ITNRides Cheat Sheet
Unable to Assign a Ride to a Driver

When you run into this problem, follow this troubleshooting list to find a resolution.

1. **Check the driver's available times** – do they make sense?

2. **Check the driver's CAP** (capacity) is there a number in the field? – If no number under CAP, there is a problem with the driver's vehicle.

3. **Check the rider's Customer Preferences**:

   a. Does the rider have a service animal – if yes, does the driver have a dog icon?

   b. Does the rider have NO High Vehicle – if yes, does the driver have a high vehicle icon?

   c. Does the rider require a full-sized vehicle – if yes, does the driver have full-sized vehicle checked on his vehicle?

   d. Does the rider have more than two mobility aids (a cane is not counted) – if yes, does the driver have a 2 under CAP? à a walker and a wheelchair are 2 mobility aids.

   e. If the rider has a wheelchair, does the driver "Willing to load/transport wheelchair" checked on their contact record?

4. Is the driver's service area (miles) sufficient for the ride?

5. Does the driver have enough time to get from one ride to another – check all rides even if assigned by ESRI?

IMPORTANT NOTE: before a driver's availability is deleted or reduced – the driver must be removed from his rides.