Listed here are a few of the features in Easy Rides

|  | **EASY RIDES - For FCRTA Operations and Maintenance bidders** |
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|  | Software is automated, providing for real-time and batch order taking, and scheduling and dispatching of paratransit transportation trips. It operates using a commercially available mapping platform and be fully operable on modern web browsers such as Chrome, Explorer, Firefox, etc running on Windows 7 and above workstations. The mapping software is fully compatible with the mapping software used by the tablets. It is based on an open architecture and integrated with Automatic Vehicle Locator (AVL) and tablet technology. The software has multi-user capability which allows more than one (1) user at a time working at different workstations to access and effectively use the software for all associated activities. Easy Rides runs as a windows desktop app, hosted in a data center. Users connect via Microsoft Remote Desktop. |
|  | All addresses are searchable, and on the trip form, addresses most common for that client are listed for easy selection. |
|  | Agents can have different levels of permissions and are password protected. |
|  | Each change to a trip ticket is logged and can be reviewed, including the time and agent name. |
|  | Upon entering a new address, it is automatically geocoded. If it cannot be geocoded, the users are presented with a map to manually place a pushpin for the address. That pushpin is saved, so all future uses of the address will use that location. |
|  | Mapping is provided by Google Maps, updates are continuously added. If a data error is found on the map, you can submit a notice, and it is typically updated within 2-3 weeks. |
|  | Display all help and version information on-line. |
|  | Software updates can be run while users are in the software, they will see the new version the next time they log in. |
|  | For each client, the software will display names, picture, identification number, street addresses, building name and number, unit name or number, telephone number (at least two telephone numbers), city, state, zip code, GPS coordinates, birth date, registration date, expiration date, emergency contact name and telephone numbers (at least two), sponsor, ADA category, mobility aides, contact information formats (i.e. large print, Braille, etc.), additional passengers, fare, 200 character minimum manifest comment, and two or more user-labeled 200 character memos, for each client and easily changed by the software user. |
|  | Client record shows all currently booked trips. While booking new trips, you can view current and past trips to see how other trips have been scheduled. Defaults can be set to speed up trip entry. |
|  | There is no limit to how many clients can be added. We have systems with over 20,000 registered clients. You can search for client based on any data on the client record including name, phone number address and notes. |
|  | The software will develop optimal schedules based on user defined controls and parameters including: variable seating and wheelchair capacities by vehicle; travel times for various trip lengths; variable load and unload times for each person or type of mobility; vehicle dwell time; lunch breaks; and maximum ride time, and number of in-service vehicles. |
|  | Trips are optimized for quick entry, loading defaults for each client. Return legs are even easier, as you can just click Next-Leg and everything, but the requested times are already filled out for you. |
|  | Easy Rides has several tools for optimizing a route |
|  | Easy Rides handles systems from 2 to over 75 vehicles. |
|  | Easy Trip has a unique Trip ID, that can be used as a confirmation number. The client record shows a list of all trips booked for the client, including display of the Trip ID. |
|  | Easy Rides can book trips for any date the user chooses. Subscription or rerun trips can be book just as easily as individual trips and can be for any range of dates and specific days of the week. Short term reruns or trips that don't follow a regular pattern of days can also be created. Subscriptions can be paused for clients if they won't be riding for a period such as going on vacation. |
|  | Individual or subscription trips can be pre-assigned to a route in advance. |
|  | Easy Rides allows both standing orders and call-in orders to be scheduled using the most efficient route or to a specific route. |
|  | Easy Rides can schedule call-in and standing orders using a pickup and drop off time. |
|  | When a standing order is changed, the user is presented with options for when they want the changes to apply to the order. For example, a riding daily may call in and wish to start being picked up at 9AM instead of 8AM starting 2 weeks from today. The user would be able to make the change now, and have it applied at the correct time. |
|  | After a trip is cancelled, a user can use the edit route tool to re-evaluate the most efficient order of stops for that route. |
|  | In Easy Rides, we allow for user override on each trip relative to the client's default mobility, sponsor, class, ADA, additional passengers, and fare. |
|  | If marking a trip as denied you can choose a reason for the denial and report based on any reason. |
|  | User may temporarily block call-in trips for clients currently suspended and to suspend riders. |
|  | Easy Rides displays lists of all of a client's standing orders when entering a call-in order. |
|  | Easy Rides places each address into a 'site'. Each site has a color and a label. The labels can be configured to indicate in or out of the ADA corridor. On the trip form, when a user selects the pickup and drop-off address, the user will see the sites involved and determine if the trip is in the corridor. Easy Rides does not support variable corridors based on time of day. Easy Rides does warn/prevent you from assigning a ticket to a route that is not scheduled to run at that time. |
|  | Easy Rides will alert of a trip exceeds a travel time multiplier. For example, a 10-minute trip and a 2.5x travel factor won't let a trip be longer than 25 minutes. |
|  | Clients can have eligibility for different funders, each with a different range of dates. When booking a trip, the user will be warned if they attempt to book a trip with a funder they are not eligible to ride with at that time. Easy Rides will show a user's home address and display its position in/out of the ADA corridor. |
|  | We have developed a functionality to allow all mapping functions in Easy Rides to display the contents of a .KML file for showing bus routes as an overlay on existing maps. If you can provide a KML file, this can be displayed. |
|  | You can manually adjust an address simply by moving its pushpin while editing. |
|  | Easy Rides uses default first leg of a trip as home address with ability to set alternate default. Scheduling of clients allows for multiple extra riders and adjustment of fare price based on types of extra riders accompanying the client (i.e. personal care attendant/no fare, friend charged a fare) |
|  | Easily generates return trips and multi leg trips. |
|  | Easy Rides can book trips for any point in time including same day rides. |
|  | Easy Rides allows for the deletion and cancellation of one or more or even all of a client’s call-in or standing order trips. |
|  | Easy Rides has several places for storing appropriate notes: Each address record can have a note giving details about that stop. The notes for Pickup and Drop-off addresses for each trip can be visible to dispatchers and drivers. There is also a Client note. This is for information pertinent to the dispatcher but that you do not wish to have displayed on the bus. The Trip note can load a default note from the client’s record but can be modified for each trip. This note is visible to the driver |
|  | Easy Rides lets a user enter the requested time as a number for quick entry. Example: 0830 for 8:30 AM. Requested times are only set by the user. The computer aided scheduling tools may modify the scheduled time, but never the requested time. There is a list available to show any trips that have had their schedule time altered by more than 15 minutes from the original requested time. |
|  | While booking a trip, the dispatcher can see other trips of that client. When saving the trip, the dispatcher will be warned if the trip is too similar to an existing trip for that client. On any trip, you can click the next leg button to get a reverse trip. |
|  | A user created a new day schedule, which generates trips from any standing orders and loads the routes for the day. Then a user can copy the vehicle and driver assignments from a previous day. The user can choose to load assignments from any previous day allowing them to choose a previous day schedule that most closely matches the schedule for today. |
|  | Easy Rides can track and record speed and routing history for each vehicle. |
|  | Trips that have not yet been scheduled are displayed in the 'pool' area waiting to be scheduled. Client Name, PU and DO time and addresses are displayed on the dispatch board. Any ticket can be opened to see all other information about the trip. |
|  | Standing orders and mobility status are displayed for each trip on the dispatch board. |
|  | Dispatchers can quickly transfer, cancel or no-show a trip. |
|  | User can manually drag a trip to a different route or check feasibility to have the software suggests routes that the ticket could be transferred to. |
|  | Dispatcher can manually override the assigned route and pickup or drop-off time for each trip. |
|  | Easy Rides displays any selected route on the map, with multiple stops. |
|  | Each route can have a note attached to it. Each trip on the route can also have it's own note. |
|  | A specific driver to be assigned to a route and allow the dispatcher to change a vehicle number. |
|  | Upon booking a trip, a check feasibility function is available to show all routes that a trip would fit on, allowing the dispatch to choose the preferred route. |
|  | Easy Rides allows each vehicle to be configured for capacity, including wheelchairs and variable space based on fold up/down of seats. As constraints are set per vehicle, each route applies the constraints of the currently assigned vehicle for the day. |
|  | Easy Rides has default times for each route, as well as the ability to override start and end times on individual days as needed. |
|  | Easy Rides calculates actual non-revenue hours and mileage as well as actual revenue hours and miles for all vehicles on a daily basis. |
|  | Easy Rides allows each user to have a default set of routes. There is also a filter tool to quickly 'zoom' to just a few routes and then switch back to showing the default set of routes. |
|  | Easy Rides allows a dispatcher to move trips to another route. The Check Feasibility tool will look at all routes and suggest routes available based on the most efficient route. |
|  | Dispatchers can generate a list of all of the day’s scheduled trips for a client. |
|  | Dispatchers have the ability to override assigned pickup and drop-off times for a passenger trip(s). |
|  | Dispatchers can manually override batched trips to be moved to an alternate route. |
|  | Easy Rides shows routes, driver assigned to route and bus number on all schedules. |
|  | Dispatchers can move and assign breaks to drivers at any given moment. |
|  | Easy Rides uses Google maps, which allows users to zoom into a particular map location to see greater detail. |
|  | Easy Rides allows users to view the path of travel and location of pickups and drop-offs for each route on the map and to edit each route on the map. |
|  | Manifests can be customized to match your exact needs. |
|  | Easy Rides used Google maps for all routing information. |
|  | Tablets display client names, any mobility aids used by clients, dispatch and scheduling comments, fare/sponsor, pickup and drop-off address, business name/building name for each pickup or drop-off, Passenger trips are displayed tablets in ascending order of estimated stop times. |
|  | Drivers can view multiple client pickups and drop-offs from same address. |
|  | Drivers can input fare collection including extra payment. Driver will need to inform dispatch to have the 2nd leg driver not collect the fare. Another option would be to use a client credits feature, where clients prepay and then amounts are automatically deducted from their account. |
|  | Drivers will automatically receive update and display for driver’s schedule changes such as cancellations, new trips, and revised pickup times when using the tablet software. |
|  | Each stop has a phone icon that allows the driver to send a canned message to the client's phone alerting them that the driver is on the way. (Canned message is configurable) |
|  | Easy Rides visually and audibly alerts drivers of new message and schedule changes. A bird chirp sounds and the tablet screen turns green for new/modified trips. A different sound plays, and trips turn brown if they are removed by the dispatcher. |
|  | Driver can select between Revenue and Non-Revenue service manually. There are also reports to calculate amount of time and mileage that a driver runs empty during their day. |
|  | Driver can enter no showing clients, cancellations, or late client boarding’s. |
|  | Drivers log into tablet with a number and password unique to them. |
|  | Drivers can scroll up and down through their schedule. |
|  | Updates automatically sent without driver action. |
|  | Tablets recommended by Syncromatics have built-in GPS for tracking of vehicles. |
|  | Odometer and mileage tracking for revenue and non-revenue mileage and hours can be collected via Bluetooth device or manually. |
|  | Easy reconciliation of fares can be completed by route/driver at the end of day. |
|  | Easy Rides has a set of powerful built in reports including: Rides Monthly – Allows filtering, viewing and editing of any archived trip data. On Time performance – Displays OTP for any or all trips. Filterable by driver, vehicle, route, funder or provider. Odometer and Time report – Calculates Revenue and Non-Revenue mileage and times for all vehicles, drivers and routes. Rides Analyzer – Simple query tool that displays multiple reports. Can filter on any trip or client data. Includes ability to have export workflows for sending trips out for billing and marking them as billed. |
|  | On-time performance report with adjustable parameters. |
|  | In addition to the built-in reports, we recognize that each transit system has diverse needs. We provide custom Microsoft Access based report building as part of our initial setup and ongoing maintenance contract. We have a large library or pre-built reports that we can adapt to your specific needs. The reports listed in the RFP are all reports that will be implemented as part of your system setup. Additional reports can be made upon request as part of your maintenance contract as long as they take less than 2 hours to complete. (99% of report can be done in that time.) |
|  | Training should be considered a critical element of this project. Complete training shall be provided at the contractors cost. Depending upon contractor skill level, an appropriate number of training days shall be negotiated. Each 8 hour day is $1200 plus travel costs. |
|  | Help documentation includes help website, training videos, and training templates for driver training. Templates are provided to allow driver training to be customized in accordance with policies and procedures specific to your transportation system. Ongoing and follow-up training is provided in the form of webinars or meetings via TeamViewer for remote screen sharing. |