Data Model p.2 Data Model p.1 SERVICE USER C **SERVICE USER B** LOOKUP TABLE Service User UUID Service User UUID Full Name Full Name **EXAMPLE DATA**  Mobile Phone Mobile Phone Date of Birth SERVICE USER R Date of Birth **TABLE AND FIELDS** Race Race Marital Status Marital Status **PROCESS**  Service User UUID Residences Residences Full Name VISUALIZATION Current residence (if any) Current residence (if any) Mobile Phone Last residence Last residence Date of Birth Income Race Current income Current income Marital Status Last income Last income Residences Service User Role Service User Role Current residence (if any) (check all that apply) (check all that apply) Last residence Veteran Status Veteran Status Income Disability Status Disability Status 1. Rider or Staff Create Ride Request Current income 2. Fleet Manager Assign Driver Last income 3. Fleet Manager Assign Vehicle Service User Role 4. Rider Confirm Ride Request (SMS) (check all that apply) 5. Driver, Fleet Manager Confirm Ride Veteran Status Started (SMS?) Disability Status 6. Driver Confirm Pickup (SMS) 7. Rider Confirm Dropoff (SMS) 8. Driver Confirm Roundtrip Return, Complete (SMS) SERVICE USERS **SERVICE USER** 9. Fleet Manager Confirm Ride Complete Service User UUID **RELATIONSHIPS**  Full Name Mobile Phone Date of Birth Parent Service User UUID Race RIDE REQUESTS Child Service User UUID Marital Status Receive Child SMS Residences Permit Child SMS Reply Ride Request UUID Current residence (if any) Service User UUID Last residence Pickup Base Address Income Dropoff Base Address Current income Pickup Location UUID Last income Dropoff Location UUID Service User Role SERVICE USER Assigned Vehicle UUID (check all that apply) Assigned Driver UUID Veteran Status ROLES Roundtrip (boolean) Disability Status Pickup Requested Datetime (Rider Rider entered) Dropoff Requested Datetime (Rider Caregiver (Healthcare Proxy) Relative entered) Guardian Ride Started Actual Datetime Case Manager (automated) Pickup Actual Datetime (automated) 1. Admin inputs SPs Dropoff Actual Datetime (automated) Roundtrip Returning Actual Datetime (automated) Roundtrip Completed Actual SERVICE PROVIDERS Datetime (automated) Service Provider UUID Ride Complete Requested Datetime Full Name (Fleet Manager) Title Ride Completed Actual Datetime Organization (Dropdown) Ride Status Mobile Phone Purpose Of Trip Service Provider Role Ride Request Status (check all that apply) Notes Fax Phone ORGANIZATIONS EASTCONN Generations Health RIDE STATUSES 0 - Ride Request In Progress SERVICE PROVIDER 100 - Ride Confirmed ROLES 109 - Ride Canceled by Rider 200 - Ride Started Transport Broker 209 - Ride Interrupted \*\* Staff 300 - Rider Pickup Caseworker 309 - Rider Not Picked Up \*\* Nutritionist 400 - Rider Dropoff Intake 409 - Rider Not Dropped Off \*\* Fleet Manager 450 - Roundtrip Returning Driver 459 - Roundtrip Return Interrupted \*\* Admin 475 - Roundtrip Completed 479 - Roundtrip Completion Interrupted \*\* 500 - Ride Completed 509 - Ride Incomplete \*\* \*\* means the ride request status will change to closed upon achieving this ride status. Many of these indicate a bad condition.

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d892036fadee • EASTCONN

• 41.77206708388561, -72.08713073252099 https://maps.app.goo.gl/

VTW9HYDcXhmRhkgm7 • 376 Hartford Turnpike, Hampton, CT 06247

**LOCATION EXAMPLE** 

376 Hartford Rd Brooklyn, CT 06234 • Enter short name or address to get Location auto-complete

376 Hartford Tpke Hampton, CT 06247

376 Hartford Ave E Uxbridge, MA 01569

376 Hartford Ct Nekoosa, WI 54457

LOCATION AUTOCOMPLETE SEARCH

376 Hartford Ave #... Bellingham, MA 02019 + 2 addresses >

376 Hartford Rd #... Manchester, CT 06040 + 2 addresses >

If no Location found, provide option to Add Location

1. Service Provider Creates Location

Staff, or Fleet Manager

2. Rider entering Rider Pickup Base Address (added via voice or SMS) must be input as a location by Admin,

**VEHICLES** 

Vehicle UUID

LOCATIONS

Location UUID

Location Short Name

Google LatLong Copy

Google Maps Address Copy

Google Maps URL

 Fleet ID Passenger Capacity

Service Area

 Accessibility Feature Type (check all that apply)

**VEHICLE ACCESSIBILITY FEATURES** 

 Wheelchair Prone seating ACCESSIBILITY FEATURE TYPES

Wheelchair

Prone seating

1. Dispatcher/ Fleet Manager inputs vehicle

## RIDE REQUEST STATUSES

100 - all - ride request open

109 - all - ride request canceled

200 - Driver Needed

209 - Driver Unavailable \*\*

300 - Vehicle Needed

309 - Vehicle Unavailable \*\*

400 - Ride Confirmation Needed

409 - Ride Canceled, Unconfirmed \*\*

 500 - ectc - transport broker notified 525 - ectc - transport broker approved

599 - ectc - transport broker denied

 600 - ectc - fleet manager notified 625 - ectc - fleet manager approved

699 - ectc - fleet manager denied

700 - ectc - staff notified

725 - ectc - staff approved

 799 - ectc - staff denied 1000 - all - ride request ready to ride

1100 - all - ride request closed

table has field for ride request type mapping to ride request statuses for that type as well as an ordinal field to order workflow

