DISPATCH GUIDE

# Halting a Journey

Halting ends a journey immediately. Its upcoming trips are unassigned and redistributed to other active journeys so service keeps running. This guide shows how to halt a journey, rebook riders who are on board, and restart a journey that was halted by mistake.

| ROLE | WHERE | COVERS |
|---|---|---|
| Dispatch | Journeys › Journey screen | Halt · Rebook · Restart |

**IMPORTANT** Use **Halt** only in an emergency – for example a mechanical breakdown – when the vehicle cannot operate for the foreseeable future. Both drivers and dispatchers can halt a journey.

## 1. Halt a journey

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

**Step 2.** Click the underlined **number** of the journey you want to halt. The journey screen opens.




**Figure 1:** *Click the journey number to open it*

**Step 3.** Click the red **stop sign** next to the journey date at the top of the screen.




**Figure 2:** *The Halt (stop sign) button*

**Step 4.** Two confirmation messages appear. Click **Ok** on both.




**Figure 3:** *Click Ok on the first (1) and second (2) confirmation*

**Step 5.** The journey ends. All of its upcoming trips are removed and redistributed among other active journeys. The end (**E**) row shows the time the journey was halted.

| | Stop | Location | Load | Actual Arrival |
|---|---|---|---|---|
| S | | TS[1001] Transit Terminal | | |
| 1 | #1 | TS[1077] Downie St.(SB)-YMCA | L:[P:0] | N/A |
| 2 | #2 | TS[1001] Transit Terminal | L:[P:0] | N/A |
| 3 | #3 | TS[1025] Service Canada(NB) | L:[P:0] | N/A |
| 4 | #4 | TS[1000] Garage | L:[P:0] | N/A |
| 5 | #5 | TS[1025] Service Canada(NB) | L:[P:0] | N/A |
| 6 | #6 | TS[1001] Transit Terminal | L:[P:0] | N/A |
| E | | TS[1001] Transit Terminal | | 21:55 |

**Figure 4:** *A halted journey – the end (E) row shows the halt time under Actual Arrival*

> **NOTE** Check the **Trips** screen to confirm that the trips removed from the halted journey have been assigned to other vehicles. If the other journeys cannot complete these trips before their end time, the trips stay **Unassigned** and need follow-up.

## 2. Rebook riders who are on board

If riders are on the vehicle when the journey is halted, the system asks whether to rebook their trips.

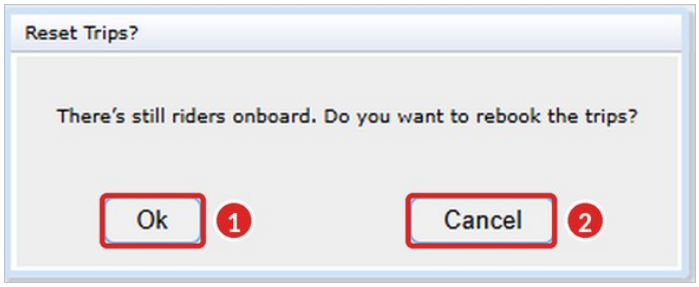



**Figure 5:** *The Reset Trips message*

| # | Option | What it does |
|---|---|---|
| 1 | **Ok (Yes)** | Rebook the trips. You choose a new pickup stop and the system creates a new trip for each rider on board. |
| 2 | **Cancel (No)** | Handle these riders outside the system. Their current trips are marked as completed. |

If you click **Ok**, the **Choose Stop** window opens. Select the stop where the riders will be picked up.

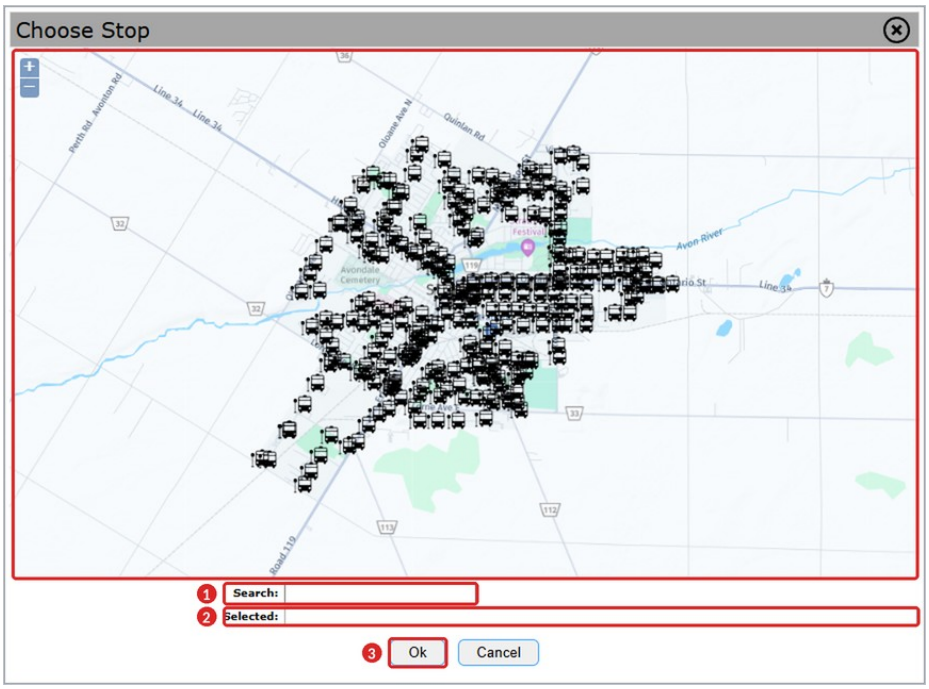



**Figure 6:** *The Choose Stop window*

| # | Field | What to do |
|---|---|---|
| • | **Map** | Click a stop on the map to select it. Use + and – to zoom. |
| 1 | **Search** | Or type the stop name to find it. |
| 2 | **Selected** | Check that the correct stop is shown here. |
| 3 | **Ok** | Click Ok. A new trip is created for the riders, starting from this stop. |

## 3. Restart a halted journey

If a journey was halted by mistake, it can be restarted:

**Step 1.** Select **Journeys** in the left-side menu.

**Step 2.** Click the ▼ arrow next to the journey number and select **Out of Planning**.




**Figure 7:** *Open the drop-down arrow (1), then select Out of Planning (2)*

**Step 3.** Click the journey number to open the journey screen. In the end (**E**) row, **double-click** the time under **Actual Arrival**.

**Step 4.** In the **Time Change** window, click **Remove Time**, then **Ok**.

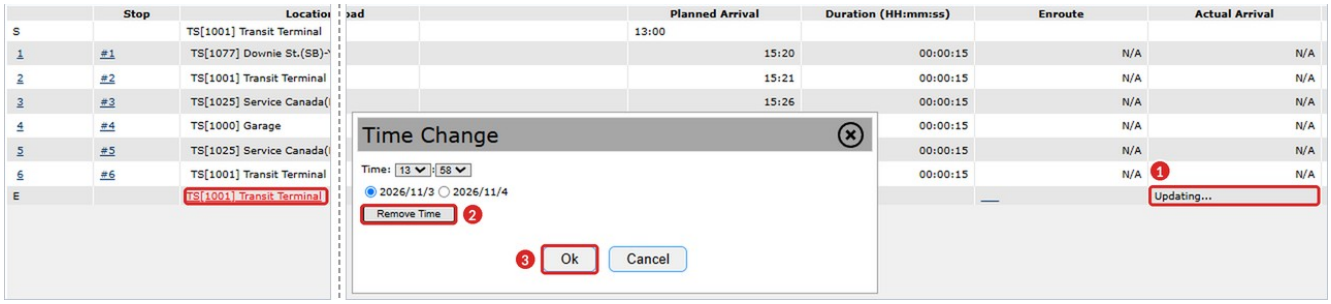



**Figure 8:** *Double-click the Actual Arrival time (1), click Remove Time (2), then Ok (3)*

**Step 5.** Return to the **Journeys** screen, click the ▼ arrow and select **Set in Planning**.

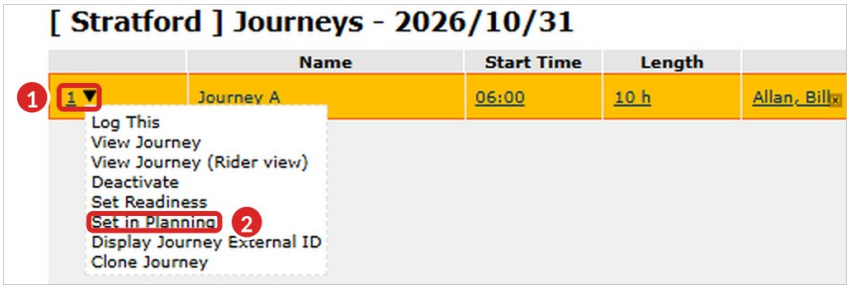



**Figure 9:** *Open the drop-down arrow (1), then select Set in Planning (2)*

**Step 6.** Once the end time is removed, the journey is **In Action** again. Check that **In Planning** shows **Yes**.




**Figure 10:** *The restarted journey – In Action and back in planning*

> **IMPORTANT** The journey must be back in planning before the planner can assign trips to it. Always finish with **Set in Planning**.