

SPEDSTA Ride Cancellation Procedures for Drivers and Dispatchers

WHEN A PASSENGER CANCELS A RIDE: CAN BE DONE BY EITHER THE DRIVER OR DISPATCHER

SPEDSTA has recently upgraded our online software to give us an options box so we can characterize cancellations. These characterizations will allow reporting to be more accurate and allow either the driver or the dispatcher to cancel rides. The options which appear when either driver or dispatcher select "Cancel" in the "Action" dropdown box on their dashboard are:

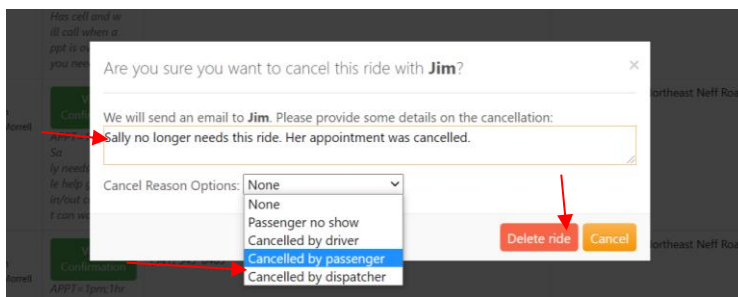
1. None
2. Passenger No Show (for when a driver shows up and the passenger does not take the ride)
3. Cancelled by driver (for when driver has Confirmed ride but cannot longer do it)
4. Cancelled by Passenger (for when Passenger calls either dispatcher or driver and no longer needs a ride)
5. Cancelled by dispatcher (When STARS is no longer able to provide the ride for other reasons. For example, the recent case when The Lodge shut down because of a COVID case and STARS could no longer provide the ride safely)

DRIVERS AND DISPATCHERS: STEPS/GUIDANCE WHEN CANCELING RIDES:

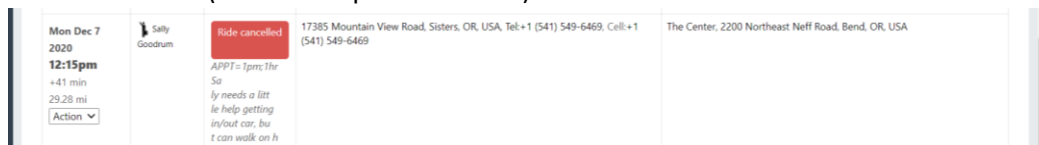
1. Go to Dashboard: Select "Cancel" from Action dropdown box



2. In comments, write a note about why the ride is being canceled and select "Canceled by Passenger" in the Cancel Reasons Options. Select "Delete ride". Passengers **MUST** call a Dispatcher to rebook.

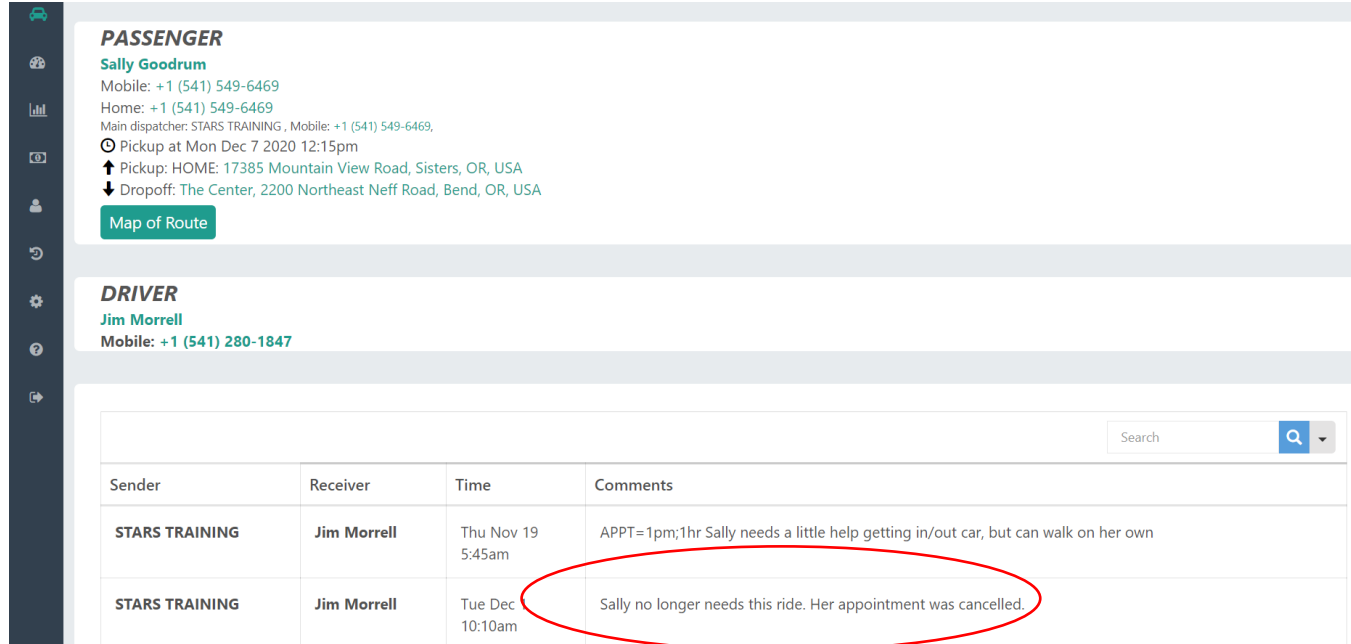


3. If Dispatcher cancels the ride for the Passenger, the Driver will see Red Box with "Ride Canceled" on their Driver Dashboard and they will also get an email from Spedsta alerting them the ride is canceled. (Email example not shown)
4. If Driver cancels the ride for the Passenger, the Dispatcher will see the Red Box with "Ride Canceled" on their Dispatcher Dashboard and Spedsta will send an email to the Stars account alerting them the ride is canceled. (Email example not shown)



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By clicking on the red "Ride Canceled" box Driver or Dispatcher will see all ride information and at bottom will see Comments entered when the ride was canceled. If the ride is being canceled by the Passenger and they say the ride will need to be rebooked, the Passenger will be responsible for calling the Dispatcher.



PASSENGER
Sally Goodrum
Mobile: +1 (541) 549-6469
Home: +1 (541) 549-6469
Main dispatcher: STARS TRAINING, Mobile: +1 (541) 549-6469
🕒 Pickup at Mon Dec 7 2020 12:15pm
📍 Pickup: HOME: 17385 Mountain View Road, Sisters, OR, USA
📍 Dropoff: The Center, 2200 Northeast Neff Road, Bend, OR, USA
[Map of Route](#)

DRIVER
Jim Morrell
Mobile: +1 (541) 280-1847

Sender	Receiver	Time	Comments
STARS TRAINING	Jim Morrell	Thu Nov 19 5:45am	APPT=1pm;1hr Sally needs a little help getting in/out car, but can walk on her own
STARS TRAINING	Jim Morrell	Tue Dec 10:10am	Sally no longer needs this ride. Her appointment was cancelled.

NOTES:

- After the date of the ride, the ride will disappear from the Dashboard and by searching on the date range for that date it will appear. The Driver can select Cancel in the Action Dropdown for the ride and it will be permanently removed from their Driver dashboard permanently.
- **IF a passenger cancels by calling the driver** and wishes to rebook, the Driver can cancel the ride on their dashboard, but WILL MAKE IT CLEAR TO PASSENGER that he/she **MUST** call and reschedule with the dispatcher during dispatching hours. The Driver will note in the comments that the Passenger will call to be rebooked.
- **IF a passenger cancels** with the Dispatcher, the Dispatcher will cancel the ride on the Dispatcher Dashboard so the Driver will be notified and then will rebook another ride if needed.
- **IF a passenger calls the Dispatcher to Modify their ride**, Dispatchers can modify the ride to the new information **so long as it has not been Confirmed by a Driver**. IF the ride has been Confirmed by a Driver, the Dispatcher will cancel it and book a whole new ride. To modify an unconfirmed ride, Dispatchers will select "Modify" in the Action dropdown box and change the ride information and select "Next". Care should be taken to check to make sure all information reflects the new ride requirement. This includes opening the "Select Driver/Passenger" box, then "Details of Your Ride" Box and entering new appointment time and other information.

SPEDSTA Ride Cancellation Procedures for Drivers and Dispatchers

WHEN A DRIVER NEEDS TO CANCEL A RIDE PREVIOUSLY CONFIRMED WITH A PASSENGER

1. Rides will **ONLY** be rebroadcast when canceled by drivers.
2. **IF** A Driver must cancel a ride, they need to provide **as much advance notice as possible** so the Dispatcher can rebroadcast the ride to find a new driver. This should happen very infrequently but following notification procedures is necessary to make sure we do not fail to take care of our passengers.
3. **Drivers will notify Passengers** immediately when they realize they can no longer perform the ride and will tell them an attempt will be made to find another driver, but if it is a short lead time it may not be possible.
4. The Driver will **cancel the ride on their Dashboard**:
 - a. Select the “Canceled by Driver” option.
 - b. Enter comments saying:
 - i. Why they need to cancel
 - ii. If Dispatchers need to rebroadcast the ride
 - iii. If Passenger has been notified about the cancellation
5. The **Driver will also call the Dispatcher** at (541) 904-5545 to make sure the ride is rebroadcast. If a dispatcher is working (Tuesday and Thursday 10 AM – 3 PM) they will rebroadcast the ride immediately. If **NOT** Dispatch hours, Driver will leave a message on STARS Voicemail and will call either the Dispatch Manager, Tom Gonsiewski at (503) 810-2747 or Rennie Morrell at (541) 610-2098. One of them will rebroadcast the ride. Also note, when Drivers cancel rides, an email goes to the STARS email account and will be seen by Tom, Rennie, Frank and Toni.
6. Dispatchers will check their Dashboard **during their shift** for canceled rides and if needed, will rebroadcast the ride canceled by the driver so it may be confirmed by another driver. The driver should have both left comments in the ride email thread and called the Dispatcher.
7. To **rebroadcast** a ride, Dispatchers will go to the canceled ride’s “Action” drop down box and select “Copy”. This Action will open the ride and after making sure no driver is assigned in the “Select Passenger/Driver” Box by clicking on the “X” the dispatcher will select “Broadcast to All” Then “OK” to rebook the ride leaving all other information intact. Be sure to click “Submit” on the next screen to save the rebooked ride. The ride will then reappear on all Dashboards as a “Requested” ride and be rebroadcast to drivers on the following day’s email.

