



Daily Schedule Dispatching

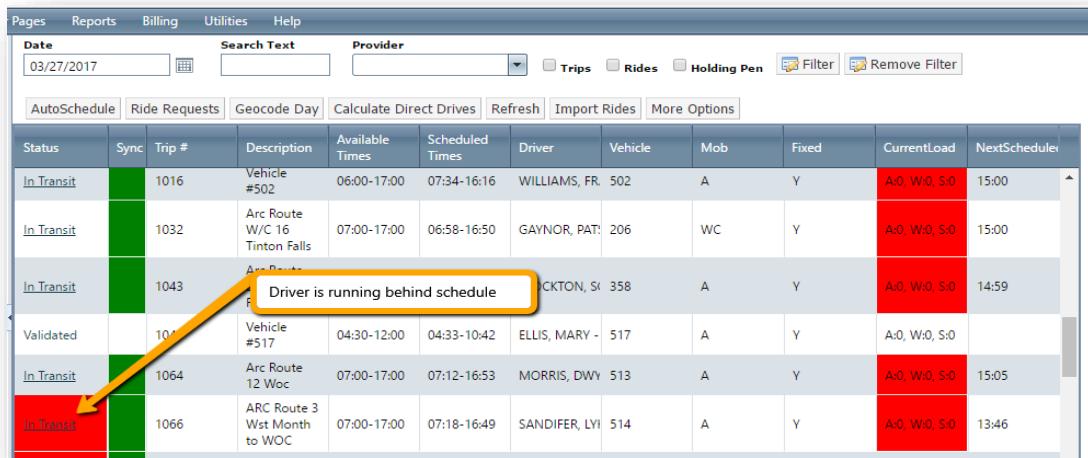
Daily Schedule:

When a driver is logged into ParaScope, their route shows as “In Transit” on the Daily Schedule. By hovering over the words “In Transit,” the Dispatcher can see the vehicle’s location, minutes before the next scheduled job, speed, and the time it was reported.

A screenshot of the TripMaster software interface. The top navigation bar includes 'Pages', 'Reports', 'Billing', 'Utilities', and 'Help'. Below the navigation is a search bar with 'Date' (set to 03/27/2017), 'Search Text', and 'Provider' fields, along with 'Trips', 'Rides', 'Holding Pen' buttons, and 'Filter' and 'Remove Filter' buttons. A toolbar below the search bar contains 'AutoSchedule', 'Ride Requests', 'Geocode Day', 'Calculate Direct Drives', 'Refresh', 'Import Rides', and 'More Options'. The main table has columns: Status, Sync, Trip #, Description, Available Times, Scheduled Times, Driver, Vehicle, Mob, Fixed, CurrentLoad, and NextScheduled. A tooltip is displayed over a row where the 'Status' is 'In Transit'. The tooltip content is: 'Location: 1166 WAYSIDE RD, TINTON FALLS', 'Minutes before next scheduled job: 16', 'Speed: 0', 'Last GPS Report: 3/27/2017 2:40:29 PM', and 'There are no pending changes.' The table also shows other rows with different statuses like 'Validated' and 'In Transit'.

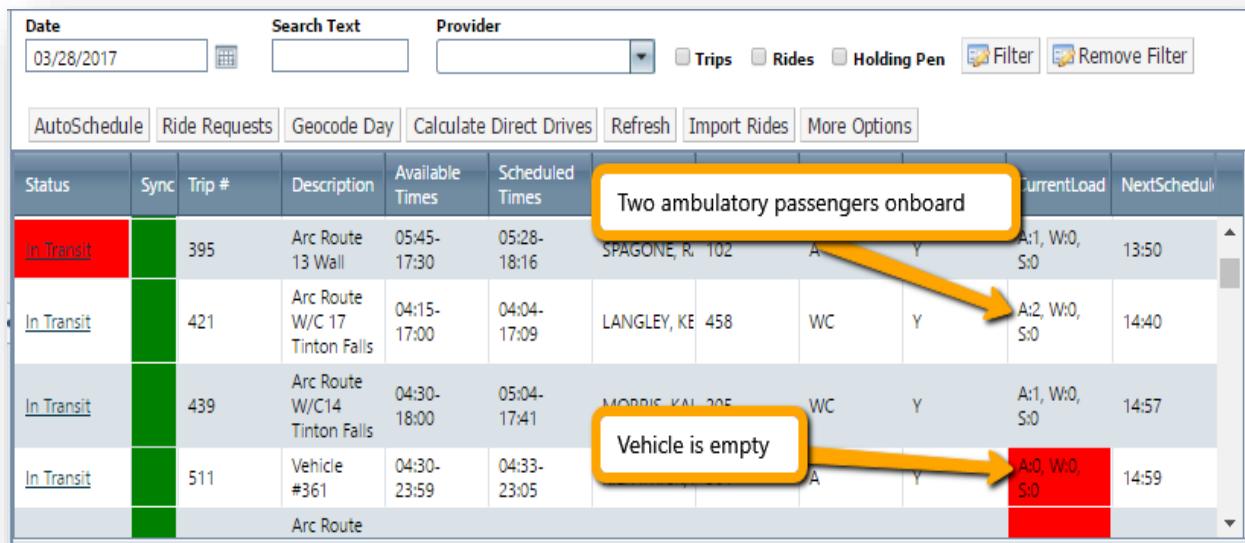
If the driver is running behind schedule, the “Status” column will be red. The setting “Mark Trips

"Late After" in the company master dictates the time in minutes it will trigger.



Status		Sync	Trip #	Description	Available Times	Scheduled Times	Driver	Vehicle	Mob	Fixed	CurrentLoad	NextScheduled
In Transit			1016	Vehicle #502	06:00-17:00	07:34-16:16	WILLIAMS, FR.	502	A	Y	A:0, W:0, S:0	15:00
In Transit			1032	Arc Route W/C 16 Tinton Falls	07:00-17:00	06:58-16:50	GAYNOR, PAT.	206	WC	Y	A:0, W:0, S:0	15:00
In Transit			1043	Arc Route	Driver is running behind schedule		CKTON, S.	358	A	Y	A:0, W:0, S:0	14:59
Validated			1044	Vehicle #517	04:30-12:00	04:33-10:42	ELLIS, MARY	517	A	Y	A:0, W:0, S:0	
In Transit			1064	Arc Route 12 Woc	07:00-17:00	07:12-16:53	MORRIS, DWY	513	A	Y	A:0, W:0, S:0	15:05
In Transit			1066	ARC Route 3 Wst Month to WOC	07:00-17:00	07:18-16:49	SANDIFER, LYI	514	A	Y	A:0, W:0, S:0	13:46

On the right side of the Daily Schedule window are columns for "Current Load" and "Next Scheduled Job." The Current Load column shows how many ambulatory, wheelchair, and stretcher passengers are currently on the vehicle. If the vehicle is empty, the field will be red, and show "A:0 W:0 S:0," meaning there are no passengers currently on the vehicle.



Status		Sync	Trip #	Description	Available Times	Scheduled Times	Driver	Vehicle	Mob	Fixed	CurrentLoad	NextScheduled
In Transit			395	Arc Route 13 Wall	05:45-17:30	05:28-18:16	SPAGONE, R.	102	A	Y	A:1, W:0, S:0	13:50
In Transit			421	Arc Route W/C 17 Tinton Falls	04:15-17:00	04:04-17:09	LANGLEY, KE	458	WC	Y	A:2, W:0, S:0	14:40
In Transit			439	Arc Route W/C14 Tinton Falls	04:30-18:00	05:04-17:41	MORRIS, KAL	205	WC	Y	A:1, W:0, S:0	14:57
In Transit			511	Vehicle #361	04:30-23:59	04:33-23:05			A	Y	A:0, W:0, S:0	14:59
				Arc Route								

The column beside "Current Load" is the "Next Scheduled Job" column. This lets the Dispatcher know how long a driver has before their next pickup or drop-off and is a quick reference to see

whether that driver is available for an add-on.

Route Planner Dashboard											
Date		Search Text		Provider							
AutoSchedule		Ride Requests		Geocode Day		Calculate Direct Drives		Refresh		Import Rides	
Status	Sync	Trip #	Description	Available Times	Scheduled Times	Driver	Vehicle	Mob	Fixed	CurrentLoad	NextSchedule
In Transit		395	Arc Route 13 Wall	0545-17:30	0528-18:16	SPAGONE, R.	102	A	Y	A1, W0, S0	13:50
In Transit		421	Arc Route W/C 17 Tinton Falls	0415-17:00	0404-17:09	LANGLEY, KE	458	WC	Y	A2, W0, S0	14:40
In Transit		439	Arc Route W/C14 Tinton Falls	0430-18:00	0504-17:41	MORRIS, KAI	205	WC	Y	A1, W0, S0	14:57
In Transit		511	Vehicle #361	0430-23:59	0433-23:05	KILPATRICK, J.	361	A	Y	A0, W0, S0	14:59
			Arc Route								

Warning Column:

The last column called “Warnings” will give you information about conflicting issues for a route. Some examples are the vehicle cannot meet the mobility capacity of a trip assigned to that vehicle. The driver/vehicle is assigned to other routes overlapping times.

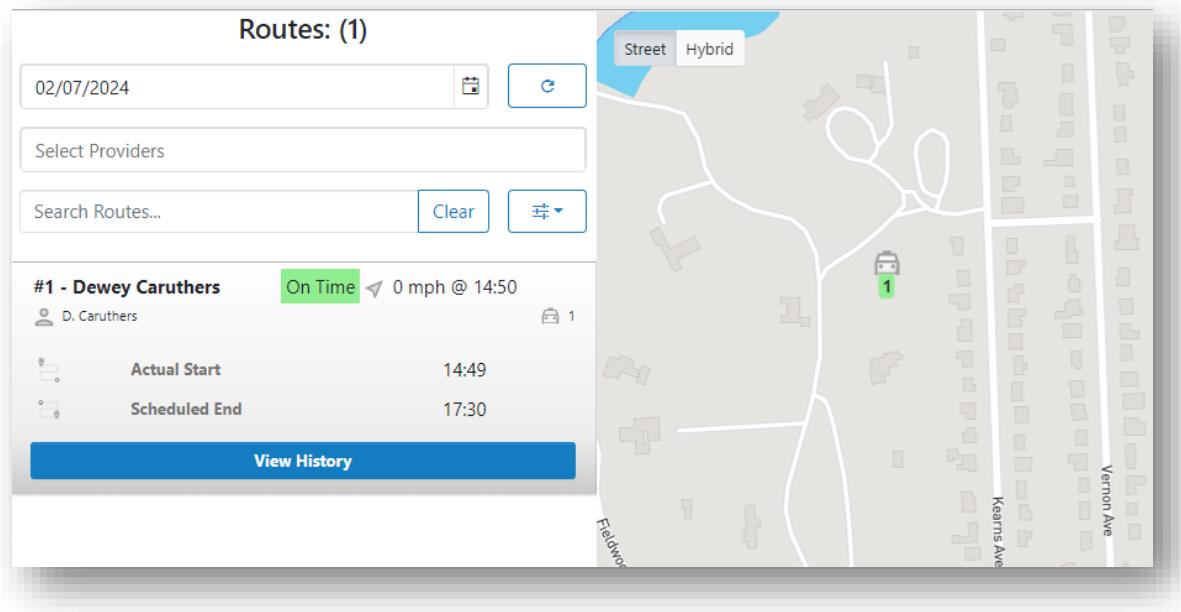
More Options			
Driver	Vehicle	Mob	Warnings
1, Driver - 42	101	WC/S	2 warning(s)
Fogerty, Tim - 202	101	WC/S	
3, Driver - 3	Vehicle 8	WC/S	
4, Driver - 4	Vehicle 4	A	
5, Driver - 5	LDYWOLF	A	
6, Driver - 6	Vehicle 6	WC	
7, Driver - 7	Vehicle 7	WC	
9, Driver - 9	Vehicle 9	WC	2 warning(s)

Automated Vehicle Locator (AVL):

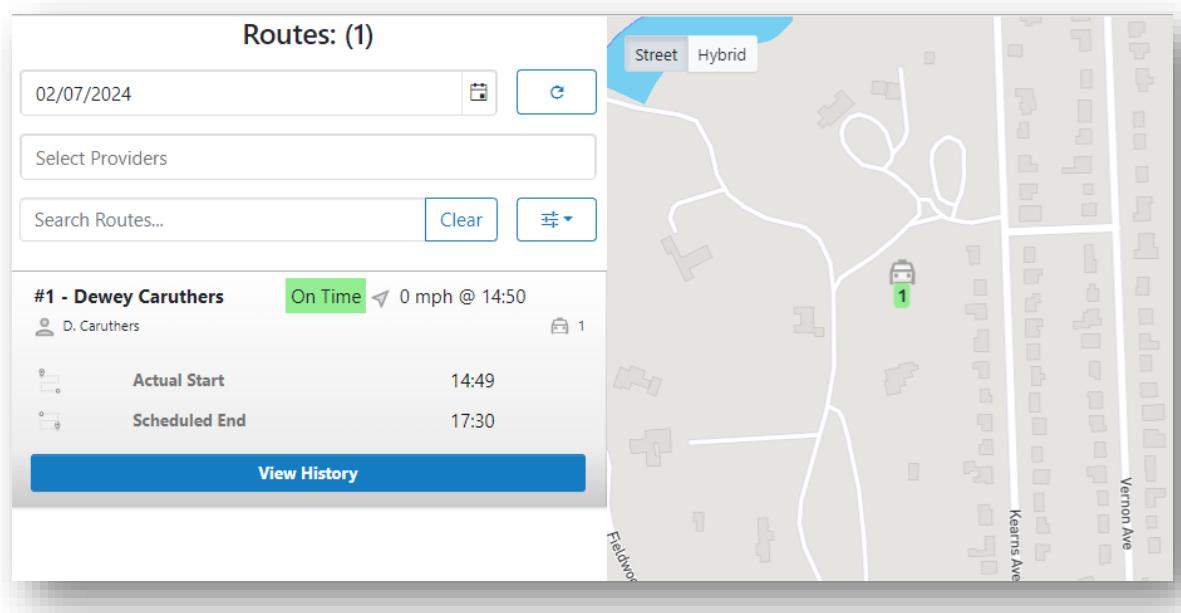
To pull up your AVL page, go to the “Common Tasks” menu tab and select “AVL.” This opens a standalone window showing all vehicles currently logged into ParaScope, and which can be left open for reference. Some transportation providers put this up on a mounted TV and have it

pulled up all day for quick reference. The main AVL screen that loads is real time tracking of the vehicles.

On the left of the screen is the vehicle number, the driver's name, speed, and the last time the GPS reported. Any vehicle running behind schedule shows up in red on the map. When you select a specific vehicle, the map zooms into that vehicle's location.

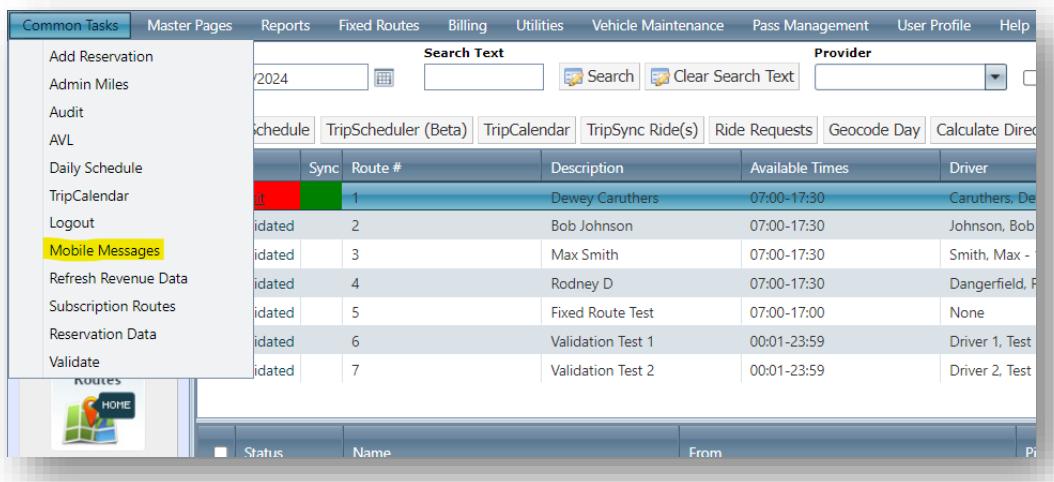


There is an option to search for a certain Provider or Route.



Mobile Messaging:

In addition to the AVL, Dispatchers and Drivers also have access to a communication tool called Mobile Messaging. This tool was designed to facilitate quick, concise, and private communication for Drivers and Dispatchers while trying to maintain effective communication. The tool functions differently for each role. For Dispatchers, they can access Mobile Messaging from the drop-down menu Common Tasks.



The screenshot shows a software interface with a top navigation bar containing links for Common Tasks, Master Pages, Reports, Fixed Routes, Billing, Utilities, Vehicle Maintenance, Pass Management, User Profile, and Help. The 'Common Tasks' link is highlighted with a blue border. Below the navigation bar is a search bar with fields for 'Search Text' (containing '2024'), 'Provider' (a dropdown menu), and several buttons for 'Search', 'Clear Search Text', and date selection. Below the search bar is a table with columns for 'Sync', 'Route #', 'Description', 'Available Times', and 'Driver'. The table contains seven rows of data. The first row is highlighted in blue, and the second row is highlighted in green. The 'Mobile Messages' link in the 'Common Tasks' menu is highlighted with a yellow box. The bottom of the screen shows a toolbar with icons for 'HOME', 'Status', 'Name', 'From', and 'Print'.

Sync	Route #	Description	Available Times	Driver
Synced	1	Dewey Caruthers	07:00-17:30	Caruthers, Dewey
Synced	2	Bob Johnson	07:00-17:30	Johnson, Bob
Synced	3	Max Smith	07:00-17:30	Smith, Max
Synced	4	Rodney D	07:00-17:30	Dangerfield, Rodney
Synced	5	Fixed Route Test	07:00-17:00	None
Synced	6	Validation Test 1	00:01-23:59	Driver 1, Test
Synced	7	Validation Test 2	00:01-23:59	Driver 2, Test

Send Message

Vehicles In Transit

1 - Dewey Caruthers

Type

Check All

Message

Popup

Vehicle Number	Driver	Message	Date/Time
1	Dewey Caruthers	Trip number 1 on 01/26/2024 was In Transit and changed to Not Validated because a driver has logged into the vehicle that was used for this trip	2/2/2024 2:52:08 PM

Dispatchers:

Dispatchers have more options with Mobile Messaging because of their access to computers and ease of use compared to a Driver on mobile device in a vehicle. They can choose from 4 message types and can type out whatever message they want to send in real time. The four message types are: Normal, Priority, Numeric Response, and Yes or No Response.

All message types have their uses, **Normal** is sufficient for any standard communications that does not require a response or timely awareness/acknowledgement.

Priority will require the Driver to acknowledge they received the message and has the added benefit of being able to have a pop up ability toggles on. This is typically the most utilized message type given its nature.

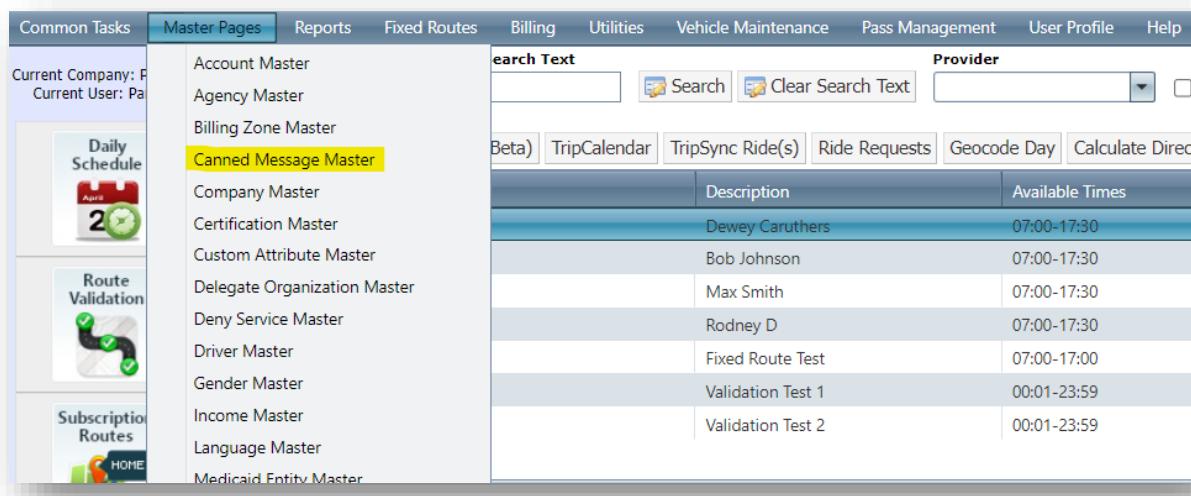
Numeric Response allows the driver to respond quickly by typing in a number.

Yes or No is the most simplistic and concise response message style, promoting the driver to either choose yes or no in response to the message.

To send a message Dispatcher need only check a Driver or multiple Drivers boxes in the vehicles in transit section, choose their message type, and then type out their message and click send. The bottom of the page contains a running log of communication throughout the day.

Drivers:

When Drivers send a message it is a quick pre scripted message we refer to as "Canned Messages". This message list can be edited and added to within the Master Page section "Canned Message Master". The thought process behind this design was to create a messaging tool that is quick, concise, and private. The driver does not need to be on the phone or radio while he has passengers, ensuring privacy and protection of private information while communicating. Canned messages allow them to quickly and efficiently communicate without the need to text or call.



The screenshot shows the Dispatcher software interface. The top navigation bar includes 'Common Tasks', 'Master Pages' (which is selected and highlighted in blue), 'Reports', 'Fixed Routes', 'Billing', 'Utilities', 'Vehicle Maintenance', 'Pass Management', 'User Profile', and 'Help'. On the left, there is a sidebar with 'Current Company: P' and 'Current User: Pal'. Below this are three buttons: 'Daily Schedule' (with a calendar icon), 'Route Validation' (with a map icon), and 'Subscription Routes' (with a bus icon). The main content area displays a list of 'Canned Message Master' entries. The list includes: Account Master, Agency Master, Billing Zone Master, Canned Message Master (highlighted in yellow), Company Master, Certification Master, Custom Attribute Master, Delegate Organization Master, Deny Service Master, Driver Master, Gender Master, Income Master, Language Master, and Medicaid Entity Master. To the right of the list is a search bar with 'Search Text' and 'Provider' fields, and buttons for 'Search', 'Clear Search Text', and 'Beta', 'TripCalendar', 'TripSync Ride(s)', 'Ride Requests', 'Geocode Day', and 'Calculate Direct'. The list table has columns for 'Description' and 'Available Times'. The entries are: Dewey Caruthers (07:00-17:30), Bob Johnson (07:00-17:30), Max Smith (07:00-17:30), Rodney D (07:00-17:30), Fixed Route Test (07:00-17:00), Validation Test 1 (00:01-23:59), and Validation Test 2 (00:01-23:59).

Description	Available Times
Dewey Caruthers	07:00-17:30
Bob Johnson	07:00-17:30
Max Smith	07:00-17:30
Rodney D	07:00-17:30
Fixed Route Test	07:00-17:00
Validation Test 1	00:01-23:59
Validation Test 2	00:01-23:59

Canned Messages		
Description	Active	Action
Back On Vehicle	✓	⋮
Emergency	✓	⋮
Empty	✓	⋮
No	✓	⋮
Radio Not Working	✓	⋮
Stepping Off Vehicle	✓	⋮
Supervisor Needed at Location	✓	⋮
Vehicle Breakdown	✓	⋮

Summary:

Utilizing these tools Dispatchers will be able to actively track the transportation fleet efficiently.