fhata.org

For additional information regarding the FHATA standard operating procedures for managing incomings emails see: “Shared Dispatch Email Inbox Management SOP”

- ▶ One Dispatcher will be assigned to be on duty on these days.
- ▶ The shift will run from 4:00p.m.-6:00p.m.
- ▶ The Dispatcher will be allowed to work remotely
- ▶ The Dispatcher must have the following equipment issued prior to the shift:
 - A FHATA laptop with REVEAL software
 - The FHATA spare cell phone, the WTC GoVoice app is on the phone.

- ▶ Any calls received between 4:00p.m.-5:00 p.m. will be answered by the Dispatcher and any requests for Monday or other day of the week, by qualified ADA complementary paratransit customers will be serviced.
- ▶ The Dispatcher will review all voicemails requesting next day trips made by qualified ADA complementary paratransit customers
- ▶ The Dispatcher will enter requests for trips into REVEAL and schedule the trips using established procedures
- ▶ Once the trip has been scheduled, the Dispatcher will contact the customer and confirm the details of the trip request and the pick-up window
- ▶ Prior to the end of this shift the Dispatcher will use the dispatch management group in TEAMS to provide the total number trip requests received and any additional pertinent information

 **In the event there are issues scheduling any trip requests that have been received:**

- ➔ If needed, the Dispatcher may re-batch the next day trips for either Manhattan and or Junction City
- 🚫 The Dispatcher may not manually reassign trips that cause other riders trips to be late
- ➔ If capacity becomes an issue, the Dispatcher will contact the Dispatch Supervisor or Director of Operations for direction

 At 6:00 p.m. the Dispatcher should be completed with all tasks and clocked out. The equipment assigned to the Dispatcher is to be returned on the Dispatcher's next assigned shift at the office.