Wheelchair
Book & Ride

Driver Application User Guide

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Book & Ride

Log in to find your next job

Phone

Enter your phone
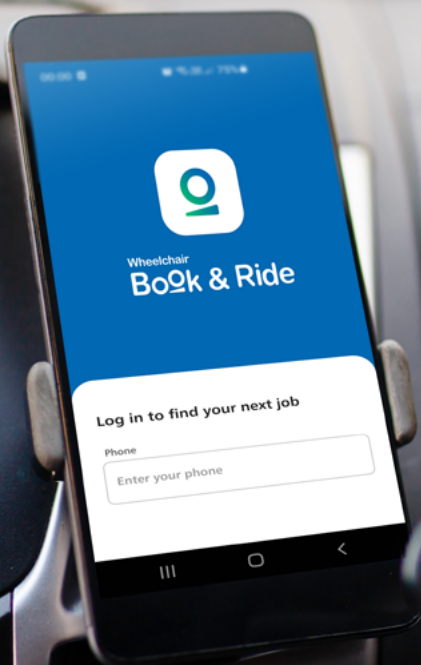
Get the app that connects you with customers who need wheelchair accessible vehicles

NSW
GOVERNMENT

Welcome

Wheelchair Book & Ride is the centralised booking service for wheelchair accessible taxis in Sydney. The driver app connects you to customers who need wheelchair accessible vehicles.

The booking service is funded by Transport for NSW. Spinal Cord Injuries Australia (SCIA) is approved by the NSW Point to Point Transport Commissioner to operate the service.

All taxi service providers (TSPs) that operate wheelchair accessible taxis in Sydney are required to join the service.

1   Accessing the driver app

- You will receive a text message with a link to download the Wheelchair Book & Ride driver app.

- Drivers working with multiple TSPs may receive multiple text messages – the download is only required once.

- Your use of the app is governed by the agreement between your TSP and SCIA. Please contact your TSP for guidance.

Android and iOS/Apple permissions

After you've downloaded the Wheelchair Book & Ride driver app, you'll need to give it permission to access your location via your device.

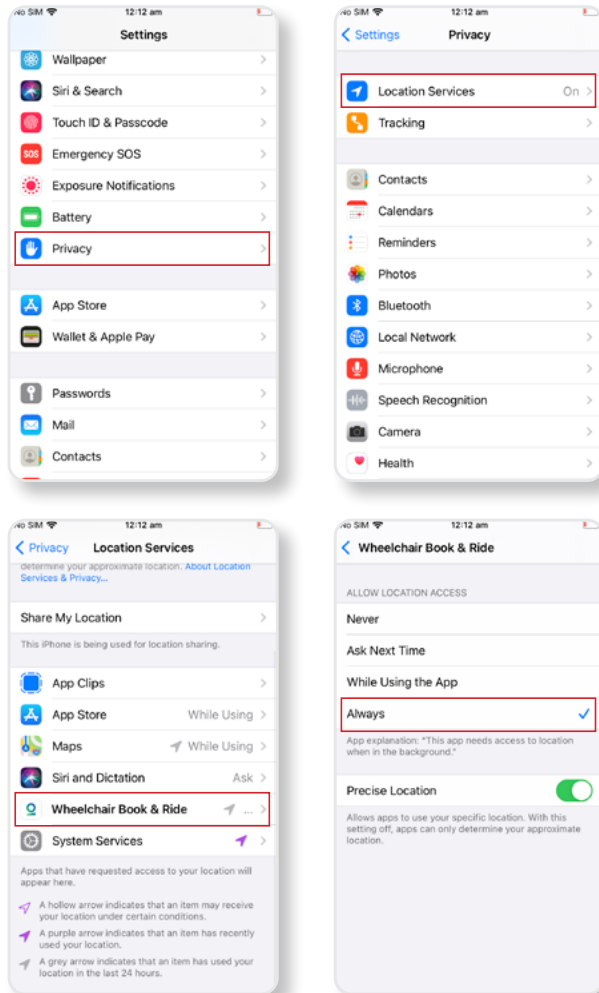These steps will allow you to receive jobs when you're online, including when the app is running in the background.

Android:
Select: Settings / Location / App permissions / Wheelchair Book & Ride / Allow all the time.
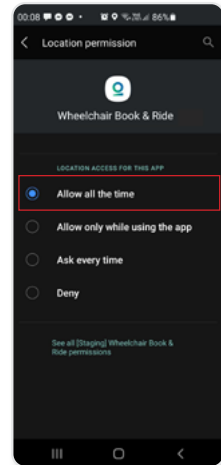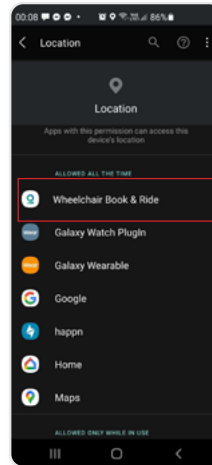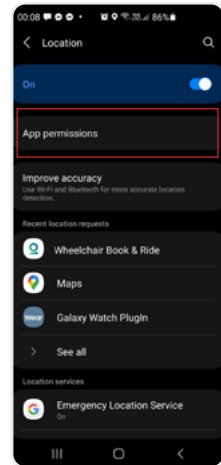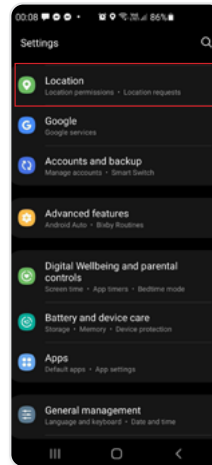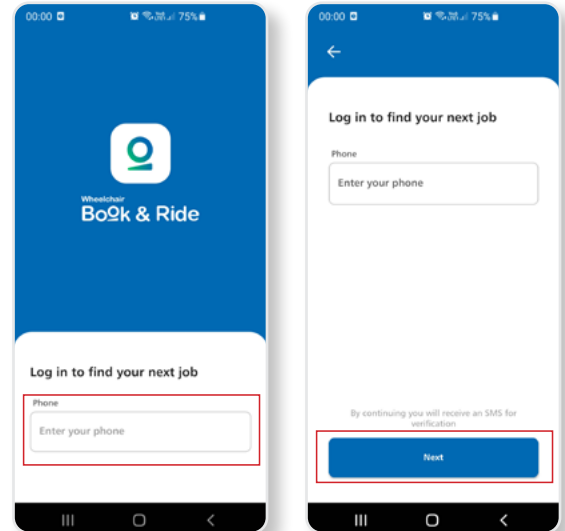
iOS/Apple:

**Select:** Settings / Privacy / Location Services / Wheelchair Book & Ride / Always.

Logging in

- Log in using the same mobile number that received the text message.

- After you've entered your phone number, select **Next**.

2 Select your TSP

- Find the TSP you are driving for on this shift. Select **Next**.

- If you work with multiple TSPs using the same mobile number, you will see multiple options. If for any reason you are not permitted to drive for a particular TSP, you will not be able to select that provider.
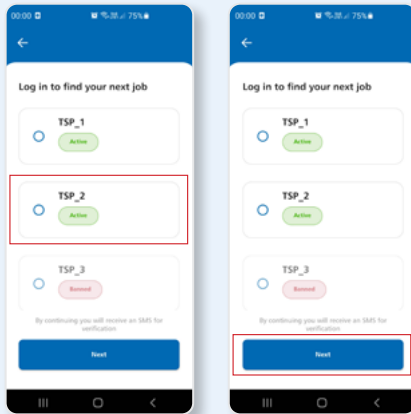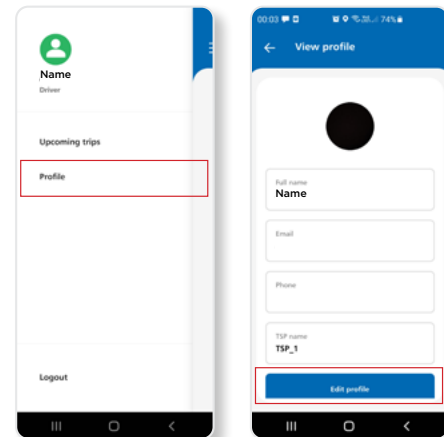

- After selecting your TSP, you will receive a text message with a 4-digit code.

- Enter the code and select **Next**.
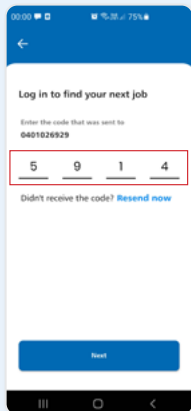

3 Setting up your profile

- The first time you log in for each TSP, you will be directed to the profile management page.

- You can check your details. If you would like to edit your name, email address or add a photo, select **Profile**.

- Your profile includes information supplied by your TSP.

- If you make any changes you can save them by selecting **Update profile**.

- You can return to the profile page any time by using the control panel (three lines on the top left side of the screen).

4 Going online

- To make yourself available for bookings, use the **Offline** and **Online** buttons at the top of the screen.

- Select **Offline** to bring up a vehicle selection search box.
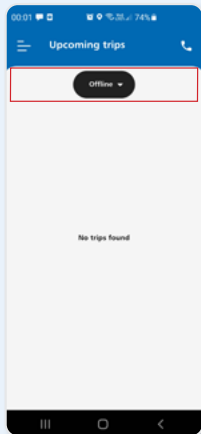
- Enter the taxi plate number of the vehicle you're driving to start receiving jobs.

- Select **Go online**.

  Please note:
  - If the app does not recognise the taxi plate, you'll receive an error message.

  - If a vehicle is already in use, you'll be notified and you won't be able to log in.

  - If you change to a different TSP, you'll need to log out and log back in to select the new TSP and find the taxi plate for the vehicle you're driving.
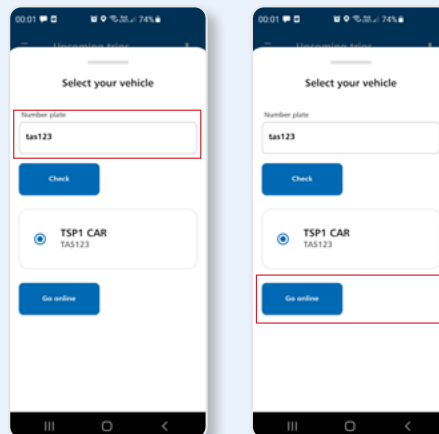

- After you select a vehicle, the button changes to green, says **Online** and shows your taxi plate number.

- Now you're ready to receive jobs.

- You can change back to unavailable by selecting the **Offline** and **Online** buttons at the top of the screen.

- The phone icon at the top right hand side of the screen can be pressed at any time. This will enter **139 111** into your device's key pad to call staff in the Wheelchair Book & Ride dispatch centre.
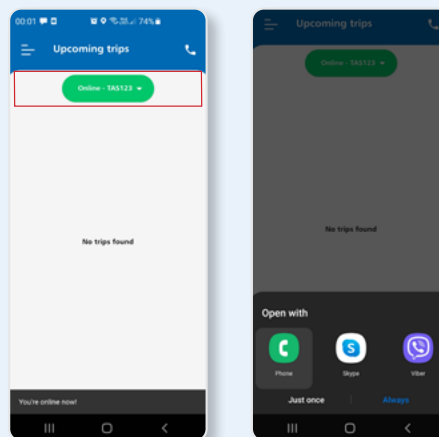
5 Accepting and managing a trip

- You'll receive a pop-up message when you've been offered a new trip.

- Select **OK** to view the trip details.
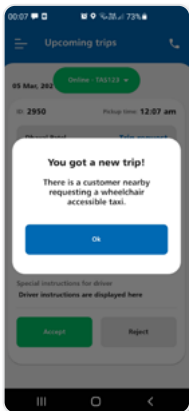
Trips progress through 5 stages, each stage requires your input.

1. **Trip request** – a trip has been offered and is waiting to be accepted or rejected. After 45 seconds the trip will auto reject and be sent to another available driver. If you want to accept this trip select **Accept**.
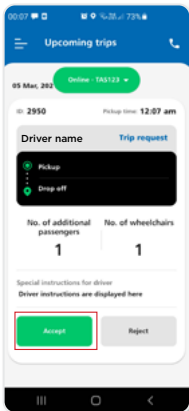

2. **Approved** – if you have accepted a trip, the passenger is notified via text message. You are now ineligible for additional dispatch offers until the trip is marked as complete.
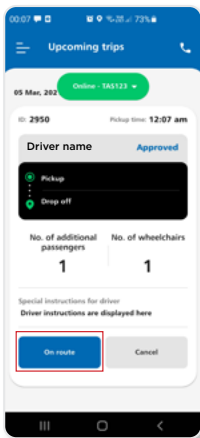
3. **On route** – Select **On route** when you're on your way. The passenger will receive an estimated time of arrival based on your distance from the pick-up location.

4. **Started** – Select **Start trip** when the passenger is secured in your vehicle and you are on the way to the drop-off location.
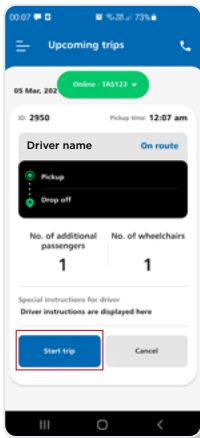
5. **Completed** – When the passenger has disembarked select **Complete trip**. You will be returned to an available state and be eligible for future dispatch offers.
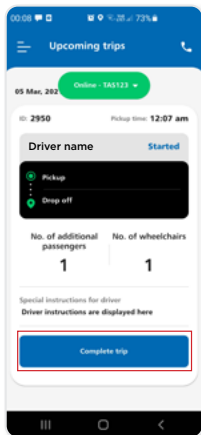
Please note: When you've finished driving, remember to log out via the control panel.

6 Dispatch notifications

- You'll receive notifications when the Wheelchair Book & Ride app is active, in the background or locked.

- When the app is active, you'll hear a sound and a pop-up message will appear on screen in front of the trip information.

- When the app is in the background, a banner will flash on the screen and you'll hear a sound.

- When the device is locked, a notification will display on the lock screen and you'll hear a sound.

- If you press on a notification it will open the app from the lock screen or via a banner if the app is in the background.

- If you select a job that is more than 45 seconds old, you will receive a message saying the job offer has expired.
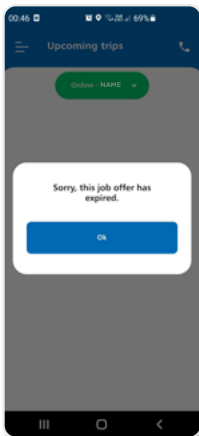

7   Using the navigation

- When you select **On route**, you can view navigation features in trackable map view or step-by-step instructions.

- You can receive directions from your current location to the pick-up location included in the booking. If you would like directions to the pick-up location select **Yes.**
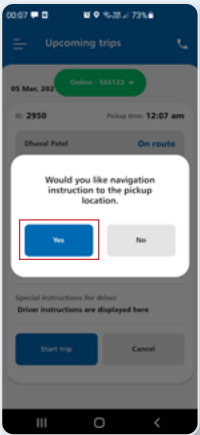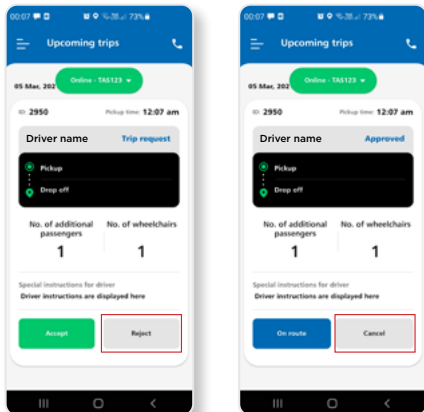

- When you select **Start trip**, you can receive directions from your current location to the **drop-off** destination.
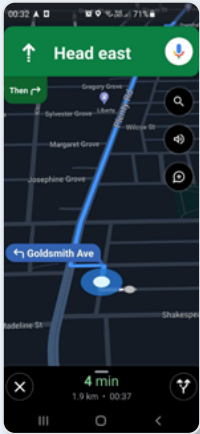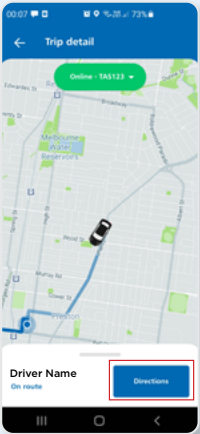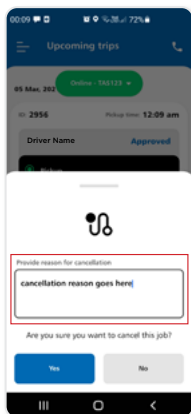
8 Cancelling or rejecting trips

- You have the ability to reject a trip when it is offered to clear it from your display. Offers will clear after 45 seconds if you do not respond.

- You can cancel a trip after accepting. You will need to provide a reason for the cancellation if you wish to terminate an accepted trip. You can use the options included in the control panel.

- If a customer cancels a trip, you'll receive a message on your display.

Troubleshooting tips

Wheelchair Book & Ride specific permissions

Ensure your device lets the app:

- access your location (location permissions)
- send messages to you (notification permissions).

General settings

Ensure your device:

- has an active internet connection
- allows lock screen notifications to be displayed
- is not on silent
- does not have 'do not disturb' settings configured.

More information

Call Wheelchair Book & Ride (SCIA)
on **139 111**

Visit **nswtaxi.org.au/resources**