



Transport for West Yorkshire

Metro AccessBus Remit :

- Ease of use**
- Manage Regular Bookings**
- Efficient use of vehicles**
- Increased ridership**
- Reduced taxi bookings**
- Trip Opportunities**



Transport for West Yorkshire

Metro AccessBus Remit :

Ease of use

Web based system – 1st in the UK

Simple interface

Visibility of functions

Manage Regular Bookings :

Weekly, Fortnightly, Monthly

'A' weeks and 'B' weeks

7 day ad-hoc booking window

Indefinite bookings



Transport for West Yorkshire

Metro AccessBus Remit :

Efficient use of vehicles

Increased ridership

Reduced taxi bookings

Prioritised order of options presented to the operator based on best use of vehicles



Transport for West Yorkshire

Metro AccessBus Remit :

Trip Opportunities :

Non-member enquiries based on Postcode
Booking options based on Home address
Marketing opportunities for existing routes

plan & organise your regular passenger routes, schedule & track your fleet/contract vehicles using Flexiroute a mature & robust web based platform utilised across the **UK, Europe and USA** by business' ranging from small CT schemes through to busy Local Authority Transport departments.



“A web based, integrated transport management routing & scheduling solution”

• Web based Sustainable Transport Solutions

Planroute

Route Planning & Contract Management



Plan

Flexiroute

Demand Responsive Passenger Transport Scheduling Solution



Book

Trackroute

Vehicle Tracking & Monitoring Solution



Track

Shareroute

Personal Journey Planner



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Remember Info?

LOGIN

Home page – Opens to the Routes View

The screenshot shows the 'Routes View' in the Flexiroute system. At the top, there is a navigation bar with various menu items. Below it, there are tabs for 'Routes by Vehicle', 'Routes by Driver', and 'Calculate Route'. The main area displays a Gantt chart for Saturday, 09/01/2016, showing routes for various vehicles (R01 to R02) and drivers (A, B, C, etc.) with their respective schedules and breaks.

Features of the Routes view

- Displays all routes for all vehicles for the day based on scheme timeline
- Drag & drop routes from one vehicle to another
- Click on route to display full trip details

Routes View

Type	Time	Customer	Address
PU	11:05	Edith Waver - Saturday Remembrance Church	Remembrance Youth @ Community Centre, Remembrance Youth Community Centre, Roundwood Avenue, Bradford, BD13 3JA
PU	11:05	Patricia Debrahe - St Pauls Remembrance Church	Remembrance Youth @ Community Centre, Remembrance Youth Community Centre, Roundwood Avenue, Bradford, BD13 3JA
PU	11:05	Beverley Robinson - St Pauls Remembrance Church	Remembrance Youth @ Community Centre, Remembrance Youth Community Centre, Roundwood Avenue, Bradford, BD13 3JA
PU	11:25	Edith Waver - St Pauls Remembrance Church	Remembrance Youth @ Community Centre, Remembrance Youth Community Centre, Roundwood Avenue, Bradford, BD13 3JA
DO	16:58	Edith Waver - Saturday Remembrance Church	Apartment 26, Mary Secombe Court, 89 Park Road, Bradford, BD1 3DF
DO	16:58	Patricia Debrahe - Saturday Remembrance Church	Apartment 26, Mary Secombe Court, 89 Park Road, Bradford, BD1 3DF
DO	16:58	Beverley Robinson - Saturday Remembrance Church	Apartment 22, Mary Secombe Court, 89 Park Road, Bradford, BD1 3DF
DO	16:02	Edith Waver - Saturday Remembrance Church	104 Parkside Road, Bradford, BD1 3BA

Features of the Routes information pop-up

- View route on map



View of Customer Information

Similar views for Drivers, Vehicles and Landmarks

[ROUTES](#)
[TRIPS](#)
[RINGSHEETS](#)
[ALERTS](#)
[CUSTOMERS](#)
[LANDMARKS](#)
[VEHICLES](#)
[DRIVERS/USERS](#)
[SHIPPABILITY](#)
[BYOCING](#)
[REPORTS](#)
[CONTACTS](#)
[CALENDAR TASKS](#)
[ADMINISTRATION](#)
[HELP](#)
[CONTACT US](#)

[Add Customer](#)
[Add Group](#)
[Generate Mailshot](#)
[View Customers](#)
[View Customers \(Non Scheme Members\)](#)
[View Inactive Customers](#)
[View Contacted Customer Memberships](#)
[View Groups](#)






















Enter search criteria

First Name: Last Name: Member No: Phone No: Status: Approved
 Street: Town: District: Postcode: Service Category: All
 Renewal Date: Membership Type: All Filter by Last Name: A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Name	Street	Town	District	Postcode	Telephone	Phone No	Renewal	Service Type	Date Added	Key Worker	Status	Actions
Bel Anna (Miss)	9 Southey Close, Enderby	Leicester	Enderby	LE19 4QZ		8	31/12/2020	Social Care	08/08/2012		Approved	
Bela Joan (Mrs)	24 Kingdon Avenue	Wigton	Wigton	LE19 9HJ		14	31/12/2020	Dial-A-Ride	17/01/2013		Approved	
Blaze Karen (Miss)	6 Burnleigh Avenue	Wigton	Wigton	LE19 9FH		15	31/12/2020	Dial-A-Ride	17/01/2013		Approved	
Chantel Toni (Mrs)	21 Rushampton Drive	Wigton	Wigton	LE19 9HT		16	31/12/2020	Social Care	17/01/2013		Approved	
Evans Rita (Mrs)	4 Bakewell Road	Wigton	Wigton	LE19 9FF		2	31/12/2020	Dial-A-Ride	08/08/2012		Approved	
Evans Toni (Mrs)	4 Bakewell Road	Wigton	Wigton	LE19 9FF		3	31/12/2020	Social Care	08/08/2012		Approved	
Finn Debbie (Mrs)	24 Garville Avenue, Godby	Leicester	Godby	LE2 9FL		7	31/12/2020	Dial-A-Ride	08/08/2012		Approved	
Gidley Maria (Mrs)	2 Ashbourne Road	Wigton	Wigton	LE19 9FD		1	31/12/2020	Dial-A-Ride	08/08/2012		Approved	
Jones Rolf (Mr)	2 Southey Close, Enderby	Leicester	Enderby	LE19 4QZ		12	31/12/2020	Dial-A-Ride	10/08/2012		Approved	
Jones Sally (Miss)	7 Woodhick Road, Godby	Leicester	Godby	LE2 4HQ	01942 777722	6	31/12/2020	Social Care	08/08/2012		Approved	
Morris Jack (Mr)	6 Stoughton Close, Godby	Leicester	Godby	LE2 4DT		5	31/12/2020	Dial-A-Ride	08/08/2012		Approved	

Action icons, eg. View Address on Map, add Notes & File Attachments, copy address, modify customer information, generate letter etc.

Booking form process – book a trip

::: Customer Information Customer: <input type="text" value="Mrs Debbie Finn"/> Search Customers? Address: <input type="text" value="24 Granville Avenue, Oadby, Leicester, LE2 5FL (Oadby)"/> Mobility: Wheelchair: <input type="radio"/> Scooter: <input type="radio"/> Neither: <input checked="" type="radio"/> Telephone: <input type="text" value="No Number Specified"/>		::: Links   Customer Notes - (0) Customer Attachments ::: Journey Notes   ::: Cancelled Journeys (Previous Month)   ::: No Show Journeys (Previous 6 Months)   ::: Previous Journeys (Previous 7 Days)   ::: Forthcoming Journeys (Next 7 Days)   ::: Regular Journeys   ::: Journey Stats   First Journey: 30/01/2013 10:27 Last Journey: 30/01/2013 09:00 Total Journeys: 10
::: Additional Passengers (Ambulant Non-Scheme Members) ::: Additional Passengers (Scheme Members) Escort: <input type="text" value="0"/> Family: <input type="text"/> <input type="checkbox"/> Escort: <input type="text"/> <input type="checkbox"/> Adult: <input type="text" value="0"/> Children: <input type="text" value="0"/> Family: <input type="text"/> <input type="checkbox"/>		
::: Journey Options Journey Type: <input type="text" value="Return"/>  View Trip Opportunities? Trip Purpose: <input type="text" value="Select..."/> Service: <input type="text" value="Dial-a-ride"/> Dates: Select Dates? View Selected Dates Is Appointment? <input type="checkbox"/> Wait at Landmark? <input type="checkbox"/>		
::: Journey Details Outbound: Home  To: Spire Hospital  24 Granville Avenue Oadby Leicester LE2 5FL Spire, Leicester Hospital Gartree Road Leicester LE2 2FF Return: Spire Hospital  To: Home  Spire, Leicester Hospital Gartree Road Leicester LE2 2FF 24 Granville Avenue Oadby Leicester LE2 5FL Out Pickup: <input type="text" value="09"/> <input type="text" value="00"/> Rtn Pickup: <input type="text" value="11"/> <input type="text" value="00"/>		
::: Fare & Vehicle Options Fare Type: <input type="text" value="Adult"/> Payment: <input type="text" value="Select..."/> Outbound Fare: <input type="text"/> <input type="text"/> Manual Fare: <input type="checkbox"/> Get Fare? Return Fare: <input type="text"/> <input type="text"/> Preferred Outbound Vehicle: <input type="text" value="Select..."/> Preferred Return Vehicle: <input type="text" value="Select..."/> Vehicle Type: Fleet: <input type="radio"/> 3rd Party: <input type="radio"/> Either: <input checked="" type="radio"/>		
<input type="button" value="Search"/> <input type="button" value="Schedule Later"/> <input type="button" value="Cancel"/>		

Access to customer notes, attachments, journey notes, cancelled, no-show, forthcoming, previous & regular journey information

- Booking form auto populates with customer information
- Access to fare template to calculate fare before booking trip
- Add family members to the trip
- For hospital appointments the system calculates the start time of the trip

Booking form process – selecting trip options

Customer Bookings >> Mrs Debbie Finn - 15/03/13

Your Trip (This Is Trip: 1 Of 1)

Outbound Booking: **Pickup: 24 GRANVILLE AVENUE, LEICESTER, LE2 9FL >> Dropoff: SPIRE HOSPITAL, SPIRE, LEICESTER HOSPITAL, LEICESTER, LE2 2FF**

Return Booking: **Pickup: SPIRE HOSPITAL, SPIRE, LEICESTER HOSPITAL, LEICESTER, LE2 2FF >> Dropoff: 24 GRANVILLE AVENUE, LEICESTER, LE2 9FL**

Change Search Criteria: Best Use Of Vehicle Closest To Requested Time Charge

<p>OUTBOUND - Requested 09:00 AM >> 15/03/13</p> <p>Vehicle: KEVIN BISHOP - Social Car (Third Party)</p> <p>Seat Alloc: Total Seats: 0 / 3 Optional Seats: 0 / 1 W/C Spaces: 0 / 0 Scooter Spaces: / 0</p> <p>Est. Charge: £9.10 - 15.6 Total Miles / 1.6 Customer Miles</p> <p>Impact: 0 mins</p> <p>Pickup: 09:00 AM</p> <p>Drop off: 09:09 AM Select? <input checked="" type="radio"/></p>	<p>Return - Requested 11:00 AM >> 15/03/13</p> <p>Vehicle: KEVIN BISHOP - Social Car (Third Party)</p> <p>Seat Alloc: Total Seats: 0 / 3 Optional Seats: 0 / 1 W/C Spaces: 0 / 0 Scooter Spaces: / 0</p> <p>Est. Charge: £8.97 - 15.3 Total Miles / 1.6 Customer Miles</p> <p>Impact: 0 mins</p> <p>Pickup: 11:00 AM</p> <p>Drop off: 11:08 AM Select? <input checked="" type="radio"/></p>
<p>OUTBOUND - Requested 09:00 AM >> 15/03/13</p> <p>Vehicle: LAWRENCE COCKER - SS (Third Party)</p> <p>Seat Alloc: Total Seats: 0 / 3 Optional Seats: 0 / 0 W/C Spaces: 0 / 1 Scooter Spaces: / 0</p> <p>Est. Charge: £8.79 - 14.9 Total Miles / 1.6 Customer Miles</p> <p>Impact: 0 mins</p> <p>Pickup: 09:00 AM</p> <p>Drop off: 09:09 AM Select? <input type="radio"/></p>	<p>Return - Requested 11:00 AM >> 15/03/13</p> <p>Vehicle: LAWRENCE COCKER - SS (Third Party)</p> <p>Seat Alloc: Total Seats: 0 / 3 Optional Seats: 0 / 0 W/C Spaces: 0 / 1 Scooter Spaces: / 0</p> <p>Est. Charge: £8.65 - 14.6 Total Miles / 1.6 Customer Miles</p> <p>Impact: 0 mins</p> <p>Pickup: 11:00 AM</p> <p>Drop off: 11:08 AM Select? <input type="radio"/></p>

- Trip options are presented in order of best use of vehicle
- Options can be resorted to closest to requested PU time
- Variety of options, eg. those that can latch onto an existing route (attached), those that can be completed during a time when the vehicle is travelling to its next pick-up (gap) or those where the vehicle is empty.
- Option to reject or refuse the trip with the ability to record why this was the case for reporting purposes

Unavailable vehicles action button provides a list of those vehicles which cannot carry out the trip, either because the vehicle doesn't have the capacity, cant accommodate the customers personal requirements eg. wheelchair etc.

Runsheet Information

Today's Runsheets | All Runsheets

Get Runsheets

Search Date:

KEVIN BISHOP

[Show Print/Email Runsheet Options](#)

Link to customer profile Link to view the route on a map

Runsheet Information For 'KEVIN BISHOP' (3 Seats, 0 WC Spaces, 0 SC Spaces, 1 Optional) Friday 15 March 2013

Type	Time	Customer	Address	Mobility	Payment	Fare	Paid	Route
Assigned Driver: Kevin Bishop (08:00 - 18:00)								
PU	08:36 AM	VEHICLE DEPOT	1 Keats Close Enderby Leicester LE19 4QP					
PU	08:52 AM	Tom Clarke	Home, 21 Roehampton Drive Wigston LE18 1HT		Free	0.00		
PU	09:02 AM	Debbie Finn	Home, 24 Granville Avenue Oadby Leicester LE2 5FL		Free	0.00		
DO	09:12 AM	Debbie Finn	Spire Hospital, Spire, Leicester Hospital Gartree Road Leicester LE2 2FF					
DO	09:12 AM	Tom Clarke	Spire Hospital, Spire, Leicester Hospital Gartree Road Leicester LE2 2FF					
PU	11:00 AM	Debbie Finn	Spire Hospital, Spire, Leicester Hospital Gartree Road Leicester LE2 2FF					
PU	11:00 AM	Tom Clarke	Spire Hospital, Spire, Leicester Hospital Gartree Road Leicester LE2 2FF					
DO	11:09 AM	Debbie Finn	Home, 24 Granville Avenue Oadby Leicester LE2 5FL					
DO	11:16 AM	Tom Clarke	Home, 21 Roehampton Drive Wigston LE18 1HT					
DO	11:33 AM	VEHICLE DEPOT	1 Keats Close Enderby Leicester LE19 4QP					

Cancelled Bookings Report

Date Cancelled	Date/Time Booked	Customer Name	Type	From	To
THERE ARE NO CANCELLED BOOKINGS TO DISPLAY					

Customer Symbols Key

	Wheelchair User		Scooter User		Has Walking Aid
	Is Blind		Is Partially Sighted		Is Deaf
	Is Frail		Has Escort Present		Has Guide Dog Present
	Special Needs		Electric Wheelchair User		Zimmer Frame/Rollator User
	Crutches User		Child Seat		Shopping Trolley
	Oxygen		Tail Lift		

Sorted in PU & DO order

Key to customer mobility symbols

Trackroute Real Time Information

The screenshot displays the Flexiroute interface. On the left is a map of Leeds with a blue bus icon labeled 'L10' on Chapeltown Road. The map includes street names like Mexborough Drive, Saville Place, and Leopold Street. On the right is a Street View window for 'Louie St, Leeds, England'. The window shows a 3D view of the street with a white car. Below the Street View is a table of 'Runsheet Locations'.

Runsheet Locations	Type	Scheduled	Actual
Holy Rosary Chapeltown Rd Holy Rosary & St. Annes Catholic Church, Leopold Street Leeds LS7 4AW	PU	16:45	16:42*
35 Wellatone Drive Leeds LS13 4DZ	DO	17:13	

Current schedule for vehicle showing one hour either side of the current time

Trackroute Detailed Information

Real Time
Detailed View
Reassign V

Close Trackroute Menu
Enable Google

District: Bradford
Date: 10/01/2016
Vehicle: B03
Start Time: 00:00
End Time: 23:00
Suggested Route
Search

Event Filter

Timed Report

Distance Exceeded

Speed Warning

Driving Style

Geo-Fence Entered

Geo-Fence Exit

Journey Start

Journey Stop

Heading Change

Idling Start

Idling Ongoing

Idling Stop

Multiple Events

Timed Report

Distance Exceeded

Speed Warning

Driving Style

Geo-Fence Entered

Geo-Fence Exit

Journey Start

Journey Stop

Heading Change

Idling Start

Idling Ongoing

Idling Stop

Multiple Events

Tracking Events (click to zoom to map location)	Runsheet (click to zoom to map location)
10:10 - Heading Change 31mph - Ignition On Heading South West on Shipley Airedale Road, Bradford, BD1 5	(6) DO 10:02 Barbara Hall
10:10 - Heading Change 37mph - Ignition On Heading South on A650, Bradford, BD1 5	(7) DO 10:09 Betty Palfaman, Gwyneth Brown
10:10 - Heading Change 27mph - Ignition On Heading South East on Bradford, BD4 7	(8) PU 10:33 Alicia Przybylski
10:10 - Heading Change 12mph - Ignition On Heading South West on Bradford, BD4 7	(9) DO 10:53 Alicia Przybylski
10:10 - Heading Change 7mph - Ignition On Heading South West on Wakefield Road, Bradford, BD4 7	(10) PU 11:15 James Reilly, Anna Stante
10:10 - Heading Change 13mph - Ignition On Heading West on Wakefield Road, Bradford, BD4 7	(11) DO 11:21 James Reilly