

Viewing A Trip

Viewing A Trip In RouteGenie

There are many different instances in which you would view a trip in RouteGenie, From the Dispatch and Pre-Assign interfaces to reservations it is one of the most common objects you are going to encounter.

Looking at a trip in the log

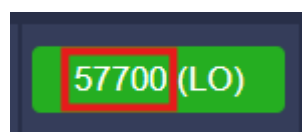
Lets take a look at what trips look like as you encounter them throughout the web app, no matter what interface your looking at trips appear in a similar fashion. A horizontal log/list.

	Order ID	Vehicle	Driver	PU Time	Approx.PU	Approx.DO	Vlos	Passenger	PU Address	DO Address	Payer	Mode	Distance
M	57700 (AS)	Van 15	Joel Berg	17:00	16:58	18:01	-2(17)		Euclid Ave, Sheboygan, WI 53083, USA	19 Ridge Ln, Oostburg, WI 53070, USA	Community Care	Ambulatory - Non-Medical (R)	11.00 mi
R	58025 (AS)	Van 14	Cheryl Dutton	17:30	17:28	17:41	-2(17)		N Taylor Dr, Sheboygan, WI 53081, US	Country Pl, Sheboygan, WI 53081, USA	MTM	Ambulatory	4.00 mi
R M	54020 (AS)	Van 15	Joel Berg	17:30	17:28	17:50	-2(17)		School St, Sheboygan Falls, WI 53085,	Huron Ave, Oostburg, WI 53070, USA	Community Care	Ambulatory - Non-Medical (R)	9.00 mi
R	58916 (R)	Van 17	Robert Otritz	15:30	16:04	16:15	34(19)		N Taylor Dr, Sheboygan, WI 53081, US	Elsner Ct, Sheboygan, WI 53083, USA	Community Care	Ambulatory - Medical (R)	3.00 mi

While the way the log is displayed may vary slightly depending on the interface for the most part it looks like what is shown above (the black boxes are just blocking PII) and regardless of the slight variances the way information is displayed is uniform across all interfaces.

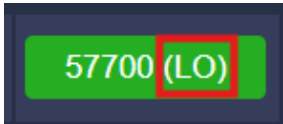
Trip Status and Trip ID

Trip ID



One of the first things you will notice on any given trip line is a colored box with a number on it. That number is what is known as the Trip ID. Each trip will have a unique one and depending on the broker some of them may differ in the way they are generated.

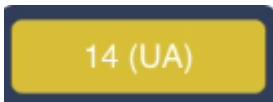
Trip Status



Next to the Trip ID we see what is called the Trip Status. It is displayed in an abbreviation, you will also notice that the background color changes depending on the abbreviation shown. While there are a lot of options don't worry, it's nothing too complicated.

Next we will take a look at all the different options for Trip Status.

Unassigned (UA)



This is an unassigned trip, it is the initial status a trip will generally take once entered in to the system. It means that the trip has been entered/scheduled in to our RG instance but there is not currently a driver assigned to it.

Assigning (AG)



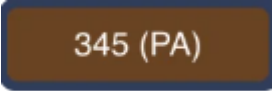
When a trip has been assigned to a driver and is in the process of being assigned you may briefly see this status, if the trip is being offered to the driver and they have not accepted it yet you will come across the next one.

Offering (OF)

Missing Screen Shot

This status will briefly show while a trip is in limbo and the system is waiting for the driver to accept the offer. This status can be skipped many ways but we can cover that in different guides.

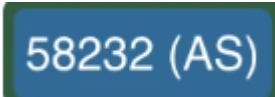
Pre-Assigned (PA)



345 (PA)

This is the status that is assigned to a trip when a trip has been assigned via the pre-assign mode. There are many differences between this and simply assigning a trip but we won't get into that here. This status will only show while a schedule is still in pre-assign mode. Once it becomes the current day and drivers log in to their shifts and start the trips will change to AS(Assigned).

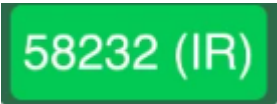
Assigned (AS)



58232 (AS)

Once an order has been assigned for good it will obtain this status, this means the order is assigned, on a current day, and everything is in good standing.

In Route (IR)



58232 (IR)

Once a driver is ready to start working on a trip they will hit a button on their app that tells the system they are "In Route" (IR). This means the driver is on the way.

Loaded (LO)

A green rectangular button with rounded corners and a dark green border. The text "58232 (LO)" is displayed in white, bold, sans-serif font.

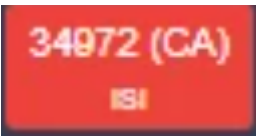
Once the driver has arrived at the pickup location and the passenger is on board the vehicle the driver will change the status to "Loaded" (LO) via the driver app.

Will Call (WC)

A purple rectangular button with rounded corners and a dark purple border. The text "24550 (WC)" is displayed in white, bold, sans-serif font.

This status can be a little frustrating because it is not viewable in the pre-assign interface. Will Call (WC) is used when the client has no clue what time they will be ready for a pickup/return ride. This is generally set by a broker via the API or if we fill out a trip with no pick up time entered on the return. At lakeshore we try our best to only use this when absolutely required as they often become problematic.

Canceled (CA)

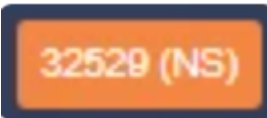
A red rectangular button with rounded corners and a dark red border. The text "34972 (CA)" is displayed in white, bold, sans-serif font.

iSi

Just as you would expect this means the trip has been Canceled, the letters underneath can give us an idea of the method (iSi = canceled internally, LGC = canceled by LogistiCare, MTM = canceled by MTM, etc.). If a trip is accidentally cancelled, dont worry they can always be re instated.

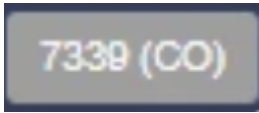
Trips can not be removed from RouteGenie once entered in to the system. CA is the end of the line for a trip, it will always remain in the system.

No Show (NS)

An orange rectangular button with rounded corners and a dark orange border. The text "32529 (NS)" is displayed in white, bold, sans-serif font.

Another version of cancelled, No Show (NS) indicates that it was the clients fault/doing. This useful for charging cancelation fees and things of that ilk. This is sometimes automatically applied by the system when a trip is cancelled very close to the pickup time.

Completed (CO)



Last but not least, Completed (CO), means that an order has been completed in good standing.

Further Trip Information

Times

You will notice in any given log you will have a number of different times on display, they may vary from system to system but these are the ones you will generally see by default and most people will choose to use. Also remember when looking at these times that a trip has being scheduled by pickup time or appointment time can cause great variation.

Pick Up Time

The actual time a client is supposed to be picked up

Drop Off Time

The actual drop off time taking into account just the distance and normal travel speed.

Approx.PU

This one can be a little more tricky and you may find that it is often incorrect. The system will calculate what time it thinks the driver will actually arrive based on GPS, Speed, Status Changes, and various other factors. If this time seems to be off it is best to have a look at the GPS and see where the driver actually is, or call them.

Approx.DO

Again this one is an approximation and tends to be the most out of wack. This time will change and take into consideration everything it has available including the actual time the driver was loaded and started driving. If you wait until the driver has loaded and started driving that is when you will get the most accurate reading. Again, when in doubt, look at the GPS map or ask the driver

yourself.

Vios

Short for Violations it is based on the violation windows that have been set in the main settings menu. This will allow you to see if you are running late or early and by how much. Green good, Red Bad.

PII and Address information

The rest of the information we see across a trip line in any given log is all self explanatory. It includes things like a passengers name, Address, Payer and any other relevant stuff a driver or dispatcher may need to know. You will also see stuff like distance.

Expanding A Trip

On any given Trip log you can also expand a trip to take a closer look.

It will lay everything out in a much more easy to read format and give you quick access to stuff like the passenger profile, trip history, dispatch notes and even a place to attach files for easy storage. Signatures can also be found here if the trip requires them.

After a trip has been completed GPS information can also be accessed.

Because expanding a trip looks different across most of the interfaces depending on where you are in the system and what you are doing when you click it, it would be crazy to deep dive on that here. However I do plan to write a follow up article that does cover some of the more advanced stuff you will encounter in the menus found within the expanded trip interface.

Revision #4

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