

Recording Call-back trips in Easy Rides

Many easy rides systems use the time 2310 to indicate that a ride is a call back ride. This will work fine, but after a client calls in with an actual time, you will no longer have a record of the call back. Being able to track call backs can be useful, because a call back trip are typically more expensive to provide because they disrupt a pre planned schedule.

<input type="checkbox"/> Call Back
Reqst. Sche.
2310 2310
2310 2310

To track a call back, you can use the check box above the pickup/drop-off time fields on the trip ticket. The first time you click the Call Back check box it will mark it with a green square. This indicates that a client will call back. You can also enter the time you estimate they will call back. This can help on the dispatch board to plan approximately when you will need to have a bus available.

<input checked="" type="checkbox"/> Call Back
Reqst. Sche.
2310 2310
2310 2310

<input type="checkbox"/> Call Back
Reqst. Sche.
1100 1100
1127 1127

When a client calls for their ride. You then open the trip ticket and click the call back button again. This will turn it into a check mark, indicating that they have called back and are ready to be picked up. You can then enter the time you agree to pick up the client.

<input checked="" type="checkbox"/> Call Back
Reqst. Sche.
1115 1115
1142 1142

* Some systems without Auto scheduling will only see the Sche. Pick up and Drop off times. The call back feature will still work the same.