Get to know new *overflow management tools right in the Ride Plan.*

What's new?

We're making it easier to manage taxi overflow rides with the new Trip Brokering Queue! This new feature is designed for partners who use external fleets (e.g., TNCs or taxis) to serve some pre-scheduled rides. Schedulers and live service managers now have a dedicated interface directly in the Ride Plan to:

- Assign rides to external providers

- Monitor ride status at a glance

- Track, edit and manage confirmed rides

- Easily identify which trips were fulfilled by external fleets

This release simplifies daily operations, makes it easier to track cancelled rides, and allows dispatchers to focus on smooth service operations.

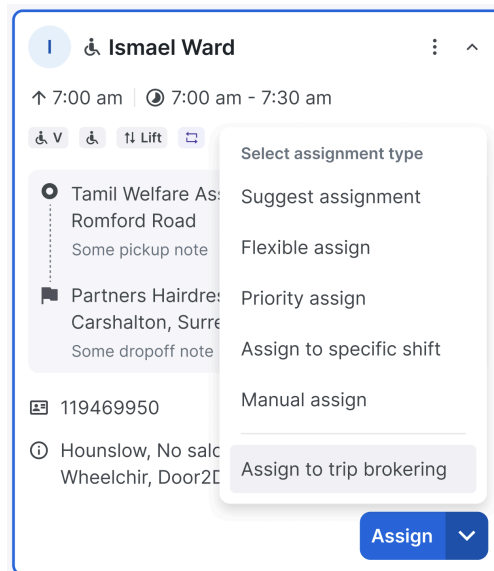The new Trip Brokering queue is available directly in the Ride Plan.
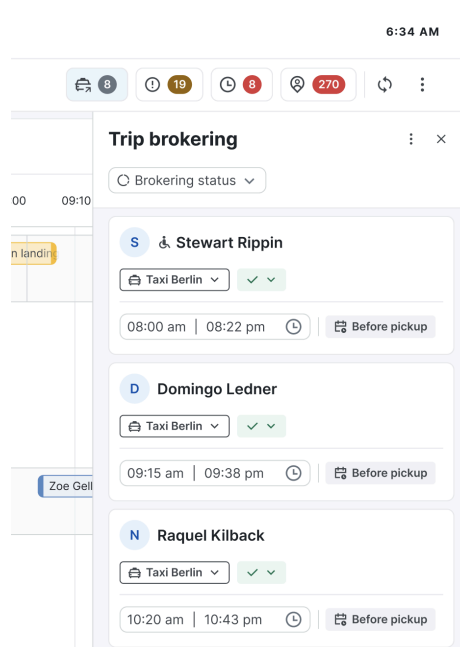
How it works:

Assigning rides to the Trip Brokering Queue

Dispatchers can now assign rides from the Unassigned Queue or driver shifts to the Trip Brokering Queue. This can be done individually or in bulk.

From the unassigned queue, rides can be sent directly to the Trip Brokering Queue

Managing rides with the external provider

Each ride has a new **Brokering Status** to track progress:

- **To be brokered** (default): not yet sent to provider
- **Requested**: ride sent to provider, awaiting confirmation
- **Confirmed**: provider accepted and will execute the ride
- **Rejected**: provider declined; ride moves back to Unassigned Queue

When you're ready to contact the 3rd party provider with the ride request, you can simply copy the details from the Trip Brokering Queue with just one click and paste into an email or external portal. This saves time and ensures accurate communication.

Directly copy details from the card by clicking the "3 sheets" icon to the right of the pickup address
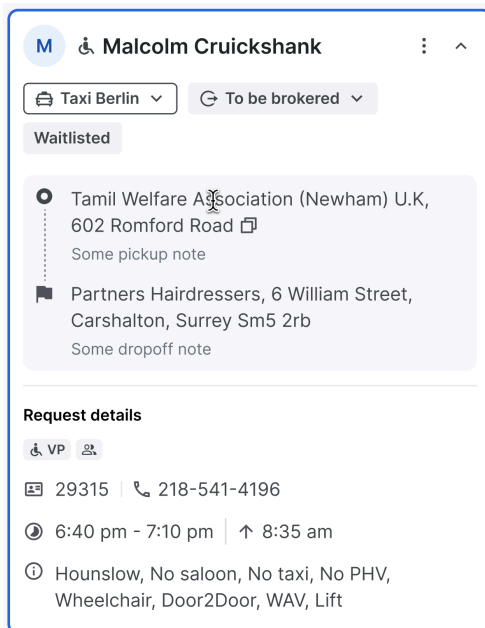
Select the broker status of the ride for easy tracking and ride management
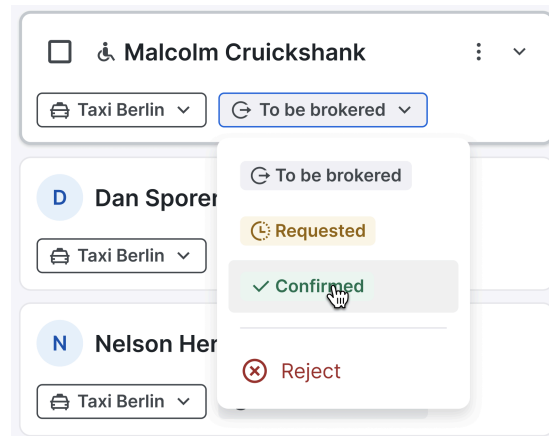
Keeping track of rides once confirmed

Confirmed rides behave just like normal rides:

- Ride status auto-updates based on pickup and dropoff times
- Dispatchers can manually adjust times or set a ride as No Show based on updates from the external provider.
- Ride Cancellations or changes are flagged on the Trip Brokering Queue until the dispatcher acknowledges the change by clicking "Confirm".

Ride status is automatically inferred from the estimated PU and DO times (not 3rd party data):

Cancelled and changed rides are flagged on the trip brokering queue:

M	& Malcolm Cruickshank		
Taxi Berlin ⌄	✓ ⌄		
06:00 am	06:30 am 🕐	⩗ Completed

M	& Miranda Cronin		
Taxi Berlin ⌄	✓ ⌄		
07:10 am	07:22 pm 🕐	🛜 Boarded

M	& Malcolm Cruickshank		
Taxi Berlin ⌄	🕐 Requested ⌄		
❗ This ride has been cancelled		Confirm

D	Dan Sporer		
Taxi Berlin ⌄	✓ ⌄		
⚠ Some ride details have change		Confirm

Reporting

New fields in Ride Export and reporting tools (e.g., Looker, DDA) make it easy to understand which rides have been executed by external providers. Brokered rides are labeled with the name of the external provider in the `Provided by` column.

Keep in mind:

- At this point, rides need to be sent directly to the external provider through their online platform, email, or whichever way you prefer.

- Trip Brokering supports multiple external providers at the same time.

Next Steps

This feature is available upon request. Please **submit a ticket to enable the feature**. 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!