TransLoc®

TransLoc OnDemand

Dispatch & CSR's Interface

Elements of the OnDemand Dispatch Interface
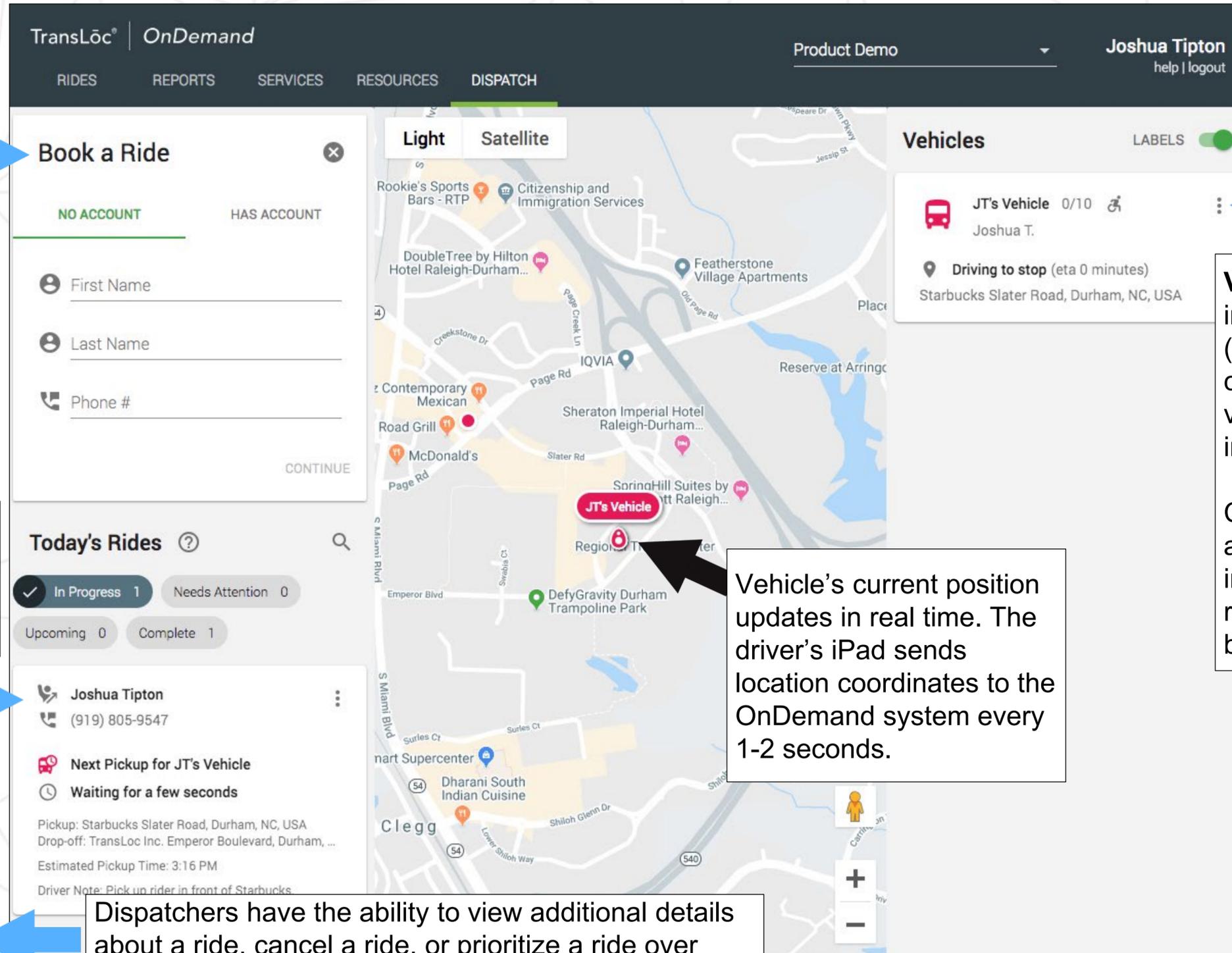
Elements of the OnDemand Dispatch Interface

Book a Ride: Allows the dispatcher to book a ride on behalf of a rider.

Rider Card: Provides information about the ride request. Clicking on this card reveals additional information about the request.

Vehicle Card: Provides information about the vehicle (vehicle call name, driver, current capacity, next stop, and if the vehicle is currently accepting incoming ride requests).

Clicking on the vertical dots will allow the dispatcher pause incoming rides (more commonly referred to as placing a vehicle on break).

Vehicle's current position updates in real time. The driver's iPad sends location coordinates to the OnDemand system every 1-2 seconds.

Dispatchers have the ability to view additional details about a ride, cancel a ride, or prioritize a ride over others. A pending ride will appear under the **Needs Attention** filter if the rider has been waiting for at least 20 minutes.

Note: A ride request cannot be cancelled after the rider has been picked up by a vehicle.

Booking a Ride

Book a Ride:
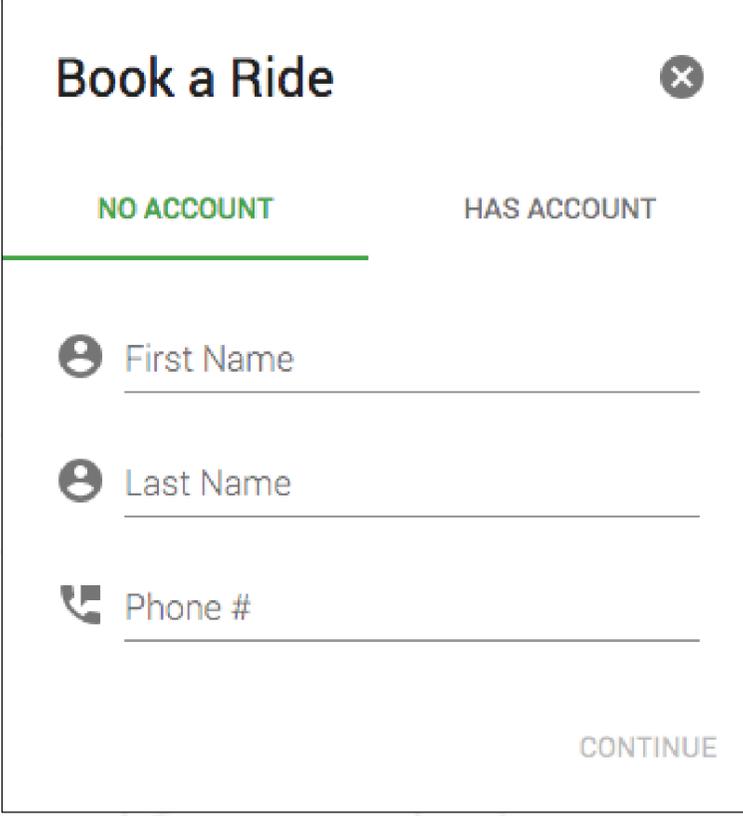Allows the dispatcher to book a ride on behalf of a rider.

Booking a Ride

Step 1: With the Dispatch module open, click **Book a Ride and enter the rider's first name, last name, and phone number. Then click on** CONTINUE.
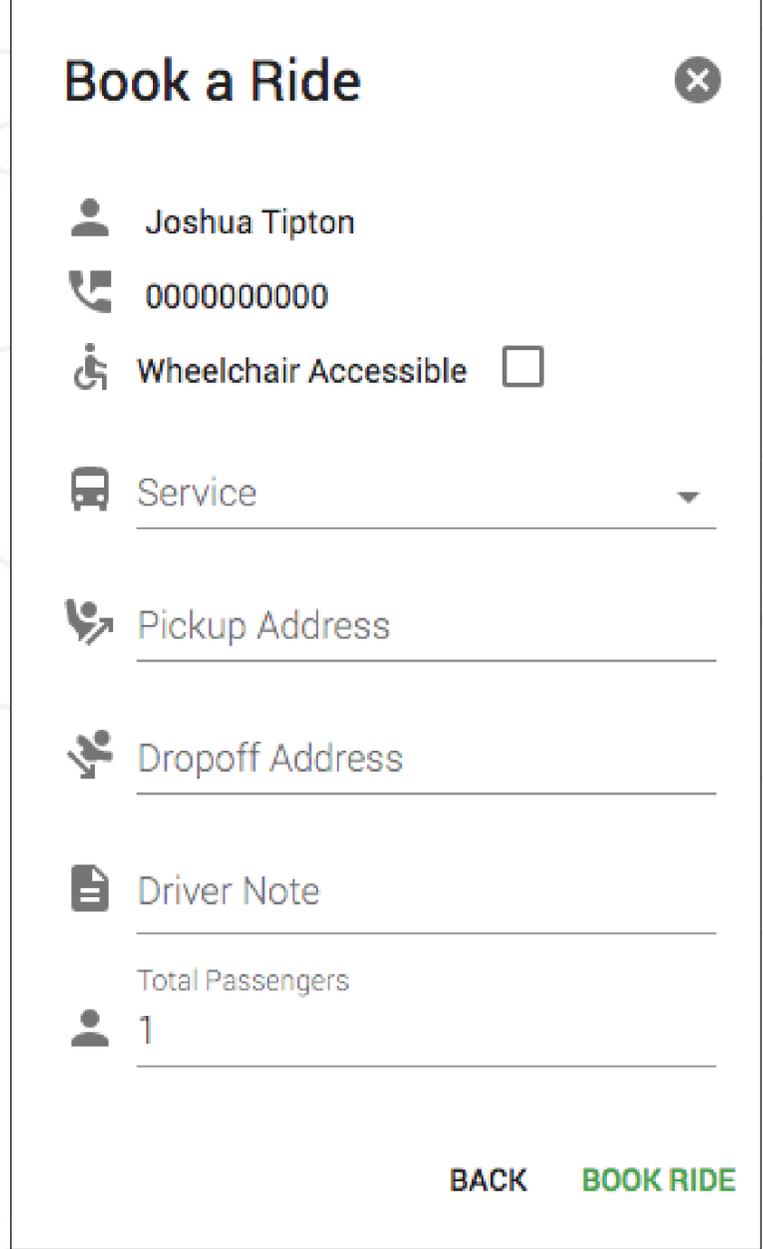
Step 2. Fill in the rest of the information as it relates to the ride request:

1. Wheelchair Accessible: Does the rider need a wheelchair accessible vehicle? If yes, check the box. If no, leave the box unchecked.
2. Select the appropriate **Service**.
3. Search and add pickup and drop-off addresses.
4. Add a note for the driver (optional)
5. Adjust the total number of passengers. Is the rider traveling with a friend? If yes, add another passenger to the count. If no, leave the count set to 1.

Step 3. Click the Book Ride button to submit the ride request. The ride request will be automatically assigned to a vehicle that is 1. Currently in service, 2. Has the capacity to accommodate the request, and 3. Eligible to receive incoming ride requests.

Book a Ride ⊗

NO ACCOUNT   HAS ACCOUNT

First Name

Last Name

Phone #

CONTINUE

Book a Ride ⊗

Joshua Tipton

0000000000

Wheelchair Accessible ☐

Service ▾

Pickup Address

Dropoff Address

Driver Note

Total Passengers
1

BACK   BOOK RIDE

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Booking a Ride

A booked ride will appear under the "In Progress" filter even if it has not yet been assigned to a vehicle.

Questions

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