



## Get to know *the enhanced Ride Plan experience.*

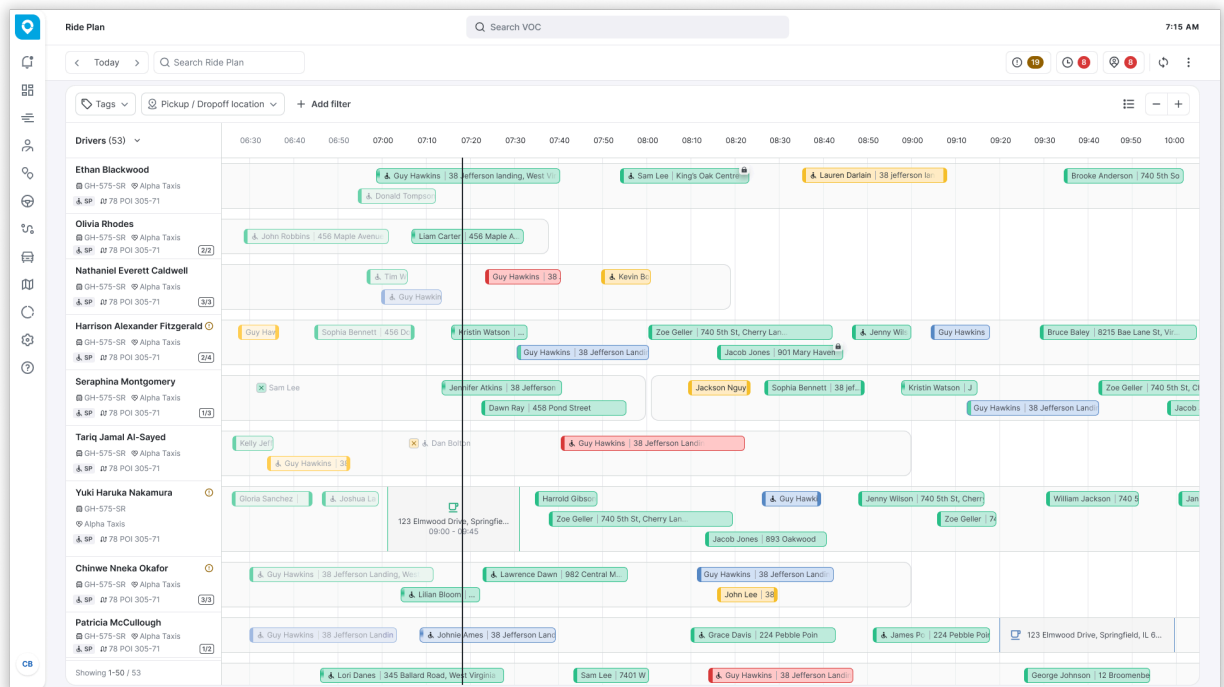
### What's new?

We're upgrading the Ride Plan! The new design is more visual and intuitive, helping you focus your attention where it is most needed during a busy day of service.

These changes are inspired by feedback from dispatchers around the world. Thank you for building this with us!

The highlights:

1. **The new timeline displays riders' names and critical information directly on their ride**, making it easier to spot the ride you're looking for.
2. **Upgraded On Time Performance (OTP) colors on each ride and shift** help you quickly identify at-risk trips
3. **New Zoom controls** give you the ability to switch between a detailed view of a certain time period and an overview of your entire day.
4. **Enhanced search and filtering tools** mean that whether you're chasing down a missing ride or managing high volumes, you can find what you need instantly.
5. **The Ride Panel design has been optimized** to surface key information when you need it.
6. **You can now open the "Shift Menu" by right clicking anywhere within the shift.** No more searching for the three dots at the right side of the shift.



The new Ride Plan design:  
Built to help you seamlessly manage busy days of service!

## The details:

### Timeline Redesign: more information, at your fingertips

The basic set-up of the Ride Plan is familiar: you see a chronological timeline across the top of the page, driver shifts listed down the left side of the page, and rides are populated within each driver shift. What's gotten better is the level of visibility and detail you have at your disposal.

1. Each ride is now shown as a colored rectangle. **If a rider has boarded the vehicle, you will see a glowing bar appear on the left side of the rectangle.** This tells you at a glance which rides are happening *now*.
2. **Rider names, WAV-indication, and addresses are now visible directly on the ride,** helping you identify rides at a glance.
3. **You can zoom in and out on the timeline** (using the -/+ buttons at the top right of the screen) to adjust your view based on whether you want to focus on a few upcoming rides, or want an overview of the entire day.
4. Rides are still color-coded by timeliness (green = on time, blue = early, yellow = late, red = very late), but **we've updated the colors to stand out more clearly,** helping you instantly identify which rides need attention.



5. **A new indication alerts you when a driver is predicted to return to the depot after their scheduled shift end time.** The red section of the shift with the dotted line indicates the driver will return late. If you see this, you can proactively reassign their last ride, or reach out to the driver directly.

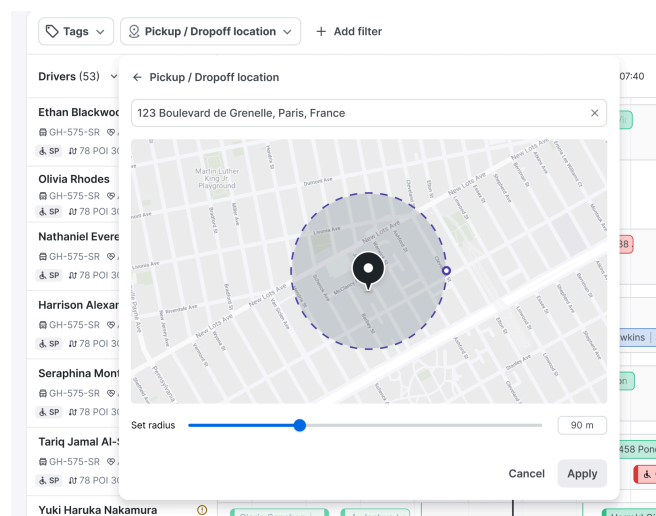
**Bonus: you can now open the “shift menu” (used to mark a shift as unavailable, reassign its rides, or edit the shift times, etc.) by right-clicking anywhere on the shift. You will no longer see the circle with three dots on the right side of the shift.**



The red dotted line indicates when the driver's return to the depot is expected to be later than the scheduled end of their shift.

### Improved search and filters: find what you need, now

1. You can now search by any keyword—names, IDs, addresses, and more. Just type and press enter to get straight to results, no dropdown selection needed.
2. New map-based location search (see below) helps you quickly identify rides near a specific pickup or drop-off.
3. Filters have been simplified and grouped, making them easier to navigate and use together.



The new pickup and dropoff location filter



### Redesigned Ride Panel:

We've restructured the ride panel to prioritize the key information. Ride and rider info are now front and center and comments from other dispatchers (written *for* other dispatchers and team members) are easier to find.

MC

Malcolm Cruickshank

SB

218-541-4196

Detour duration violation

Before pickup

6:43 pm

Tamil Welfare Association (Newham) U.K, 602 Romford Road

Pickup notes

7:27 pm

Partners Hairdressers, 6 William Street, Carshalton, Surrey Sm5 2rb

Dropoff notes

Booking ID:

12345678

6:40 pm - 7:10 pm

7:35 pm

{Service name}

↑↓ Lift

Rider ID:

000043005

Ride group:

Sunshine Day Care

Request tags:

Wheelchair, Door2Door, Lift

Comments 3

Write a comment

Comment

Unassign

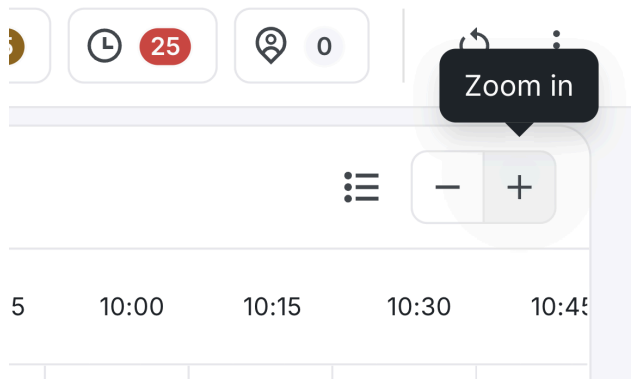
Reassign

Information is easily accessible on the new Ride Panel



## Pro tips:

- You can zoom in and out on the timeline by clicking the + and - on the Ride Plan or use Control + / - (Windows) or CMD + / - (Mac).



- You can now right-click on any shift to open the shift menu when you quickly want to set a shift to unavailable, reassign the rides, or edit the shift times.

## Next Steps

We'll start rolling out the new Ride Plan design within the next few weeks. Our goal is to enable dispatchers to run a smooth service even when it gets busy. Please share your feedback on these features as you begin to use them. We'd love to hear your thoughts!