



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.

Pages Reports Billing Utilities Help

Date03/27/2017

Search Text

Provider

☐ Trips☐ Rides☐ Holding Pen

Filter

Remove Filter

AutoSchedule Ride Requests Geocode Day Calculate Direct Drives Refresh Import Rides More Options

Status	Sync	Trip #	Description	Available Times	Scheduled Times	Driver	Vehicle	Mob	Fixed	CurrentLoad	NextSchedule
In Transit					16:16	WILLIAMS, FR	502	A	Y	A:0, W:0, S:0	15:00
In Transit					16:50	GAYNOR, PAT	206	WC	Y	A:0, W:0, S:0	15:00
In Transit					17:54	STOCKTON, S	358	A	Y	A:0, W:0, S:0	14:59
Validated		1045	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, LY	514	A	Y	A:0, W:0, S:0	13:46

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	NextSchedule
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			ICKTON, 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, LVI	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	NextSchedule
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.

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Search Text

Provider

☐ Trips☐ Rides☐ Holding Pen

Filter

Remove Filter

AutoSchedule

Ride Requests

Geocode Day

Calculate Direct Drives

Refresh

Import Rides

More Options

Status	Sync	Trip #	Description	Available Times	Scheduled Times	Driver	Vehicle	Mob	Fixed	CurrentLoad	NextSchedule
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/C 14 Tinton Falls	04:30-18:00	05:04-17:41	MORRIS, KAI	205	WC	Y	A:1, W:0, S:0	14:57
In Transit		511	Vehicle #361	04:30-23:59	04:33-23:05	KILPATRICK, .	361	A	Y	A:0, W:0, S:0	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				
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)

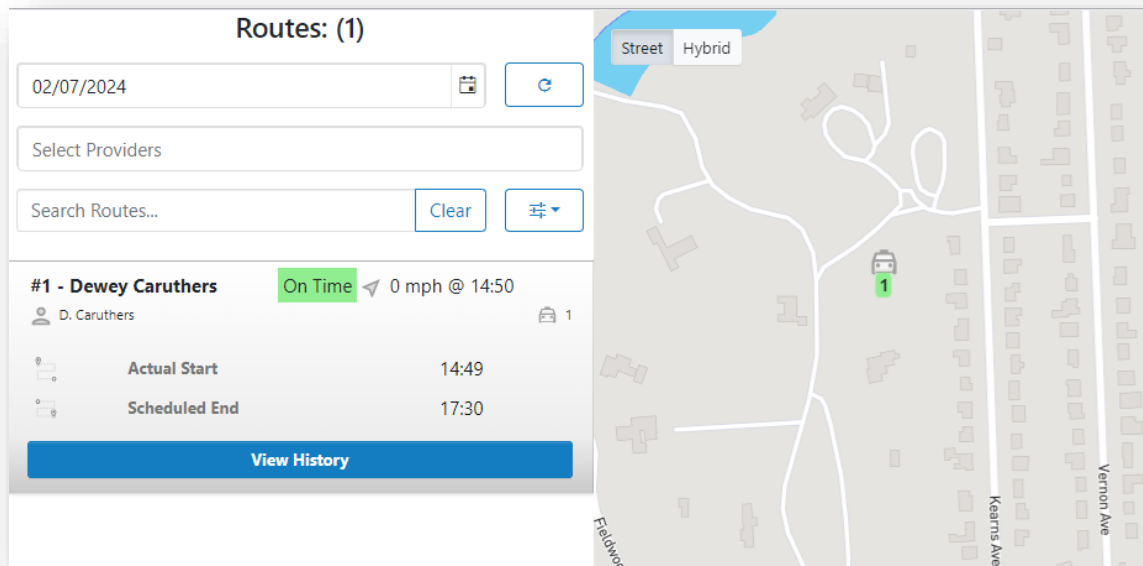
- Vehicle cannot meet assistance needs of at least one ride
- Vehicle is assigned to overlapping routes

Automated Vehicle Locator (AVL):

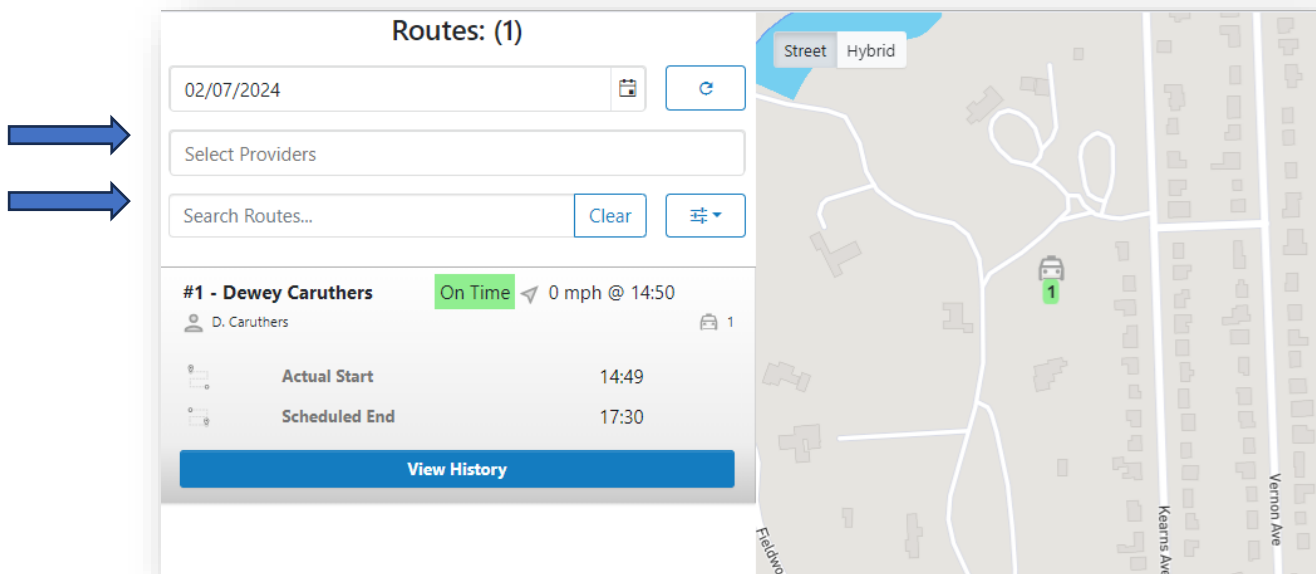
To pull up your AVL page, go to the “Common Tasks” menu tab and select “AVL.” This opens a standalone window showing all vehicles currently logged into ParaScope, and which can be left open for reference. Some transportation providers put this up on a mounted TV and have it

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.

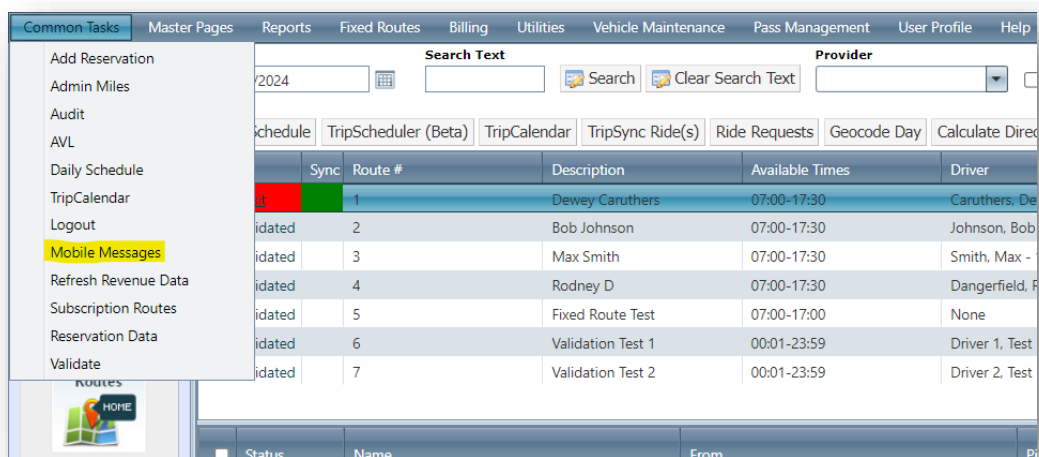


There is an option to search for a certain Provider or Route.



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.



Send Message

Vehicles In Transit

☐ 1 - Dewey Caruthers

Type

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 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.

The screenshot shows a software interface with a top navigation bar containing tabs: Common Tasks, Master Pages, Reports, Fixed Routes, Billing, Utilities, Vehicle Maintenance, Pass Management, User Profile, and Help. The 'Master Pages' tab is active. On the left, there is a sidebar with 'Current Company: P' and 'Current User: Pa'. Below this are icons for 'Daily Schedule' (showing a calendar with '2' and 'April'), 'Route Validation' (showing a green checkmark), and 'Subscription Routes' (showing a green checkmark). The main content area is titled 'Canned Message Master' and contains a table with two columns: 'Description' and 'Available Times'. The table lists several entries, including 'Dewey Caruthers', 'Bob Johnson', 'Max Smith', 'Rodney D', 'Fixed Route Test', 'Validation Test 1', and 'Validation Test 2'. Above the table, there is a search bar with 'Search Text' and a 'Provider' dropdown menu. Below the search bar, there are buttons for 'Beta', 'TripCalendar', 'TripSync Ride(s)', 'Ride Requests', 'Geocode Day', and 'Calculate Direct'.

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			Filter List...	Active	+ Add
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.