Daily Schedule Dispatching
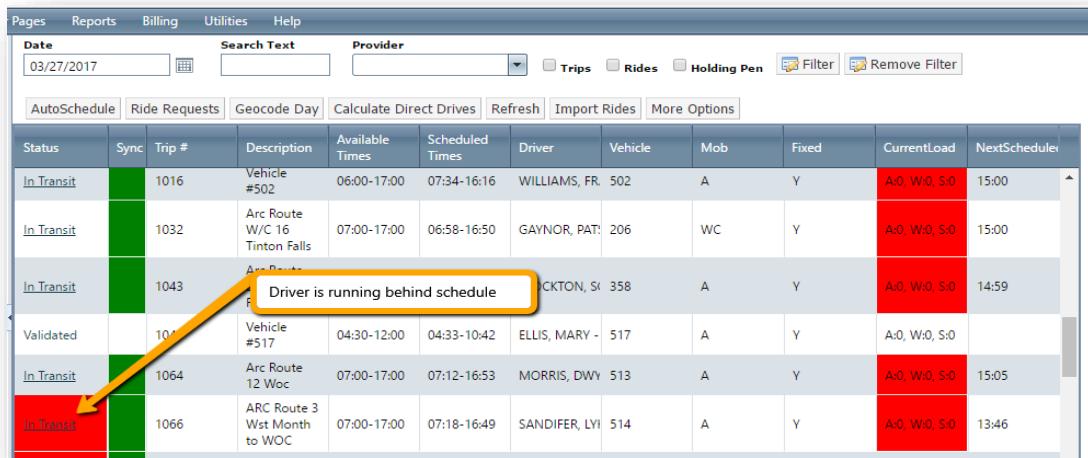
Daily Schedule:

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.
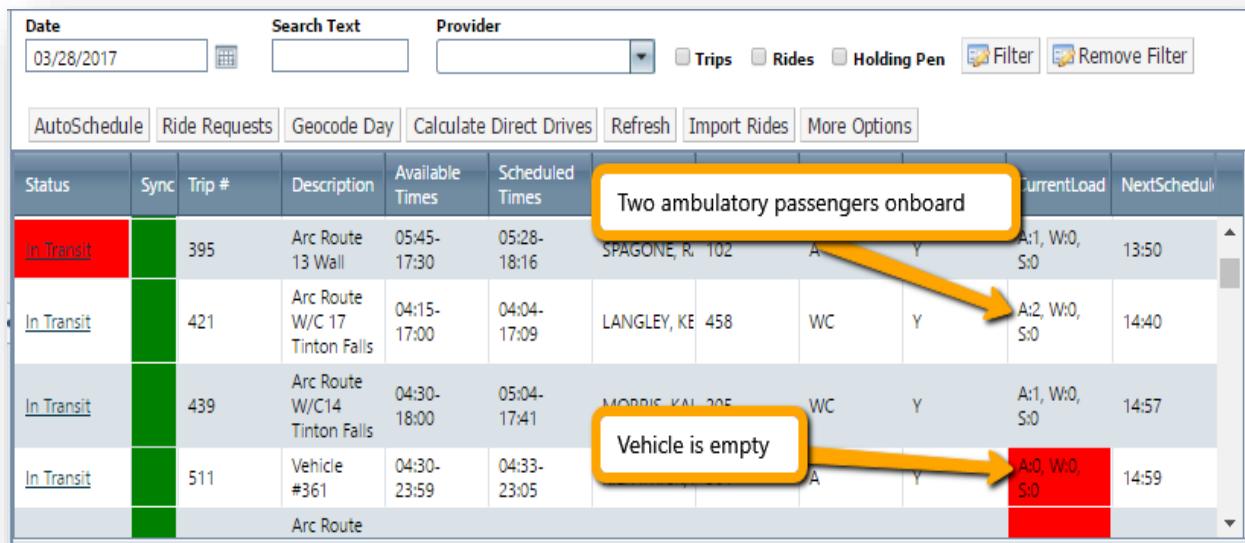

If the driver is running behind schedule, the "Status" column will be red. The setting "Mark Trips

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

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.

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.

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.

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.
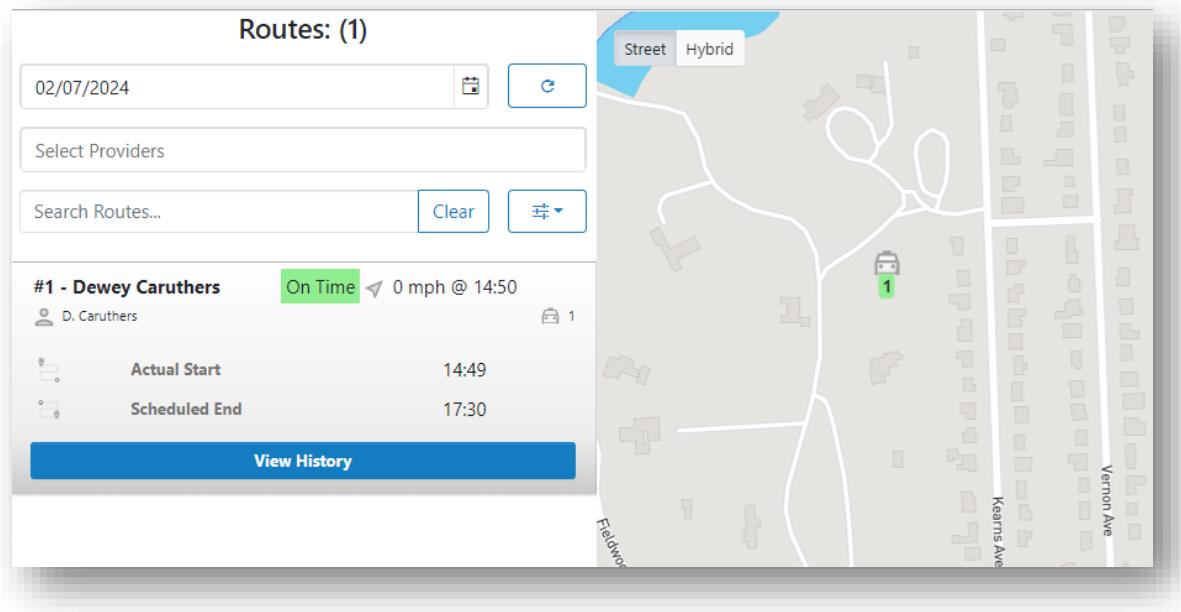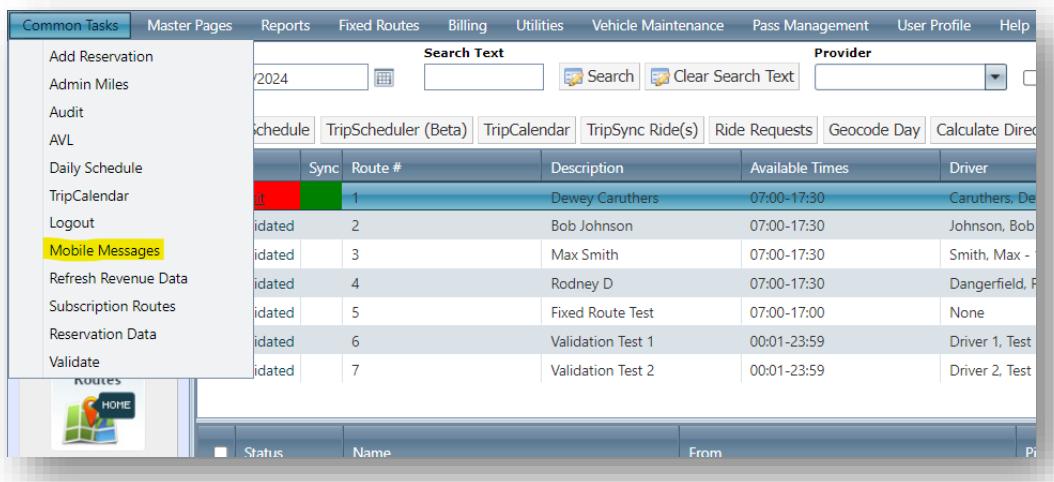

There is an option to search for a certain Provider or Route.
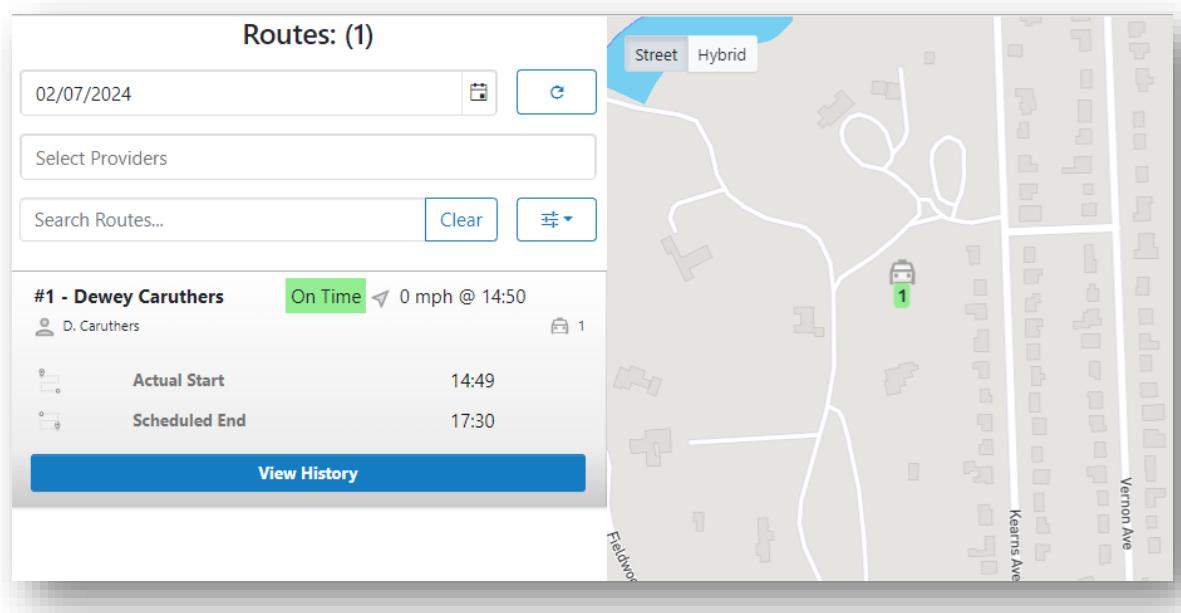
Mobile Messaging:

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.

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 to pop up ability toggles on. This is typically the most utilized message type given its nature.
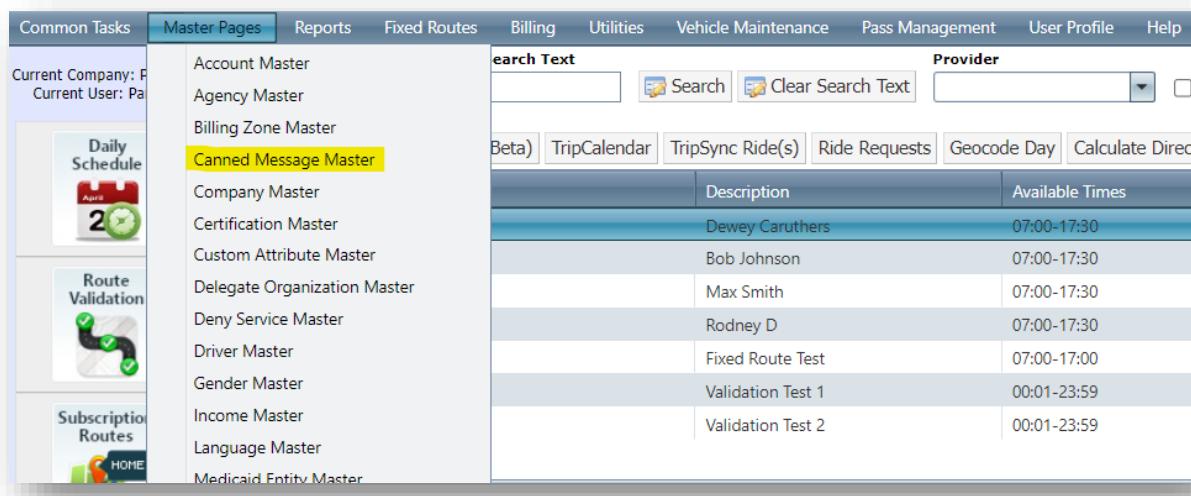
Numeric Response allows the driver to respond quickly by typing in a number.

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.

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.