



[ABS Home](#) [Client Records](#) [Scheduling](#) [Group Trips](#) [Dispatch](#) [Billing](#) [Reporting](#) [Tools](#)

PtMS for Windows Help: Dispatch

The PtMS Dispatch module is designed to assist the dispatcher with tracking scheduled trips during the schedule day as the trip services are being delivered. To open the dispatch screen select "Dispatch" from the PtMS Menu.

The dispatch screen will automatically refresh the display every 30 seconds unless the users is actively using the screen. Once the screen is not actively in use, the refresh counter starts - once it reaches 30 seconds it refreshes the screen. If the user actively use the dispatch screen in any way it rests the refresh counter to 0 and it begins counting to 30 for the refresh again.

Primary dispatch operations supported include:

[Assigning vehicles to unscheduled trips](#)

[Cancelling a scheduled trip](#)

[Confirming Trip Status - Completed or No Show](#)

[Recording actual pickup and drop-off time](#)

[Adding a note to a trip](#)

[Mapping trips](#)

Assigning vehicles to unscheduled trips

Trips that are unassigned to a vehicle can be assigned to a vehicle by the dispatcher. Existing trips can be reassigned to a new vehicle by the dispatcher.

PtMS For Windows - Dispatch

DISPATCH

Date: 10/21/2009 Wed ☐ Filter Vehicle: Filter Ride By: All Sort Trips By: Pickup, Drop Times ☐ Disp Incomplete Only Refresh

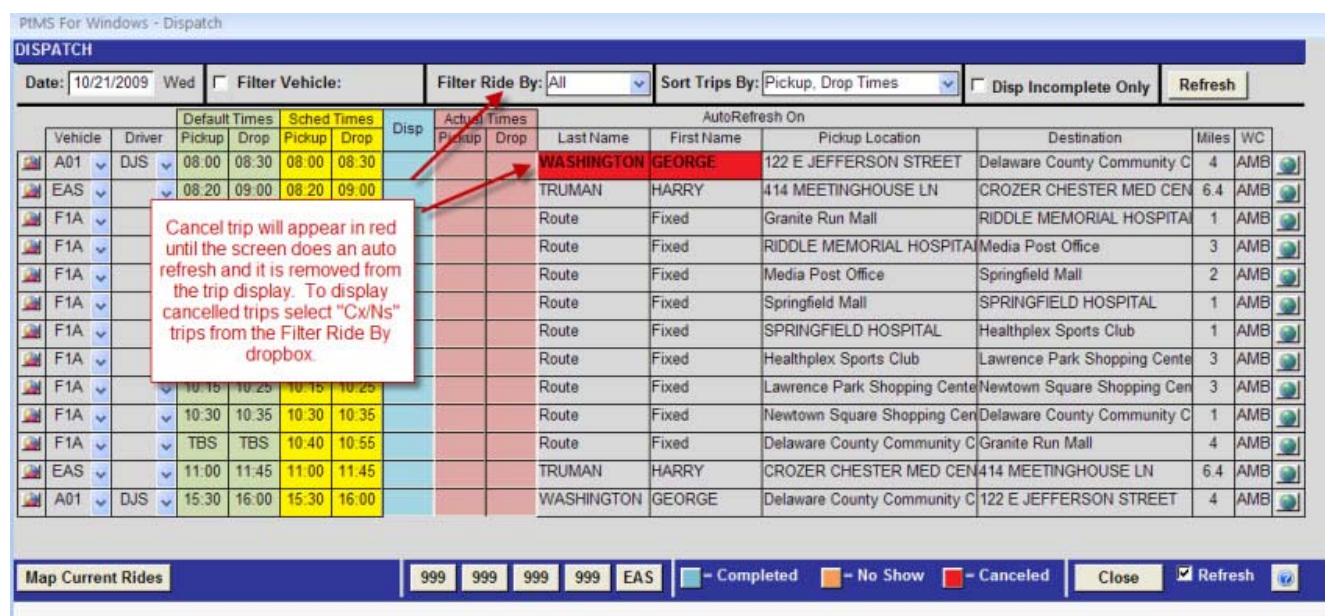
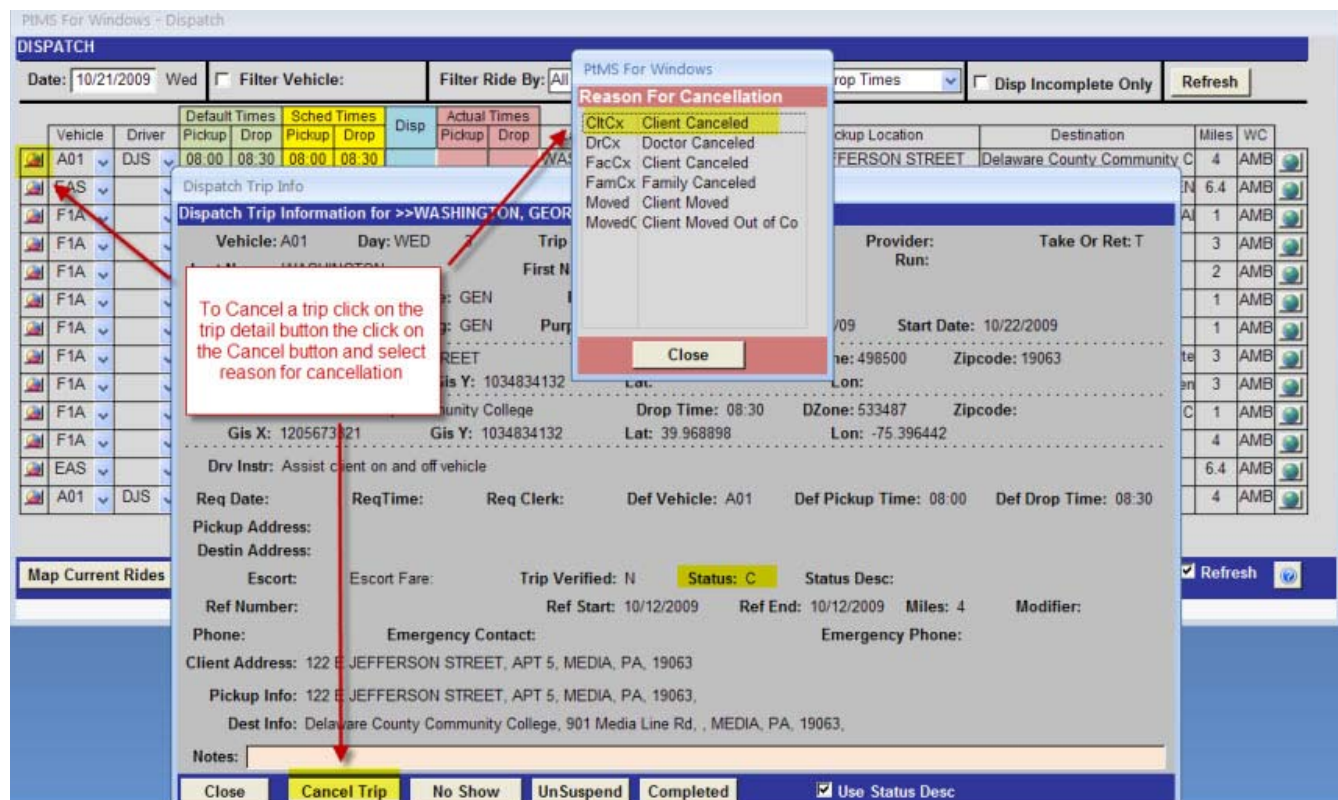
Vehicle	Driver	Default Times	Sched Times	Disp	Actual Times	Last Name	First Name	Pickup Location	Destination	Miles	WC
		Pickup	Drop	Pickup	Drop	Pickup	Drop				
EAS	VAN	08:00	08:30	08:00	08:30	WASHINGTON	GEORGE	122 E JEFFERSON STREET	Delaware County Community C	4	AMB
A01	VAN			09:10				414 MEETINGHOUSE LN	CROZER CHESTER MED CEN	6.4	AMB
A02	VAN			09:25				Granite Run Mall	RIDDLE MEMORIAL HOSPITAL	1	AMB
ABC	UNASSIGNED TRIPS			09:35				RIDDLE MEMORIAL HOSPITAL	Media Post Office	3	AMB
E01	VAN			09:45				Media Post Office	Springfield Mall	2	AMB
E02	VAN							Springfield Mall	SPRINGFIELD HOSPITAL	1	AMB
EAS	UNASSIGNED TRIPS							SPRINGFIELD HOSPITAL	Healthplex Sports Club	1	AMB
F1A	Deviated Fixed Route 1 - Run A	09:50	09:55	09:50	09:55			Healthplex Sports Club	Lawrence Park Shopping Center	3	AMB
F1A		10:00	10:10	10:00	10:10	Route	Fixed	Lawrence Park Shopping Center	Newtown Square Shopping Center	3	AMB
F1A		10:15	10:25	10:15	10:25	Route	Fixed	Newtown Square Shopping Center	Delaware County Community C	1	AMB
F1A		10:30	10:35	10:30	10:35	Route	Fixed	Delaware County Community C	Granite Run Mall	4	AMB
F1A		TBS	TBS	10:40	10:55	Route	Fixed	Delaware County Community C	Granite Run Mall	4	AMB
EAS		11:00	11:45	11:00	11:45	TRUMAN	HARRY	CROZER CHESTER MED CEN	414 MEETINGHOUSE LN	6.4	AMB
EAS		15:30	16:00	15:30	16:00	WASHINGTON	GEORGE	Delaware County Community C	122 E JEFFERSON STREET	4	AMB

Map Current Rides 999 999 999 999 EAS = Completed = No Show = Canceled Close Refresh

[Return to top](#)

Cancelling a scheduled trip

To cancel a trip select the trip detail button then click on the "Cancel" button at the bottom of the screen.



[Return to top](#)

Confirming Trip Status - Completed or No Show

If dispatchers are NOT recording actual pickup and drop-off times but want to mark trips as completed then the trip status field needs to be updated. Select the trip detail button then click on the "Completed" button at the bottom of the trip detail screen to mark the trip as completed. The trip will be color coded blue to indicate it is completed. To mark the trip status as No Show select the "No Show" button instead.

Vehicle	Driver	Default Times		Sched Times		Disp	Actual Times		Last Name	First Name	Pickup Location	Destination	Miles	WC
		Pickup	Drop	Pickup	Drop		Pickup	Drop						
A01	DJS	08:20	09:00	08:20	09:00		08:30	08:55	TRUMAN	HARRY	414 MEETINGHOUSE LN	CROZER CHESTER MED CEN	6.4	AMB
A01	DJS	11:00	11:45	11:00	11:45				TRUMAN	HARRY	CROZER CHESTER MED CEN	414 MEETINGHOUSE LN	6.4	AMB
A01	DJS												4	AMB

Dispatch Trip Info

Dispatch Trip Information for >>TRUMAN, HARRY (14) - Trip ID: 115 - Date: ROUTINE

Vehicle: A01 Day: WED 3 Trip ID: 115 Client ID: 14 Provider: Run: Take Or Ret: R

Last Name: TRUMAN First Name: HARRY

Date: ROUTINE Trip Code: MED Fare: Amb Status: AMB

Agency: MED Funding: MED Purpose: MED Stop Date: Start Date:

Pickup: CROZER CHESTER MED CENTER Pickup Time: 11:00 PZone: 503503 Zipcode: 19013

Gis X: 1205843816 Gis Y: 1033785628 Lat: Lon:

Destination: 414 MEETINGHOUSE LN Drop Time: 11:45 DZone: 445508 Zipcode: 19063

Gis X: 1205843816 Gis Y: 1033785628 Lat: Lon:

Drv Instr:

Req Date: k: PTMS Def Vehicle: A01 Def Pickup Time: 11:00 Def Drop Time: 11:45

Pickup Address: Status: Status Desc:

Destin Address: Verified: Status: Status Desc:

Escort: Ref Number: Ref Start: Ref End: Miles: 6.4 Modifier:

Phone: (610)555-8888 Emergency Contact: Emergency Phone:

Client Address: 414 MEETINGHOUSE LN, MEDIA, PA, 19063

Pickup Info: CROZER CHESTER MED CENTER, 2600 W 9TH ST, CHESTER, PA, 19013, (610)494-0700

Dest Info: 414 MEETINGHOUSE LN, MEDIA, PA, 19063, (610)555-8888

Notes:

Close Cancel Trip No Show UnSuspend Completed Use Status Desc

PtMS For Windows - Dispatch

DISPATCH

Date: 10/21/2009 Wed Filter Vehicle: A01 Filter Ride By: All Sort Trips By: Pickup, Drop Times Disp Incomplete Only Refresh

Vehicle	Driver	Default Times		Sched Times		Disp	Actual Times		Last Name	First Name	Pickup Location	Destination	Miles	WC
		Pickup	Drop	Pickup	Drop		Pickup	Drop						
A01	DJS	08:20	09:00	08:20	09:00		08:30	08:55	TRUMAN	HARRY	414 MEETINGHOUSE LN	CROZER CHESTER MED CEN	6.4	AMB
A01	DJS	11:00	11:45	11:00	11:45				TRUMAN	HARRY	CROZER CHESTER MED CEN	414 MEETINGHOUSE LN	6.4	AMB
A01	DJS	15:30	16:00	15:30	16:00				WASHINGTON	GEORGE	Delaware County Community C	122 E JEFFERSON STREET	4	AMB

Map Current Rides

999 999 999 EAS A01 = Completed = No Show = Canceled Close Refresh

[Return to top](#)

Recording actual pickup and drop-off time

The dispatch screen can be used to track and record actual pickup and drop-off times as well as when trips were assigned to a vehicle by the dispatcher. Recording actual pickup or drop-off times automatically marks the trip status as completed and color codes the trip blue.

PtMS For Windows - Dispatch

DISPATCH

Date: 10/21/2009 Wed ☐ Filter Vehicle: Filter Ride By: All Sort Trips By: Pickup, Drop Times ☐ Disp Incomplete Only Refresh

Vehicle	Driver	Default Times		Sched Times		Disp	Actual Times		Last Name	First Name	Pickup Location	Destination	Miles	WC
		Pickup	Drop	Pickup	Drop		Pickup	Drop						
A01	DJS	08:20	09:00	08:20	09:00		08:30	08:55	TRUMAN	HARRY	414 MEETINGHOUSE LN	CROZER CHESTER MED CEN	6.4	AMB
F1A				09:00	09:10				Route	Fixed	Granite Run Mall	RIDDLE MEMORIAL HOSPITAL	1	AMB
F1A				09:15	09:25				Route	Fixed	RIDDLE MEMORIAL HOSPITAL	Media Post Office	3	AMB
F1A				09:30	09:35				Route	Fixed	Media Post Office	Springfield Mall	2	AMB
F1A				09:40	09:45							SPRINGFIELD HOSPITAL	1	AMB
F1A				09:50	09:55							ELD HOSPITAL	1	AMB
F1A		10:00	10:10	10:00	10:10						Sports Club	Lawrence Park Shopping Center	3	AMB
F1A		10:15	10:25	10:15	10:25						Park Shopping Center	Newtown Square Shopping Center	3	AMB
F1A		10:30	10:35	10:30	10:35						Square Shopping Center	Delaware County Community College	1	AMB
F1A		TBS	TBS	10:40	10:55				Route	Fixed	Delaware County Community College	Granite Run Mall	4	AMB
EAS		11:00	11:45	11:00	11:45				TRUMAN	HARRY	CROZER CHESTER MED CEN	414 MEETINGHOUSE LN	6.4	AMB
A01	DJS	15:30	16:00	15:30	16:00				WASHINGTON	GEORGE	Delaware County Community College	122 E JEFFERSON STREET	4	AMB

Map Current Rides 999 999 999 999 EAS - Completed - No Show - Canceled Close Refresh

The 'Disp' field can be used to record when the trip was assigned to a vehicle by the dispatcher.

'Actual Pickup' and 'Actual Drop-off' times can be recorded here. Entering data in these fields automatically verifies the trip status as completed and color codes the trip in blue. Note the dispatcher can double click in these time fields to fill them with the current computer clock time.

[Return to top](#)

Adding a note to a trip

Dispatch Trip Info

Dispatch Trip Information for >>WASHINGTON, GEORGE (2) - Trip ID:110 - Date:ROUTINE

Vehicle: A01 Day: WED 3 Trip ID: 110 Client ID: 2 Provider: Run: Take Or Ret: T

Last Name: WASHINGTON First Name: GEORGE

Date: ROUTINE Trip Code: GEN Fare: 2 Amb Status: AMB

Agency: GEN Funding: GEN Purpose: GEN Stop Date: Start Date:

Pickup: 122 E JEFFERSON STREET Pickup Time: 08:00 PZone: 498500 Zipcode: 19063

Gis X: 1205673321 Gis Y: 1034834132 Lat: Lon:

Destination: Delaware County Community College Drop Time: 08:30 DZone: 533487 Zipcode:

Gis X: 1205673321 Gis Y: 1034834132 Lat: 39.968898 Lon: -75.396442

Drv Instr: Assist client on and off vehicle

Req Date: ReqTime: Req Clerk: Def Vehicle: A01 Def Pickup Time: 08:00 Def Drop Time: 08:30

Pickup Address: Destin Address:

Escort: Escort Fare: Trip Verified: N Status: Status Desc:

Ref Number: Ref Start: 10/12/2009 Ref End: 10/12/2009 Miles: 4 Modifier:

Phone: Emergency Contact: Emergency Phone:

Client Address: 122 E JEFFERSON STREET, APT 5, MEDIA, PA, 19063

Pickup Info: 122 E JEFFERSON STREET, APT 5, MEDIA, PA, 19063.

Dest Info: Delaware County Community College, 901 Media Line Rd, MEDIA, PA, 19063.

Notes:

Map Current Rides Close Cancel Trip No Show UnSuspend Completed Use Status Desc Refresh

Click to open trip detail

Enter 'Note' and select 'Close' to save

[Return to top](#)

Mapping trips

PtMS For Windows - Dispatch

DISPATCH

Date: 10/21/2009 Wed ☒ Filter Vehicle: A01 Filter Ride By: All Sort Trips By: Pickup, Drop Times ☐ Disp Incomplete Only Refresh

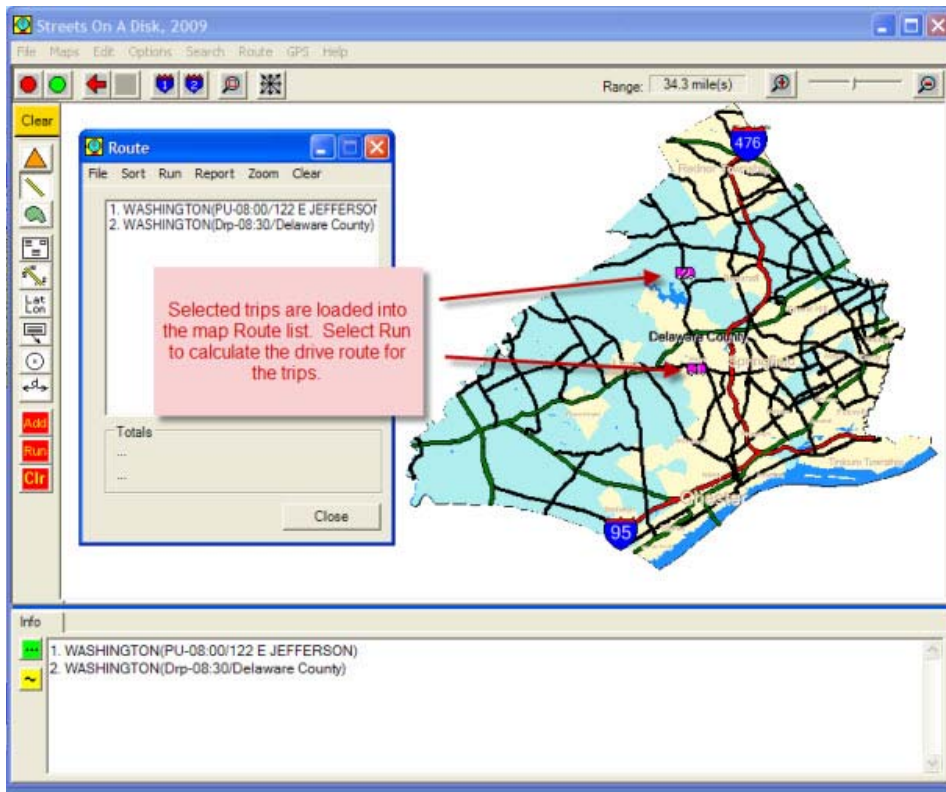
Vehicle	Driver	Default Times		Sched Times		Disp	Actual Times		Last Name	First Name	Pickup Location	Destination	Miles	WC
		Pickup	Drop	Pickup	Drop		Pickup	Drop						
A01	DJS	08:00	08:30	08:00	08:30				WASHINGTON	GEORGE	122 E JEFFERSON STREET	Delaware County Community C	4	AMB
A01	DJS	08:20	09:00	08:20	09:00				TRUMAN	HARRY	414 MEETINGHOUSE LN	CROZER CHESTER MED CEN	6.4	AMB
A01	DJS	11:00	11:45	11:00	11:45				TRUMAN	HARRY	CROZER CHESTER MED CEN	414 MEETINGHOUSE LN	6.4	AMB
A01	DJS	15:30	16:00	15:30	16:00				WASHINGTON	GEORGE	Delaware County Community C	122 E JEFFERSON STREET	4	AMB

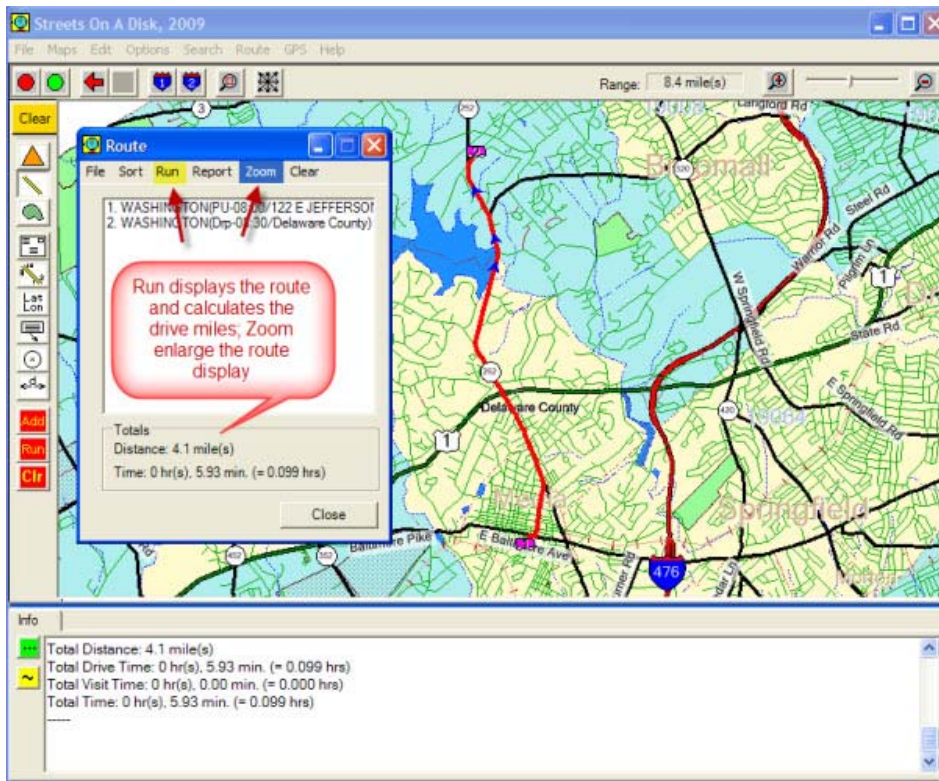
AutoRefresh On

All trip records for a selected vehicle can be mapped by clicking here.

Individual trip records can be mapped by clicking on this button.

Map Current Rides 999 999 999 EAS A01 ☐ = Completed ☐ = No Show ☐ = Canceled Close ☒ Refresh





[Return to top](#)