EXHIBIT D

BOCC CONTROLLER AND DIVISION DISPATCH RESPONSIBILITIES

Table of BOCC Controller and Division Dispatcher Responsibilities

RESPONSIBILITY	BOCC	DIVISION	BOTH
Managing Road Calls (bus has passed the gate) (BOCC requests Depot to replace)	✓	Advised	
Coordinating / Talking with Customer Service (TIC)	✓		
Dispatching Supervisors to Incidents/Accidents	✓		
Dispatching Road Supervisors	✓		
Coordinating with Maintenance for a Road Call	Advised	✓	
FASS Updates and Updating Service Alerts & Social Media (Templates)	✓		
Suspicious Package – outside of gate or station supervisor	✓		
Troubleshooting a Mechanical Problem on Route	✓		
Dispatching Strategic Buses to backfill a delay/swap/switch buses			✓
Dispatching Extraboard Buses. (BOCC calls Depot to request.		✓	
Flash Reports / Daily Incident Reports in the ITS System – Road Supervisors can also generate and add detail and comments to an incident that BOCC has opened. For cars that don't have a computer, they will be calling into BOCC. You can edit a report, but you can't delete text. There are four laptop-equipped vehicles per division plus the dispatcher.	✓		
Contacting FCDOT for reportable incidents: i.e. accidents, fluid spills, fumes, etc.	✓		
Contacting 911 and First Responder Non-Emergency	✓		
Sending First Alerts (internal only)			✓
Troubleshooting a Mechanical Problem on the Yard		✓	
Fuel or Fluid Spill / Fumes on the Bus Yard – First Alert		✓	
Accident on the Bus Yard		✓	
Managing Yard Incidents (bus has not yet left the gate)		✓	
Dispatching Relief Vehicles (MV vehicles)		✓	
Backfilling the Extraboard or Gate Standby Bus, pre-tripping extraboard		✓	
Detours (BOCC confirms detours with supervisors and makes FASS notice).			✓
Managing the Out of Service List (OOS) with Maintenance		✓	
Coordinating with Maintenance on the Bus Yard		✓	
Staffing – Routine (call outs, list of who's available for extra work, vacation)		✓	
Management-to-bus operator communications. Urgent communications are at the window. On route it could be by text message that has to be acknowledged.			✓
Staffing – Filling a run due to a last minute call out, no show, or late arrival	Advised	✓	
Staffing – Inclement weather		✓	