

Driver–Dispatch Text Chat – MDT Integrated

TransLoc's **Driver–Dispatch Text Chat** enables simple, two-way text communication between dispatchers and drivers directly within the MDT and Dispatch screens. Safety is supported by restricting driver messaging to when the vehicle is not moving. Driver/Dispatch Text Chat creates a simple, safe way for agencies using the Driver App to stay connected and communicate quickly.

Challenge

Dispatchers often rely on phone calls or radio to reach drivers. These methods can be slow, disruptive, or unclear, especially when multiple vehicles need instructions at once.

Impact

Communication gaps can lead to:

- Missed or delayed instructions for drivers.
- Increased stress for both dispatch and operators.
- Longer response times for service changes or emergencies.

Solution

Driver/Dispatch Text Chat in the Driver App

This feature enables two-way text messaging between dispatch and vehicle operators in real time, without relying on external devices or phone calls.

Why this matters:

- **Faster Coordination:** Send updates instantly to the driver on duty.
- **Clear Messaging:** Reduce miscommunication from radio noise or call drop.
- **Built-In Safety:** Messages are delivered safely; drivers cannot interact while the vehicle is in motion.

Key details:

- Available to all agencies using the Driver App (formerly DAPC).
- Requires simple configuration before use.
- No separate app required, fully integrated in the Driver App.
- No additional cost – built into the Driver App

Workflow

- **Who uses this:** Dispatch staff sends messages; drivers receive and respond when safely stopped.
- **When:** Daily, for trip changes, assignments, safety updates, or route adjustments.
- **What changes:** Communication shifts from voice/radio to simple, documented text notifications within the app, when appropriate.

Impact Summary

- Reduces time spent waiting for callbacks.
- Improves clarity in instructions.
- Enhances operational safety while maintaining compliance.
- Keeps a written record of communications for reference.

Note

To start using Driver Chat, it will need to be **enabled for your drivers**. When you're ready to setup Driver Chat, please contact the Customer Support Team.

Customer Support

If you have any questions or need support, our **Customer Care Team** is here to help:

Email: support@transloc.com

Phone: 1 (888) 959-3120 x3

Support Hours:

Monday–Friday: 8:00 AM – 8:00 PM ET

After Hours: Emergency support available 24/7/365

Appendices

See Driver Dispatch Chat Screens below:

