

# GIRO/ACCES

## Reservation and scheduling for paratransit services

As the demand for paratransit services continues to grow, providers require efficient tools to help manage the complex task of both controlling costs and delivering quality service to their customers.



GIRO/ACCES is designed to meet the needs of large paratransit organizations with centralized call-taking centers. Through fully automated scheduling, the software ensures cost-effective usage of available resources while respecting service policies. It is in daily use in agencies that provide up to 6,000 trips per day, either directly or with one or more contractors. **GIRO/ACCES:**

- Stores up-to-date customer information, ensuring that specific needs are taken into account for each trip request.
- Furnishes rapidly and accurately all necessary information on current and future client trip requests in order to respond to queries from customers, operators, and office staff.
- Provides fully automated scheduling tools to build runs that optimize productivity while respecting service policies, vehicle capacities, and customer needs.
- On-going run optimization ensures the most efficient assignment and servicing of trips right up to the day of operation.
- Group booking feature allows easy booking of recurring group trip requests having a common origin and/or destination address.
- Dispatching features enable the monitoring and controlling of run assignments and activities.

**Customer:** 2003 Sullivan, Jane Local user Amb/Transferable  
**Companion:** None  
**Adm. note:**  
**Op. note:**  
**Service type:** Subscription **Schedule:** SAT-SAM  
**Group:** Apply to: Current Manual Waiting List  
**Received:** 30/10/2003 at 12:39 by Telephone  
**Trip:** 3-A  
**Disability type:** VISU  
**Status:** Modified

**Origin Address:**  
Type: Landmark:  
209 LAKEVIEW CH POINTE-CLAIRE H1V 3P5  
Building:  
Note adr.:  
Note trp.:  
Phone No.: Ext:

**Destination Address:**  
Type: Landmark:  
255 THORNHILL ST DOLLARD-DES-ORMEAUX  
Building:  
Note adr.:  
Note trp.:

T	Origin	Destination	Arr/Dep	Req Time	-	+	Earl Dep	Late Arr	Type	Reason	C	A	W.	E	Space	T	PTO
A	LAKEVIEW	THORNHILL	Arrival	6:45	0h30	0h00			Standard	WORK	1	0	0	0	1.0		✓
B	THORNHILL	LAKEVIEW	Departure	11:30	0h30	0h30			Standard	WORK	1	0	0	0	1.0		✓

**Save and Schedule** **Cancel**

Trip request screen provides customer's previous destinations speeding up the trip booking process.

### Customer information

Complete management of customer information and admission details enables:

- Quick retrieval of customers by name, customer ID, or street name.
- Tracking of the admission process as well as eligibility periods.
- Access to pre-defined "favorite" addresses for most frequent trips as well as restrictions to specific origins and destinations.
- Specification of customer's mobility needs to be considered during trip booking and scheduling.

### Extensive reservation aids

Many features contribute to streamline the trip-booking process:

- Easy access to customer's recent trips, predefined addresses, and common landmarks.
- Master schedules for subscription trips are maintained by the system and used to begin each day's scheduling.
- Automated address matching and geocoding based on a detailed geographic database of the service area.
- Extensive data validation, such as double bookings, conflicting requests, and vehicle capacity.
- Ability to override default customer profile (e.g., mobility aids, accompanying passengers, extra boarding time) at time of booking.

Schedule runs with their associated activities.

## Automated scheduling

The *GIRO/ACCES* scheduling algorithm ensures quick “Real-time” creation of the most efficient runs as trips are booked, as well as:

- Immediate scheduling and confirmation while the customer is on the phone.
- Accurate travel-time distance calculations accounting for traffic restrictions, congestion by time of day, and direction of travel.
- Continuous optimization maintains efficient travel itineraries and cost effectiveness of runs as new trip requests or cancellations are registered.

## Scheduling and dispatching

Control and monitor of all schedules and run details:

- Manage and create subscription and dated trip schedules.
- Modify run start times and locations.
- Manual or computer-assisted trip switching capabilities, selecting the most cost-effective contractors and runs.
- Assign employees and vehicles to runs.
- Use fixed-route information from *HASTUS* to determine ADA eligibility.
- Create fixed length or dynamic runs as needed.

## Web services

Support for IVR or Web-based reservation services including automated reservations, confirmations, and cancellations.



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