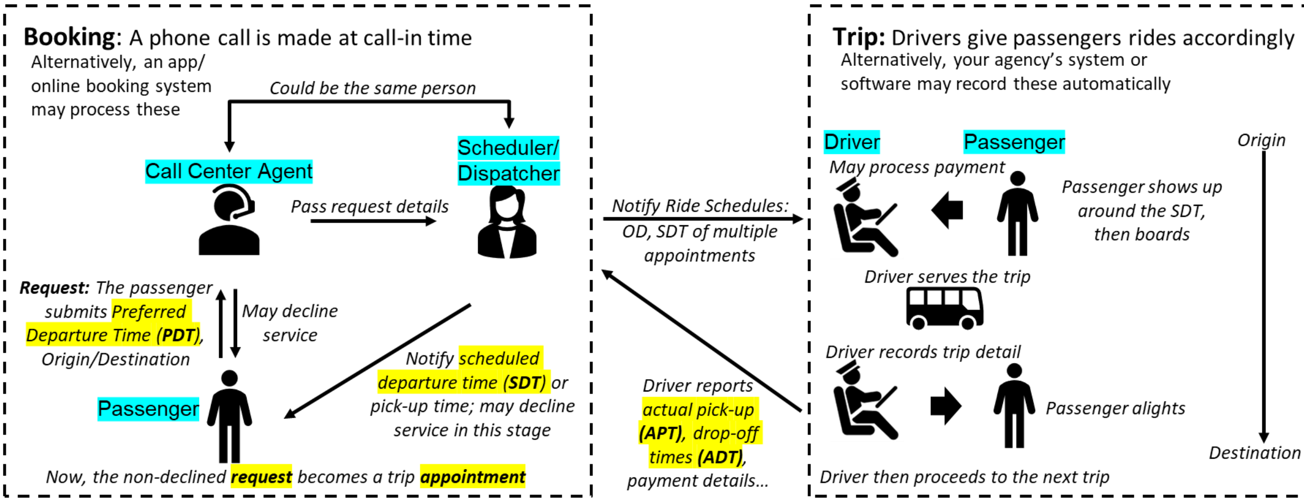
MnDOT MaaS: DRT Data Collection Manual

Part 1: Schematic diagram and terminology of the demand response transit service



Part 2: Data Collection

Could be the same person or system; There could be multiple call agents/dispatchers

Call Center Agent or App/Web booking platform

Request ID	Request Details
1	Agent Declined
2	Call Detail 2
3	App Booking Detail 3
4	Call Detail 4
5	Web Booking Detail 5

Request (Call/Web-booking) Data:

- *Call-in/web/app booking date and time*
- *Call length or hang-up time (optional)*
- ***Preferred Departure Time (PDT)***
- ***Origin Address** or Place Name*
- ***Destination Address** or Place Name*

Scheduler/ Dispatcher

Request ID	Appointment Details
1	NA
2	Appointment Detail 2
3	Appointment Detail 3
4	Scheduler declined
5	Appointment Detail 5

Appointment Data:

- *Planned/notified pick-up or **scheduled departure time: SDT***
- *Route type (e.g., paratransit, general DRT; optional)*
- *Fare type (if payment is processed at this stage; optional)*
- *Assigned driver or vehicle name or ID (for your internal use; will function as a key to match appointments and drivers)*

Trip Schedule Sheets (OD, planned pick-up time of multiple appointments)

Driver 1 or System

Request ID	Trip Details from Driver 1
2	Trip Detail 2
3	Passenger no-show

Driver 2 or System

Request ID	Trip Details from Driver 2
5	Trip Detail 5

Trip/Ride Data:

- *Actual pick-up time/drop-off time (**APT/ADT**)*
- ***Reason for unrealized trips** (no-show, cancel, denial..)*
- *Fare type (if drivers process the payment; optional)*
- ***The number of passengers per each trip***

Please refer to the instructions in the worksheet for more details; yellow highlights are mandatory fields

Part 3: Instructions/Misc.

1. We have recognized that several Southern MN transit agencies are already collecting data that aligns with our needs.
   a. For example, you probably have data sheets that store information such as driver/vehicle schedules, which are generated when you are accepting bookings and allocating drivers to make services take place; or for vehicle maintenance/NTD reporting purposes.

2. You may change the structure of the worksheet if that is more convenient for you.
   a. Whenever your agency already records data attributes that correspond to the specified columns in the worksheet, feel free to utilize a "copy and paste" approach (using 'paste value') from your server or existing datasheet.
   b. While the use of UMN worksheet files is encouraged, it is not obligatory. Your agency has the flexibility to leverage your current system and incorporate any additional essential columns. Simply record the data as per your regular procedure.

3. Keep track of "Request ID" (or "Call ID"). This unique identifier serves as a vital reference point, linking the trip request to your internal schedule sheets allocated to drivers.
   a. It is imperative that this ID remains exclusive to each trip request and is not reused or reassigned to a different trip request during the designated data collection timeframe.

* A number of columns have transitioned to an optional field in comparison to the pre-deployment collection.