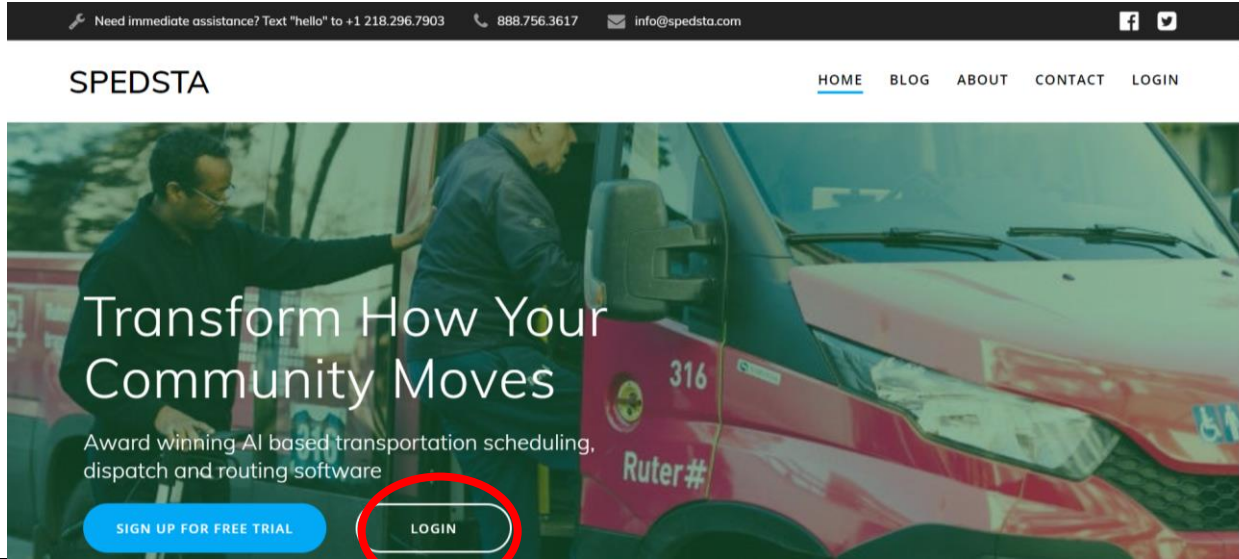# Sisters Transportation and Ride Share

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*yourfirstname*

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

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

NR 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

1/5/23

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"**

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

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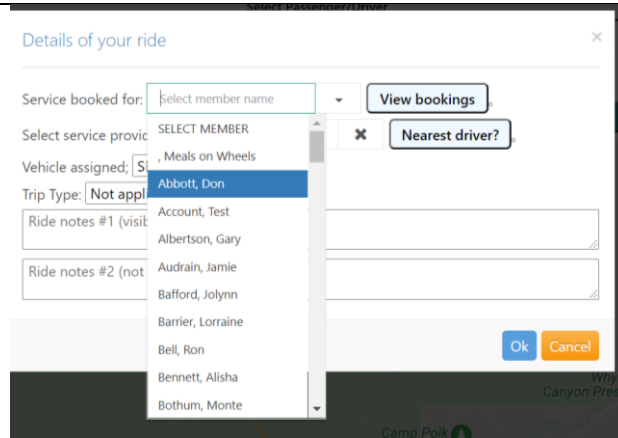
NOTE: Do not Select Driver, Vehicle, Trip Type or Nearest Driver as we are not making those assignments from this screen.

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.*

1/5/23

Sisters Transportation and Ride Share

Next, click on the Pickup time and date bar (# on screen shot below)
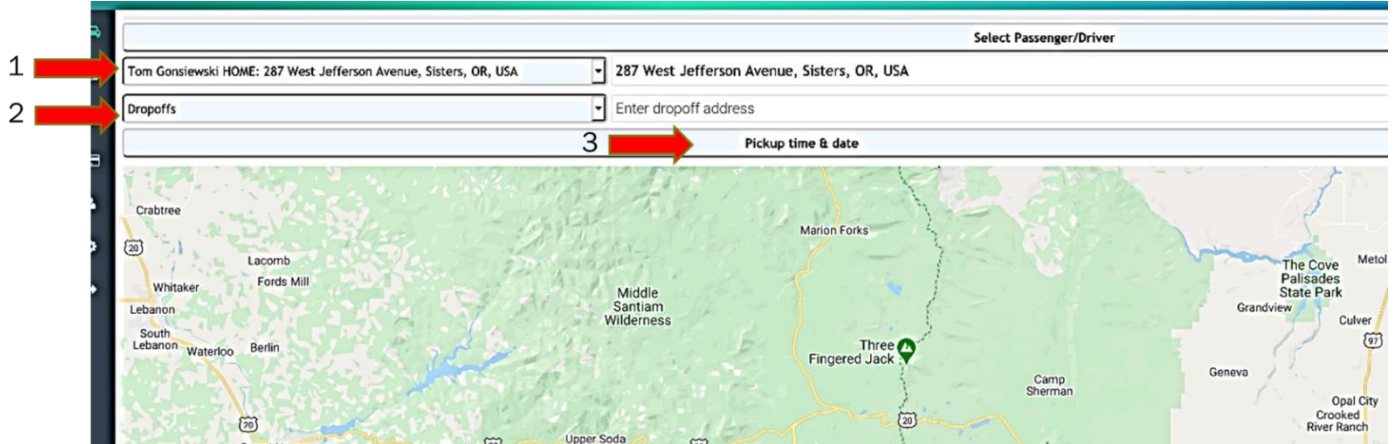
**The "Set pickup details" screen is where** you enter "Pick up Time and Date".

- 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.
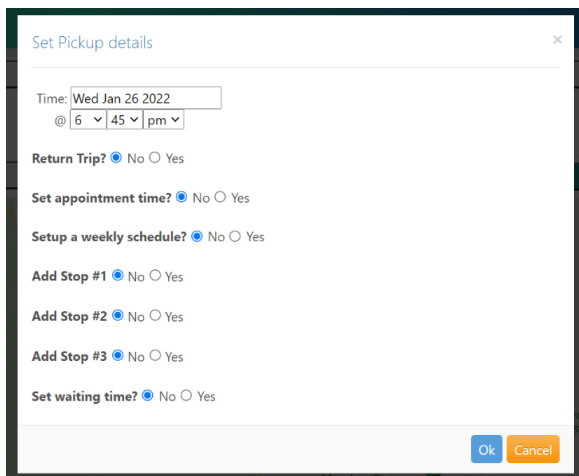

- Do not set a return trip.
- Set appointment time. Clicking Yes will open the box. Be careful because the program automatically sets pick up and appointment time an hour apart.
- Do not choose the Weekly Schedule, or the Add Stop options.
- Set appointment wait time. Clicking Yes will open the box.

1/5/23

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.
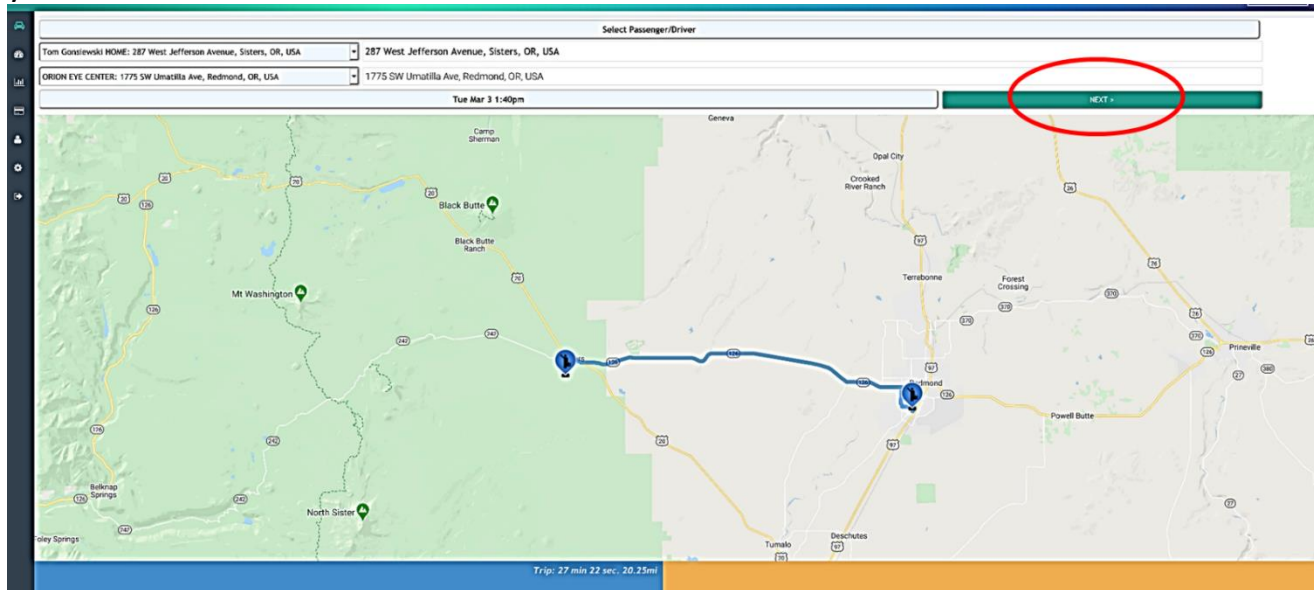
This confirms that the ride has been saved and is ready for a driver to accept the ride. Click **"OK"**
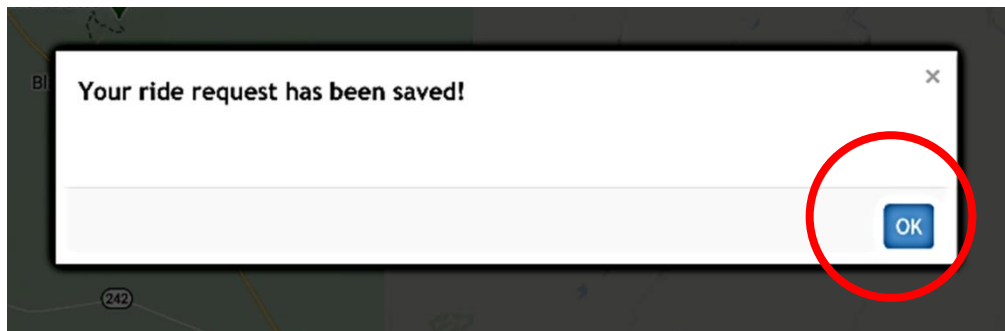
Click "OK" to return to the Ride Dashboard. This shows the ride that you just created for the passenger.

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.

1/5/23

Sisters Transportation and Ride Share

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.

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
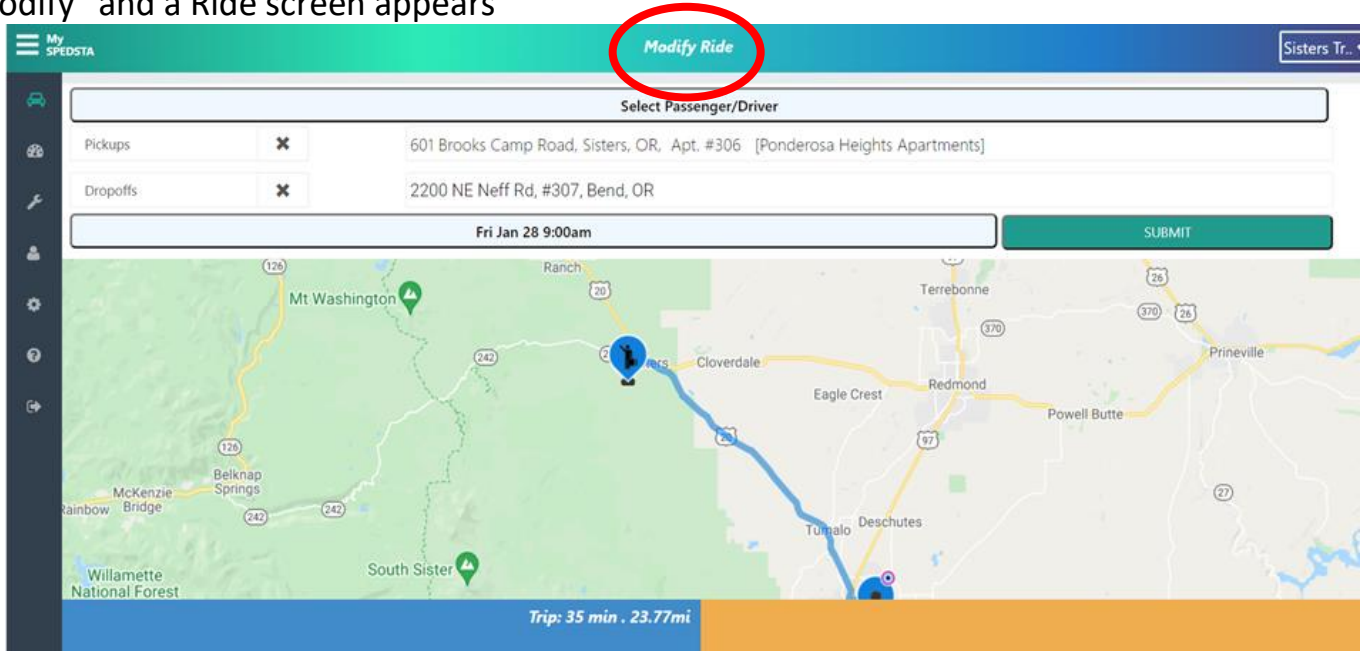
1/5/23

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.

"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

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.
Sumit 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

1/5/23

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
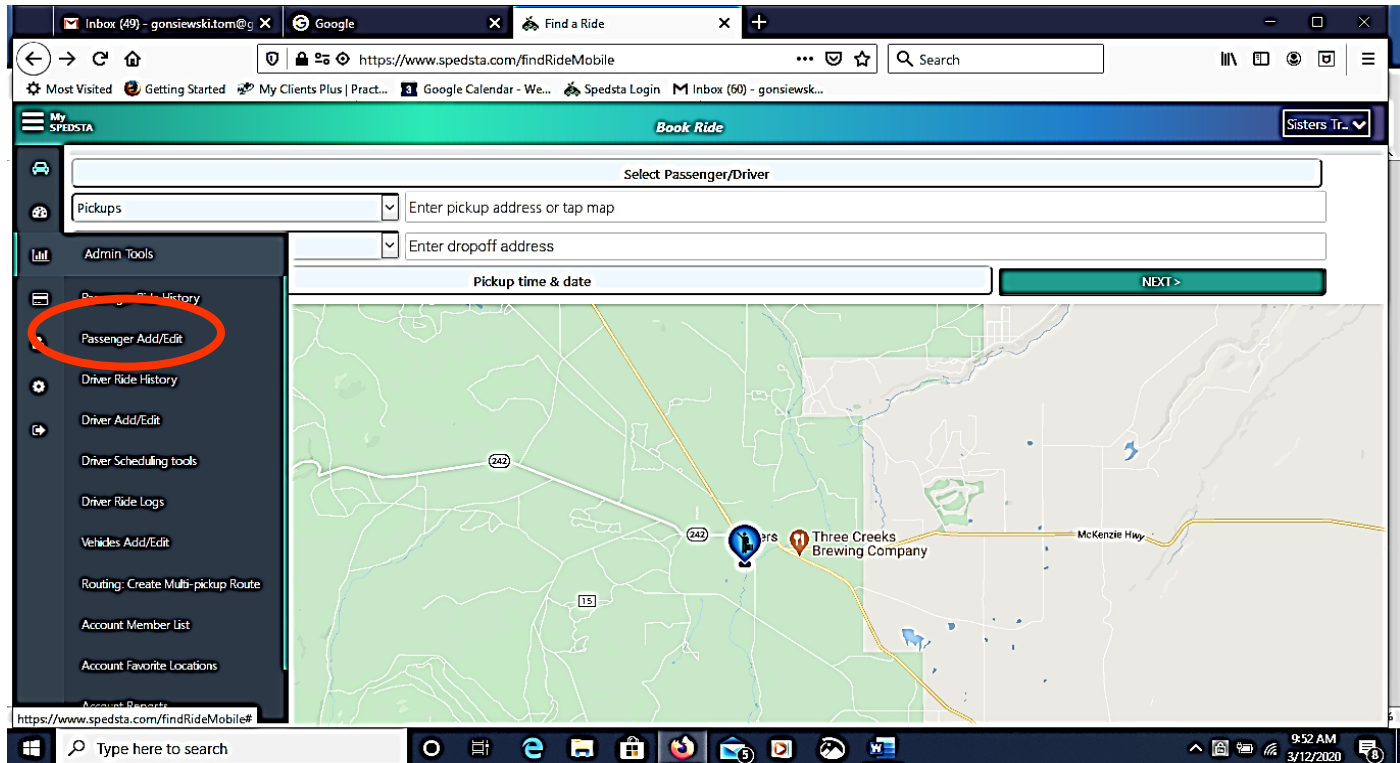
Click on Add Passenger to create a new profile
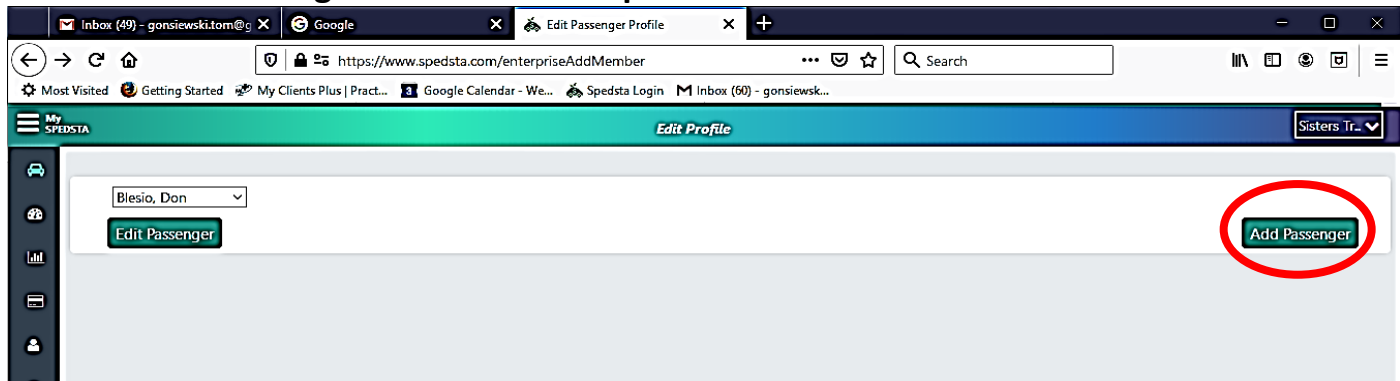
Note: Should you have a passenger who tells you their information has changed, you can select them here from the "**Edit Passenger**" dropdown box on the left and edit their profile.

1/5/23

Sisters Transportation and Ride Share

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

Next screen. Click "OK"

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.

1/5/23

Sisters Transportation and Ride Share

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

<mark>DO NOT FORGET TO SUBMIT EDITS BEFORE YOU LEAVE THIS PAGE</mark>

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

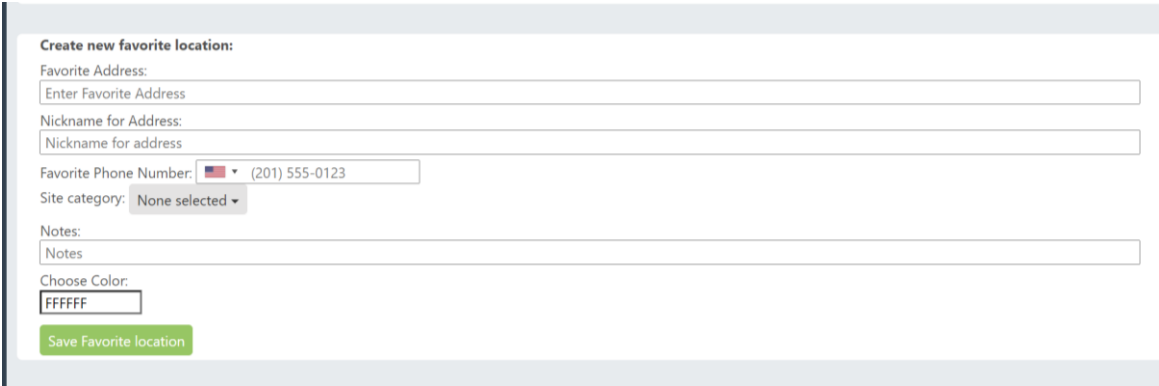| |
|---|
| **ADDING NEW FAVORITE LOCATIONS TO THE DATABASE** |
| Go to **"Admin tools"** and click on **"Account Favorite Locations"** |
| |

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

1/5/23

Sisters Transportation and Ride Share

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

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.

1/5/23

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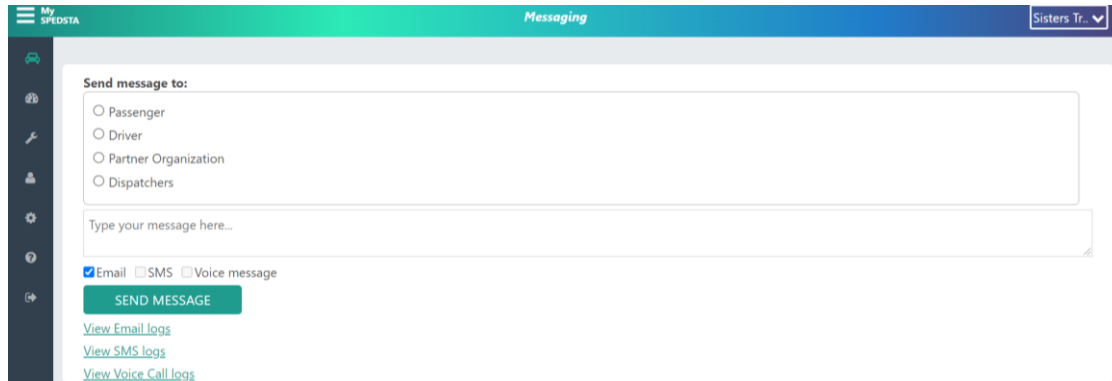
It STARS Policy not to book rides less than 48 hours in advance.

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.

1/5/23