



# Paratransit Trip Planning (SMCAC) Meeting – Item 5

July 10, 2024



# What We Will Cover

- **Rider Management**
- **Trip Scheduling**
- **Ride Plan Optimizer**
- **Questions**



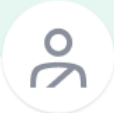
# Rider Management



We can manage the following:

- 1. Passenger's Details
- 2. See past and upcoming trips
- 3. See Passenger Details
- 4. Edit Rides
- 5. Text Passenger

Active



**John Lewis**  
Rider ID: 123456789

Details

🏠 1901 Thornridge Cir. Shiloh, Hawaii 8134

Rides Account 🔄 [Book a ride](#)

Today & Upcoming Past All Filter

<input type="checkbox"/>	Requested time	Pickup window	Requested pickup/dropoff	Service	Notes	Status
<input type="checkbox"/> >	Jan 4, Wednesday Arrive by 10:00		2118 Thornridge Cir. Syracuse, Connecticut 35624 → 5 Imp. des Orteaux, 75020 Paris	♿ Mountain-line Paratransit		<a href="#">On route</a>
<input type="checkbox"/> >	Jan 8, Friday Arrive by 11:00		Halles de Paris, Paris, France → Gare du Nord	🚗 Bubble Dan	💬	<a href="#">Booked</a>

# Trip Scheduling

Call Center Representative will ask for:

1. LIFT ID
2. Ask if traveling from home.
3. To and From addresses
4. Type of mobility aid to use
5. Traveling alone or with Personal Care Attendant and/or Guests
6. Appointment Time or Pick-Up Time
7. Trip Negotiation
8. Same for Return Trip, if needed
9. Detailed Trip Verification



# Ride Plan Optimizer

The night before, dispatch will run Optimizer, dispatcher needs:

1. Date and time to optimize trips
2. Optimizer will create routes, assign vehicles and drivers.

## Protected Trips

1. This is a hold for routes created by dispatcher
2. This is used for the trips Amistad will perform

## Unassigned Trips

1. Trips that the system cannot accommodate are manually entered into a route.



# Questions

