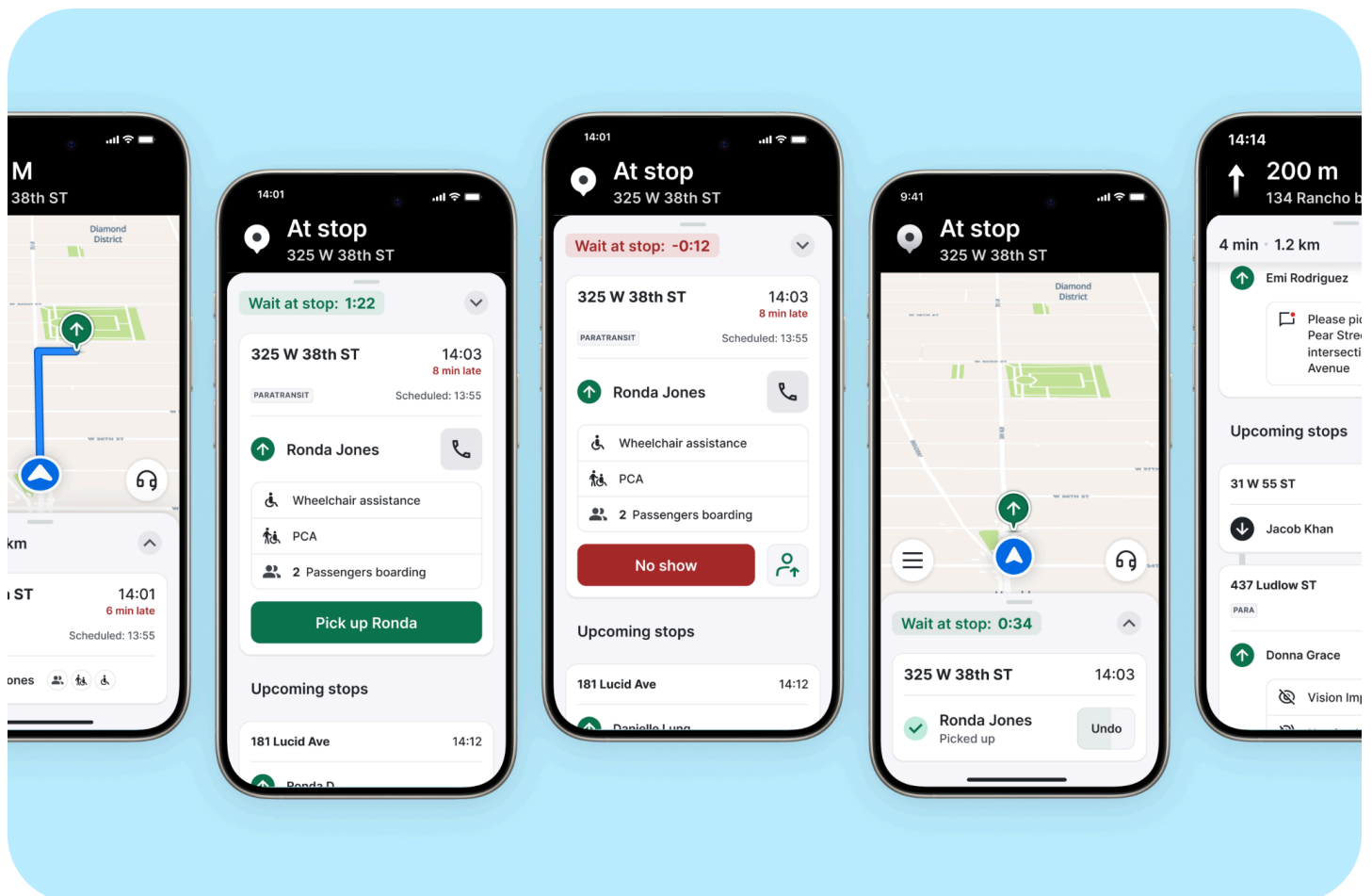




Get to know *the new and improved Driver app.*

What's new?

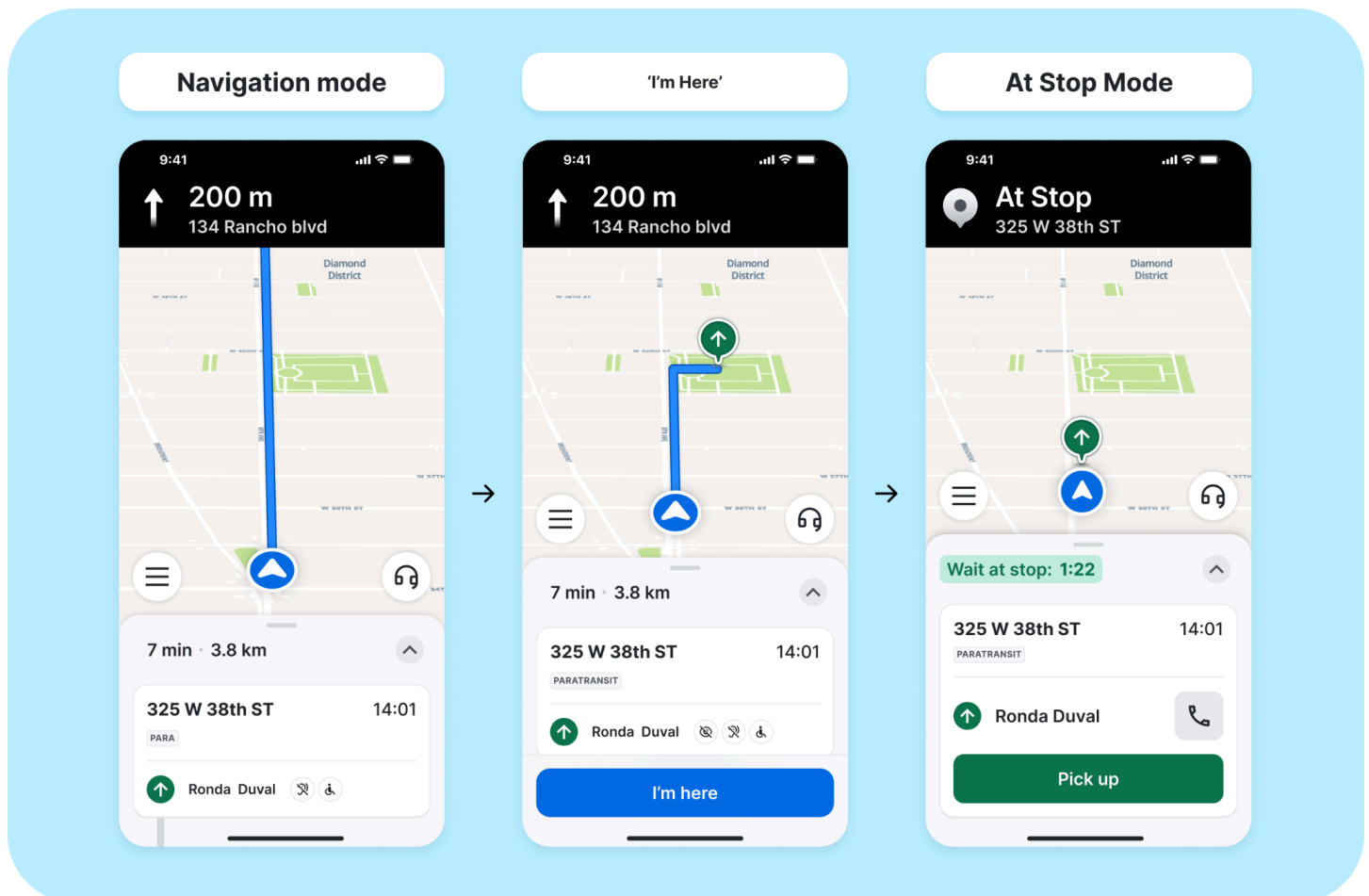
We've updated the "task management" flow in the driver app. With this update, drivers get a clear interface that displays relevant info when they need it, helping them provide top-notch customer service. A simplified design minimizes distractions so they focus where it matters most: safe driving.





How it works:

The new task management flow has two modes: **Navigation & At Stop**. Each mode is designed to give drivers the information and tasks they need to see, and nothing they don't.

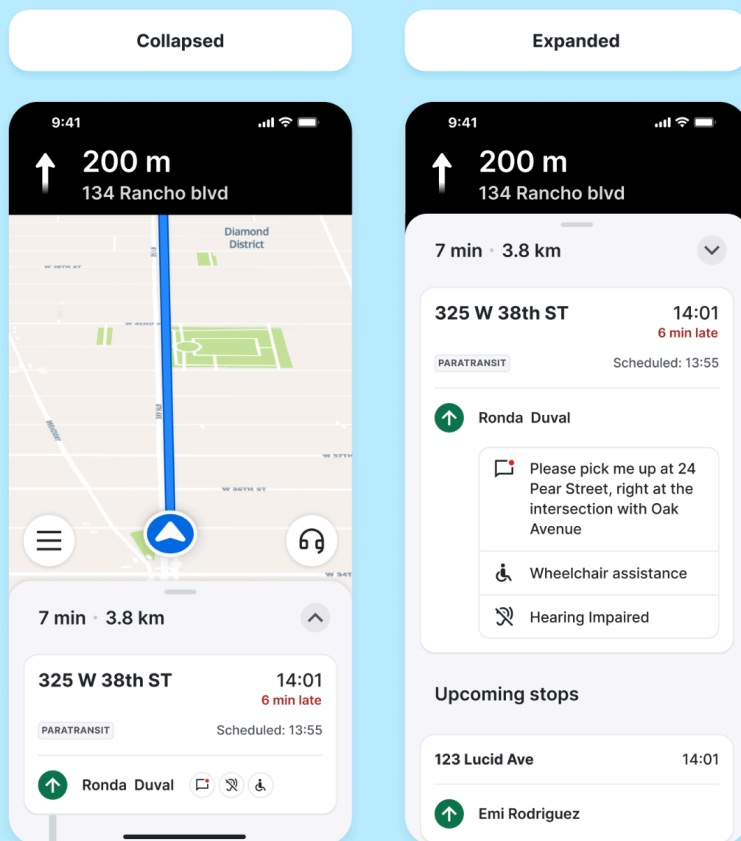




Navigation Mode

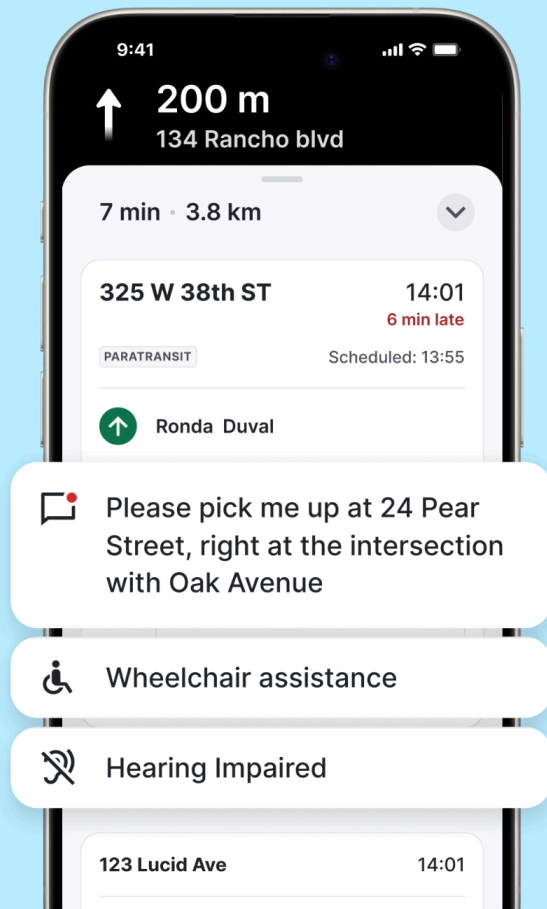
In Navigation Mode, drivers receive routing instructions as well as key information for the next stop: address, ETA, early/late indicator, and service labels (e.g., Microtransit vs Paratransit). It also displays all scheduled pickups and drop-offs at that stop, including rider details like concessions, eligibility, and notes. Upon approaching the stop or by swiping up the drawer, drivers can access expanded information with larger icons and text.

Navigation Mode





Clear Rider Information



Drivers can now access clearer information about each rider (e.g., disability type) alongside rider notes as they approach the stop, empowering them to provide personalized, high-touch service.

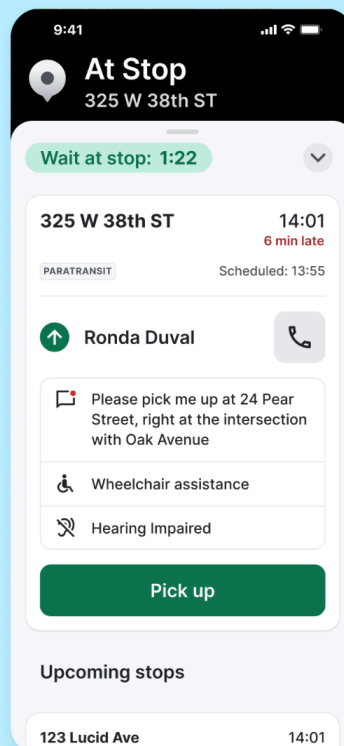


At Stop Mode

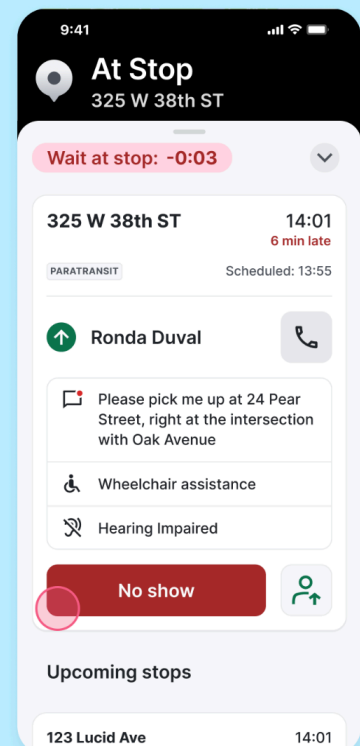
Drivers transition from **Navigation** to **At Stop** mode by using the "I'm Here" action upon arrival at a stop. (Note: some services may automatically switch to At Stop mode). In **At Stop mode**, as "wait at stop" timer indicates the waiting period and becomes increasingly urgent as the departure time nears. While at the stop, drivers can perform designated actions as permitted by your team: e.g., call rider, mark pickup, or mark dropoff. After the designated waiting time has passed, they can mark a rider as a No show.

At Stop Mode

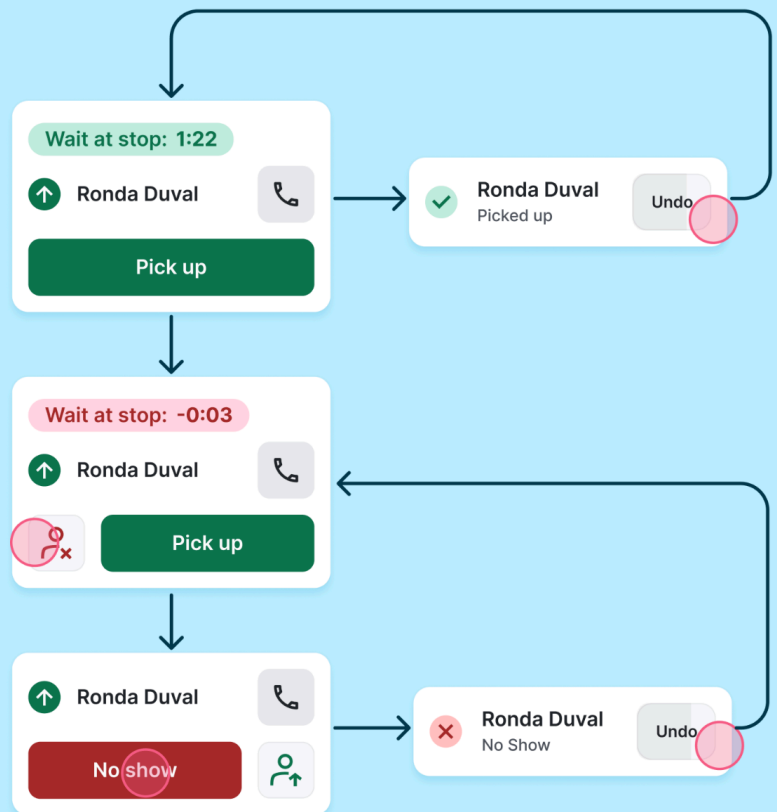
Collapsed



Expanded



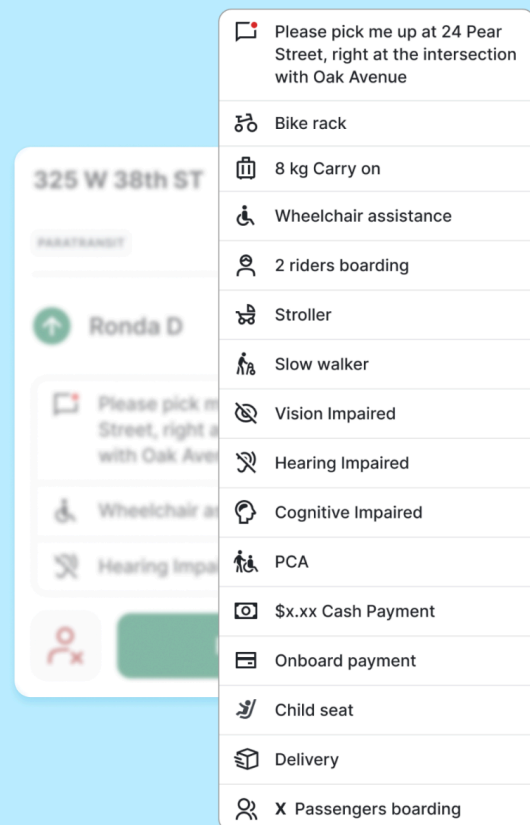
Preform task



In both **Navigation** & **At stop** modes, **Rider attribute Icons** will be displayed in the rider's card, next to a textual name of that attribute. The textual description will help drivers better understand the information, without needing to rely on the icon. Icons will be displayed for **Rider concessions**, **Disability type**, **Mobility aids** & **Onboard payments**.



Rider attributes



Rider attributes are now marked with text and icons. If your service uses any custom attributes, those will be indicated with a star icon (just as they are today).

In both **Navigation** & **At stop** modes, drivers can swipe up on the task management drawer to reveal **upcoming stops** later in the shift.



Upcoming stops

Navigation mode

9:41 200 m 134 Rancho blvd

7 min · 3.8 km

Upcoming stops

123 Lucid Ave 14:01

↓ Ron Kremer

133221 Lucinda grande... 14:01

PARA

↑ Donna Grace

180 Ludlow st 14:23

PARA MICRO

↑ 2 Pickups

Wheelchair assistance

↓ Taylor R Drop-off now

At Stop mode

9:41 At Stop 325 W 38th ST

Wait at stop: 1:18

Upcoming stops

123 Lucid Ave 14:01

↓ Ron Kremer Drop-off now

133221 Lucinda grande st 14:01

PARA

↑ Donna Grace

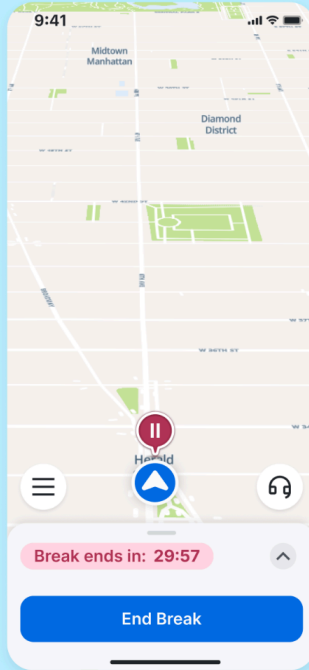
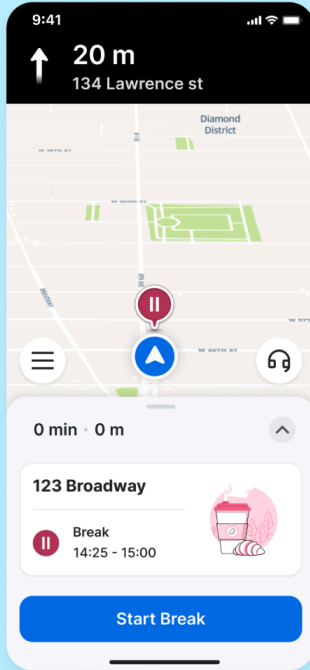
180 Ludlow st 14:23

PARA MICRO

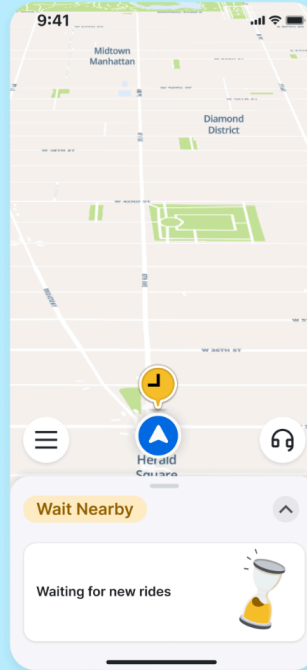
↑ 2 Pickups

Wheelchair assistance

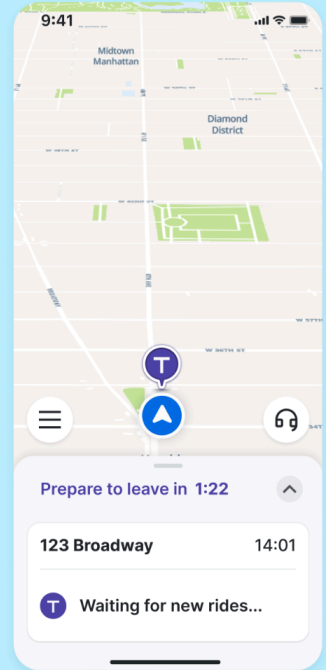
Breaks



Wait Nearby



Wait at Terminal

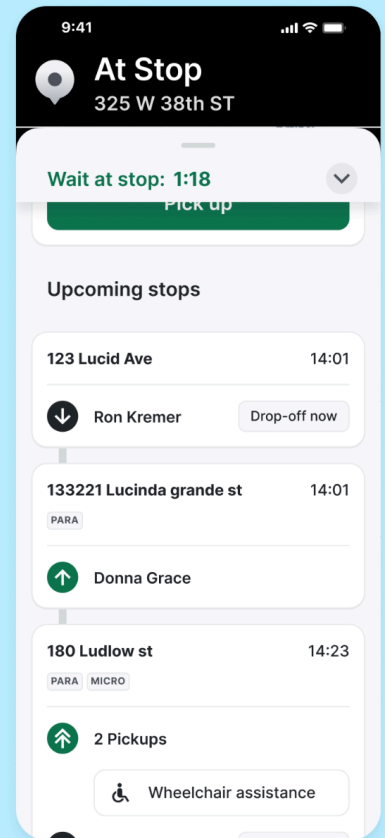
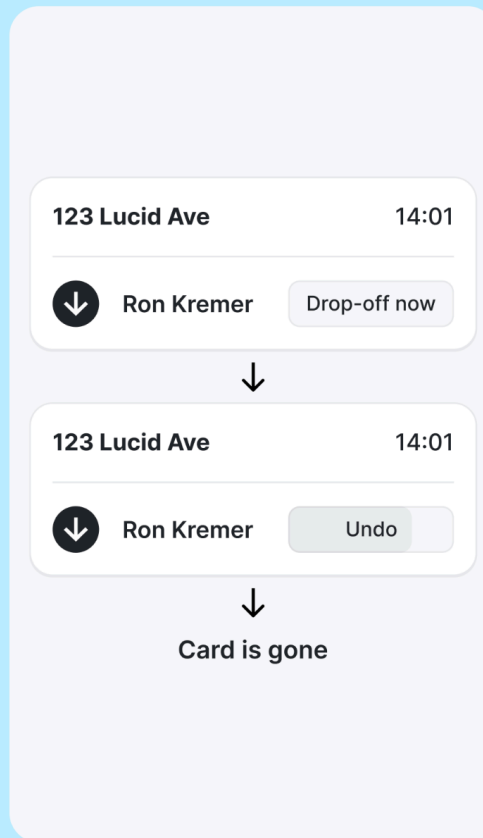




Out of order dropoff: When this capability is turned on, drivers can drop riders off at an earlier stop than was initially requested and mark them accordingly in the app.

Note: this feature is available only upon request. To enable this feature, please file a Zendesk ticket.

Out of order Dropoff





Enhanced subservice tags: We've added clearer "subservice tags" that make it clear which service a rider booked their ride through. This is especially useful for commingled shifts, where drivers may be serving both paratransit and microtransit riders during the same shift. This allows drivers to provide the required levels of service for each rider. Note: these labels are only visible if your service has multiple subservices.

The Tag shows the display name of the subservice.

Subservice Tag

PARATRANSIT

325 W 38th ST

14:01

6 min late

Scheduled: 13:55



Ronda Duval





Timeliness - Shows the driver how early or later they are going to be, compared to the communicated ETA the rider is expecting. This allows drivers to anticipate and respond empathetically to potential customer feedback.

Timeliness

325 W 38th ST

PARATRANSIT

↑

Ronda Duval

14:01

6 min late

Scheduled: 13:55



All these updates provide drivers with all the necessary details to improve pickup accuracy and facilitate informed decisions while driving. We anticipate that these updates will lead to fewer contact center calls and cancellations, ultimately enhancing customer satisfaction for both drivers and riders.

Next Steps

This update will begin rolling out to pilot cities at the end of May. Our aim is to create the best in-class experience for your drivers, so please share your feedback (and theirs!) as you start using this feature. We'd love to hear your thoughts!