



Cliffrun Media Ltd.

Transport App Pilot Overview



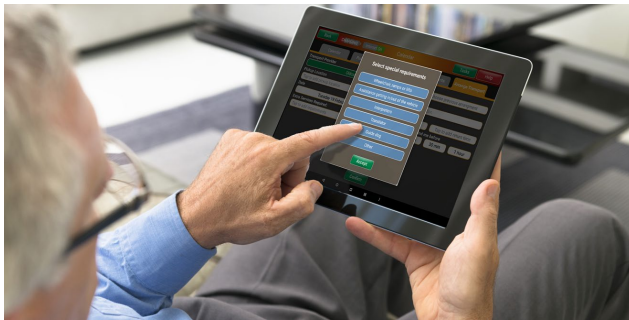
local link

The new name for Rural Transport



Pilot Objectives

- Develop a Transport booking solution for people who may have limited experience with technology.





User Transport Set up

Patient Interim Care Solutions

Initially Establish your home location.
This will identify which Local Link Service
you will be using.



Once the user is ready they set up a pick up.
Similar to making a Calendar appointment.

Location Setup

Back

Tap on the county you live in...

Co. Meath

Tap on a town nearest to your location

My Community
Select services and communities of interest to you

Meath Acorn User Trial Community

Oldcastle Transport

Save

1 Internet Set Up 2 Login Set Up 3 Profile Set Up 4 Tablet Set Up

Back CHARGING Internet On Calendar Tasks Help

Calendar Public Events My Events Create Events Arrange Transport

Transport Provider
Oldcastle Transport Tap to choose previous arrangement

Pickup Location
123 Street, Some Town Somewhere

Drop Off Location
Somewhere Else, Middle of Nowhere

Date
Thursday 14 February, 2019

Collection Time
3:41 PM Tap to add return time

Extra Services Required:
Wheelchair

Remind me before
None 15 min 30 min 1 hour

Confirm



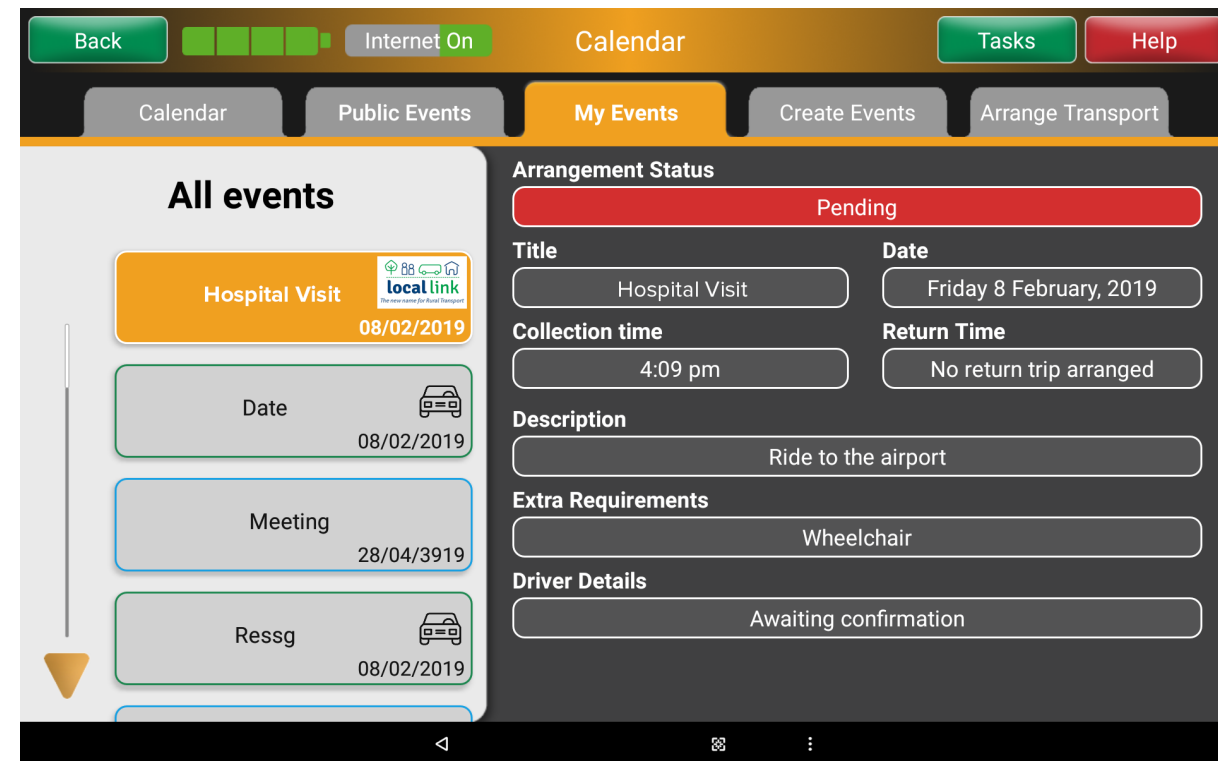
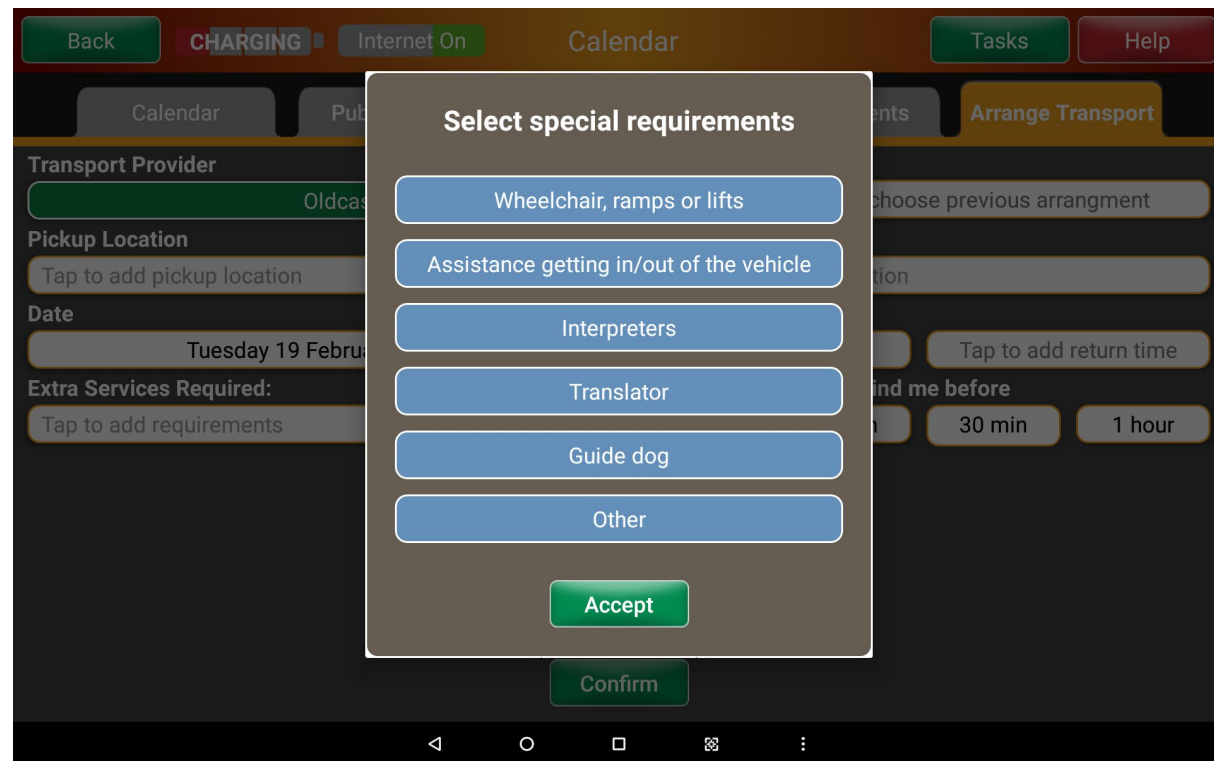
Organising Transport with Local Link

Patient Interim Care Solutions

Set up any special requirements...



The transport request is set up as an Event in the users calendar





Local Link operations

Log in to System

Review Outstanding Requests.. Approve, Pending...

Username / Email:

Password:

Login

Powered by © Acorn

local link
Your Local Bus Service

Home Logs Logout

Transport Requests Passengers Drivers Buses

Switch to Calendar View

Status	User	Date / Time	From	Destination
DECLINED	Patrick Moroney	4/10/2019 22:22	23 The Glade, Kells	Kells Town
APPROVED	Niamh Manning	3/10/2019 21:59	163 Dublin Road	Our Lady's Hospital
APPROVED	Patrick Moroney	1/10/2019 15:48	23 The Glade, Kells	Men's Shed
APPROVED	Betty Cosgrove	29/9/2019 15:46	34 Glasheen Drive, Drogheda	Drogheda Town centre
APPROVED	Patrick Moroney	1/10/2019 15:34	23 The Glade, Kells	Navan town Centre
APPROVED	Maureen Kelly	5/6/2019 15:13	252 Sea Park Drive	Skerries

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CREATE NEW TRANSPORT

Requests Filter:

- APPROVED: 14
- REQUESTED: 4
- DECLINED: 2
- NOSHOWS: 1

Overview:

- Events for today: 0
- All Upcoming Events: 1
- Available Drivers: 5
- Most Active Passenger: Patrick Moroney



Organise Details of User Request.. Decline Approve Special Requirements Note

Transport request from Patrick Moroney

Transport Details Passenger Details Driver/Bus Details User Correspondence

Status: Approved

Return trip: No

Collection Time: 10/03/2019 9:59 PM

Return Time: None

From: 23 the Glade, Kells

To: Men's Shed, Navan

City: Navan County: Meath

City: Navan County: Meath

Eircode: Eircode

Eircode: k35 a702

Passengers: 1

Special Requirements:

- Wheelchair
- Guide Dog
- Ramps
- Interpreters
- Assistance getting in/out of the vehicle.
- Translator
- Lifts

SAVE CHANGES

Select Appropriate Driver.

local link
Your Local Bus Service

Home Logs Logout

Transport Requests Passengers Drivers Buses

Name	Number Plate	Contact Number	Location
Lubna Stanley	02-LH-5688	087 326 2400	Dundalk
Abel Carty	04-KY-6529	087 466 9831	Tralee
Caden Giles	08-KY-3565	086 558 4356	Kenmare
Tabaths Reid	12-G-58225	086 971 3498	Clifden
John Smith	151-LH-2356	086 548 9254	Dundalk

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CREATE NEW DRIVER



Conclusions

- Pilot Solution developed over 3 months in close co-operation with Flexibus / Local Link team.
- The User Trial ran for approx. 2 months.
- 10 Users were given Acorn tablets with associated training.
- 2 Participant had significant dexterity impairments.
 - Resulted in a review of the technology for potential voice activation and improved “Active” stylus use for easier use.
- Participant were asked to run trial pick ups via Acorn tablet.
- Pick ups were scheduled on bespoke scheduling application at Flexibus HQ.
- The trial, while short, proved that an Age Friendly solution can be developed to aid older persons access transport services.
- Additional support for disability would help users that may have trouble pressing screen.
 - One participant appreciated being part of an “able bodied” pilot as the Acorn solution has been designed to be universal in nature.
- Software is ready for a phase 2 development and can be reutilised with minimal set up.

Recommendations :

- Further usability review of ease of use by Local Link team.
- Phase 2 Trial Larger cohort longer period for better statistical analysis and monitoring.
- Addition of volunteer drivers capability.



Thank You