



CHECKLIST FOR DISPATCHERS

When booking a ride:

- Confirm passenger's phone number and physical and mailing addresses. Also add updates to their profile, such as mobility, vision, etc.
- Use drop downs for passengers and medical facilities. DO NOT USE ADDRESSES.
- See manual if you have to add a new location.
Double-check ride and appointment times, and whether **a.m. or p.m.**
Remind passengers that early Monday and late Friday rides are difficult to fill.
- Be sure to ask about and enter duration of appointment (wait time).
- Review ride details with passenger before ending the call.
- Direct message drivers who have accepted rides for which a passenger waiver is needed.
- Any questions call Tom @ 503-810-2747 or another dispatcher.

Tuesday dispatchers:

- Forward STARS phone to your number first thing Monday morning for monitoring voicemail until noon on Wednesday.
- Check dashboard for upcoming rides later this week; direct message drivers, if any are not taken.
- Cancel rides without drivers 24 hours in advance of passenger's appointment.
- On Monday, monitor available Tuesday rides and DM Drivers again. Cancel if no driver.

Thursday dispatchers:

- Forward STARS phone to your number at noon on Wednesday.
- Check dashboard for upcoming rides for early next week; direct message drivers, if any are not taken. Cancel Monday rides if not taken by end of day Friday.