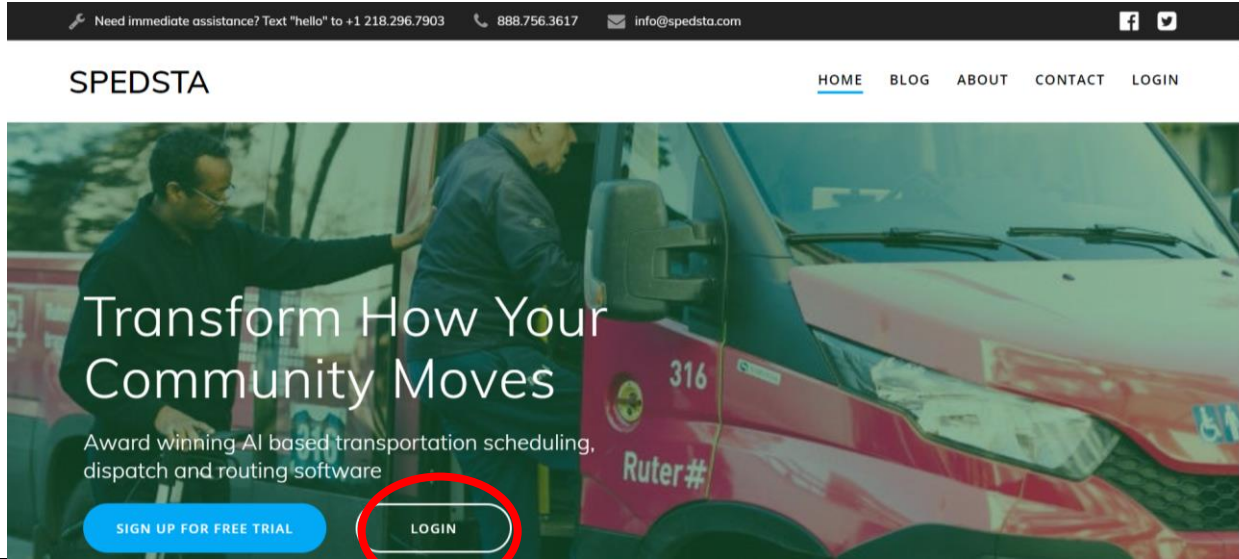


Sisters Transportation and Ride Share

STARS Dispatcher Training and Reference Guide

This is your login screen to the software. Click on "Login"



The Spedsta Login screen appears next. After you Login with email and password below, you will be taken to the Ride Dashboard where you will book rides, check status of rides and perform any necessary administrative functions. Each Dispatcher will have their own login and Passenger Profile. Once created and permissions granted, you will be able to book rides

email: [your email](#)

password: stars4~~your~~*yourfirstname*

If you check "Remember me" you will not be asked to login each time and Spedsta will take you directly to your dashboard.

Spedsta Login

Not a member? Email support@spedsta.com

- Remember me
- Show password

[Forgot Password?](#)

Sisters Transportation and Ride Share


Phone Dispatch Settings: When it is time for you to Dispatch, you will login and go to your profile page (person icon on your navigation bar) and scroll down to **Phone Dispatch Settings** and set the forwarding number to your number. You will need to click on “Update” on Dispatch Settings Page to save and when you are taken back to your Profile Page you will **also** need to “**Update**” again before leaving that page. At the end of your Dispatching shift you will set it back to the **Admin number** and follow the same procedures.



Once you have the phone forwarded to you, you are ready to Dispatch.

Voice Messages: There is a standard STARS greeting loaded into your profile for when the phone is forwarded to your number, and it will play if you are unable to answer. If you wish to change it, you must upload a personal MP3 file which will only affect **your** greeting.


Receiving Voicemail Messages: A voicemail transcription and mp3 file from the caller will be generated by Spedsta and sent to your email address **only** when the phone is forwarded to you. Files will be sent to spedsta@starsride.org no matter the setting. When forwarded to Admin, the weekend monitor will take action on the email, or send it to the Tuesday Dispatcher for action on Tuesday. If a message like this is received from a Spanish speaking person, you will forward it to a Spanish speaking Dispatcher who will return the call and book the ride. Contact information will be provided.

SPEDSTA: Voicemail and transcript received from: +1 (530) 613-3246

 no-reply@spedsta.com
To renmorrell@outlook.com

 Reply  Reply All  Forward 

Thu 2/17/2022 11:42 AM

 47-3719-Verena-Morrell-15306133246-2022-02-17T19-40-32.mp3
127 KB

Voicemail alert

Hi VERENA MORRELL,

You have received a voicemail.

FROM NUMBER: +1 (530) 613-3246

TRANSCRIPT: *Hi . My name is Diane Grant , and my phone number is 530613 32 Forces and I would like to book arrive for next Tuesday . Uh huh . Perhaps to be picked up at two o'clock . Well , right . Thanks . I appreciate you calling back . Okay .*

Cheers,
The Spedsta Team

Voicemail alert

Sisters Transportation and Ride Share

This is the Ride Dashboard. Yours will show **your name in the upper right corner**. This is your **HOME Button** to take you back to this page from anywhere in the program.

When a passenger calls in for a ride you will click on **“Book a Ride”**

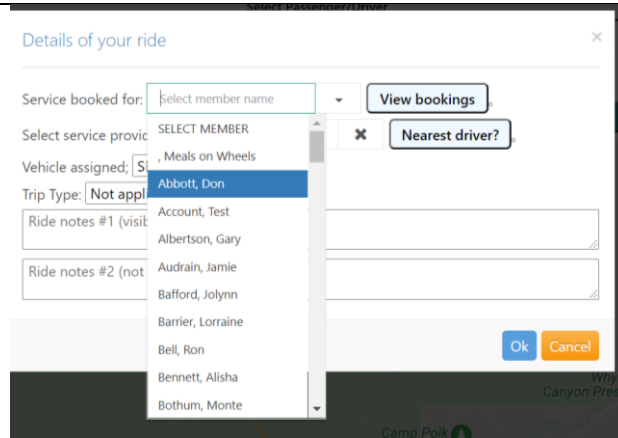
The screenshot shows the 'Ride Dashboard' interface. At the top, there is a navigation bar with 'My SPEDSTA' on the left, 'Ride Dashboard' in the center, and 'Sisters Tr...' on the right. Below the navigation bar, there is a profile section for 'Sisters Transportation and Ride Share STARS' with a red car icon, contact information (stars4ride@gmail.com, M: +1 (541) 904-5545, H: +1 (541) 904-5545), and a 'Book a Ride' button. Below this is a 'Hide Date Range' section with 'Start time' (Thu Aug 26 2021, 07:45 pm) and 'End time' (Sun Oct 24 2021, 11:55 pm) fields, and a 'Find Your Rides' button. At the bottom, there is a table with columns for 'Pickup Time', 'Name', 'Ride Status', 'Pickup', 'Dropoff', and 'Notes'. The table contains one row for a ride on Fri Aug 27 2021 at 2:55pm, with pickup location 'HOME: 601 Brooks Camp Road, Sisters, OR, Apt. #306 [Ponderosa Heights Apartments], Cell:+1 (530) 613-3246' and dropoff location 'ST. CHARLES FAMILY CARE CLINIC: - SISTERS: 630 North Arrowleaf Trail Sisters, OR, +1 (541) 549-1318'. A 'View Confirmation' button is next to the ride status. The notes mention an emergency contact and health information.

This screen will appear when you click Book a Ride. Now click: **“Select Passenger/Driver”**

The screenshot shows the 'Book Ride' interface. At the top, there is a navigation bar with 'My SPEDSTA' on the left, 'Book Ride' in the center, and 'Sisters Tr...' on the right. Below the navigation bar, there is a 'Select Passenger/Driver' dropdown menu, which is circled in red. Below this are 'Pickups' and 'Dropoffs' dropdown menus, and text input fields for 'Enter pickup address or tap map' and 'Enter dropoff address'. There is also a 'Pickup time & date' field and a 'SUBMIT >' button. At the bottom, there is a map showing the location of the pickup and dropoff points, with labels for 'Black Butte Ranch', 'Camp Polk Meadow Preserve', and 'Whychus Canyon Preserve'.

Note: If the Passenger has already been entered into the system you will see them in the Service Booked for dropdown box when you open the box. You can start typing in their last name and then select it from the dropdown list. **DO NOT TYPE IN THEIR ADDRESS.** If they are a first-time rider, you will need to enter them as a **new** passenger. (Covered Later)

Sisters Transportation and Ride Share



NOTE: Do not Select Driver, Vehicle, Trip Type or Nearest Driver as we are not making those assignments from this screen.

Ride notes #1: Add information helpful to the driver who will be accepting the ride. Such as: Sedation Information, Companion Rider Name, Passenger Special needs. **Also enter Booked by and your name.**

Once you have all necessary information click on **OK**. This will take you back to the Dashboard and the book a Ride screen.

Pickup and drop off boxes (1 and 2 on screen shot below):

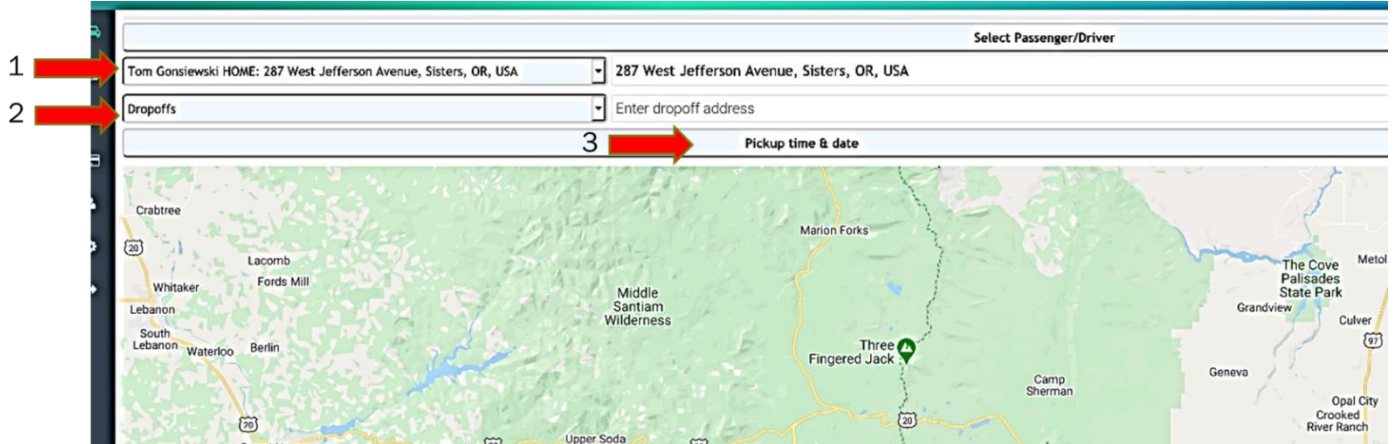
To see the choices, click on the "X" by each box. The passenger's information will be the first entry in the Pickup Box. Select their name and it will autofill their address, **PLEASE DO NOT TYPE IN THE ADDRESS** as it affects our reports when we do not use our favorites.

If the drop off is a location that has been entered, you can start to type (after you click the "X") and the program will search for the drop off location. We have entered most locations by facility name into our favorites list, but **if the location has not been entered you will need to create a new favorite location.**

How to enter new passengers and new favorite locations is covered later.

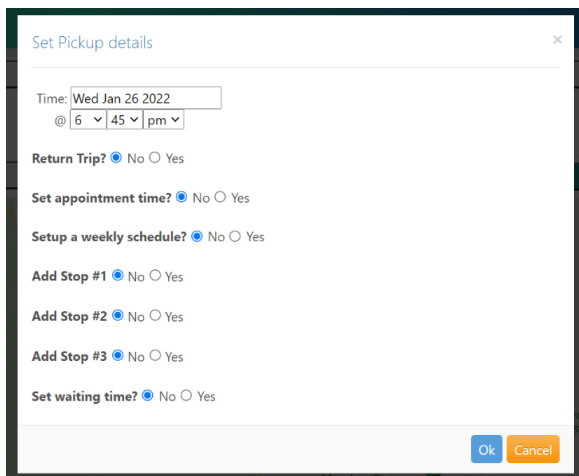
Sisters Transportation and Ride Share

Next, click on the Pickup time and date bar (# on screen shot below)



The “Set pickup details” screen is where you enter “Pick up Time and Date”.

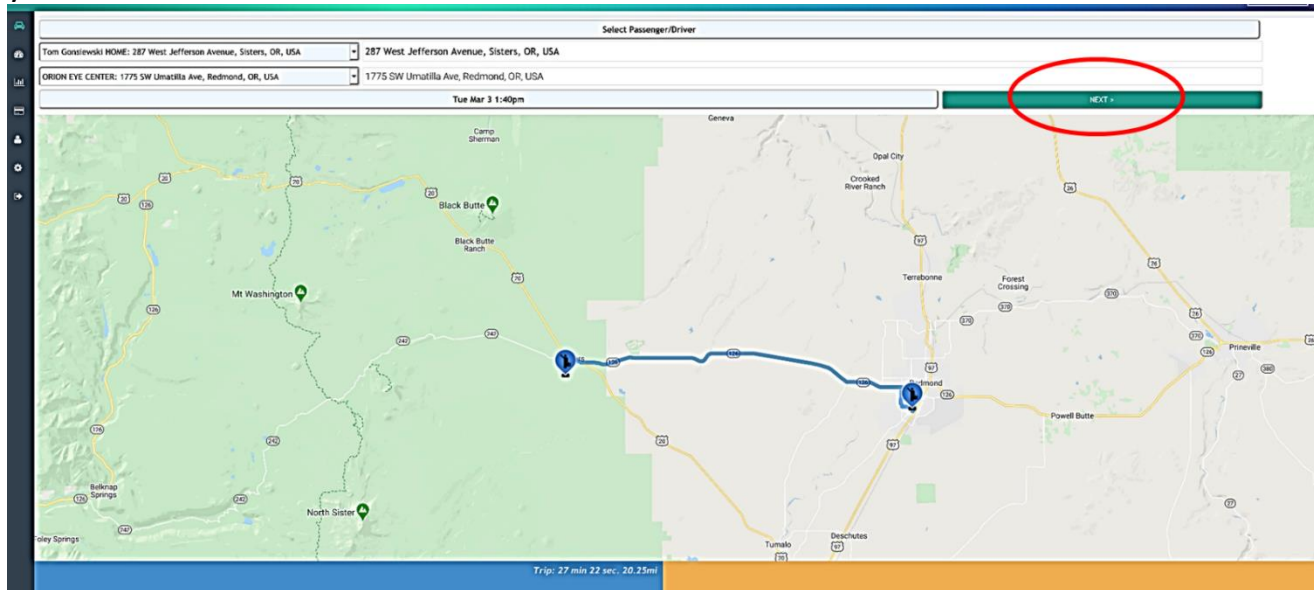
- Click on the Time and a calendar will open to choose the pickup date. Select the date and time the passenger wants to be picked up. Make sure you choose the correct am or pm choice.



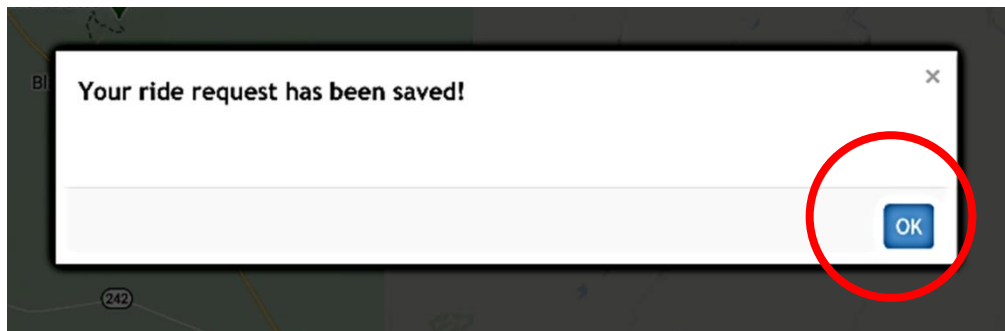
- Do not set a return trip.
- Set appointment time. Clicking Yes will open the box. Be careful because the program automatically sets pick up and appointment time an hour apart.
- Do not choose the Weekly Schedule, or the Add Stop options.
- Set appointment wait time. Clicking Yes will open the box.

Sisters Transportation and Ride Share

Click “OK” to go back to this screen. Click on “SUBMIT” to save. If you do not click “SUBMIT” your ride will not be booked.



This confirms that the ride has been saved and is ready for a driver to accept the ride. Click “OK”



Click “OK” to return to the Ride Dashboard. This shows the ride that you just created for the passenger.

Click on “View Requested Ride” to check and **verify information**. The ride will appear on Driver Dashboards when it appears on the Dispatcher Dashboard.

At this point, you have successfully booked a ride for an existing passenger.

Sisters Transportation and Ride Share

Ride Dashboard

Sisters Transportation and Ride Share (STARS)
 ***** (0)
 Reliability: 17% (11/64)
 Response Time: 3 days

Book a Ride

Hide Date Range

Start time: Tue Feb 25 2020 04:45 pm
 End time: Fri Apr 24 2020 11:55 pm

Find Your Rides

Export to spreadsheet CALENDAR VIEW

Pickup Time	Name	Ride Status	Origin	Destination
Tue Mar 3 2020 1:40pm +27 min 22 sec 20.25 mi Action	Tom Gorsiewski	View Requested ride	287 West Jefferson Avenue, Sisters, OR, USA	Orion Eye Center: 1775 SW Umatilla Ave, Redmond, OR, USA

Note: If you need to see rides in a different date range, enter the range and click “Find Your Rides”.

The Action Drop down: From your dashboard you can modify, change, and cancel rides by using the “Action” dropdown box for each ride by clicking on the Action drop down.

Ride Dashboard

Sisters Transportation and Ride Share (STARS)
 ***** (0)
 Reliability: 17% (11/64)
 Response Time: 3 days

Book a Ride

Hide Date Range

Start time: Tue Feb 25 2020 04:50 pm
 End time: Fri Apr 24 2020 11:55 pm

Find Your Rides

Export to spreadsheet CALENDAR VIEW

Pickup Time	Name	Ride Status	Origin	Destination
Fri Mar 6 2020 1:50pm +28 min 53 sec 21.45 mi Action	Tom Gorsiewski	View Requested ride	287 West Jefferson Avenue, Sisters, OR, USA	Cascade Medical Imaging: 1531 NW Canal Blvd, #100 Redmond, Oregon 97756

Canceling rides please refer to the Ride Cancellation procedures document.

Action Drop down for Email:

When communicating about a specific ride ALWAYS use the Email function in Spedsta from the Action dropdown box. When you do this, you will create an email thread concerning the ride that everyone can see.

NOT AVAILABLE IF NO DRIVER FOR RIDE

spedsta.com/emailThread:7216_25966534161998:3513

Sender	Time	Comments
Sisters Transportation and Ride Share (STARS)	Mon Mar 16 3:15pm	Appointment starts at 10:00 am. Bill is having a crown replaced. appointment length approximately 90 minutes. No need to get there more than 15 minutes in advance.
Dielle Eckford	Tue Mar 17 10:15am	Passenger cancelled because dr appointment was cancelled
Sisters Transportation and Ride Share (STARS)	Tue Mar 17 10:25am	doing this after talking to you. no need for you to do anything

Type your message here to Dielle Eckford...

SEND EMAIL

Sisters Transportation and Ride Share

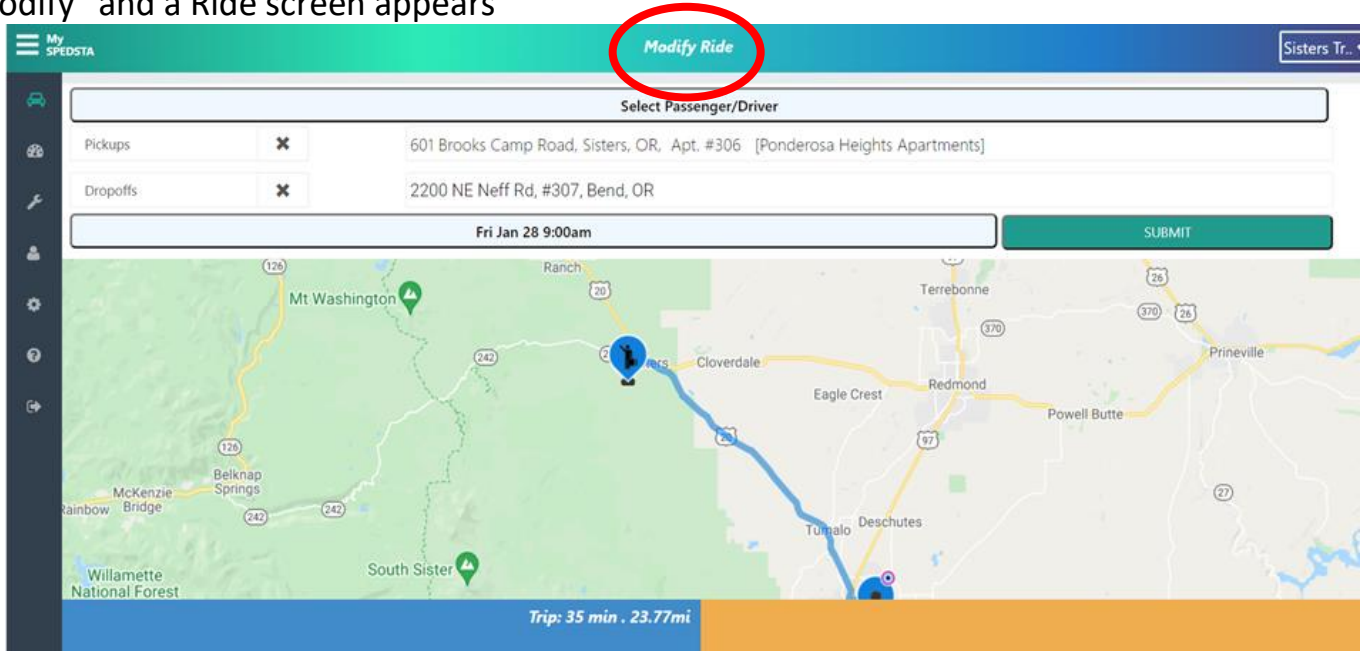
HOW TO MODIFY OR COPY RIDES

To **modify** a ride:

Go to “Action” drop down next to the passenger's name and click on modify.

Pickup Time	Name	Ride Status	Pickup	Dropoff	Modify Select all
Fri Jan 28 2022 9:00am App: 9:45am +35 min 23.77 mi	Diane Grant Ann Marland	View Confirmation	HOME: 601 Brooks Camp Road, Sisters, OR, Apt. #306 [Ponderosa Heights Apartments], Cell:+1 (530) 613-3246 NOTE: One-way ride; daughter will bring her home. Booked by Karen T.	THE CENTER - SUMMIT ORTHOTICS & PROSTHETICS: 2200 NE Neff Rd, #307, Bend, OR, +1 (541) 389-5422	Emergency contact is daughter Trish Alderson 916-276-7155 cell. Pick Diane up 5-10 min. early as she has tendency to run late. Compromised immune system; no mobility issues. Diane may ask driver on occasion to stop at BiMart so she can purchase medical items. / Vaccinated <input type="checkbox"/>
App: 11:00am Wait:60mins +33 min 23.17 mi	Mickey Macey	Requested	HOME: 69420 Green Ridge Loop, Sisters, OR 97759, USA, Tel:+1 (541) 549-0437 NOTE: Booked by Rennie	BEND OPHTHALMOLOGY: 2357 Northeast Conners Avenue, Suite 101, Bend, OR, +1 (541) 389-3166	EC: Dr May Fan 541-706-5440; Vaccinated

“Modify” and a Ride screen appears



Sisters Transportation and Ride Share

You can change any of the fields just as if it is a new ride. Be sure to set the Driver as “Broadcast to ALL” if the driver cannot do the ride and you are rebroadcasting the ride.

Other changes could be time of the pickup, appointment time or drop-off location, etc.

If it location choose new location from drop down

Make your changes and click OK

Click **Submit** and then **OK** to confirm changes to this ride

To **copy** a ride.

This can be used if passenger calls with a ride already scheduled and wants to make a new appointment with same facility with same appointment, pickup and wait times in the future

Go to the Action dropdown and pick “**Copy**” and the ride screen appears

The screenshot shows the My SPEEDSTA app interface. At the top, there is a navigation bar with a menu icon, the text "My SPEEDSTA", and a "Copy Ride" button circled in red. Below the navigation bar is a "Select Passenger/Driver" dropdown menu. The main content area shows a map with a route from 154 E Washington Ave, Sisters, OR 97759, USA to 625 North Arrowleaf Trail, #104, Sisters, OR. The date and time are set to Thu Feb 3 10:10am. A "SUBMIT >" button is visible on the right. The map shows various landmarks including GrandStay Hotel & Suites Sisters, McDonald's, Fika Sisters Coffeehouse, Ray's Food Place, Sisters Inn & Suites, Bi-Mart Membership Discount Stores, Anneline's Bakery & Cafe, Sisters Ranger Station - Deschutes National Forest, Sisters Saloon & Ranch Grill, and Cottonwood Cafe. The trip duration is 3 min and 1.01mi.

Go to the box with the date and time. Enter the new date of the new ride. Be careful here and double check times because the software automatically makes the Pickup Time and Appointment Time an hour apart.

Submit and OK the same as if you are booking a new ride.

Note: There is a place in Set ride details that asks if it is a weekly ride. You may use that function if the appointment will be every Thursday for 4 week to make it easier. Just be sure to double check your rides after you have booked them to make sure all dates and times are correct.

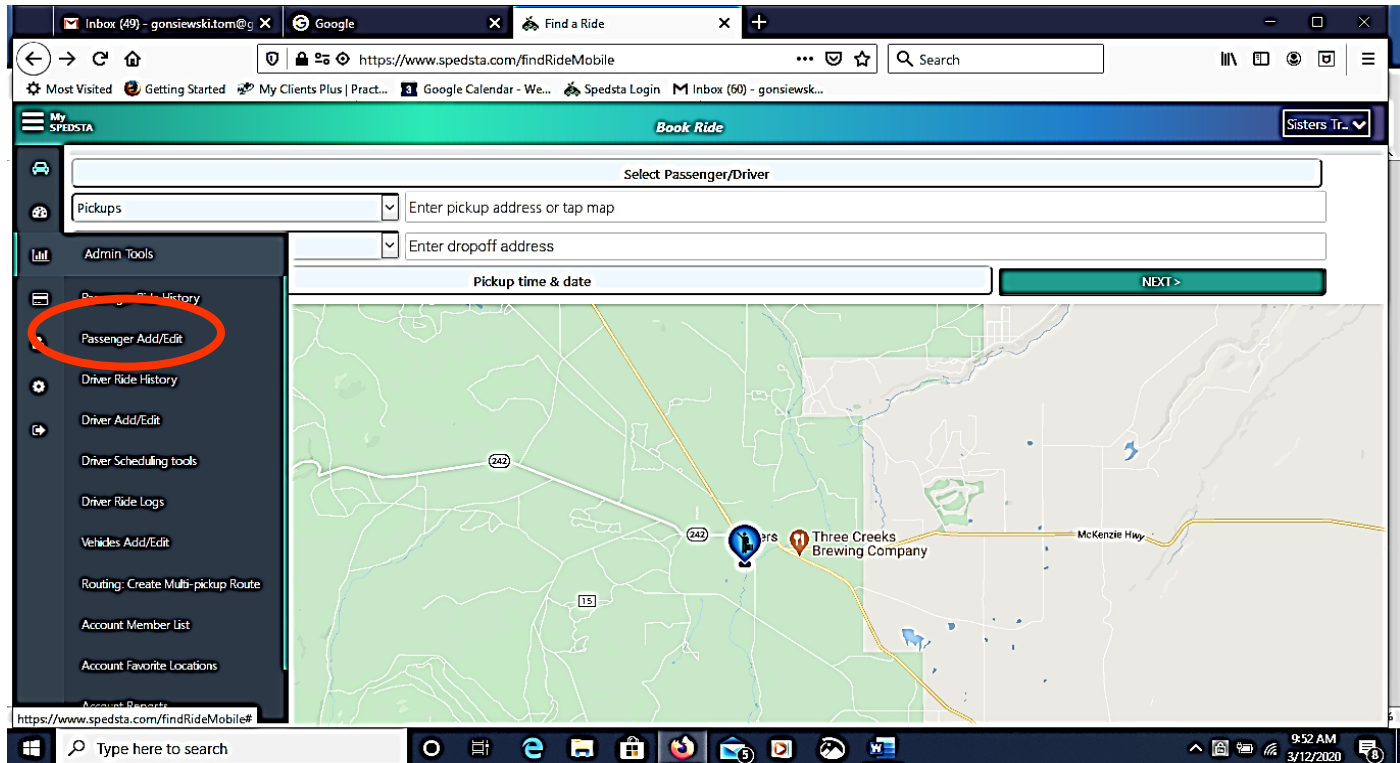
INSTRUCTIONS FOR CANCELING RIDES IS IN A SEPARATE HANDOUT

Sisters Transportation and Ride Share

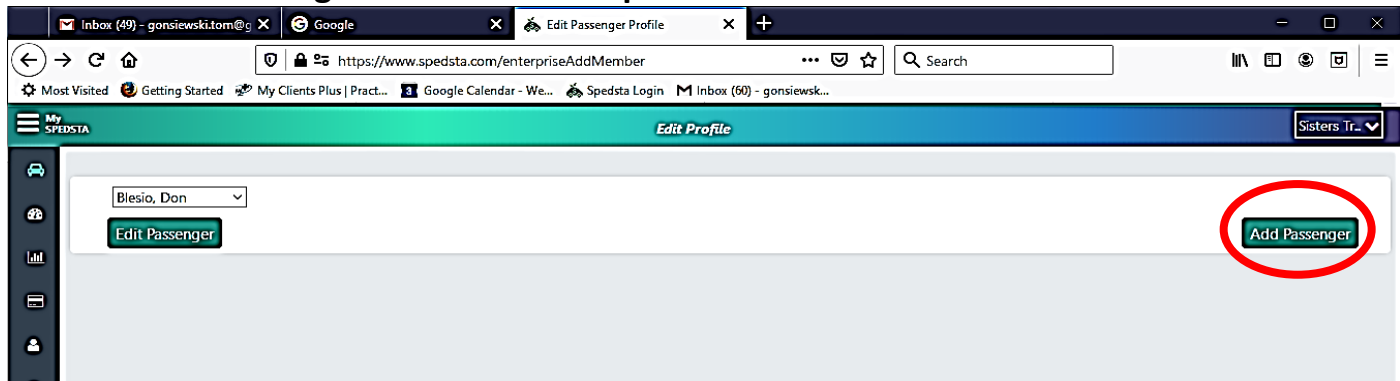
ADDING NEW PASSENGERS INTO DATABASE

When you start to book a ride and **verify the passenger calling is a new member**, you need to create an account for them. Forms are provided so you may write down their information before you do this and once you are no longer on the phone, you can more easily enter them and book their ride.

Once logged in, go to the “Admin Tools” icon and click on “Passenger Add/Edit” icon



Click on Add Passenger to create a new profile



Note: Should you have a passenger who tells you their information has changed, you can select them here from the “Edit Passenger” dropdown box on the left and edit their profile.

Sisters Transportation and Ride Share

When creating a profile for a new passenger, Type in Passengers first and last names and click “Create Account”

The screenshot shows a web browser window with the URL <https://www.spedsta.com/enterpriseAddNewMember:passenger>. The page title is "Add New Passenger". The form contains the following fields:

- First Name: Rosa
- Last Name: Parks
- Member Email (not mandatory):
- Member account password. ex.firstname-lastname (not mandatory):

Below the form, it states: "You are an admin for the following communities: Sisters Transportation And Rideshare (STARS) (Community Code: SistersCountry123)". A red circle highlights the "Create Account" button.

Next screen. Click “OK”

The screenshot shows a dialog box with the text: "Account created. Please click OK and enter remaining profile details". A red circle highlights the "OK" button.

A passenger profile form should appear after you click **OK**, but if not, you can go back and select Edit Passenger and select the profile name you created. Add Passenger information by completing the entire input box and entering all pertinent information. Birthday, ethnicity, income are not required . When done, click “**Submit Edits**” to save.

Please note the following: Passengers must provide address, phone number, mobility issues and Emergency Contact Information and vaccination status **before a ride can be booked**. Passengers must provide a valid email if they want to receive a ride confirmation email.

An email is not required for passengers.

Dispatchers must also type in the Passenger’s emergency contact name and phone number in Special Notes box #1 in their profile to make sure the Driver confirmation email contains passenger emergency information.

Sisters Transportation and Ride Share

My SPEDSTA Edit Profile Sisters Tr. ▾

Verena
Morrell
17385 Mountain View Rd, Sisters, OR, USA

Any special notes on the member?

Member contact details:
renmorrell@outlook.com
+1 (541) 610-2098 +1 (541) 549-6469

Admin only details (Special Notes #1 visible to driver)
Jim Morrell emergency contact 541-280-1847/2022/ Vaccinated
Dispatcher and driver
Special Notes #3

Affiliated Organization: No organizations in community ▾
Date of Birth: 04/13/1955
Date enrolled: 02/06/2020
Member Status: None Selected ▾

Conditions, Mobility Aids, Veteran Status and Mobility are the fields that must be completed.

DO NOT FORGET TO SUBMIT EDITS BEFORE YOU LEAVE THIS PAGE

On the next screen, click **“OK”**. Scroll back to the top of the page after you click **“OK”** and click on your name in top right hand corner to go back to the Ride Dashboard.



Sisters Transportation and Ride Share

ADDING NEW FAVORITE LOCATIONS TO THE DATABASE

Go to “Admin tools” and click on “Account Favorite Locations”

The screenshot shows the 'Ride Dashboard' interface. On the left, a dark sidebar menu is open, displaying various options. The option 'Account Favorite Locations' is circled in red. The main content area shows a star icon for 'Sisters Transportation and Ride Share (STARS)' with a 'Book a Ride' button. Below this, there are input fields for start and end times. A table below shows ride details with columns for Ride Status, Origin, and Destination. The table contains two rows of ride information.

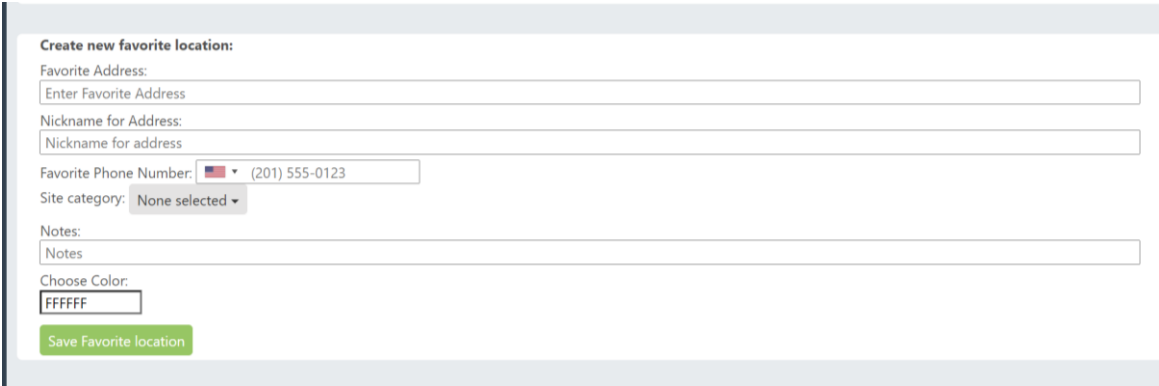
Verify the favorite location is not already in the system by searching all favorite places which have already been entered.

Export to spreadsheet

Favorite ID	Nickname	Neighborhood	Address	Color	Delete	Modify
+ 1113	Bend Chiropractic and Wellness	River West,Bend	131 Northwest Hawthorne Avenue, Bend, OR	FFFFFF	Delete	Modify
+ 439	Bend Dermatology - East Bend	Mountain View,Bend	2747 NE Conners Ave., Bend, OR	FFFFFF	Delete	Modify
+ 440	Bend Dermatology - Redmond	Redmond	236 NW Kingwood Ave. Redmond, OR	FFFFFF	Delete	Modify
+ 438	Bend Dermatology - West Bend	Summit West,Bend	2855 NW Crossing Dr., Ste. 104, Bend, OR	FFFFFF	Delete	Modify
+ 1066	Bend Neurological Associates	Mountain View,Bend	2349 Northeast Conners Avenue, Bend, OR	FFFFFF	Delete	Modify
+ 954	Bend Ophthalmology	Mountain View,Bend	2357 Northeast Conners Avenue, Suite 101, Bend, OR	FFFFFF	Delete	Modify
+ 873	Bend Plastic & Reconstructive Surgery	Mountain View,Bend	1239 Northeast Medical Center Drive, Bend, OR	FFFFFF	Delete	Modify
+ 657	Bend Spine & Pain Specialists	Southern Crossing,Bend	929 SW Simpson Ave Ste 250, Bend, OR	FFFFFF	Delete	Modify

Sisters Transportation and Ride Share

If the favorite place does not exist after you search for it in the favorites list. Create a new one.



The screenshot shows a form titled "Create new favorite location:" with the following fields and options:

- Favorite Address:** A text input field with the placeholder text "Enter Favorite Address".
- Nickname for Address:** A text input field with the placeholder text "Nickname for address".
- Favorite Phone Number:** A field with a dropdown menu showing a US flag and the number "(201) 555-0123".
- Site category:** A dropdown menu with the text "None selected".
- Notes:** A text input field with the placeholder text "Notes".
- Choose Color:** A color selection field showing the hex code "FFFFFF".
- Save Favorite location:** A green button.

Enter favorite address (do not click on map to create favorite), name (Nickname for Address), phone number and any pertinent notes (upstairs office, side entrance, etc.) Notice the format of how existing entries are made and use the same format.
click "Save Favorites" Once Favorite is saved, click "OK"

Click on your name in the upper righthand corner to go back to the Ride Dashboard.

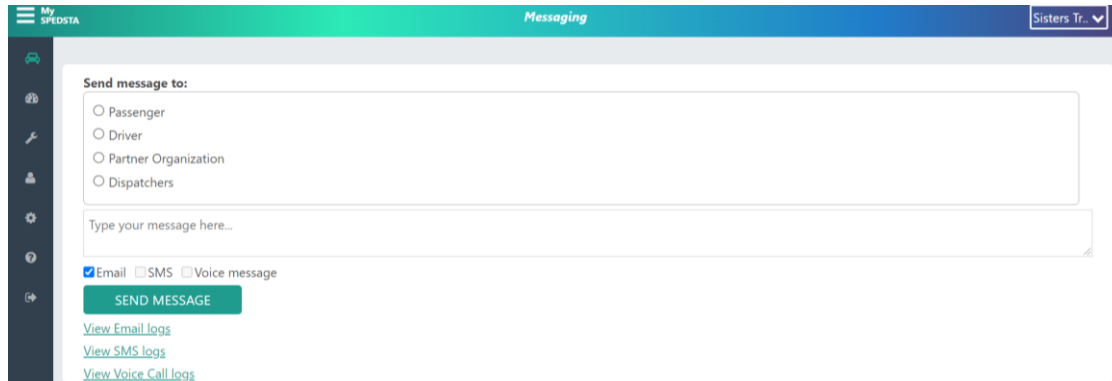
You may now Book a Ride for the Passenger using the favorite you created.

If it is not on the list, you may not have saved it properly.

Sisters Transportation and Ride Share

SHORT LEAD-TIME RIDES - DIRECT MESSAGES (DM)

In ADMIN TOOLS (Wrench icon) there is a function for Direct Messaging, Currently, we only DM Drivers and Dispatchers. You may select ALL Drivers/ALL Dispatchers, or you may select them individually. You cannot send the same message to both at the same time. Dispatchers will primarily use this function to email about SHORT LEAD Rides.



It STARS Policy not to book rides less than 48 hours in advance.

Even 48 hours may not always be enough time to get a driver since a broadcast message will not be received by drivers until the next day.

In this case of a short-lead ride request, Dispatchers should create a **DM** within to all Drivers alerting them of the short lead time ride request.

This is particularly an issue if a ride is booked for Monday when you are Dispatcher on Thursday and no one will be dealing with rides until the following Tuesday. This is not likely to happen often, but when it does you need to:

- Tell the Passenger short-lead ride requests are more difficult to fill and drivers may not be available.
- Tell the Passenger to consider alternatives in case we can't find a driver, and that we will try our best to get them a ride.
- Send a DM to drivers from within Spedsta as soon as it is booked letting them know about the short lead ride.

The Dispatcher on duty will continue to follow up on the ride and notify the passenger if a driver has not been found before 3 PM the day before their appointment is scheduled. If no driver is found, the Dispatcher will cancel the ride after notifying the passenger.

If the ride is not picked up by Friday noon for a Monday Ride, the Thursday dispatcher will call the passenger and let them know a driver is not yet available and ask them whether to cancel or to wait and see if a driver confirms over the weekend. This gives the passenger the ability to reschedule their appointment or find someone else to drive them.