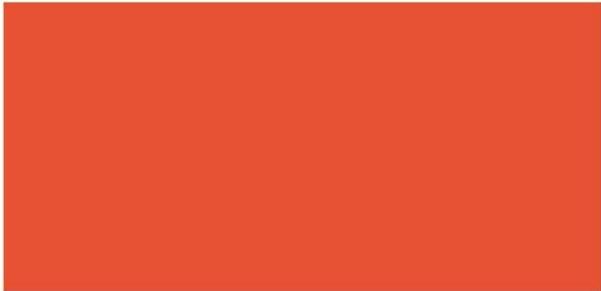


DRIVERMATE MDT TRAINING

VERSION 2.0



MDT Dispatcher Training

- Agenda -

<i>Topic</i>	<i>Description</i>	<i>Page</i>
Introduction	Agenda review	
Terminology		3
Logging In	How to Login into DriverMate	4
Itinerary Screen	Reading the Drivers Manifest	5
Arriving & Performing Events	How to Arrive & Perform trips on the manifest	6
Vehicle Map & Navigation	Using the map features within DriverMate	8
Changing Passenger Info	How to update/modify passengers	9
Messaging	Sending text messages to Dispatch	10
Troubleshooting	List of common issues and how to troubleshoot	11

Terminology

GPS	Global positioning system
AVL	Automatic vehicle location
MDT	Mobile data terminal. Also known as an MDC - mobile data computer.
Event	An activity that can be scheduled on a driver's manifest, such as a pick-up, drop-off, pull-in, pull-out, driver break, etc. This term is preferred over the use of "stop".
Manifest	The itinerary for a driver or vehicle, also known as an itinerary , or the driver's work .

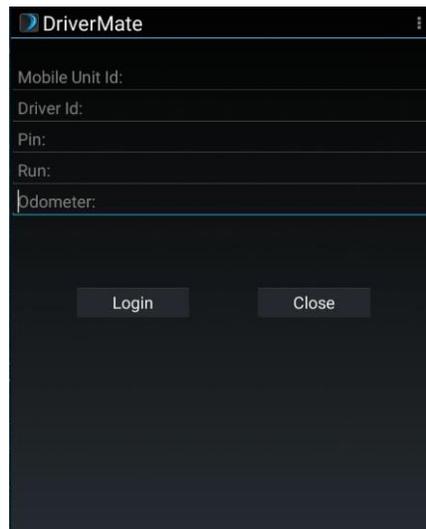
Logging In

Driver ID and PIN fields need to have at least a zero (0) in the field and an Odometer greater than zero (0) in order to be able to login.

Launch DriverMate (or Auto Launch DriverMate)

- Enter MobileID Number
- If site uses Driver ID, PIN, and/or Run then enter those in as well
- Enter the current odometer value
- Hit the login button to begin the login process (Might need to press the BACK button to minimize the keyboard)

NOTE – Sometimes sites use a Login checklist, those answers typically need to be answered corrected before you will be able to login.



Dispatch needs to VERIFY that the vehicle is assigned to only one route during a time period. A vehicle can be assigned to two routes if the two routes DO NOT overlap in time.

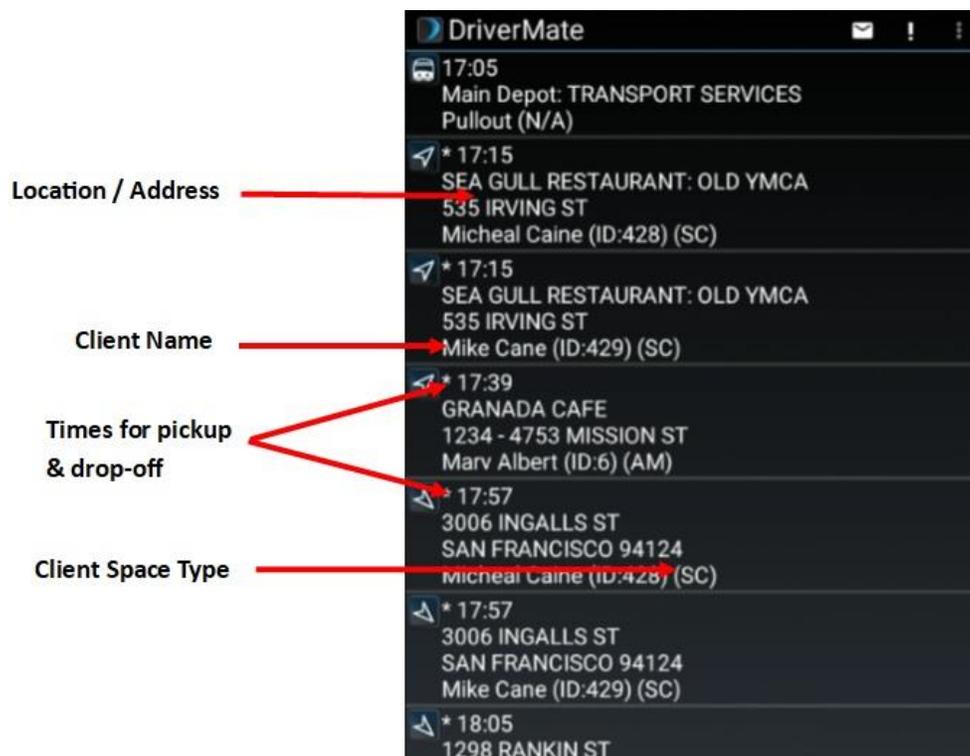
Otherwise it could cause the wrong run number to be displayed on the driver's MDT or even the wrong trips to be dispatched to the driver's MDT.

NOTE: Vehicles must be assigned an MDT ID; this should already be completed by your back office staff.

Itinerary Screen

The Itinerary Screen provides a summary for each of the events that are scheduled for a Driver. From this screen the Driver can determine the event type (Pick, Drop etc.), The time (dependent on property setting Estimated, Scheduled etc.), The passengers name, address and space type.

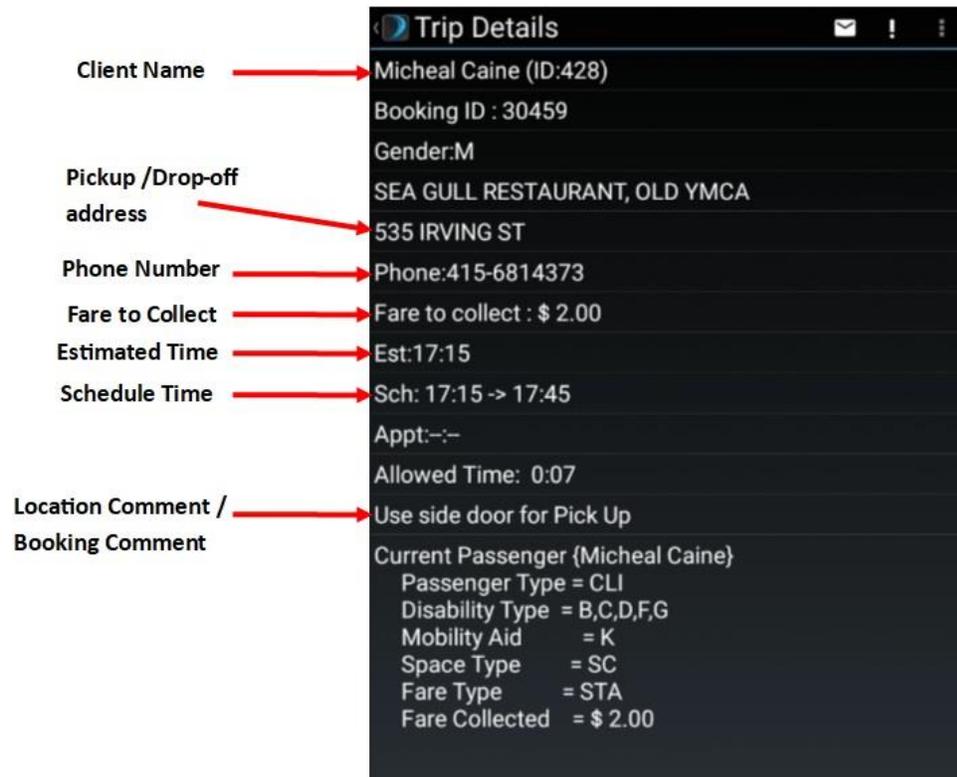
The Driver can see more detailed information if they briefly tap on the event to view the Trip Details Screen.



Trip Details Screen

Arrive & Performing Events

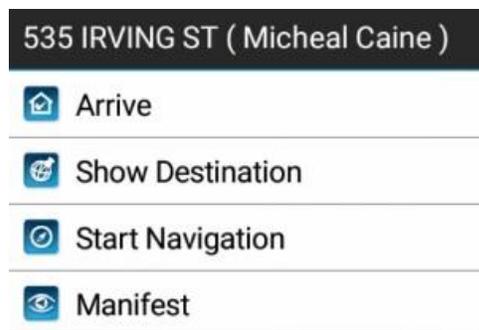
To **ARRIVE** an event, the Driver will press & hold on the event until the menu appears. They will then tap on the **ARRIVE** button.



The screenshot shows a 'Trip Details' menu with the following fields and labels:

- Client Name** points to: Micheal Caine (ID:428)
- Pickup /Drop-off address** points to: SEA GULL RESTAURANT, OLD YMCA
535 IRVING ST
- Phone Number** points to: Phone:415-6814373
- Fare to Collect** points to: Fare to collect : \$ 2.00
- Estimated Time** points to: Est:17:15
- Schedule Time** points to: Sch: 17:15 -> 17:45
- Location Comment / Booking Comment** points to: Use side door for Pick Up

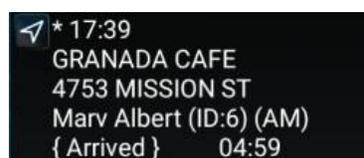
Additional details shown in the menu include: Appt:--; Allowed Time: 0:07; and Current Passenger (Micheal Caine) with attributes: Passenger Type = CLI, Disability Type = B,C,D,F,G, Mobility Aid = K, Space Type = SC, Fare Type = STA, and Fare Collected = \$ 2.00.



535 IRVING ST (Micheal Caine)

- Arrive
- Show Destination
- Start Navigation
- Manifest

They will see the **ARRIVED** status in brackets next to the event. If the event is a Pickup, a No Show timer will also appear. This serves the purpose of indicating how long a Driver is required to wait until they can Request a No Show to Dispatch.



* 17:39
GRANADA CAFE
4753 MISSION ST
Marv Albert (ID:6) (AM)
{ Arrived } 04:59

Once the Passenger has boarded the vehicle and is secured then the Driver can **PERFORM** the event. If the Drivers collect a fare then DriverMate will proceed to the **Fare Collection Screen**.



If the Passenger doesn't board the vehicle then the Driver has the options to either **Cancel At Door** or **No Show** the Passenger.



Note that the NO SHOW option won't appear until the No Show timer has expired.

Arriving Groups

Arrive the first event of the group. All the events that are connected in the group will show as **ARRIVED** and will be listed in the Group List Screen. If it is a Pick Up, Drivers will have the same options for each passenger as they do for individual passengers (Collect Fare, Cancel at Door, No Show etc.) Once all the fares have been collected the Driver can select **PERFORM GROUP**.

If it is a Drop Off, then Drivers can simply select **PERFORM GROUP**.

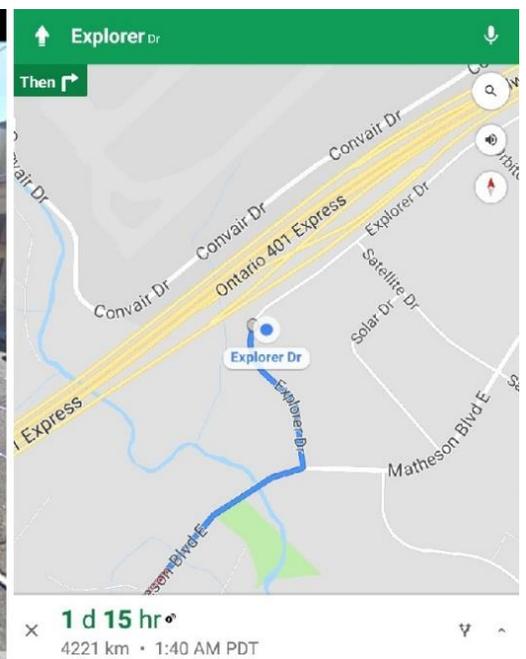
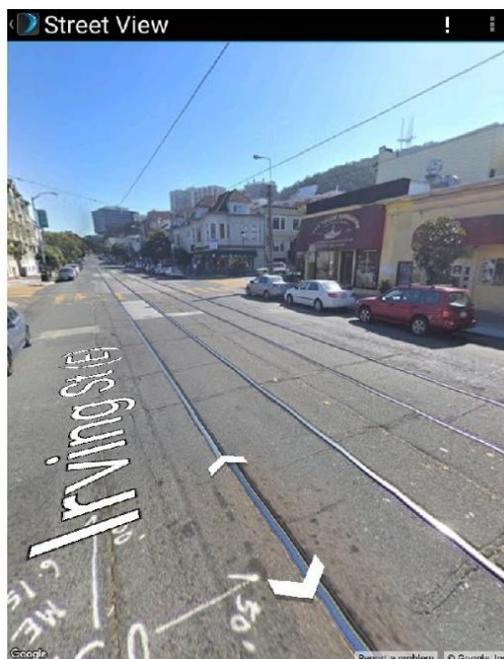
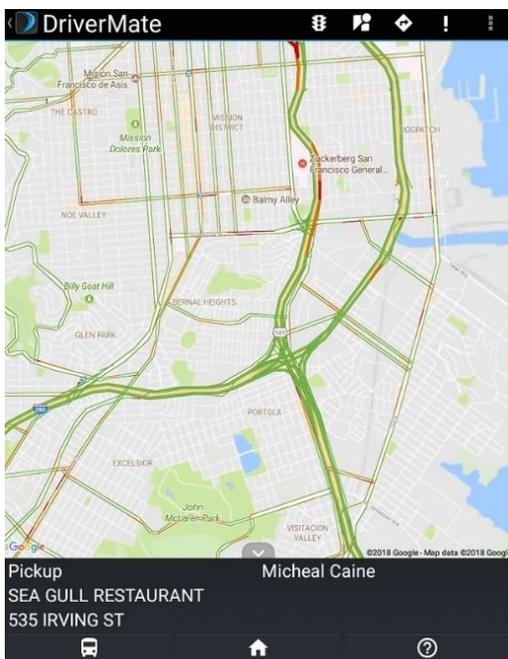
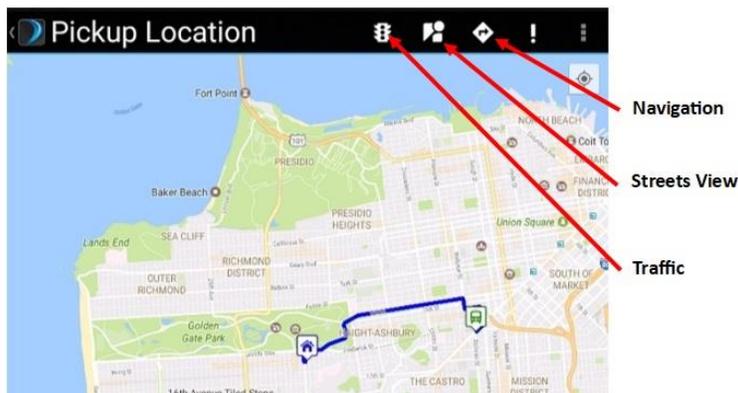


Vehicle Map & Navigation

To view a location on the map, Press & Hold on the event and select either **FIND LOCATION** or **GET DIRECTIONS**.

Find Location - will provide the Driver with a map and the location of the destination. The first button allows the Driver to view the current traffic conditions in the area. They will also have the option of using Streets View to show the destination.

Get Directions – will provide the Driver with a map that will show the last performed event location and the destination. The first button allows the Driver to view the current traffic conditions in the area. They will also have the option of using Streets View to show the destination. Lastly, they will have the option of using Google Navigation that provides the Driver with directions from their exact location to their destination.



Changing Passenger Info

If the Drivers are collecting a fare then they will also have the option to change the passenger info. Once on the **Fare Collection Screen** they can select from the numerous dropdown menus and select the different options available. Drivers can also change the Fare Amount from this screen and add additional passengers.

- Perform the event



- The Passenger screen appears
- Use the drop down menus to change the information as needed

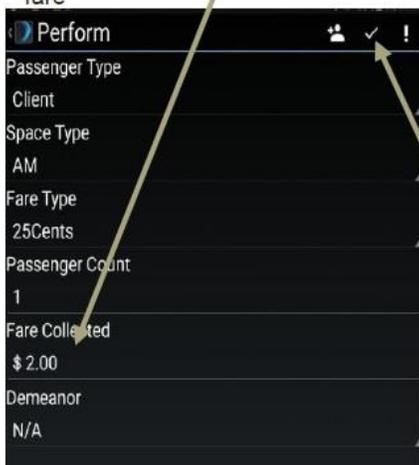


- Perform the trip to save the changes



Changing Fare Collected

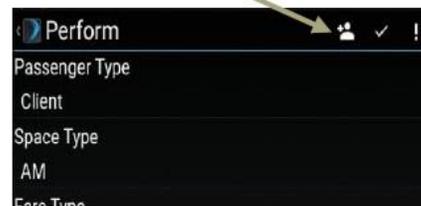
- Perform the event
- The **Passengers** screen appears
- Tap the Fare Collected field and update the fare



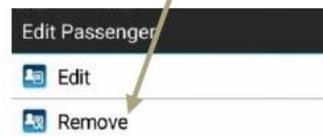
- Tap the Perform button when complete to save the changes

Adding and Deleting Passengers

- After Performing the event tap the **Add Passenger** button



- To remove a passenger, press and hold the passenger until the menu appears and select **Remove**

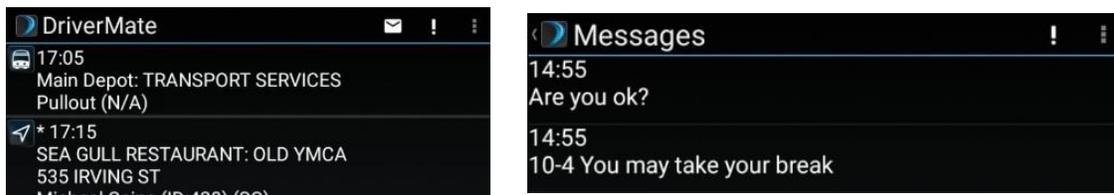


Text Messaging

Text messages will pop up in front of any open screen in DriverMate (Exception while in Streets View or Navigation). Drivers will have the option to tap the OK button to acknowledge the message or the Driver can tap REPLY to provide a response.

Note – Drivers must be at a stop in order to interact with DriverMate. Default threshold is 5kph. Driver can only tap the OK button to acknowledge Trip Updates/Insertions and Text Messages while in motion.

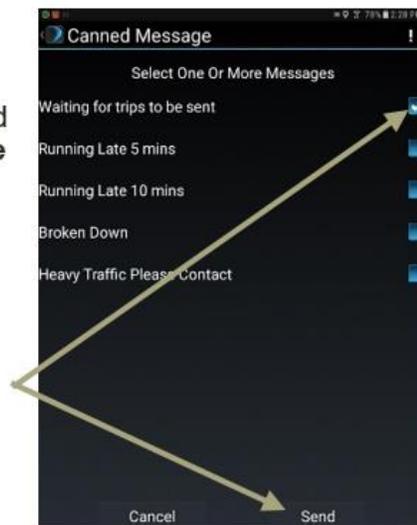
To view a saved message, tap the envelope icon and you will be viewing your message inbox.



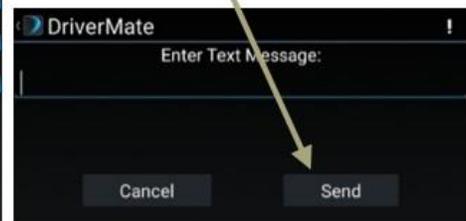
To send a message, tap the menu button and tap **SEND CANNED MESSAGE / SEND TEXT MESSAGE**. For a Canned Message, tap on the checkbox on the message you want to send, then tap **SEND**. To send a Free Text Message, tap the blank box and then type out the message to send to Dispatch. Once finished tap the **SEND** button.

Send Messages

- Press the menu button and tap either **Canned Message** or **Text Message**
- For a Canned Message, select the message to send and tap **Send** at the bottom



- For free text messages, use the keyboard to enter your message, then tap the send button



Troubleshooting

Problem: No trips on a driver's MDT.

- Is the vehicle assigned to a run?
- Are the trips marked Undelivered?
- Have the driver log off/on.
- Mark the trips as Undelivered again.
- Have the driver move a block away, as the vehicle might be sitting in a "dead zone".
- Check that the MDT ID is set correctly in the Trapeze Vehicles screen.

Problem: The wrong trips or extra trips are showing on the MDT.

- Check that the correct vehicle is assigned to the run.
- Check that the vehicle is not assigned to more than one run.

Problem: The trips on a driver's MDT suddenly disappear.

- Check that the vehicle is not assigned to more than one run.

Problem: None of the vehicles are receiving trips.

- Is Trapeze Gateway Server running?
- If you recently changed network/server connections, are all the network/server/IPs/ODBC settings correct for Novus and the Vendor application?
- Are the port numbers (if any) set properly for Novus and the Gateway Server application?

Problem: The driver performed the wrong trip.

- Unperform the event. In Schedule Editor, right click on the event and select Unmark Arrive / Perform / Late Perform.

Problem: The driver forgot to perform an event.

- The dispatcher should manually perform the trip for them and enter the actual time. To perform, right click on the event and select Perform.