DISPATCH GUIDE

Change Sets

A change set opens or closes stops and points of interest (POIs) in a service area from a date you choose – for example during construction, bad weather or a planned service expansion. Riders and dispatchers only see the stops that will be open on the date of the trip.

ROLE	WHERE	COVERS
Admin	Change Sets	Add · Review · Edit

IMPORTANT Change sets are set up in the **Admin** role, and can only be scheduled for **future** dates.

1. Add a change set

Step 1. In the **Admin** role, go to **Change Sets** › **Manage stop change sets**. To change POIs instead, choose **Manage POI change sets**.

Step 2. Complete the screen as shown below.

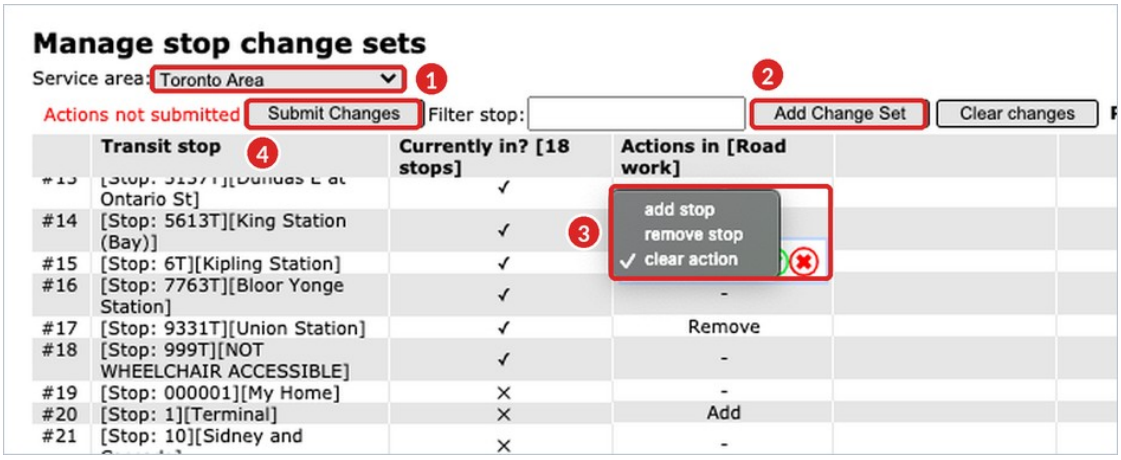


Figure 1: *The Manage stop change sets screen*

#	Field	What to do
1	**Service area**	Select the service area you want to change.
2	**Add Change Set**	Click to create a change set, give it a name and choose the date it takes effect. It appears as a new “Actions in […]” column.
3	**Actions**	Click the dash (–) in that column next to a stop, choose add stop, remove stop or clear action, then click the green tick.
4	**Submit Changes**	Click when you have finished. Until then, “Actions not submitted” is shown in red.

> **TIP** To include stops from another service area in the same change set, switch the **Service area** drop-down and repeat the steps.

Upcoming change sets each have their own column, ordered by date – the earliest is on the left. Their actions can be changed until the day the change set takes effect.

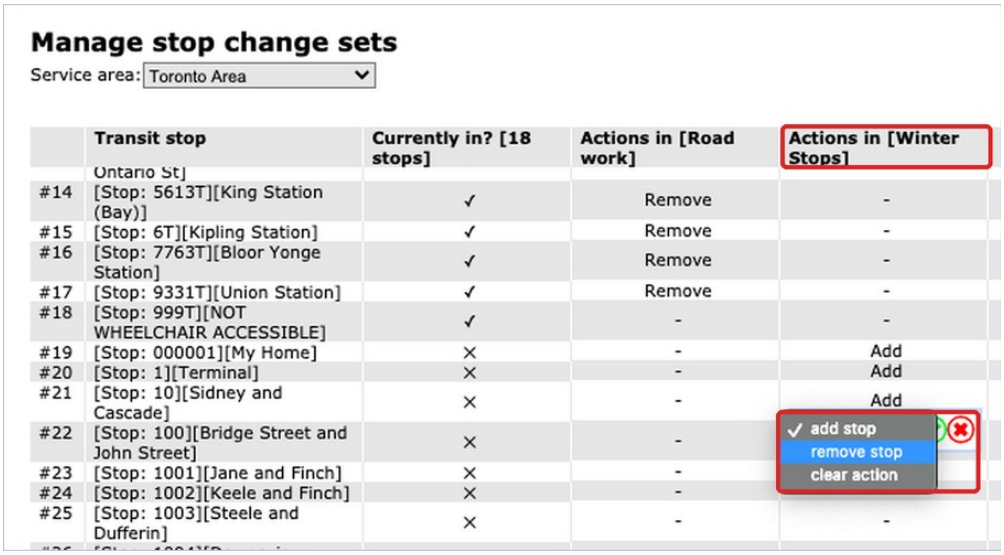
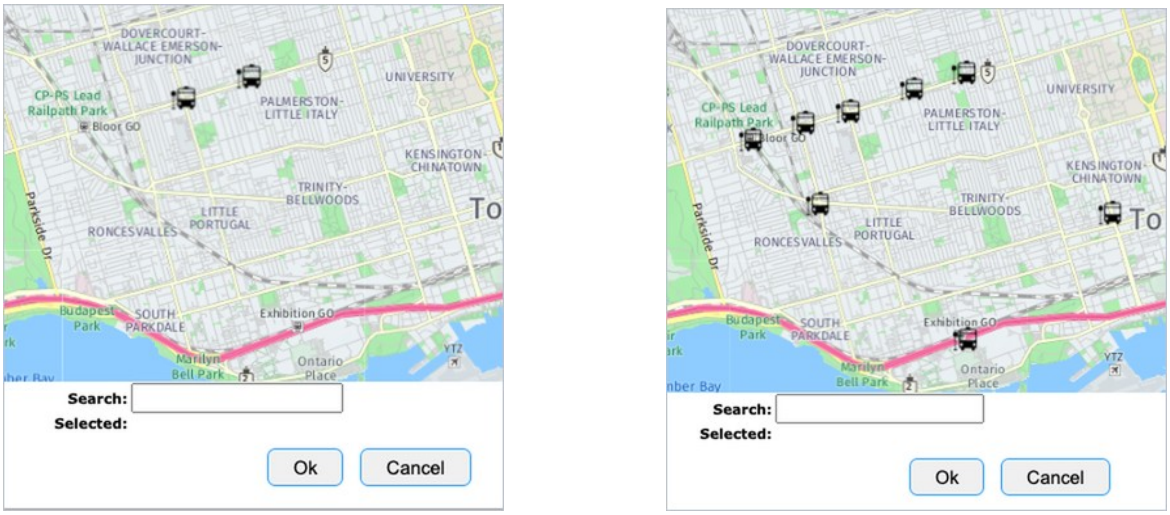


Figure 2: *Two upcoming change sets, each in its own Actions column*

2. What riders and dispatchers see

When a trip is requested for a future date, only the stops open on that date are shown. In the example below, a change set adds stops tomorrow: the map on the left shows the stops for today, and the map on the right shows the extra stops for tomorrow.



Trip for today **Trip for tomorrow**

Figure 3: *Stops shown depend on the date of the trip*

3. Review or edit a change set

Step 1. Go to **Change Sets** › **Change Sets** to see all past and upcoming change sets, who created them and when.

Step 2. Click the underlined **number** of a change set to open it.

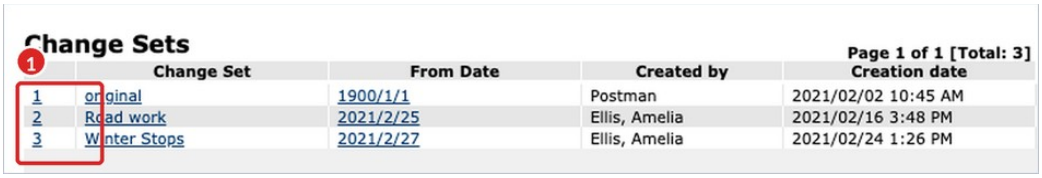


Figure 4: *The Change Sets list – click a number to open it (1)*

Step 3. From the change set's page you can:

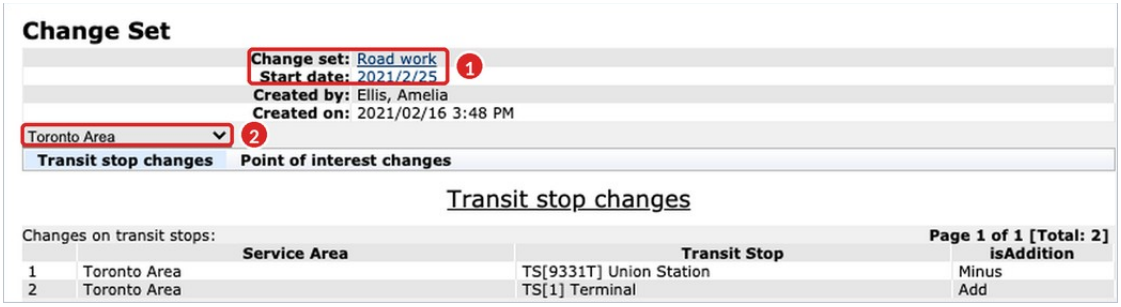


Figure 5: *Edit the name and start date (1) and choose a service area (2)*

#	Field	What to do
1	**Change set / Start date**	Edit the change set's name and the date it starts.
2	**Service area**	Select a service area to see which stops or POIs the change set adds or removes.