

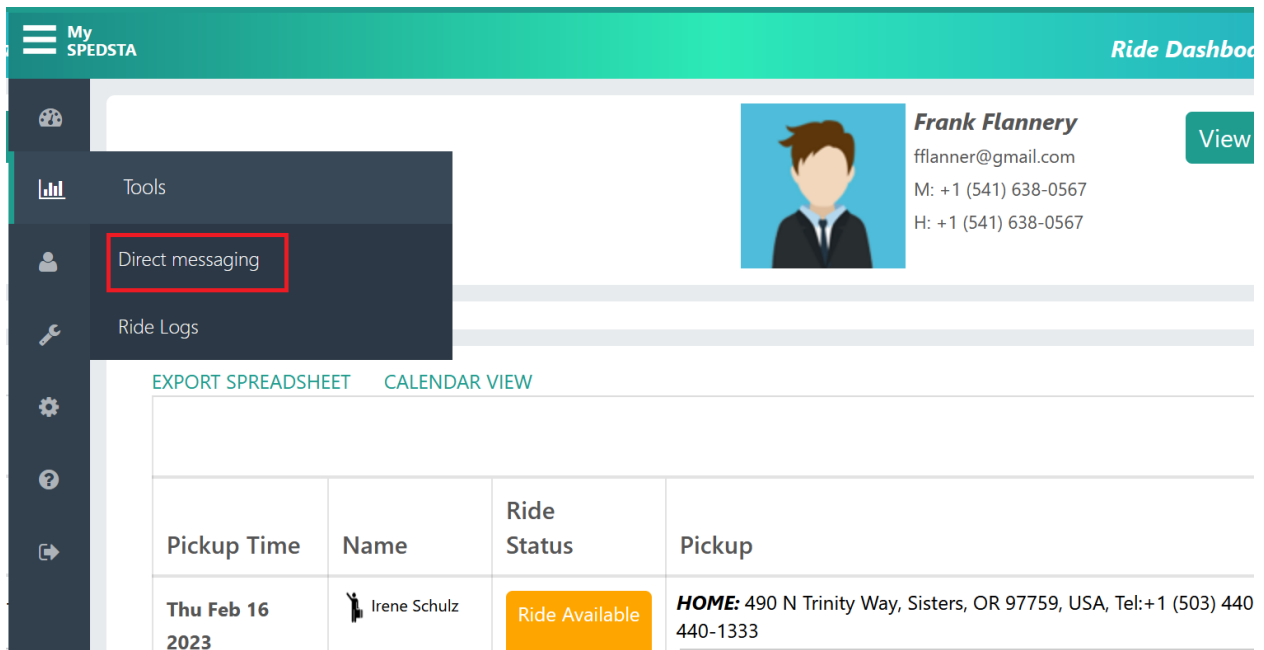
Driver Direct Messaging

As of February 2023, Spedsta has added a feature that allows drivers to send a direct message to the STARS dispatcher on duty. In order to handle issues that pop up outside of our normal dispatch hours, STARS always has a dispatcher checking our various means of communications a few times a day. If a driver needs to communicate with a dispatcher, they now have three options:


1. Call the STARS dispatch number to speak with the dispatcher or leave a voice message for the dispatcher on duty if nobody answers.
2. If the message is directly related to a ride that is already assigned to the driver, the driver can send an email within that ride. This email will go to the dispatcher on duty. This process is fully described in the Driver Training and Reference Guide found here: <https://starsride.org/volunteer/drive-for-us>
3. Use the Spedsta driver direct message tool to message the dispatcher on duty.

In order to utilize the direct message tool, a driver can follow this procedure:

First, navigate to the direct message tool. This is found under the Tools menu on the left hand toolbar:



The screenshot shows the 'My SPEDSTA' dashboard. The top navigation bar is teal with 'My SPEDSTA' on the left and 'Ride Dashboard' on the right. A dark sidebar on the left contains icons for home, tools, direct messaging, ride logs, settings, help, and a share icon. The 'Tools' menu is open, and 'Direct messaging' is highlighted with a red box. To the right of the sidebar, there is a profile card for 'Frank Flannery' with a 'View' button. Below the sidebar, there are links for 'EXPORT SPREADSHEET' and 'CALENDAR VIEW'. A table displays ride information for 'Thu Feb 16 2023'.

Pickup Time	Name	Ride Status	Pickup
Thu Feb 16 2023	 Irene Schulz	Ride Available	HOME: 490 N Trinity Way, Sisters, OR 97759, USA, Tel:+1 (503) 440 440-1333

Once in the direct message tool, a driver should select the “Dispatchers” radio button. This will cause a drop down to appear immediately below the “Dispatchers” button. By default the dispatcher on duty and admin will be checked, so that your message will go to correct recipients. You can also select a specific dispatcher if necessary, but we expect that for most messages, the driver should use the defaults.

The screenshot shows the 'My SPEDSTA' Messaging interface. The 'Send message to:' section has four radio buttons: 'Passenger', 'Driver', 'Partner Organization', and 'Dispatchers'. The 'Dispatchers' radio button is selected. Below it is a dropdown menu showing the selected recipients: 'DISPATCHER ON DUTY : Frank : (M)+15419045545 Extension:701, Sisters Transportation and Ride Share : (M)+15419045545 Extension:701'. Below the dropdown is a 'Select all' checkbox and a list of three recipients with checkboxes: 'DISPATCHER ON DUTY : Frank : (M)+15419045545 Extension:701', 'Sisters Transportation and Ride Share : (M)+15419045545 Extension:701', and 'Verena : (M)+15419045545 Extension:701'. The first two recipients are checked. At the bottom is a green 'SEND MESSAGE' button.

The Driver can then enter their message in the text box and press “SEND MESSAGE”