



TransLoc OnDemand

Dispatch & CSR's Interface

Elements of the OnDemand Dispatch Interface

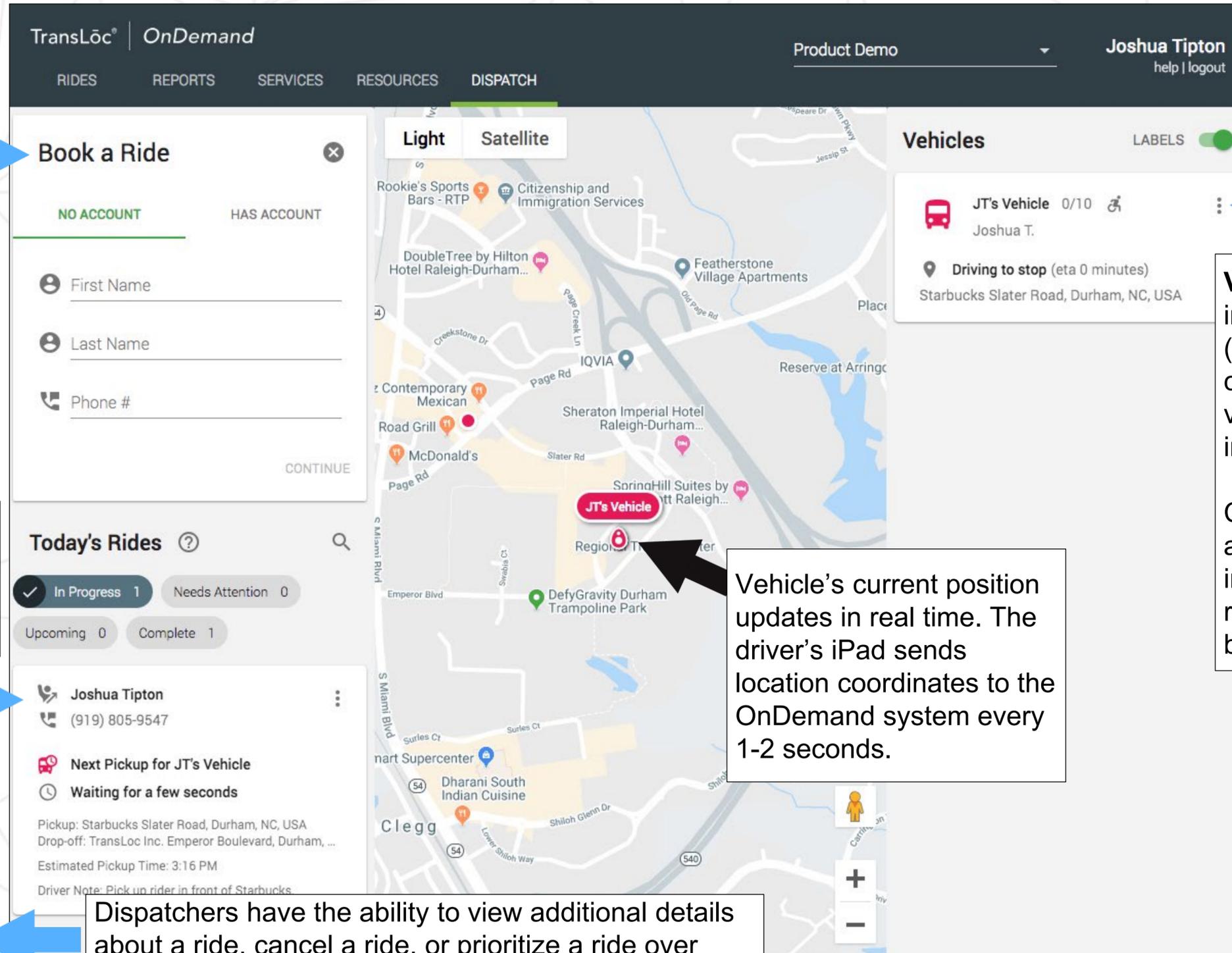
The screenshot displays the TransLōc OnDemand Dispatch interface. At the top, the header includes the TransLōc logo, the text 'OnDemand', a 'Product Demo' dropdown menu, and the user's name 'Joshua Tipton' with 'help | logout' links. Below the header is a navigation bar with tabs for 'RIDES', 'REPORTS', 'SERVICES', 'RESOURCES', and 'DISPATCH'.

The main interface is divided into three primary sections:

- Book a Ride:** A form on the left side with a close button (X). It features two tabs: 'NO ACCOUNT' (selected) and 'HAS ACCOUNT'. The form includes input fields for 'First Name', 'Last Name', and 'Phone #', followed by a 'CONTINUE' button.
- Map:** A central map view showing the current location of 'JT's Vehicle' (marked with a red bus icon) near the 'Regional Transit Center'. The map includes street names like Page Rd, Slater Rd, and S Miami Blvd, and various landmarks such as 'Rookie's Sports Bars - RTP', 'Citizenship and Immigration Services', and 'Sheraton Imperial Hotel Raleigh-Durham...'. Map controls for 'Light' and 'Satellite' views are visible at the top of the map area.
- Vehicles:** A panel on the right side with a 'LABELS' toggle switch. It lists 'JT's Vehicle' with a bus icon, '0/10' capacity, and the driver's name 'Joshua T.'. Below this, it shows the vehicle is 'Driving to stop (eta 0 minutes)' at 'Starbucks Slater Road, Durham, NC, USA'.

At the bottom left, there is a 'Today's Rides' section with a search icon and filters for 'In Progress' (1), 'Needs Attention' (0), 'Upcoming' (0), and 'Complete' (1). Below the filters, it displays the driver's name 'Joshua Tipton' with a phone icon and number '(919) 805-9547'. It also shows the 'Next Pickup for JT's Vehicle' as 'Waiting for a few seconds' with pickup and drop-off details, an estimated pickup time of 3:16 PM, and a driver note: 'Pick up rider in front of Starbucks.'

Elements of the OnDemand Dispatch Interface



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

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).

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

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

Joshua Tipton
(919) 805-9547

Next Pickup for JT's Vehicle
Waiting for 5 minutes

Pickup: Starbucks Slater Road, Durham, NC, USA
Drop-off: TransLoc Inc. Emperor Boulevard, Durham, ...
Estimated Pickup Time: 3:20 PM
Driver Note: Pick up rider in front of Starbucks.

Details
Cancel
Prioritize

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.



The screenshot displays the TransLōc OnDemand dispatcher interface. At the top, the navigation bar includes 'RIDES', 'REPORTS', 'SERVICES', 'RESOURCES', and 'DISPATCH'. The 'DISPATCH' tab is active. The user is identified as Joshua Tipton with a 'help | logout' link. The interface is divided into three main sections:

- Book a Ride:** A form on the left with a 'Book a Ride' button. It includes options for 'NO ACCOUNT' (selected) and 'HAS ACCOUNT'. Fields for 'First Name', 'Last Name', and 'Phone #' are present, along with a 'CONTINUE' button.
- Map:** A central map showing the location of 'JT's Vehicle' (a red bus icon) near the 'Regional Transit Center'. Other landmarks like 'Sheraton Imperial Hotel' and 'McDonald's' are visible.
- Vehicles:** A panel on the right showing 'JT's Vehicle' with a status of '0/10' and driver 'Joshua T.'. Below it, a 'Driving to stop' notification indicates the destination is 'Starbucks Slater Road, Durham, NC, USA' with an 'eta 0 minutes'.

At the bottom left, the 'Today's Rides' section shows filters for 'In Progress' (1), 'Needs Attention' (0), 'Upcoming' (0), and 'Complete' (1). A detailed view for a ride shows the driver 'Joshua Tipton' with phone '(919) 805-9547', the next pickup for 'JT's Vehicle', and a status of 'Waiting for a few seconds'. Pickup and drop-off locations, estimated pickup time (3:16 PM), and a driver note ('Pick up rider in front of Starbucks.') are also displayed.

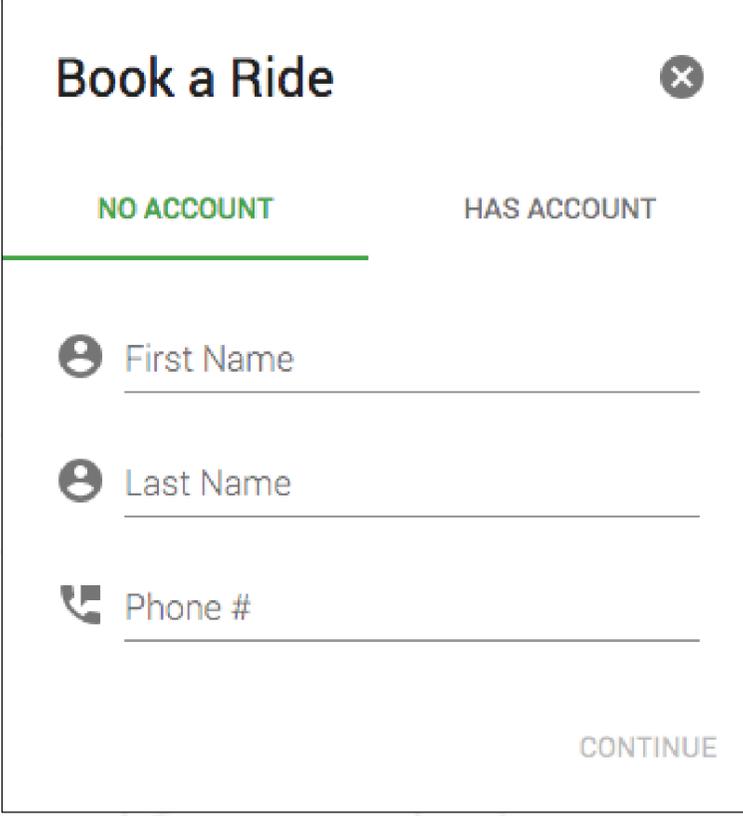
Booking a Ride

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.

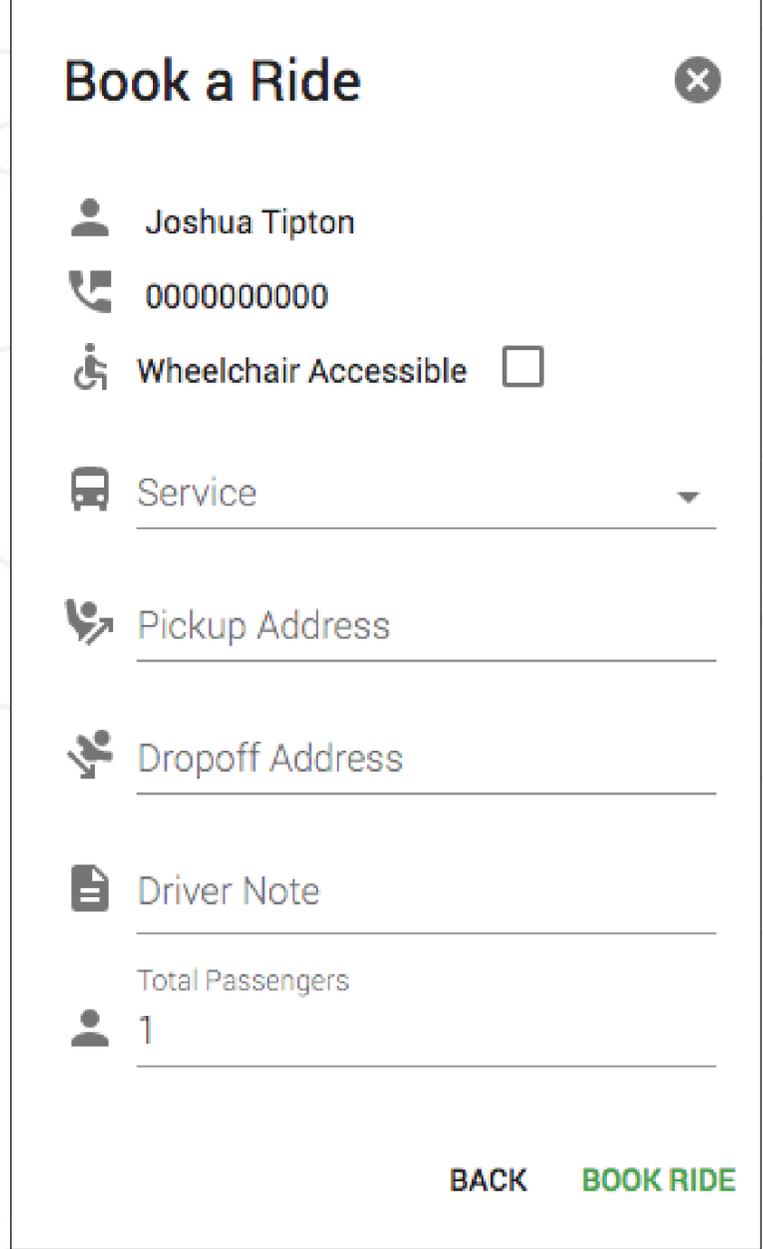
Step 2. Fill in the rest of the information as it relates to the ride request:

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.



The screenshot shows a mobile application interface for booking a ride. At the top, it says "Book a Ride" with a close button (X). Below this, there are two options: "NO ACCOUNT" (highlighted with a green underline) and "HAS ACCOUNT". The form contains three input fields: "First Name", "Last Name", and "Phone #", each with a corresponding icon (person, person, and phone). A "CONTINUE" button is located at the bottom right of the form.



The screenshot shows a mobile application interface for booking a ride. At the top, it says "Book a Ride" with a close button (X). Below this, the user's name "Joshua Tipton" is displayed. The phone number "0000000000" is shown. There is a checkbox for "Wheelchair Accessible" which is currently unchecked. Below this is a dropdown menu for "Service". There are two input fields for "Pickup Address" and "Dropoff Address". A "Driver Note" field is also present. At the bottom, there is a section for "Total Passengers" with a value of "1". At the very bottom, there are two buttons: "BACK" and "BOOK RIDE" (highlighted in green).

Booking a Ride

The screenshot displays the TransLōc OnDemand dispatch interface. At the top, the navigation bar includes 'RIDES', 'REPORTS', 'SERVICES', 'RESOURCES', and 'DISPATCH'. The user is identified as Joshua Tipton. The 'Book a Ride' form is visible with fields for 'First Name', 'Last Name', and 'Phone #'. The 'Today's Rides' section shows a filter for 'In Progress' with a count of 1. A ride for Joshua Tipton is listed with the status 'Next Pickup for JT's Vehicle' and 'Waiting for a few seconds'. The pickup location is Starbucks Slater Road, Durham, NC, USA, and the drop-off is TransLoc Inc. Emperor Boulevard, Durham, NC, USA. The estimated pickup time is 3:16 PM. A map in the center shows the location of 'JT's Vehicle' and the pickup location. The 'Vehicles' panel on the right shows 'JT's Vehicle' with a capacity of 0/10 and a driver named Joshua T.



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

Questions