DISPATCH GUIDE

Correcting Common Journey Errors

While drivers get used to the Driver app, two mistakes come up most often: ending a journey too early, and not ending it at all. This guide shows how Dispatch can correct both.

ROLE	WHERE	COVERS
Dispatch	Journeys › Journey screen	Reopen · End a journey

	Journey ended too early	Journey never ended
What happens	The driver ends the journey before the shift is over – often because there are no more stops showing.	The driver forgets to complete the end-of-day steps, leaving the journey open.
What you notice	The journey shows as Ended when it should still be running, or trips are not being assigned as expected.	The journey stays open after the shift. This distorts journey-time reports and can stop future journeys from being scheduled properly.
How to fix it	Remove the journey's end times (Section 1).	Add the journey's end times (Section 2).

> TIP Remind drivers – especially those new to the app – to follow the end-of-day steps until they are fully logged out. When they don't, it is Dispatch's responsibility to make sure the journey is ended properly.

1. Reopen a journey that was ended too early

If a journey shows as Ended when it shouldn't, or trips are not assigning as expected, check for a journey that was ended too early. Removing its end times reopens the journey so trips can continue on it.

Step 1. In the **Dispatch** role, select **Journeys** in the left-side menu.

Step 2. Click the blue underlined **number** next to the journey to open the journey screen.

Step 3. Click the ▼ arrow to the left of the driver's name and select **Out of planning**. Click **Ok** to confirm.

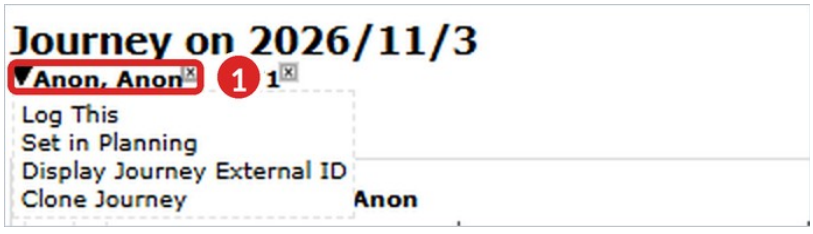


Figure 1: *Click the ▼ arrow next to the driver's name (1) to open the menu*

Step 4. In the end (**E**) row – shown in red underlined text – **double-click** the **Actual Arrival** time.



Figure 2: *The end (E) row: Actual Arrival (1) and Enroute (2) times*

Step 5. In the **Time Change** window, click **Remove Time**, then **Ok**.

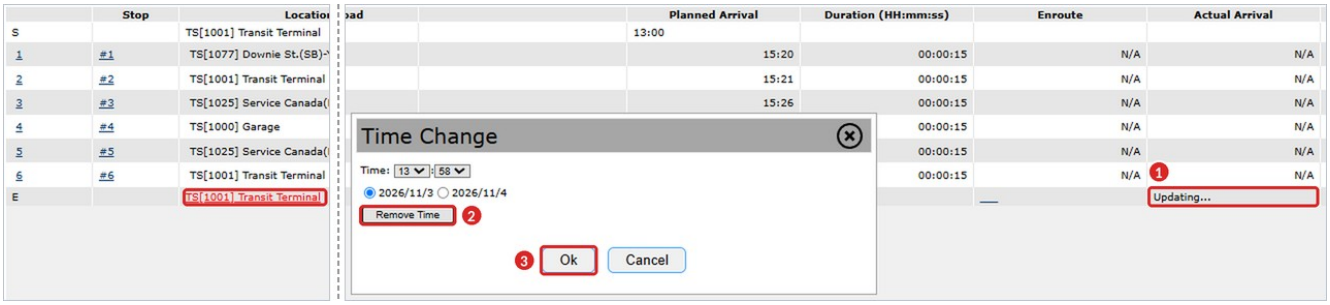


Figure 3: *Double-click the Actual Arrival time (1), click Remove Time (2), then Ok (3)*

Step 6. Repeat steps 4–5 for the **Enroute** time in the same row.

Step 7. Put the journey back in planning: click the ▼ arrow again, select **Set in planning** and click **Ok**.

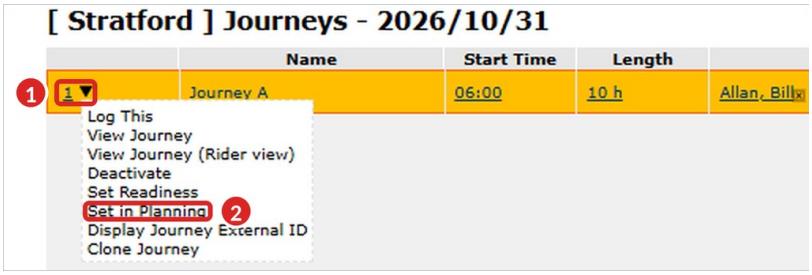


Figure 4: *Open the drop-down arrow (1), then select Set in Planning (2)*

IMPORTANT Always finish by putting the journey back in planning. Until then, the planner will not assign trips to it.

2. End a journey that was never ended

If a driver left a journey open, Dispatch can add the end times manually.

Step 1. In the **Dispatch** role, select **Journeys** and click the blue underlined **number** next to the journey.

Step 2. Click the ▼ arrow to the left of the driver's name, select **Out of planning** and click **Ok** (see Figure 1).

Step 3. In the end (**E**) row, click the blank line under **Enroute** and enter the time the journey should have ended.

Step 4. Repeat for the **Actual Arrival** time in the same row.



	Stop	Location	Enroute	Actual Arrival
S		TS[1001] Transit Terminal		
1	#1	TS[1077] Downie St.(SB)-YMCA	22:27	22:27
2	#2	TS[1025] Service Canada(NB)	22:27	22:40
3	#3	TS[1001] Transit Terminal	22:40	22:40
4	#4	TS[1025] Service Canada(NB)	22:40	22:41
5	#5	TS[1001] Transit Terminal	22:41	N/A
6	#6	TS[1000] Garage	N/A	N/A
7	#7	TS[1025] Service Canada(NB)	1 N/A	2 N/A
E		TS[1001] Transit Terminal		

Figure 5: *The end (E) row: blank Enroute (1) and Actual Arrival (2) times*

> **IMPORTANT** **Enter the times in this order:** the journey must have an actual start time before an end time can be added. Add the actual start time first (if missing), then the Enroute end time, then the Actual Arrival end time.