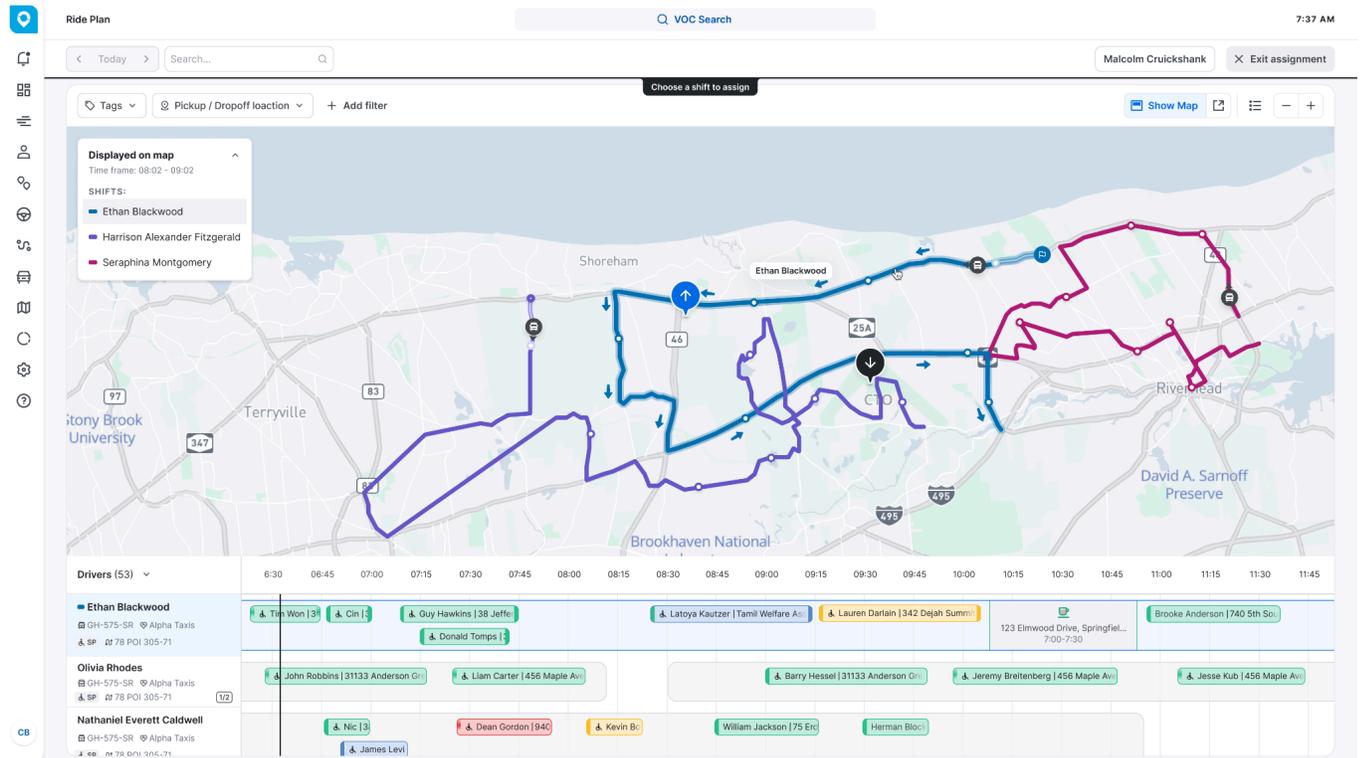




Get to know the *Ride Plan Map View*.



What's new?

The Ride Plan now includes a powerful new visual tool: Map View, a geographic view of shifts and rides that brings clarity and confidence to dispatch decisions. Dispatchers can now visually explore shift routes, compare assignment options, and understand how manual changes will affect the overall route. The Map View brings your dispatch team as close to the road as possible, so they can make the best decisions for your service. One more thing: the Map View *also* works across time—so your team can look at shifts three hours from now, or three weeks from now.

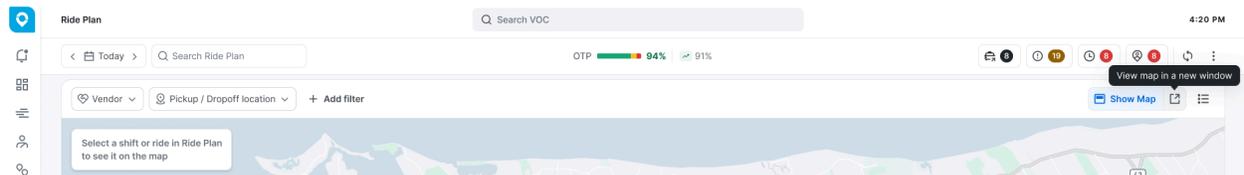


How it works:

Dispatchers can now open a map directly from the Ride Plan page using either Split View (side-by-side with the timeline) or an external window when using a second screen. For now, Map View supports three actions: display shift(s), display ride(s) and manually assign a ride. Spoiler alert: more on-map functionality is in the works!

Map View Options: Split Screen or Second Screen

- **Split View:** Clicking “Show Map” shows the map next to the timeline in the same window. The size of the map is adjustable by dragging the timeline up or down.
- **Second Screen:** Clicking the  icon opens the map in a separate browser window—ideal for dispatchers using multiple monitors.
 - The map automatically displays what is selected on the Ride Plan (e.g., if a single shift is selected, you will see that shift’s route on the Map View)
 - If you use multiple Ride Plan tabs, the map automatically switches when you move to another Ride Plan tab.

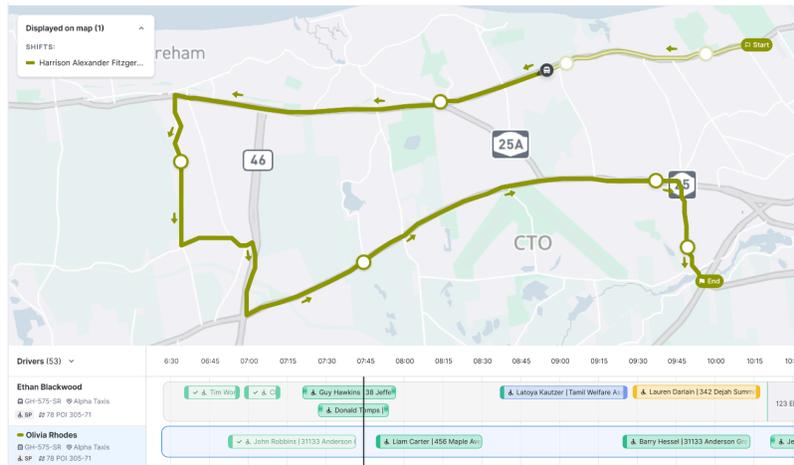


*Activate the map by clicking “Show Map”,
Clicking the  icon will open the map in a new window*



View selected shifts (Past, Ongoing, or Upcoming)

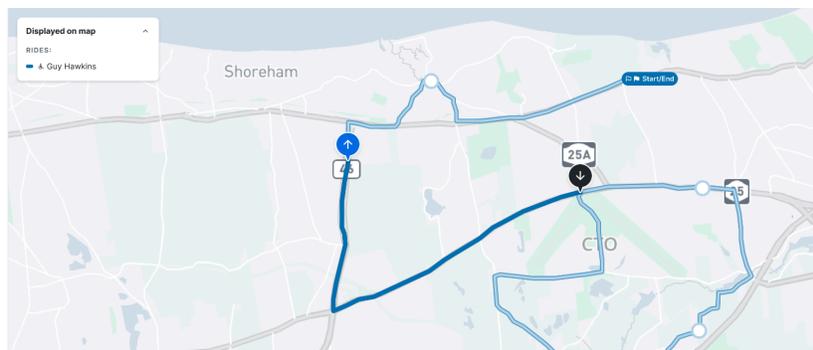
- Click any shift on the timeline to visualize the entire planned route on the Map.
- See direction, start/end points, and planned pickups and dropoffs.
- For ongoing shifts, a real-time vehicle location is shown on the map.



The Ride Plan map showing an ongoing shift

View selected rides

- Clicking a ride displays the pick-up and drop-off locations, as well as the route the operator will take to get there.
- The full shift is drawn for context, but only the segment between pick-up and drop-off is highlighted. The rest of the shift route appears as a muted line.

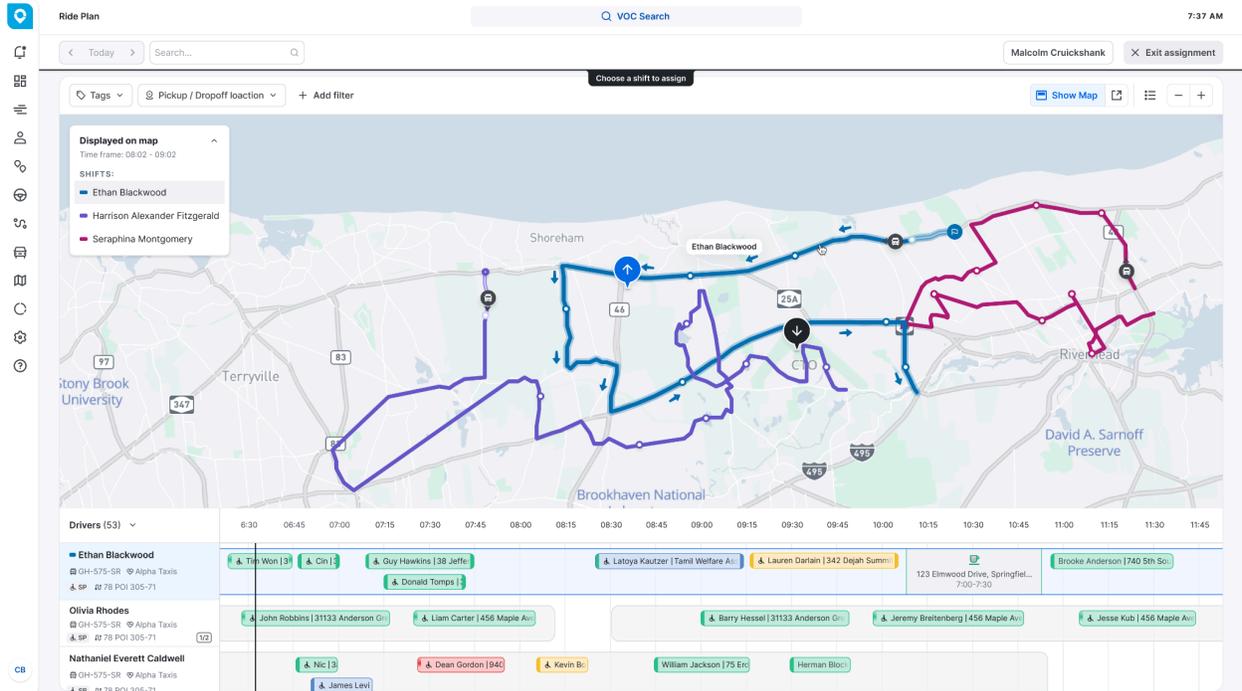


*The Ride Plan map showing a selected ride.
The dark blue represents the time the rider is on board the vehicle.*



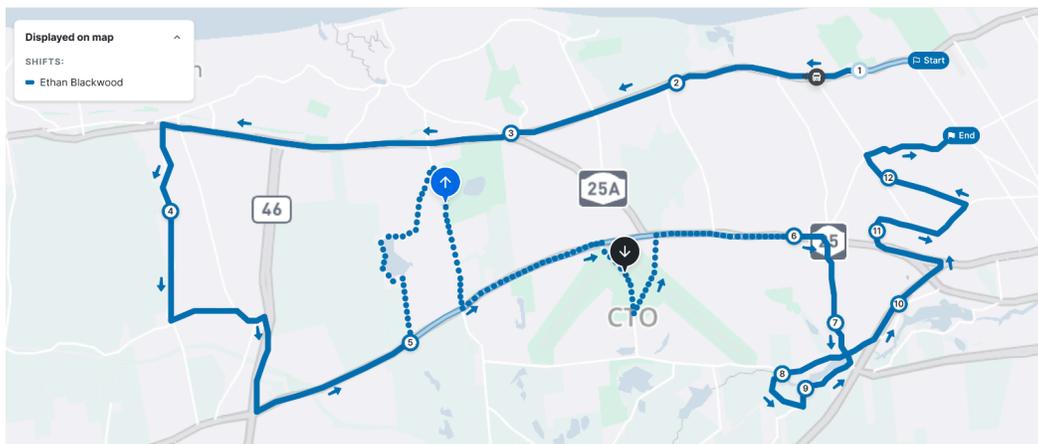
Manual Assign with Map view

- Quickly compare shift routes when assigning a ride manually. Select one or more shifts (up to 10 at a time) to see how their routes align with the ride's pickup and drop-off points.
- On the map, routes during the ride's timeframe are highlighted, while earlier or later segments appear muted for context.



The map view comparing multiple routes to the Pickup and Dropoff point of the new ride

- Once a ride is dropped into a shift, the map displays a clear before/after route comparison, highlighting impacted segments.



The map showing the impact of the assignment on the route



Keep in mind:

- **Not all assignment flows are supported yet.** For Flexible Assignments, Priority Assignments, and bulk reassignments, you can continue to use the timeline view. We are working to support these flows on the map soon.
- **Historical routes reflect planned paths only.** Actual vehicle paths are not yet shown for past shifts.
- **Locationless breaks, by their nature, are not shown on the map.** Only stops and segments with a defined location are visualized.

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!