

Minnesota's Road to Volunteer Drivers Virtual Forum Series, 2022-2023
May 25, 2023

Scheduling software: Finding the right fit

Participant poll results

1. What scheduling software do you use?
 - a. Assisted Rides
 - b. RideScheduler
 - c. Route Match
 - d. Access-based program
 - e. We have integrated a very rudimentary scheduling system into our Access database
 - f. 365
 - g. Web-based SQL database
 - h. We started with spreadsheets, then went to Shah - used that until the pandemic. Worked super well for our needs. We are currently using RideScheduler.
2. What roadblocks have you experienced in acquiring/setting up a software system?
 - a. None that I am aware of
 - b. Not using it [Route Match] for the volunteer drivers
 - c. Cost
 - d. Reserving judgements on roadblocks so far (SQL database)
 - e. We have client and volunteer data in that system as well as in our Salesforce database so info is duplicated in more than one system
3. One wish you would ask of your system?
 - a. Easy volunteer interface
 - b. A better way to put together cost-share statements
 - c. Passenger-facing software for the client to input their own ride into the system
 - d. Text messaging capabilities