

Standard Operating Procedures
For
Central Dispatch
Suburban Mobility Authority for
Regional Transportation



Last Updated: May 2025

[Note: Any changes made to this chapter should be made to all three documents]

1 INTRODUCTION

This manual describes the duties of the Central Dispatch team and reporting relationships, explains what is expected of staff each day, and provides guidance on handling a range of circumstances staff may encounter. This introductory chapter offers general guidance on how Bus Operations, Service Delivery, and other relevant departments are organized, lists and defines common terminology, and provides commonly used contact information for the Authority.

1.1 AGENCY TITLES AND GROUPS

The following titles and groups and definitions correspond to titles within SMART.

Position	Group	Role
Bus Operations (VP)	Bus Operations	Responsible for all fixed-route bus operations.
Bus Operations, AVP	Bus Operations (1 per terminal)	Responsible for the day-to-day operations of the terminal (leads each terminal management team)
Bus Operations (Mgr.)	Bus Operations (1 per terminal)	Reports to AVP bus operations in each terminal (supports each terminal management team)
Terminal Dispatcher	Bus Operations (1 per terminal)	Responsible for coordinating bus schedules, assigning drivers to routes, and ensuring that buses depart and arrive on time
Bus Operator	Bus Operations	Drives a bus carrying paying passengers
Service Delivery (AVP)	Service Delivery	Tracks and monitors performance of service. Identifies areas for improvement and implement changes as needed; reports to VP Bus Operations.

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Position	Group	Role
Central Dispatch	Service Delivery	First point of contact for bus drivers while on the road. Handles breakdowns, accidents, problem passengers, detours.
Road Supervisor	Service Delivery	The eyes and ears of the organization handling everything that happens on the road with drivers or other SMART employees.
Maintenance (VP)	Maintenance	Oversees all system maintenance and facilities
Maintenance Operations (AVP)	Maintenance (1 per terminal)	Oversees maintenance at each terminal
Facilities (Mgr.)	Maintenance	Oversees all SMART facilities
Paratransit & Demand-Response Services (VP)	Paratransit & Demand-Response Services	Oversees all Connector and SMARTFlex services
Paratransit Dispatch Supervisor	Paratransit & Demand-Response Services	Manages same-day service issues for paratransit drivers (Connector)
Capital Projects & Engineering (Mgr)	Capital Projects & Engineering	
Civil Rights (Mgr.)	DEI & EEO	
External Affairs (VP)	External Affairs	
Finance (VP)	Finance	
General Counsel (VP)	General Counsel	
Claims Mgr. (& AGC)	General Counsel	
Labor & Employee Relations (Mgr.)	HR & Workforce	
HR & Workforce (VP)	HR & Workforce	
Service Development (Mgr.) (Scheduling)	Planning & Innovation	Responsible for planning, analyzing productivity, identifying area for time saving and ensuing deadlines are met
Procurement (VP)	Procurement	

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Position	Group	Role
Risk/Safety (Mgr.)	Safety, Risk Management, & Training	
Safety, Risk Management, & Training (VP)	Safety, Risk Management, & Training	
Technology Services (VP)	Technology Services	

1.2 DEFINITIONS

The following abbreviations and terms are used throughout this manual.

Item	Definition
ADA	Americans with Disabilities Act
ASU	SMART's insurance carrier
Bus Operations, AVP Bus Operations	AVP Bus Operations is responsible for the day-to-day operations of the terminal
Bus Operator	A bus operator drives a bus carrying paying passengers
Central Dispatch	First point of contact for bus drivers while on the road. (handles breakdowns, accidents, problem passengers, detours)
Clever Device	Designs innovative technology solutions for all modes of transportation/CAD AVL
CNG	Compressed Natural Gas
Paratransit Dispatch Supervisor	Dispatchers for Connector (paratransit) who manage day of service for Connector drivers
DOT	Department of Transportation
EA	Emergency alarm
General Counsel (Legal)	Advises the authority of their rights and obligations under the law and navigate legal issues effectively.
PRTT	Priority request to talk
Road Supervisor	The eyes and ears of the organization handling everything that happens on the road with the drivers or SMART employees

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RTT	Request to talk
Run Guide	Reference tool to help drivers navigate their routes effectively.
Scheduling	Group within Planning that analyzes bus productivity and on-time performance and produces quarterly schedules for run picks
Service Delivery AVP	Tracks and monitors the performance of service, identifies areas for improvement, and implements changes as needed.
Short-run bus	Bus that curtails route before completion
Support vehicle	Vehicle used by replacement bus operator to meet in-service operator for change-off
Terminal Dispatch Supervisor	Responsible for coordinating bus schedules, assigning drivers to routes and ensuring that buses depart and arrive on time.
Terminal Management Team	Works closely with the Terminal AVP on the day the day duties/responsibilities of the terminal
Timepoint	Points along route tied to schedule

1.3 EMAIL DISTRIBUTION LISTS

- [Central Dispatch]@smartbus.org: central dispatchers and AVP of Service Delivery
- [Oakland@smartbus.org]: road supervisors, terminal manger(?), and AVP of Service Delivery
- [Macomb@smartbus.org]: road supervisors, terminal manger(?), and AVP of Service Delivery
- [Wayne@smartbus.org]: road supervisors, terminal manger(?), and AVP of Service Delivery
- [Operations@smartbus.org]: VP Bus Operations, AVP of Service Delivery, terminal managers
- [help@smartbus.org]: generates a system ticket for IT-related matters
- [Connector Dispatch@smartbus.org]

2 RESPONSIBILITIES

Staff in Central Dispatch have the following main responsibilities, discussed in further detail in this chapter.

- Document incidents
- Coordinate with Road Supervisors
- Coordinate pullouts and pull-ins
- Coordinate responses to incidents possibly requiring emergency services
- Coordinate responses to other incidents
- Coordinate detours/special events

See Appendix A for the Central Radio Dispatcher job description.

2.1 DOCUMENT INCIDENTS

2.1.1 General Guidance on Incident Reporting

- Incidents apply to all service issues (pullouts, in-service, pull-ins).
- Refer to the table in Chapter 3 for forms and workflows for each incident type.
- All incidents are linked to either the vehicle or the event. If the event is not found on the Clever CAD Event Grid, consult Activity History. See Chapter 2: Finding Events.
- Dispatchers must handle all incidents in progress while on duty; if incidents continue beyond end of shift, they must be assigned to the next shift dispatcher.
- Once an incident is closed, an email notification will automatically be sent to the VP Transportation and the AVP Transportation (specific terminal)

2.2 COORDINATE WITH ROAD SUPERVISORS

- Assign schedule
- Assign tasks
- See Road Supervisor SOP

2.3 COORDINATE PULLOUTS AND PULL-INS

2.3.1 Early Pullouts

- Operators may not depart until 20 minutes before the scheduled pullout time
 - If an operator leaves early (more than 20 minutes before scheduled) and have manually logged in, they must log out and log in again.
 - Complete Incident Report
 - Operators may need to be retrained on this.

2.3.2 Late Pullouts

- Operators are required to pull out on time
- Locate run to determine if the operator pulled out
 - See log-in issues below
 - Monitor grid for operators not logged in
- If the bus is assigned to the operator and the operator is late, create an Incident Report documenting why reasons for late pullout
- If operators pull out more than 5 minutes late, dispatcher should
 - Call operator to determine cause of lateness
 - Complete Incident Report

2.3.2.1 Runs Not Covered From Yard

- Yard must notify Dispatch who must notify appropriate terminal AVP

2.3.3 Manage Log-ins

- Operators are required to log into the Clever devices prior to departing terminal
- See Manage Pullouts and Pull-ins
- Monitor using Clever CAD RunWork and keep pull-in/out tab open (see Chapter 4, Section 5)

2.3.3.1 Operator Not Logged In

- Contact operator to determine why not logged in

- Assist operator with log-on process, if operator is unable to log in, use remote logon
- Create Incident Report if operator cannot log in, confirming operator was instructed how to log on
 - If necessary, repeat offenders will be issued violations

2.3.3.2 Invalid Logon Attempt

- Scheduled runs only (not headway)
- Contact operator, determine why operator could not log on
- Assist operator in logging on
- If operator still cannot log on, log them on remotely
- Create Incident Report (see Chapter 4, Section 1)

2.3.3.3 Operator Left Depot Without Logging In

- Contact operator to determine why operator left depot without logging on
- Assist operator with log-on process, if operator is unable to log in, use remote logon
- Create Incident Report if operator cannot log in and create help desk ticket

2.3.4 Late Pullouts

- For busy routes – routes with headway shorter than 30 minutes
 - Put bus on schedule
- For all other routes
 - Depending on severity of delay, put bus on schedule or run late
- Document all late pull-ins with Incident Report

2.4 COORDINATE RESPONSE TO INCIDENTS POSSIBLY REQUIRING EMERGENCY SERVICES

Incidents that involve medical issues, personal injuries, vehicle collisions, or possible crimes that require a higher-level response, often including emergency services. These have different notification procedures.

2.4.1 Accident-Communication Procedures

Operators and Road Supervisors must report all accidents to Central Dispatch. Depending on severity, additional calls may be required, including the following:

2.4.1.1 Major Incident/Fatality

- General Manager, notified by VP Bus Operations
- Executive VP, notified by VP Bus Operations
- VP Bus Operations, notified by AVP Service Delivery, and updated by AVP Bus Operations (if dispatched to the scene)
- AVP Service Delivery, notified by Central Dispatch, coordinates with Road Supervisors and dispatches AVP Bus Operations (terminal) to the scene
- ASU (insurance carrier)

2.4.1.2 Other Incidents

- AVP Service Delivery, notified by Central Dispatch, coordinates with Road Supervisors
- ASU (insurance carrier)

2.4.2 FTA Post-Incident Drug and Alcohol Testing

- Drug and alcohol testing is mandatory if there is disabling damage to the vehicle, an individual is transported by EMS, or the vehicle is towed.
- If the bus was parked and not moving when struck and the Road Supervisor can fully exonerate the operator, testing is not required.
- If the Road Supervisor is uncertain or has reasonable suspicion that the operator may be impaired, call for a 2nd opinion to verify, then follow discipline procedures.
- If a passenger is injured but not transported, it must be documented in an Incident Report, but testing is otherwise not required.

2.4.3 Gathering Information for Post-Incident Reporting

2.4.3.1 Accidents with Fatalities or Major Injuries

After confirming the extent of the injuries/fatality with the Road Supervisor, consult the accident-communication procedures above. When required to contact the insurance provider (ASU) gather as much information as possible before making these calls and be prepared to answer detailed questions such as location, time, injuries/fatality, who is responding, operator's name, and coach number.

2.4.3.2 Other Vehicle Collisions

Call the appropriate municipal authorities, ask if any injuries are involved, and ask if the operator is okay. Then call the closest Road Supervisor to visit the scene for an accident investigation even if they have 10-51 for the day. See prior section if injuries are involved. **Smart's goal is to preserve the scene and whomever is closest should be dispatched.**

2.4.4 Responding to Emergency Alarms (EA)

These are the highest priority. Dispatchers must respond within one minute.

- Dispatch road supervisor and/or emergency services if emergency is confirmed
- Update automatically generated Incident Report from event

2.4.5 Customer Issues on Bus

For every customer issue on the bus, create an Incident Report and assign it to Operations Manager. Refer to Chapter 3 for which incident form to use.

2.4.5.1 Fight on Bus

- Dispatch Police and/or Emergency Services
- Dispatch Road Supervisor
- Notify on-call Safety Manager and Risk Compliance Manager

2.4.5.2 Fare Evasion

- Follow established procedures for non-payment of fares
 - Inform passenger of fare and ask that they pay next time

2.5 COORDINATE OTHER IN-SERVICE ISSUES

See above guidance on accidents and other incidents that typically require a response from emergency services.

2.5.1 Priority Request to Talk (PRTT)

- **Priority:** must respond within one minute
- PRTTs take priority over RTTs
- Create Incident Report

2.5.2 Request to Talk (RTT)

- Lower priority: must respond within two minutes
- Create Incident Report

2.5.3 Vehicle Early (3 or more minutes)

- Call operator, ask them to stop bus and wait for scheduled time
- Create Incident Report from event
- If operator repeats this behavior, complete Operator Violation form and send to Terminal AVP

2.5.4 Vehicle Early (less than 3 minutes)

- Close event

2.5.5 Vehicle Critically Late

- Place in service if it is not the last trip according to the run guide
- Create Incident Report

2.5.6 Vehicle Off Route

- Attempt to contact operator to determine cause of deviation
- If deviation is unauthorized, take appropriate action as required and determine why the operator is off route (Violation Notice)

- If required, send detour information to buses on the route affected
- Create Incident Report

2.5.7 All Other Events

- For all events not listed above, create Incident Report

2.5.8 Maintenance Calls from Operators

- See Chapter 5 (Maintenance Issues), to determine possible cause and next steps
- Create Incident Report.

2.5.9 Low-Fuel Calls from Operators

- If operator calls for low fuel, by low fuel indicator
- TBD

2.5.10 Car or Bus Reliefs

- Assist as required to ensure timely vehicle exchanges
- If timely car relief/vehicle exchange does not occur, create Incident Report

2.5.11 Road Calls

- Document lost revenue time and distance in Clever CAD by cancelling timepoints missed; see Chapter 4
- Document incident; see Chapter 3.
- Document final vehicle disposition, example – sent back into service, towed in, etc.

2.6 COORDINATE DETOURS

2.6.1 Planned Detours (e.g., roadwork and parades)

- Central Dispatch will create a detour in Clever CAD, add route and time details, time to active and deactivate (duration).

2.6.2 Unplanned Detours (Emergency Roadwork and Accidents)

- If available, send a Road Supervisor to assess scene
- Road Supervisor will create a proper detour and inform Central Dispatch
- Create a route modification in Clever CAD and distribute to the affected routes

2.6.3 Detour Notifications

- Determine impact on route and if stops being missed or extensive delays will occur, email [insert email group, e.g. "bus operations team@smartbus.com"]

2.7 RESPOND TO TECHNOLOGY ISSUES

2.7.1 General IT Concerns

For all IT concerns, use Smart's helpdesk system. For major technology issues such as Clever system outages, also email [insert email group, e.g. "bus operations team@smartbus.com"].

2.7.2 Loss of Communications or Vehicles not Communicating

- Create Incident Report
- Document last time vehicle has communicated, found in the vehicle details screen
- Create helpdesk ticket

3 FORMS

Refer to the chart below to determine which incident form to utilize to create incidents.

Form is created by right-clicking vehicle on map, selecting create Incident Report, select Category = Road Call, Subcategory = xxxx

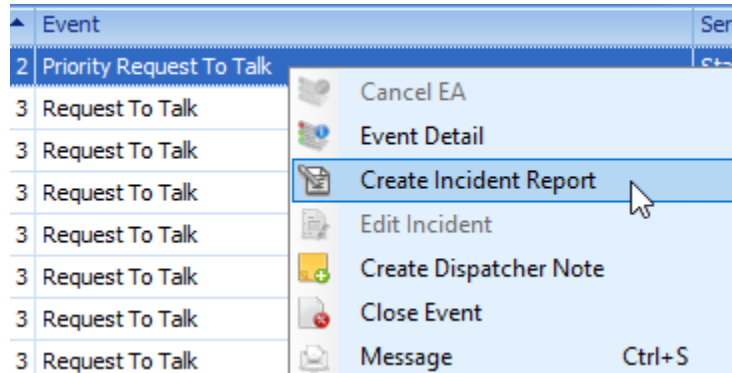
CATEGORY	SUBCATEGORY
Accident/Incident	
	Major Accident
	Minor Accident
	Incident
General	
	Bus Full
	Clever Devices
	Daily Weather/Day Status
	Missed Meal
OTP	
	OTP Status
	Route Status
Road call	
	Mitchel svc interrupt

4 CLEVER CAD INSTRUCTIONS

Below are Clever CAD instructions on workflow for specific scenarios.

4.1.1 Creating Incident Reports from Events

- From the event grid, right click on the event and select Create Incident Report.

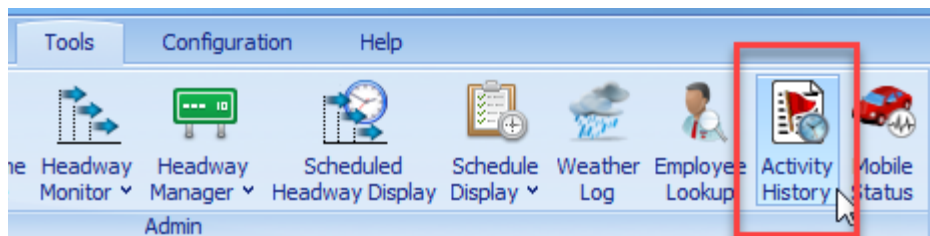


- If the incident is already created, such as an EA event, select Edit Incident.

4.1.2 Creating Incident Reports from Vehicles on Map

4.1.2.1 Finding Events

- If events are closed or automatically removed from the events grid, the Activity History is used to find the event. When found, this event can then be used to create an incident from.
- From the Tools menu, select Activity History



- Select Quick Search or Select Range and select appropriate range for event, then choose Select Events Shown to find the specific event type

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Priority Color	Priority	Event Occu...	Event	Status	Vehicle	WID1
Red	5	7/21/2018 ...	Invalid Logon Attempt- Work: In Use (3264), Operator: Good (1168)	Closed	1767	
Red	5	7/21/2018 ...	Invalid Logon Attempt- Work: In Use (0561), Operator: Good (1461)	Closed	1823	
Red	5	7/21/2018 ...	Invalid Logon Attempt- Work: Invalid (0 661), Operator: Good (1149)	Closed	1874	

- Select Events Shown displays the following popup to narrow down your search. Select the event type to be filtered on, then select the Select button.

Event Type	Selected
Headway Gapping	☐
Incorrect BusTools Database Version	☐
Inspection Alert	☐
Invalid Logon Attempt	☒
Invalid Operator in Schedule Assignment System	☐
Invalid Position Event	☐
Kiosk Sign-On Overdue	☐
Left Depot Area Without Valid Sign On	☐
Miscellaneous	☐
Moving with Door Open	☐
No Show	☐
Open Work Alarm	☐
Overt Alarm	☐
Paratransit Pullout Without Logon	☐
Pending Relief Late Alarm	☐
Premature Transfer Vehicle Departure	☐
Priority Request To Talk	☐
PSA Audio Muted	☐
Pullout Delay Alarm Cleared	☐
Request To Talk	☐
Route Adherence Violation	☐

- This will display all the relevant events. Right click on the event and select Create Incident Report

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CleverCAD Activity History

☒ Quick Search Past 24 Hours

☐ Select Range 7/21/2018 8:35 AM To 7/22/2018 8:35 AM
☐ Search by Date Event Created
☐ Search by Date Event Closed

Events | Communications | Station Passenger Count

Drag a column header here to group by that column

Priority Color	Priority	Event Occu...	Event	Status	Vehicle	WID1
	5	7/21/2018 ...	Invalid Logon Attempt- Work: In Use (3264), Operator: Good (1168)	Closed	1767	
	5	7/21/2018 ...	Invalid Logon Attempt- Work: In Use (0561), Operator: Good (1461)	Closed	1823	
	5	7/21/2018 ...	Invalid Logon Attempt- Work: Invalid (0 661), Operator: Good (1149)	Closed	1874	
	5	7/21/2018 ...	Invalid Logon Attempt- Work: Invalid (0 760), Operator: Good (1334)	Closed	1874	
	5	7/21/2018 ...	Invalid Logon Attempt- Work: I	Closed	1874	
	5	7/21/2018 ...	Invalid Logon Attempt- Work: I	Closed	1874	
	5	7/21/2018 ...	Invalid Logon Attempt- Work: Invalid (0 760), Operator: Good (1334)	Closed	1874	

4.1.2.2 How to Filter Events Grid

- Document how to filter earlies, less than 3 AND 3 or more minutes

4.1.2.3 How to Utilize the Run/Work Grid to Manage OTP

- Review the Pullout column information below.

Run Work | Pull-Out/In

Drag a column header here to group by that column

Status	Revenue Route	Block	Pull-Out	+	Point
	Route n71	7223MF	-5	8/14/2018 10:31:00 AM	HEMP
	Route n32	4325MF	-5	8/14/2018 10:25:55 AM	11:26 PM
	Route n20	22529MF	-2	8/14/2018 10:34:00 AM	5:40 PM
	Route n24	2427MF	-5	8/14/2018 10:28:34 AM	8:44 PM
	Route n4	22124MF	-3	8/14/2018 10:35:00 AM	8:44 PM
	Route n27	12721MF	-11	8/14/2018 10:52:00 AM	8:57 PM
	Route n4	432MF	-2	8/14/2018 10:46:56 AM	6:38 PM
	Route n6	611MF	+5	8/14/2018 10:57:00 AM	6:38 PM
	Route n1	24821MF	+1	8/14/2018 10:54:09 AM	3:27 PM
	Route n16	20421MF	-5	8/14/2018 11:00:00 AM	3:58 PM
				8/14/2018 10:49:14 AM	1:26 PM
				8/14/2018 11:10:00 AM	9:42 PM
				8/14/2018 11:07:48 AM	
				8/14/2018 11:41:00 AM	6:59 PM
				8/14/2018 11:45:39 AM	
				8/14/2018 12:05:00 PM	3:27 PM
				8/14/2018 12:05:32 PM	
				8/14/2018 12:05:00 PM	3:58 PM
				8/14/2018 11:59:58 AM	

Scheduled Pull-out Time
 Actual Pull-out Time

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- If there is a highlighted record, you can switch between the two tabs **Run Work** and **Pullout/In** to see the same work on both tabs/grids.

4.1.2.4 Documenting Revenue Lost Distance and Time

- Select the vehicle or event and open the Schedule Display
- Click on the closest first timepoint where the vehicle started losing revenue service
- Press <Shift> and click on last timepoint of lost revenue service
- Right click on the highlighted area and select Cancel timepoints, see image below

Vehicle	BT-MF	BT-FREE	Notes				
	12:10 PM	12:30 PM					
1819	12:09 PM	12:25 PM					

Vehicle	FREE	BALD	RVCP	LYSC	VSRW	CTYL	ARCH	Notes
	12:30 PM	12:42 PM	12:49 PM	12:56 PM	1:03 PM	1:10 PM	1:36 PM	
1819	12:30 PM	12:39 PM	12:47 PM	12:54 PM	1:00 PM	1:07 PM	1:35 PM	
	2:47 PM	2:38 PM	2:32 PM	2:26 PM	2:19 PM	2:12 PM	1:44 PM	
	3:25 PM	3:37 PM	3:44 PM	3:51 PM	3:58 PM	4:06 PM	4:36 PM	

Cancel timepoints
 Revert cancellation

- Select Create Incident and appropriate Incident Category and Subcategory and select Save, see image below.

Change Timepoints Status

Cancel the selected time-points

Vehicle: 1819

Start Time: 10/5/2018 1:36:00 PM

End Time: 10/5/2018 2:32:00 PM

Total Time Missed: 1h 4min

Total Distance Missed: 51,979 ft (9.8 miles)

☒ Create Incident

Category: Accident/Incident

Sub Category: Accident - L1

Save Cancel

- Schedule display will be modified as shown in image below.

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	RVCP	LY5C	VSRW	CTYL	ARCH
PM	12:49 PM	12:56 PM	1:03 PM	1:10 PM	1:36 PM
PM	12:47 PM	12:54 PM	1:00 PM	1:07 PM	1:34 PM
PM	2:32 PM	2:26 PM	2:19 PM	2:12 PM	1:44 PM
PM	3:44 PM	3:51 PM	3:58 PM	4:06 PM	4:36 PM

5 MAINTENANCE ISSUES

The following instructions apply to service maintenance calls to Central Dispatch.

5.1 PROBLEM: CHECK ENGINE LIGHT ON – BUS RUNNING

- If possible, continue in service. Trade bus as soon as possible.

5.2 PROBLEM: CHECK ENGINE LIGHT ON – BUS NOT RUNNING

- Turn the bus off. Wait one (1) minute. Start the bus and move to a safe place. Wait for a trade.
- Stop engine and check engines could also have alarms
- Ask if there is leak of any fluids
 - If yes,

5.3 PROBLEM: STOP ENGINE LIGHT ON

- Ask - Is the light steady or intermittent?
- Follow maintenance process to communicate with bus
- If bus is in a dead spot, send truck.
- Shut down/reset batteries

5.4 PROBLEM: DEAD BUS AT END OF THE LINE

- Turn the master switch off. Wait 1 minute. Turn the master switch on
- Wait 10 seconds. Attempt to start the engine and check to see if any warning lights are on.
- If no warning lights are present proceed with service until a change off is available or place in write-up lane upon returning to terminal
- If warning lights are present call maintenance for further instructions

5.5 PROBLEM: DEAD BUS NOT AT END OF THE LINE

- Turn the master switch off. Wait one minute. Start engine.
- Are there any dash lights or buzzers on? If yes, step 3. If no, step 4.
- Wait one minute with the engine running. If the engine dies, wait for a trade. While waiting for a trade, walk to the rear of the bus, open engine compartment and do a visual check for fluid around the engine and transmission or on the ground.
- Wait one minute with the engine running. If the engine does not die but dash light stays on, continue in service until a trade is available.

5.6 FIRE ALARM: FIRE ON BUS

- Ask operator if any smoke or flames or if odor exists
 - Note: The fire alarm will not necessarily shut off the engine
- Curb the bus in a safe place. Apply the parking brake and put the transmission in neutral. Shut off the bus. Evacuate passengers to a safe place away from the bus – at least 100 feet away.
- If flames, call local fire department, follow Notification process
- Send Road Supervisor
- Replace bus if required

5.7 FIRE ALARM: NO FIRE ON BUS

- Check if fire suppression system was activated, indicated by white powder or white smoke
- If fire suppression was activated
 - Send Road Supervisor
 - Curb the bus in a safe place
 - Apply the parking brake and put the transmission in neutral
 - Shut off the bus
 - Replace bus if required
- If fire suppression not activated,
 - Reset battery
 - If the fire alarm is off, continue in service

- If the fire alarm is on, follow Maintenance Support Process

5.8 FUMES

- Curb the bus in a safe place
- Identify odor if possible
- If smoke detected, follow fire alarm steps above
- If fuel odor detected, check for fuel leak
 - If fuel leak is not obvious, open doors, windows, hatches to ventilate bus; call maintenance.

5.9 LOSS OF POWER OR ACCELERATION

5.9.1 Stop Engine Light On

- Follow stop engine light steps above

5.9.2 Stop Engine Light Not On

- Reset battery
 - If issue resolved, continue in service
 - If issue not resolved, dispatch road truck, replace bus

5.9.3 Check Engine Light On

- Follow check engine light steps above

5.9.4 Check Engine Light Not On

- Reset battery
- If issue resolved, continue in service
- If issue not resolved, dispatch road truck, replace bus

5.9.5 Wheelchair Lift

- Customer not on bus, lift not deploying
 - Is bus in neutral, air on door, and parking brake applied?
 - Is wheelchair key in correct position?

- Attempt to deploy manually
- If issue not resolved or can't be deployed manually
 - Ask customer to wait for next bus
 - Notify next bus to pick up wheelchair passenger, indicating stop name
- If no bus coming in reasonable time, contact Connector to pick up passenger
- Customer on bus, lift not deploying
 - Is bus in neutral, kneeled with air on door, and parking brake on?
 - Is wheelchair key in correct position?
- If issue not resolved
 - Dispatch Road Supervisor for resolution, if available
- If not resolved, dispatch road truck

5.9.6 Kneeling Issues

- Bus won't kneel
 - Reset battery
 - Turn off bus
 - Pump brakes to reduce air pressure to less than 40 PSI
 - Start bus and rebuild air pressure
 - Kneel bus
- If still not working and customer needs lift working
 - Notify next bus to pick up wheelchair passenger, indicating stop name
 - if no bus coming in reasonable time, contact paratransit to pick up passengers
- Kneeler not restoring
 - Confirm switch in correct position
 - Reset battery
 - Turn off bus
 - Pump brakes to reduce air pressure to less than 40 PSI
 - Start bus and rebuild air pressure
 - Restore kneeler
- If still not working, dispatch Road Supervisor and or road truck
 - Transfer customers to following bus, or send replacement bus

5.9.7 Interlock Issues

- Bus not moving
 - Confirm rear door is closed and wheelchair lift and/or ramp has not accidentally deployed
 - Reset battery
 - Turn off bus
 - Pump brakes to reduce air pressure to less than 40 PSI
 - Start bus and rebuild air pressure
- If still not working, dispatch Road Supervisor and or road truck
 - Transfer customers to following bus, or send replacement bus

5.9.8 Parking Brake Alarm

- Bus not moving
 - Confirm parking brake is above 35 psi and there are no apparent leaks
- If still not working, dispatch Road Supervisor and or road truck
 - Transfer customers to following bus, or send replacement bus

5.9.9 HVAC

- No AC
 - Direct operator to open windows
 - If not possible, follow Replace Bus Process
- No heat
 - Direct operator to continue in service to see if heat is restored
 - If heat not restored, follow Replace Bus Process
- Inoperable defroster
 - Confirm there are no obstructions on dash
 - If none present, ask customers to move to following bus due to safety issue and follow Replace Bus Process

5.9.10 Flat Tire

- Pull bus to curb, shut bus off if possible
- Determine which tire is flat (for documentation purposes)

- Send Road Supervisor
- Dispatcher to communicate with Road Supervisor, not driver
- Road Supervisor to determine root cause of flat
- If vehicle is drivable, return to depot
- If vehicle is not drivable, arrange for tow
 - Transfer passengers to following bus or replacement bus

5.9.11 Suspension

- Determine what part of bus is experiencing problem
- Curb the bus, shut bus off if possible
- Contact maintenance for further instructions

5.9.12 Transmission

- Transmission check light on
 - Follow reset battery procedure
 - If light now off, continue in service
- If light remains on, dispatch road truck and follow Replace Bus Process
- Transmission not shifting properly
 - Follow reset battery procedure
 - If successful, continue in service
 - If not successful, dispatch road truck and follow Replace Bus Process
- Transmission not going into gear
 - Follow reset battery procedure
 - If successful, continue in service
 - If not successful, dispatch Road Supervisor and/or road truck and follow Replace Bus Process

5.9.13 Brakes

- Long brakes (excessive braking distance/time)
 - If operator states vehicle not drivable, dispatch Road Supervisor and road truck and follow Replace Bus Process
 - If vehicle is drivable, follow Replace Bus Process
- Smoking brakes

- Curb bus, dispatch road truck and follow Replace Bus Process
- Brakes pulling to one side
 - Curb bus and follow Replace Bus Process

5.9.14 Doors

- Doors not opening or closing
 - Turn off bus
 - Pump brakes down to 30 psi
 - Restart bus to rebuild pressure
 - If successful, continue in service
- If not successful, dispatch road truck and follow Replace Bus Process
- Door off hinges
 - Dispatch road truck and follow Replace Bus Process
- Rear door alarm
- Cycle doors if alarm continues contact maintenance for further instructions

5.9.15 Wipers

- Dispatch road truck and follow Replace Bus Process

5.9.16 Stop Request

- If not operating
 - Confirm switch is in correct position
- If not turning off
 - Check each pull string
- If successful, continue in service
- If not successful, follow Replace Bus Process

5.9.17 Stuck Horn or horn not working

- Dispatch Road Supervisor or road truck and follow Replace Bus Process

5.9.18 Driver Seat

- Follow Replace Bus Process

5.9.19 Signal Lights

- If signal switch broken, dispatch road truck
- If signal switch not broken
 - Tell operator to use four ways (flashers)
 - Follow Replace Bus Process

5.10 BUS REPLACEMENT PROCESS

Follow the instructions below to replace a bus that is unable to continue in service.

- Call Central Dispatch and establish if bus is drivable or not
- If drivable the operator will drive back
- If not drivable, send the road truck (if the road truck is on another call, then declare a tow)

APPENDIX A: JOB DESCRIPTION

DEPARTMENT: OPERATIONS

GENERAL SUMMARY

Under direct supervision, the Central Radio Dispatcher provides general supervision to coach operators in the performance of their daily responsibilities throughout the entire transit system. Performs related clerical and data-gathering responsibilities as required.

DUTIES AND RESPONSIBILITIES

- Communicates via automated radio dispatch system with fleet according to applicable governmental and Authority policies to coordinate operator and equipment movement throughout the Authority.
- Monitors transportation services for proper and timely operation and makes recommendations for appropriate changes to increase or decrease services. Changes operator assignments as demand and availability warrant.
- Checks, analyzes and monitors operator performance and takes and/or recommends appropriate disciplinary action.
- Dispatches workers and equipment to rectify service disruptions due to equipment failure or accidents. Prepares reports and documentation required for emergencies or accidents.
- Updates the vehicle/driver status board on a daily basis to ensure continuity of transportation service.
- Reviews operator reports daily and compiles reports as necessary.
- Enforces union contract, work rules and regulations as required with respect to on-road violations.
- Performs necessary contingency planning in response to problems to ensure consistent, timely service delivery.
- Performs driver check-in, central radio dispatch, and road supervisory duties as required.
- Performs other related duties as required.

KNOWLEDGE, SKILLS AND ABILITIES

- High school graduate with 1-2 years college desirable.

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- Two years experience in scheduling, driving or customer service, or two years supervisory experience.
- Ability to exercise sound and quick judgment in solving problems.
- Ability to use a computer keyboard.
- Basic mechanical aptitude is desirable.
- A valid Michigan Driver's License is required.
- Ability to obtain a Commercial Drivers' License (CDL) with proper endorsements within 30 days of appointment.
- Knowledge of basic geography of entire transit service area is required.

This position is safety-sensitive and is subject to random drug and alcohol testing as mandated by the Federal Transit Administration (FTA).

This job description is not intended to be and should not be construed as an exhaustive list of all responsibilities, skills, efforts or working conditions associated with this position. It is intended to be an accurate reflection of those principal job elements of the position.

Grade Level	<u>AFSCME</u>	Revision Date:	<u>2/9/2015</u>
Original Issue Date			
Written By	:	Date	
Department Approval			
Manager		Date:	
Director		Date:	
Personnel Use Only			
Human Resources Approvals			
		Date:	
		Date:	

FTA POST-ACCIDENT THRESHOLDS

SMART must perform FTA-mandated post-accident drug and alcohol testing when there is an incident associated with the operation of a SMART vehicle following a:

FATAL ACCIDENT

1. If an individual dies, testing is mandatory with no exceptions.

NON-FATAL ACCIDENT

2. An individual suffers bodily injury and immediately receives medical treatment away from the scene or accident, or
3. Any SMART or DDOT vehicle incurs disabling damage and is transported from the scene by a tow truck or other vehicle, or
4. The SMART-owned vehicle is removed from operation

Exception: If it can be proven beyond any doubt that the SMART employee's performance was not a contributing factor to the accident (e.g., the SMART vehicle was parked when struck by another vehicle), drug and alcohol testing is not required.

FTA REASONABLE SUSPICION

Employer must conduct a drug and/or alcohol test when a qualified supervisor/company official has reasonable suspicion to believe that a covered employee has engaged in prohibited drug use and/or alcohol misuse;

Determination

Reasonable Suspicion test determination must:

1. Be made by a single authorized and trained supervisor/company official
2. Be based on a specific observation made by the supervisor/company official concerning

Appearance

Speech

Behavior

Body Odor

3. c) Be made immediately following the observation
4. d) Be documented as soon as possible

If alcohol testing is delayed more than 2 hours since the initial observations, document the reason for the delay.

If alcohol testing is delayed more than 8 hours, cease attempts to conduct the test and document the reason for the delay.¹

FEDERAL REGULATIONS

Contains relevant excerpts governing drug and alcohol testing (accidents and reasonable suspicion).

Part 655—Prevention of Alcohol Misuse and Prohibited Drug Use in Transit Operations

§ 655.4 Definitions

Accident means an occurrence associated with the operation of a vehicle, if as a result:

- (1) An individual dies; or
- (2) An individual suffers bodily injury and immediately receives medical treatment away from the scene of the accident; or
- (3) With respect to an occurrence in which the mass transit vehicle involved is a bus, electric bus, van, or automobile, one or more vehicles (including non-FTA funded vehicles) incurs disabling damage as the result of the occurrence and such vehicle or vehicles are transported away from the scene by a tow truck or other vehicle; or
- (4) With respect to an occurrence in which the public transportation vehicle involved is a rail car, trolley car, trolley bus, or vessel, the public transportation vehicle is removed from operation.

Disabling damage means damage that precludes departure of a motor vehicle from the scene of the accident in its usual manner in daylight after simple repairs.

(1) *Inclusion.* Damage to a motor vehicle, where the vehicle could have been driven, but would have been further damaged if so driven.

(2) *Exclusions.*

- (i) Damage that can be remedied temporarily at the scene of the accident without special tools or parts.

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- (ii) Tire disablement without other damage even if no spare tire is available.
- (iii) Headlamp or taillight damage.
- (iv) Damage to turn signals, horn, or windshield wipers, which makes the vehicle inoperable.

§ 655.21 Drug testing

(a) An employer shall establish a program that provides testing for prohibited drugs and drug metabolites in the following circumstances: pre-employment, post-accident, reasonable suspicion, random, and return to duty/follow-up.

(b) When administering a drug test, an employer shall ensure that the following drugs are tested for:

- (1) Marijuana;
- (2) Cocaine;
- (3) Opioids;
- (4) Amphetamines; and
- (5) Phencyclidine.

(c) Consumption of these products is prohibited at all times.

§ 655.43 Reasonable suspicion testing

(a) An employer shall conduct a drug and/or alcohol test when the employer has reasonable suspicion to believe that the covered employee has used a prohibited drug and/or engaged in alcohol misuse.

(b) An employer's determination that reasonable suspicion exists shall be based on specific, contemporaneous, articulable observations concerning the appearance, behavior, speech, or body odors of the covered employee. A supervisor(s), or other company official(s) who is trained in detecting the signs and symptoms of drug use and alcohol misuse must make the required observations.

(c) Alcohol testing is authorized under this section only if the observations required by [paragraph \(b\)](#) of this section are made during, just preceding, or just after the period of the workday that the covered employee is required to be in compliance with this part. An employer may direct a covered employee to undergo reasonable suspicion testing for alcohol only while the employee is performing safety-sensitive functions; just before the employee is to perform safety-sensitive functions; or just after the employee has ceased performing such functions.

(d) If an alcohol test required by this section is not administered within two hours following the determination under [paragraph \(b\)](#) of this section, the employer shall prepare and maintain on file a record stating the reasons the alcohol test was not promptly administered. If an alcohol test required by this section is not administered within eight hours following the determination under [paragraph \(b\)](#) of this section, the employer shall cease attempts to

administer an alcohol test and shall state in the record the reasons for not administering the test.

§ 655.44 Post-accident testing

(a) Accidents.

(1) ***Fatal accidents.***

(i) As soon as practicable following an accident involving the loss of human life, an employer shall conduct drug and alcohol tests on each surviving covered employee operating the public transportation vehicle at the time of the accident. Post-accident drug and alcohol testing of the operator is not required under this section if the covered employee is tested under the fatal accident testing requirements of the Federal Motor Carrier Safety Administration rule [49 CFR § 382.303](#).

(ii) The employer shall also drug and alcohol test any other covered employee whose performance could have contributed to the accident, as determined by the employer using the best information available at the time of the decision.

(2) ***Nonfatal accidents.***

(i) As soon as practicable following an accident not involving the loss of human life in which a public transportation vehicle is involved, the employer shall drug and alcohol test each covered employee operating the public transportation vehicle at the time of the accident unless the employer determines, using the best information available at the time of the decision, that the covered employee's performance can be completely discounted as a contributing factor to the accident. The employer shall also drug and alcohol test any other covered employee whose performance could have contributed to the accident, as determined by the employer using the best information available at the time of the decision.

(ii) If an alcohol test required by this section is not administered within two hours following the accident, the employer shall prepare and maintain on file a record stating the reasons the alcohol test was not promptly administered. If an alcohol test required by this section is not administered within eight hours following the accident, the employer shall cease attempts to administer an alcohol test and maintain the record. Records shall be submitted to FTA upon request of the Administrator.

(b) An employer shall ensure that a covered employee required to be drug tested under this section is tested as soon as practicable but within 32 hours of the accident.

(c) A covered employee who is subject to post-accident testing who fails to remain readily available for such testing, including notifying the employer or the employer representative of his or her location if he or she leaves the scene of the accident prior to submission to such test, may be deemed by the employer to have refused to submit to testing.

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(d) The decision not to administer a drug and/or alcohol test under this section shall be based on the employer's determination, using the best available information at the time of the determination that the employee's performance could not have contributed to the accident. Such a decision must be documented in detail, including the decision-making process used to reach the decision not to test.

(e) Nothing in this section shall be construed to require the delay of necessary medical attention for the injured following an accident or to prohibit a covered employee from leaving the scene of an accident for the period necessary to obtain assistance in responding to the accident or to obtain necessary emergency medical care.

(f) The results of a blood, urine, or breath test for the use of prohibited drugs or alcohol misuse, conducted by Federal, State, or local officials having independent authority for the test, shall be considered to meet the requirements of this section provided such test conforms to the applicable Federal, State, or local testing requirements, and that the test results are obtained by the employer. Such test results may be used only when the employer is unable to perform a post-accident test within the required period noted in [paragraphs \(a\) and \(b\)](#) of this section.

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Reasonable Suspicion Determination Report¹

Employee Name

Employee ID

Date/Time of Observation

Date/Time of Determination to Test

Observed Indicators of Prohibited Drug Use/Alcohol Misuse

Reasonable suspicion determinations must be based on specific, contemporaneous, articulable observations concerning the appearance, behavior, speech, or body odor of the safety-sensitive employee.

Check all indicators observed

Physical Indicators	Behavioral Indicators	Speech Indicators
Bloodshot or watery eyes	Fidgety/agitated	Slurred or slowed speech
Flushed or very pale complexion	Irregular breathing	Loud, boisterous
Extensive sweating/skin clamminess	Nausea/vomiting	Incoherent, nonsensical
Dilated or constricted pupils	Slow reactions	Repetitious, rambling
Disheveled clothing/unkempt grooming	Unstable walking	Rapid, pressured
Unfocused, blank stare	Poor coordination	Excessive talkativeness
Runny or bleeding nose	Hand tremors	Exaggerated enunciation
Jerky eye movement	Suspicious, paranoid	Cursing, inappropriate speech
Body odor	Depressed, withdrawn	Inability to concentrate
	Lackadaisical attitude	Impulsive, unusual risk-taking
	Irritable, moody	Delayed decision-making
	Extreme fatigue	Reduced alertness

Written Summary

¹ <https://sam.cutr.usf.edu/wp-content/uploads/2020/07/Drug-and-Alcohol-Testing-Compliance-Oversight-Toolkit.pdf>

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Summarize the facts and circumstances surrounding the incident. Attach additional sheets as needed.

Testing Information

Collection Site Location

Time Arrived

1. Was the alcohol test performed within 2 hours of the reasonable suspicion determination?

Y/N

If no, explain:

2. Was the alcohol test performed within 8 hours of the reasonable suspicion determination?

Y/N

If no, explain:

If the alcohol test is not conducted within 8 hours cease all efforts to administer the test.

The above documentation of the observed physical, behavioral, and performance indicators of the named employee was provided by

Supervisor Name

Signature

Date

LEFTOVER TEXT

RELOCATED/SAVED TEXT

Yard Dispatcher Responsibilities

- Manage pullouts
 - Fill each run with an operator and vehicle
- Manage out-of-service buses
- Manage short-run buses
 - DOT
 - Bus inspections
 - PMs
- Mileage holds
- SmartYard

System Administrator Responsibilities

- Creating reports and incident forms
- Create and manage system defaults
- User management
- Notifications
- Reporting categories

Road Supervisor Responsibilities

- Respond to accidents/incidents/breakdowns
- Remove CNG override key from vehicles
- Manage headway
- Set up detours
- Manage ADA
 - Check ramps
 - Check announcements
 - Check camera system
- Fix farebox issues
 - Ensure operator compliance of safety policies. *Reference Policies Here?*

PTSB – Public Transportation Safety Board

1. For each item below, follow SMART's Accident Notification Process and contact everyone in the PTSB NOTIFICATIONS below with all relevant details.
 - a. Fatality
 - b. 5 or more persons injured and treated away from the scene
 - c. Accident caused by mechanical failure
 - d. Fire, resulting in fire department response
 - e. Collision with pedestrian
2. If Safety determines a post-accident drug/alcohol test is necessary for
 - a. Fatality
 - b. Anyone removed from the scene to get medical treatment (driver can be discounted, no test needs to be performed)
 - c. Any vehicle towed, unable to move on own power (driver can be discounted, no test needs to be performed)
3. DOT inspection (post-accident)
 - a. Fatality
 - b. Anyone removed from the scene to get medical treatment
 - c. Accident caused by mechanical failure
4. Smoke, fire, flame or presence of noxious gases
5. Email DOT Notification Group with all information of accident (request IT to create email groups)

6. Post-accident drug and alcohol testing if required & DOT/PTSB

PTSB NOTIFICATIONS

1. Road Supervisor in conjunction with Safety will determine if post-accident drug & alcohol testing is required
 - a. Drug testing name and numbers here
2. DOT notification- number here (afterhours – number here)
3. PTSB notification- number here (afterhours – number here)

Suggest this as a table

notification

ONBOARD INCIDENTS

If an onboard accident occurs, ask the operator if the passenger needs medical attention. Contact emergency services and the closest Road Supervisor available to the location. Report this incident to the respective terminal management via email. All onboard accidents requiring medical attention should be reported to the terminal management team and AVP of Service Delivery prior to the end of your shift.

Call the appropriate EMS and send the closest Road Supervisor to the scene to assess and report once the operator has called in asking for emergency assistance. Ask the operator if they are ok.

INCIDENT REPORTING

For each incident below, notify Safety and Risk Compliance and create an incident report

- Non-apparent employee injury
 - Determine if EMS to be notified
 - Fill incident report if not transported
 - Fill injury on duty if transported
- Non-apparent passenger injury
 - Determine if EMS to be notified
 - Fill incident report if not transported
 - Fill accident report if transported
- Employee injury
 - Notify claims department
 - Dispatch supervisor
 - Supervisor to follow up with Claims to determine if, how and where to transport employee
- Passenger Injury
 - Notify Claims and Safety
- Claims will notify Central Dispatch if 911 should be called
 - Dispatch Supervisor
 - Supervisor to follow up with Claims and Safety
- Assault
 - Determine if Police and EMS to be notified
 - Document in incident report

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- if not transported
 - injury on duty if transported
- Disturbance
 - Open all doors
 - If disturbance continues, call 911, Dispatch Supervisor
 - If people or persons causing disturbance leave bus, continue in service if bus is not damaged
- Fluid Leak / Spill
 - Determine if Police, Fire and/or DEP to be notified
 - If close to a drain grid have Road Supervisor put down pads and block from drain grid.
- Gas Leak
 - Determine if shop/ road truck. Police and Fire to be notified
- Other
 - Notifications as required
- Sick passenger
 - Determine if Police and EMS to be notified
- Personal injury (no injury, no time lost)
- Suspicious device
 - Determine if Police to be notified
- Vandalism
 - Determine if Police to be notified
- Vehicle Damage
- Vehicle Fire
 - Determine if Police or Fire be notified

SMART Accident Notification Process

- Send Road Supervisor
- Call emergency services if necessary
- Call Safety Manager and Risk Compliance Manager with the following information
 - Brief description of accident
 - Who will be handling accident
- Notify Safety Manager and Risk Compliance Manager of any changes
- If new bus required, follow Replace Bus Process

- Document lost time and distance in Clever CAD by cancelling timepoints missed, see Chapter 4, Section 6.

Accidents – Type 1

- For each item below, follow SMART accident notification process
 - Collision with another vehicle, no injuries - Non-DOT
 - Collision with stationary object, no injuries - Non-DOT

Accidents – Type 2

- For each item below, follow SMART Accident Notification Process and accident minor notifications below
 - Collision with another vehicle, with injuries – DOT
 - Collision with pedestrian – also contact everyone in PTSB NOTIFICATIONS below
 - Collision with stationary object with injury
 - Confirmed bus fire
 - Injury (up to 4 people) treated away from scene
 - Slips and falls with injury (customer transported from the scene)
 - Post-accident drug and alcohol testing if required & DOT notification

ACCIDENT TYPE 2 NOTIFICATIONS

1. Road supervisor in conjunction with Safety will determine if post-accident drug & alcohol testing is required
 - a. Call ASU add number here 1800-968-3767
 - b. Drug testing (24 hours) – add number here
2. DOT notification add number here

System Administrator (SA) Responsibilities

Creating Reports and Incident Forms

Users of each SMART department can request Clever Devices reports and incident forms. The following steps are to be used to request reports and forms.

1. Each user shall email their request to their managers.

2. Each manager will review the request, make any necessary updates and email the request to the Applications Development Manager (ADM).
3. The ADM will review the request, contact the manager to clarify any issues, respond with a due date, and implement the request.
4. Notify the manager when complete.

Create and Manage System Defaults

The SA will manage all Clever Devices application system configurations. If unclear of any Clever Devices configuration change, email Clever Devices project team to determine if changes will affect any other features. All configuration changes are to be tested.

Manage Clever Devices Upgrades

Coordinate any upgrade activity all relevant internal departments
Test application upgraded after installation complete

Address Clever Devices Equipment Service Issues

Dispatcher completes an incident form.
Change ownership to the System Administrator and change status to pending.
SA will review details to determine next steps including the following responsibilities

- Clever Devices responsibilities – Tech Support?
- SMART internal issue

User Management

The SA will manage all new users, operators, dispatchers, and supervisors. To add or change user functionality, *(add steps here, possibly incident form)*

Notifications Management

The SA will manage all notifications to users of Clever Devices.

Report Creation and Categories

All Clever Devices reports are created and managed by SA.
All reporting categories are created and managed by the SA.