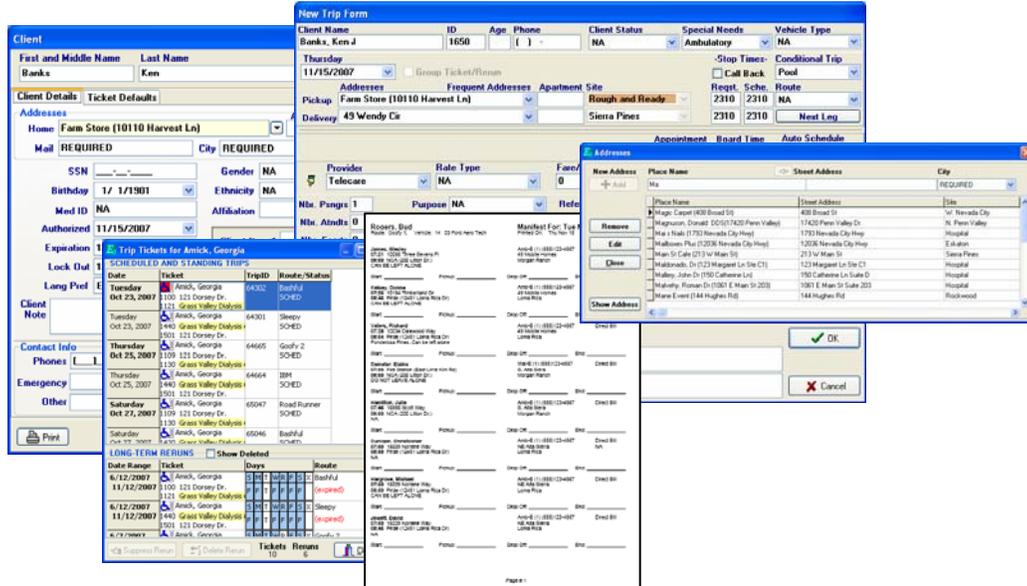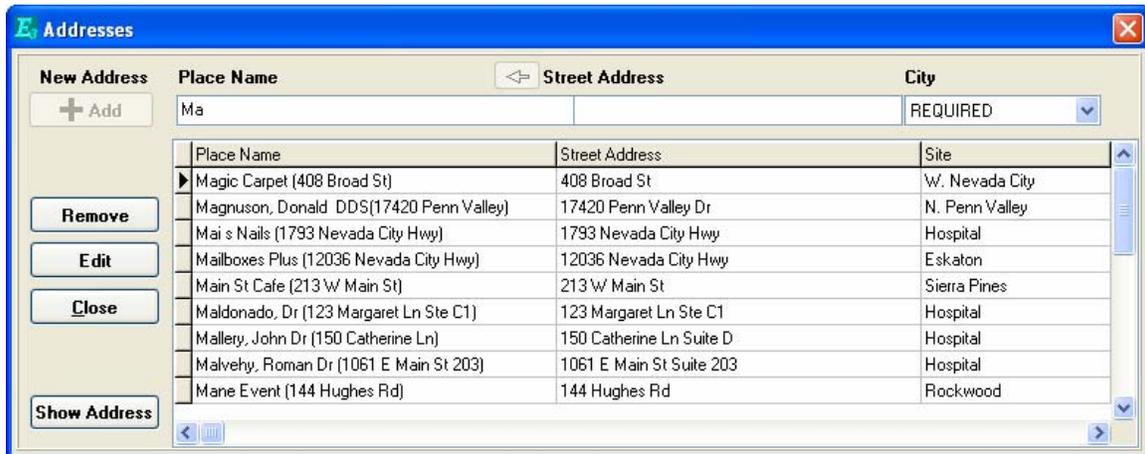# Correcting Easy Rides Addresses

Easy Rides addresses appear in nearly every part of the software, from the client's file, to the tickets, to the manifests. Because they appear in so many places, it makes a lot of sense to spend time to make sure list of address is accurate and consistent.

Here we will go over some things to keep in mind while working with address information. We will also review the tools available in Easy Rides for working with address records.

Recommended Address Format

For dispatching and driving, locations fall into in two groups: those with a location name, and those with only a street address.

Named Locations

Most people call businesses and landmarks by their name instead of a street address. In Easy Rides the locations have a *Place Name* which is used everyplace the address appears and a *Street Address* which helps give the actual location. On many of the manifests, the *Place Name* is the only information that is printed for the driver. For that reason Easy Rides encourages putting the street address in parentheses as the last part of the Place Name.

Street Addresses

Ride services also often go to locations that don't have a common name, like home addresses. Most often these addresses begin with a number. For these addresses, it's recommended that the Place Name and Street Address be identical. For housing complexes with names, it might be a good idea to put the name of the complex in parentheses for the driver.

No matter how you choose to format addresses it is important to be consistent. Consider how the dispatchers and clients will refer to the location. Start the *Place Name* with the same name or numbers that the clients typically use. This will make it easy to find the address when making a ticket. Be sure the *Place Name* is very familiar, or include the address after place name to increase the ability of the drivers to find it.

Editing Addresses - Address Form

Fixing address records is fairly easy. You can select an address and click Edit from any of the address tables. The Client form, Trip form and Addresses form all have this Edit button.

The length of the name is limited to 40 letters. The street address also has this limit. Using standard abbreviations is helpful for keeping the names short.

The Location records also have a Mailing Address. This is optional information that can be useful for mailing lists. It might be used for the address of who to contact for information about the locations. The phone number field is for the same purpose.

The *Directions* field appears on the Ticket forms and some manifests. Additional information here can help a dispatcher direct the driver. If it appears on the manifest the drivers can refer to this information in addition to the *Place Name*. By default, Easy Rides sets this to be the same as the *Street Address* field with parentheses.

Addresses can be marked as Frequent Drop-Off Addresses. This doesn't change how the addresses are used in Easy Rides, but it can help identify a set of important addresses in a custom report.

The site can be set manually here. The Latitude and Longitude values appear for GIS systems. These values can be changed (to all the geo-cache buffs delight). If you feel the location needs to be geo-coded the process can be set to start once the OK button is pressed. Two additional fields will appear so you can suggest in which City and State the computer should expect the find the address.

Consolidate Addresses Tool

Another tool that can help review many of the existing addresses is the consolidate address tool. It is described in Easy Rides user guide.

Even though the primary use of the Consolidate Addresses form is to find duplicate addresses, it can also be used to correct or update addresses. Find the address that needs to be corrected. Double-click the address in the Results Table to move it information into the *Active Address Info* fields. Make the changes to *Place Name* or *Street Address*. Then click Replace Select Addresses.