Get to know Wait Nearby.
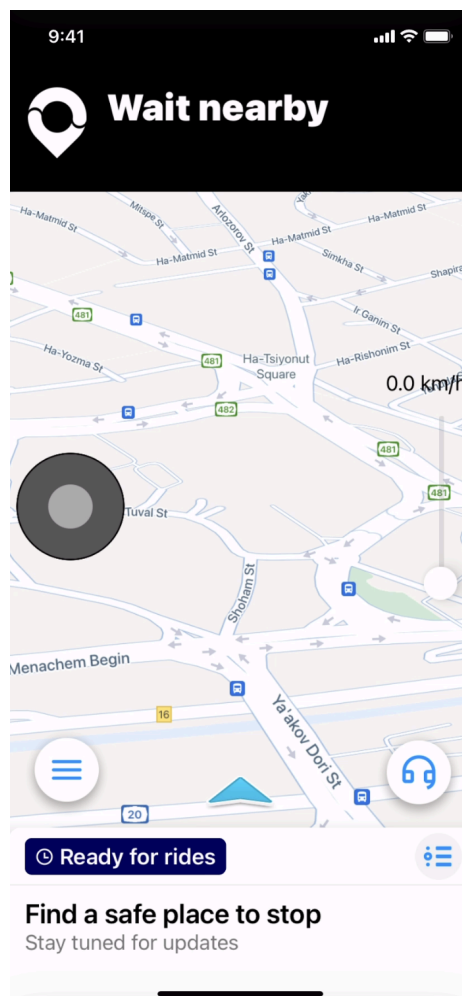
What's new?

Wait Nearby gives your drivers new flexibility to choose where they wait between rides.

Drivers will now be prompted to wait near their last drop-off location if they do not need to go to a next task immediately. This new approach reduces unnecessary driving, saves you fuel costs, and gives your drivers more flexibility while maintaining service efficiency. Previously, drivers would be sent to specific, predefined, "wait locations" or get sent to the next task regardless of the timing of this task
You'll spend less time making updates to wait locations and empower drivers to choose safe, reasonable locations to wait!

Driver App showing instructions to "Wait Nearby".

How does it work

Drivers will be instructed to "wait nearby" between tasks. They will choose where they wait, rather than being given a predetermined location.

When it's time to move to their next pickup, they'll receive a notification with driving directions. Don't worry, we'll automatically notify them with enough time to make it to their next location on time!

Will drivers ever be sent to a predetermined wait location? Yes, in some circumstances the driver app will still assign the driver to a specific wait location: (1) When a driver has started shift and there is no pickup scheduled yet for that specific shift. (2) after waiting for an extended period of time. This is done to make sure drivers are waiting within the service zone, closer to potential future demand, instead of - for instance - at the vehicle depot where the shift started.

Please note: The driver app must be up to date in order for your drivers to use Wait Nearby. Please ensure your team has downloaded version 9.27.04 from the Apple or Google Play store.

Next steps

We'll start rolling out this feature within the next few weeks. Our goal is to build software that meets your needs, so please share your feedback on this feature as you begin to use it. We'd love to hear your thoughts!