

# DriverMate V19.3 Setup and User Guide

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## What's New in DriverMate 19.3.0

The following features are to be introduced in version 19.3 of DriverMate.

#### **End of Day Summary**

The End Of Day (EOD) Summary, is given to the driver at the pull-in event. This feature provides feedback to the driver regarding their performance that day.

After performing the pullin event, the EOD report is automatically requested from PASS.

The EOD report contains the following:

- Driver ID
- Number of Passengers
- Passengers Per Revenue Hour
- Number of Ambulatory Passengers
- Number of Wheelchair Passengers
- On Time Performance
- Total Miles

## About DriverMate

Trapeze DriverMate for Android allows demand response drivers to receive information from and provide information to dispatchers using approved Android devices.

Using Android devices, drivers can complete the following actions:

- View the current day's manifest
- Access detailed event and passenger information
- · View changes in the day's manifest as they occur
- View event locations on maps
- Receive turn-by-turn directions to event locations

As the day progresses, drivers can record when they arrive at locations and perform events. Drivers can also indicate when passengers are no-shows, or when trips are canceled. All information provided, and trip data such as vehicle arrival and departure times, is sent automatically to the dispatch office.

The system also enables text and voice messaging between drivers and dispatchers, which can increase communications while reducing radio traffic.

DriverMate communicates with either PASS or NOVUS for Demand Response. Because DriverMate communicates with the same dispatch systems as hard-mounted terminals, a transit agency can use both hard-mounted terminals and Android devices at the same time.

To find out more about Trapeze software products, contact your Trapeze representative or visit our Web site at: www.trapezegroup.com

Comments about this guide can be addressed to documentation@trapezegroup.com

## **Basic Terms**

These terms are used throughout this document.

#### Terms Used in DriverMate

Term	Description
Event	Any activity that you will perform such as pick-up, drop-off, pull-out, coffee break, and so on.
Action	Every event has one or more actions associated with it. Some actions are just about logging information (indicating an event has begun, completing a checklist). Other actions are part of the event (collecting fares, adding passengers). If you think of the manifest as an appointment calendar telling you where to go, then actions are what you do when you get there.
Manifest	A list of events provided to you at the start of a shift. This list includes both revenue (pick- up, drop-off) and non-revenue (pull-out, lunch break) events. The events are generated by your agency's scheduling department. The order of events will be the most efficient possible based on agency rules and calculations. Think of the manifest as an appointment calendar guiding you through the day. It tells you where you have to be, when you have to be there, and why you are going there.

#### **Related reference**

Event and Break Icons on page 18 Icons on the manifest indicate the type of event.

## **Events and Actions**

Events and actions and how they are associated.

#### **Events in Logical Order with Descriptions**

Event	Description
Login	Signing in to the DriverMate application. Generally this includes identifying yourself.
Pull-Out	Leaving your start location and starting your route for the day
Pick-Up	Picking up a passenger. This may be a:
	<ul> <li>Scheduled pick-up - a location and passenger is specified in the manifest</li> </ul>
	• Flag stop - an unscheduled stop where passengers can signal they want to board.
Drop-Off	Dropping off a passenger. This may be a:
	Scheduled drop off - a location and passenger is specified in the manifest
	Flag stop - an unscheduled stop where passengers can signal they want to exit.
Pull-In	Returning the vehicle to its assigned location at the end of your shift.
Driver Signature	When Performing a Pull-in Event a driver signature may be required.
Capture	
Logout	Signing off from the DriverMate application.

#### Actions and Descriptions in Order Based on Events

Action	Description	
Checklist	Your agency may require you to complete checklists at events. Until you have completed the checklist, you cannot proceed to the next action or event.	
Arrive	Most events require an Arrive action. This informs dispatch that you have arrived at the event location.	
Perform	Most events require a Perform action. This informs dispatch that the event is complete and you are proceeding to the next event on the manifest.	
Fare Collection	When passengers board you may have to collect fares. The process depends on your agency's requirements.	
Client Signature Capture	When passengers board you may be required to obtain a signature. The process depends on your agency's requirements.	
No Show	Depending on your agency's rules, you may be able to declare a passenger a No Show.	

Action	Description
Cancel at Door	When you perform the Arrive action at a pick-up, Cancel at Door is available. Select this option when a passenger is present but no longer needs the trip.
Adding a Passenger	<ul> <li>When performing a pick-up, additional passengers may be present. For example, a passenger may have a companion or escort not included in the manifest. You can add a passenger after performing the Arrive action. If necessary, you can perform Fare Collection for the additional passenger.</li> <li>Figure 2: Add Passenger Button</li> </ul>
Sending a Message	You can send a message to dispatch at any time, regardless of the current event. Your agency may provide canned messages for common situations (running late, heavy traffic, re-send address information). You also have the option of sending a text message.
Contacting Dispatch	If your agency makes it available, you can use VoIP to contact dispatch.
Sending an Emergency Message	You can send an emergency message to dispatch at any time, regardless of the current event.

#### **Events and Actions**

Event	Actions Required by DriverMate	Actions Your Agency May Require	Actions You May Have to Perform in Some Situations	Actions You Can Perform at Any Time
Login		Checklist		
Pull-Out	Arrive	Checklist		
	Perform			
Pick-Up	Arrive	Fare Collection	No Show	
	Perform	Client Signature Capture	Cancel At Door	Send Message
			Adding a Passenger	Send Emergency
Drop-Off	Arrive	Checklist		Message
	Perform			
Pull-In	Arrive	Checklist		
	Perform	Driver Signature Capture		
Logout		Checklist		

#### **Related concepts**

About Fare Collection on page 53 Depending on your agency's rules and your system configuration, you may have to collect fares from passengers.

About Messages on page 41 DriverMate can receive messages from the dispatcher.

About Contacting Dispatch on page 43 You can call or send messages to the dispatcher.

#### **Related tasks**

Declaring a Passenger a No Show on page 40 If a passenger is not present at the pick up location, you can declare a no show.

#### Canceling Pick-Ups on page 39

After arriving at a pick-up location, you can mark the trip as canceled.

#### Adding a Passenger on page 32

A passenger may be accompanied by another passenger, for example a companion. You can update the manifest with this information.

### **Basic Workflows**

Workflows are when you put events and actions together.

#### **Single Revenue Event**

This is the simplest workflow. You have a single passenger pick-up and drop-off.



You do the following:

Log in to DriverMate. Once logged in, you can see the manifest with pick-up and drop-off information.

#### Login Screen

	<b>9</b> 9:
DriverMate	:
DriverMate 18.2.0.0	
Mobile Unit Id:	
Driver Id:	
Pin:	
Run:	
Odometer:	
Login Close	
DriverMate	
Main Depot: TRANSPORT SERVICES	
Pullout (N/A)	
Best: 17:05 Mike's Cafe	
Sch: 17.09 DOWNTOWN MALL STOP	
✓ * 17:15 to 17:45 SEA GULL RESTAURANT: OLD YMCA 535 IRVING ST Mike Cane (ID:429) (SC)	

#### Figure 3: Sample Manifest

Exit the garage. (Execute the Arrive and Perform actions to complete the Pull-Out event.)



#### **Perform Button**



- Pick up the passenger at the location and time designated in the manifest. (Execute the Arrive and Perform actions to complete the Pick-Up event.)
- Drop-off the passenger at the location and time designated in the manifest (Execute the Arrive and Perform actions to complete the Drop-Off event.)
- Return the vehicle to the garage. (Execute the Arrive and Perform actions to complete the Pull-In event.)
- Log out of DriverMate.

#### **Multiple Revenue Events**

More typically, a driver will pull-out, then perform several pick-ups and drop-offs before pulling in.



#### Figure 4: Multiple Pick-Ups and Drop-Offs in Parallel Order

This is a simple example. For the purposes of schedule efficiency pick-ups and drop-offs will often be intermingled, like this:



#### Figure 5: Multiple Pick-Ups and Drop-Offs Intermingled for Route Efficiency

Any combination that produces the most efficient routing is okay, as long as every pick-up ultimately has a drop-off.

The only difference between these more complex workflows and the basic workflow is the number and order of events. The actions you need to execute to move from event to event remain the same.

### About the Title Bar

The title bar provides you with communications status and access to menus.

The buttons and icons displayed on screens vary, but the format generally looks like this:

D DriverMate 🏲 🎽 🚦

#### Common Items on the Title Bar

ltem	Icon or Button	Description
Menu		Tap to see available menus. These can change depending on your agencies requirements.
Flag Stop		Depending on the Flag Stop Functionality property setting, the menu that appears when you tap and hold on an event in the manifest contains a Flag Stop option.
Emergency	!	In cases of an emergency you can easily text help to dispatch.
Message	$\leq$	You can view messages sent to you from dispatch.
Check Mark	$\checkmark$	Tap to confirm perform actions for example, confirming your checklist is complete.

#### **Related concepts**

About Flag Stops on page 36

A flag stop is when a passenger is picked up or dropped off on a signal to the driver, often at an unscheduled stop.

#### **Related tasks**

Viewing Messages on page 42 You can view messages sent to you from dispatch.

# About Installing Trapeze DriverMate for Android

You can install DriverMate on Android devices using the Drivermate.apk file provided by Trapeze. For detailed installation instructions, see the documentation provided with your Android device. After DriverMate is installed, an icon appears in the Android device's Application screen.



# About Logging on and Logging off of Drivermate

In order to use the application, you must log on to DriverMate. Additionally, it is important to log out of the application at the end of your shift each day.

## Logging on to DriverMate

Drivers must log on to access DriverMate features.

#### About this task

Your log on screen may differ from the one pictured. This task describes a default screen, but your agency may have a different configuration.

#### Procedure

1. Open the DriverMate Login screen.

The procedure to do this may vary based on the device you use and your agency's configuration.



- For Mobile Unit Id, enter the identification number from Trapeze PASS or NOVUS. This is generally the vehicle number.
- 3. For Driver Id, enter your driver identification number.
- **4.** For **Pin**, enter your personal identification number. This number may or may not be required by your agency for authentication.
- 5. For Run, enter the name of the run you are performing.
- 6. For Odometer, enter the current odometer reading.
- 7. Tap Login.
- 8. A safety message is displayed. Tap ACCEPT if you can operate the application safely. If not, tap DECLINE.

II SAFETY	FIRST !!
I AGREE SAFETY IS MY F -AN I AGREE TO ONLY U WHEN SAFE -AN I AGREE TO REPOR TO MY SUF	THAT IRST PRIORITY D- JSE THIS DEVICE TO DO SO D- T MY CONCERNS 2ERVISOR
ACCEPT	DECLINE



Note: If you decline the request, you will be sent back to the login screen.

Once the safety message is accepted, a login message indicates that the system is establishing communication. If login fails, a message explaining the reason for the failure appears and you are returned to the Login screen.

## Logging out from DriverMate

When you have finished your work for the day, or are taking an extended break, you should logout.

#### Procedure

- 1. While viewing the manifest, tap the Android device menu button **I**.
- 2. Tap Logout.

If a Logout Confirmation message appears, tap Yes.

Logout Confirm	
Are you sure?	
No	Yes

- **3.** Enter an odometer reading if required.
- 4. Tap the **Perform** button.

If you entered an odometer reading, validation is performed to ensure the entry is greater than the login odometer entry. If it is not, a prompt appears asking if you want to change the entry.

# About the Lock Screen

In the event that you have step away from the Android device, you can activate the lock screen. Activating the lock screen prevents unauthorized persons from accessing the application. All pop-up and text message notifications are delayed until the application is unlocked.

## **Activating the Lock Screen**

If enabled, you can launch the Lock Screen from the menu tab on any screen besides the login screen.

#### Procedure

1. Tap the Menu button.



2. Tap the Lock Screen button to activate the Lock Screen.



## **Deactivating the Lock Screen**

The Lock Screen is deactivated by entering the access code.

#### Procedure

1. To unlock the Lock Screen, enter the access code that is defined in the Setup screen.



2. Tap Unlock.



Note: If the access code entered is incorrect, a warning message will be displayed asking you to try again.

#### Results

Once unlocked, you will be returned to the screen the application was locked from.

# **About Event and Passenger Information**

At login, event and passenger information is displayed in the manifest.

Manifest information includes:

- Event time
- Event location
- Passenger name
- Passenger type
- A symbol signifying the kind of event
- Comments (an asterisk indicates a comment has been added by dispatch)

The manifest only shows information that has not yet been performed. After you mark an event as performed, it no longer appears in the manifest.

(44…) 圏 や た き い	
DriverMate	<u>&gt;</u>
07:54	0
Jul 15 '19	On Board
Est: 17:05 Main Depot: TRANSPORT SERVICES	
Est: 17:05 Mike's Cafe	
Sch: 17:09 DOWNTOWN MALL STOP	
✓ *17:15 to 17:45 SEA GULL RESTAURANT: OLD YMCA 535 IRVING ST Micheal Caine (ID:428) (SC)	
* 17:15 to 17:45 SEA GULL RESTAURANT: OLD YMCA	

You can view detailed information about each event (including passenger information) by tapping on it. This opens the **Trip Details** screen for the event.



## **Event and Break Icons**

Icons on the manifest indicate the type of event.

#### Icons and their Descriptions

Icon	Description
	Pull Out
$\checkmark$	Pick Up
4	Drop Off
B	Driver's Break
	Pull In
E₹	Escort Pick Up
Ę	Escort Drop Off
F	Ferry Pick Up
FA	Ferry Drop Off
(P)	Flag Stop. This is an optional stop.
M	Mobility Aid Pick Up
M	Mobility Aid Drop Off
T	Transfer Pick Up
<b>₽</b>	Transfer Drop Off
	Layover
74	Lunch
Ø	Vehicle Refuel
	Ordered Wait Break
S.	Vehicle Out of Service

Icon	Description
45	Driver Assist
C	Driver Return
1	Driver Relief

## **About the Manifest Screen**

The Manifest Screen is the base of the Driver Mate application allowing you to interact with all events and access supplementary information.

## **Refreshing Manifest Information**

Manifest information is automatically updated, however, you can also send a Renew Manifest request to dispatch.

#### Before you begin

The Show Renew Manifest property must be set for this option to be available.

#### Procedure

1. When viewing the Manifest, tap the Menu button:



2. Tap Renew.

A message is displayed indicating the renew request has been sent. The Manifest screen refreshes.



## **About Maps and Navigation**

You can view your current position and destination on a map and get turn-by-turn navigational assistance.

If your system has been configured to support maps and navigation, you can view your current position and destination on a map and get navigational assistance (turn-by-turn information).

Tap and hold on an event to display the menu.



Tapping Show Destination displays a map with your current location and destination.



You can tap I to toggle the Google traffic view on and off.



Tapping 🖬 displays the Google street view.



If you tap Start Navigation on the menu or from the Show Destination screen, navigational information is displayed along with the map. The actual display varies depending on the navigation software your agency uses.



**31 min (11 mi)** Fastest route, despite crash on US-101 S causing 9-min delay

Traffic 8 Crash on US-101 S 9-min delay in 2.6 mi Steps 9 783 Haight Street Head east on Haight St toward Pierce St ŧ 0.6 mi Turn right onto Octavia Blvd 450 ft 🛯 SHOW MAP » PREVIEW

### **Map Markers and Buttons**

Markers on the map are a graphical indication of location. Buttons allow you to access map and navigation features.

#### Map Markers and Buttons with Descriptions

Marker/Button	Description
	The current location of your vehicle. Based on GPS data.
۲	Your current destination.
<b>₽</b>	A filled in arrow indicates the screen item is selected.
	Tap to center the map on your vehicle's current location.
A	Tap to center the map on your current destination.
8	Tap to toggle Google Traffic feed on and off.
<b>F2</b>	Tap to see Google street view.
<b>\$</b>	Tap to get turn by turn guidance from Google Navigation.
0	Tap to display a legend of the map markers.

## **Marking Events Arrived**

When you arrive at an event location, mark the event as arrived.

#### Procedure

1. In the Manifest, tap and hold the event you want to mark.

A menu appears.

(Pullout)

Arrive

Show Destination

Start Navigation

Manifest Checklist

Call Dispatch

Manifest

#### 2. Tap Arrive.

Arrived is displayed in the event entry in the manifest. The arrival time is sent to the dispatcher. If the event is a pick-up, a timer appears counting down the time (as specified in the No Show Waiting Time property) until the event can be marked as No Show. If the event is part of a group trip, the Group Trip screen appears with the events marked Arrived.

* 17:15 to 17:45	
GRANADA CAFE	
1234 - 4753 MISSIO	N ST
Marv Albert (ID:6) (A	AM)
Arrived 04:56	,

## **Marking Pick-Up Events as Performed**

When you pick-up a passenger, you can mark the event as performed. If the Enable Quick Perform property is off, you can view and change passenger and fare information.

#### Before you begin

An event must be marked Arrived before you can mark it as Performed.

#### Procedure

1. In the manifest, tap and hold the pick-up event to be marked as Performed.

A menu appears.		
(	Perform	
	No Show	
Ľ	Cancel At Door	
	Manifest Checklist	
۲	Flag Stop	
~	Call Dispatch	
0	Manifest	

2. Tap Perform.

If Enable Quick Perform is off, passenger information is displayed. You can review and modify it.

**Note:** If you drive away without selecting Perform a pop-up notification will appear indicating you need to mark the event as performed, no show or cancelled.

3. If the Signature Capture property is on, ask the client to sign in the Signature field.

If the client makes an error, tap Redo and ask them to sign again.

4. Tap OK

If additional passengers were added, the Fare Confirm screen appears.

5. If required, edit the fare amount and tap OK

## **About Signature Capture**

Signature Capture is a tool that can be used to confirm driver and client actions.

When a driver or client signature is requested the driver can update the status of the signature by selecting N/A. The status options are:

- N/A
- Signed
- Declined to sign
- Unable to sign

DriverMate	~	′!
F	rovide Client Signature	
Signature Status N/A		
S N/A Signed DeclinedToSign UnableToSign		

The signature will time out after a default time of 120 seconds.

#### **Client Signature**

When a client with a specific service type boards the vehicle, the driver will be prompted to ask for a client signature.



#### **Driver Signature**

During pull-in events the driver may be prompted to sign the screen confirming the completion of daily duties.



### **Calling a Passenger**

You can call passengers when viewing passenger information on the Trip Details screen.

#### Before you begin

The Enable Phone Function property must be set for the call feature to work.

#### About this task

You should confirm that you are following your agency's safety guidelines and traffic laws when making a call.

#### Procedure

- **1.** to locate the call button
  - On the Trip Details screen, tap and hold any part of the screen.
  - On the Manifest screen select the client you wish to call

A menu appears.

Eddie Albert (905)555-5866		
0	Call Client	
۲	Back	

2. Tap Call Client.

The phone application opens and calls the number.

**3.** To end the call, tap the call bar at the top of the screen. When prompted, tap **Yes**.

## **About Smart Card ID**

The Smart Card ID of a passenger can be displayed to the driver as a way to confirm passenger identification.

The Id can be configured in two ways:

- Show Smart Card ID
- Show Smart Card ID with masked ID Number

The ID can be displayed in the Trip Screen, or Perform Screen.



You can determine how many characters are masked in the Smart Card ID. Configurable from 0-16, the default is 0 unmasking the characters.

## About Pull-in, Pull-out, and Drop-off Events

Pull-in, Pull-out, and Drop-off events must be marked as arrived and performed.

Like pick-up events, you must mark these events as arrived and then performed. The only difference is that you do not have to include any passenger information.

In some cases pull-out events will require a driver signature.

The arrived and performed information is sent to dispatch when you mark the event.

## **Editing Passenger Information**

After a pick-up event is marked arrived, you can edit passenger information if required as part of the perform action.

#### Procedure

1. Tap Perform.

$\mathbf{\mathbf{\mathbf{\mathbf{\mathbf{\mathbf{\mathbf{\mathbf{\mathbf{\mathbf{\mathbf{\mathbf{\mathbf{\mathbf{\mathbf{\mathbf{\mathbf{\mathbf{$	ļ	ŧ

#### 2. Tap and hold the client's name.

Space : Fare Type : Fare Amount	WH STA :\$14.82	
ESC x1 Space : Fare Type : Fare Amount	AM N/A \$ 0.00	
	Edit Passenger	

- 3. Tap Edit to begin editing passenger information.
- 4. Tap Passenger Type and select the appropriate type (for example, client).
- 5. Tap Space Type and select the type of space the passenger occupies on the vehicle (for example, ambulatory).
- 6. Tap Fare Type and select the fare for the trip (for example, free).
- 7. Tap Passenger Count and enter the total number of passengers.
- 8. Tap Fare Amount and enter the amount collected.

If you do not enter an amount, the Fare Collected value is assumed to be the Fare Type amount. If you did not collect any fare, you must enter 0 (zero).

**9.** Tap **1** to save your changes.

#### **Adding a Passenger**

A passenger may be accompanied by another passenger, for example a companion. You can update the manifest with this information.

#### Before you begin

Adding a passenger is part of the perform action.

#### Procedure

1. On the **Perform** screen, tap **2**.

♥ ☜	🛛 🕸 🗮 🛜 57% 🖥 9:32 AM
< 🕖 Add Passenger	B !
Passenger Type	
CLI	4
Ѕрасе Туре	
AM	
Fare Type	
CCF	
Passenger Count	
1	
Fare Amount	
\$ 0.00	

- 2. Complete the passenger information fields.
- **3.** Tap 🖪.

## **About Group Trips**

The Group Functionality driver to perform multiple events at the same time when the events are at the same location and meet the time condition.

When the First drop off or pickup event is performed, DriverMate will search for continuous events in the same location.

#### **Group Perform Rules**

Rule	Description		
Auto Arrive	Events will be automatically arrived when the vehicle is within a certain radius of the pickup event.		
Group Prefrom Time	The window of minutes that allow the continuous trips to be a group event. The default is 10.		
Out of Order Arrive	Group pickup and drop-offs events can be grouped separately allowing the drop off events to be performed before the pickup events.		
Group Event	Must Collect all Fares	Must The Driver must collect the fare from all passengers before performing the Group event.	
	Quick Perform	The driver can perform group events without collecting any fare.	
	Optional Group Fare Collection	A driver can perform an individual event with the option to collect fare or perform group events.	
Group Perform Sort	<ul> <li>The manifest screen can sort items in the following ways:</li> <li>Event Order (default)</li> <li>Client Last Name</li> <li>Client First Name</li> </ul>		
Group Transfer	If Enables the driver can arrive and perform any transfer events if they meet in the same location.		

#### Marking Group Trip Pick-Up Events as Performed

After you have marked an event that is part of a group trip as arrived, you can mark all the group trip events as performed.

#### Before you begin

The Enable Group Functionality property must be on.

#### About this task

If DriverMate detects that multiple passengers are to be picked up or dropped off at the same geocoded location, marking one as arrived automatically marks all trips as arrived.

#### Procedure

 Tap and hold the first passenger in the group. The menu items displayed vary based on the Group Pickup Rules property settings:

- If set to Must Collect All Fares, the menu has a Collect Fare option but will not include Perform Group until all fares in the trip are collected.
- If set to Quick Perform for Groups, then Perform Groups and Perform options are available. You can perform each trip individually or all the trips in the group at once.
- If set to Optional Group Fare Collection, the Perform Group and Collect Fare options are displayed. You can perform the group trip with or without collecting fares first.
- 2. If required, tap Collect Fare and update the fare information. Repeat this for each passenger in the group.

535 I	RVING ST ( Micheal Caine )
\$	Collect Fare
٢	Back

3. Tap Perform Group.

The event information is sent to the dispatcher and no longer appears in the manifest.

535 IRVING ST ( Mike Cane )				
$\odot$	Perform Group			
\$	Collect Fare			
3	Back			

### Marking Group Trip Drop-Off Events as Performed

You can mark an entire group drop-off as performed.

#### Before you begin

You must mark the event as arrived before you can mark it as performed.

#### Procedure

- 1. Tap and hold the first passenger in the group. The **Group Trips** screen is displayed.
- 2. Tap and hold any event in the group.

300 SAI	06 INGALLS ST N FRANCISCO 94124 ( Mike Ca
$\odot$	Perform Group
0	Back

#### 3. Tap Perform Group.

Event information is sent to the dispatcher, and the events no longer appear in the manifest.

## **About Flag Stops**

A flag stop is when a passenger is picked up or dropped off on a signal to the driver, often at an unscheduled stop.

Depending on the Flag Stop Functionality property setting, the menu that appears when you tap and hold on an event in the manifest contains a Flag Stop option.

There are four options for the property:

- Disable Flag Stops are not enabled.
- Summary Record the number of passengers boarding and exiting and the fare paid.
- Fare Type Count Record the number of passengers boarding based on fare type.
- Detail Allows driver to search for clients Will give a brief overview of client information showing Client, Age, Trip Purpose and Funding Source.

If flag stop is enabled, the flag stop button **a** is available and tapping it will open the Flag Stop screen.

#### **Recording Simple Client Pick-Ups and Drop-Offs at Flag Stops**

This method of recording a flag stop can be used with either a PASS or NOVUS server to record the number of passengers boarding and exiting and the fare collected.

#### Before you begin

The Flag Stop Functionality property must be set to Summary to perform this procedure.

#### Procedure

- 1. On the manifest, do one of the following:
  - Tap 🖬 .
  - Tap and hold the current pick up or drop off event. A menu with the Flag Stop option is displayed.



🕖 Flag Stop		ļ
Flag Stop Summary	unt = 0	
Total Passenger Col	int = 0	
Pickup Number of Pa	assengers:	
0		
	4	
Pickup Fare Collecte	d:	
\$ 0.00		
Dropoff Number of F	Passengers:	
0		
	ОК	

- 2. Enter the number of passengers being picked up or dropped off and any fare collected.
- 3. Tap OK.

### **Recording Fare Type Count Flag Stops**

When performing a flag stop, you can record the kind of fare you are picking up.

#### Before you begin

The Flag Stop Functionality property must be set to Fare Type Count to perform this procedure.

#### Procedure

- **1.** On the manifest, do one of the following:
  - Tap 🖬 .
  - Tap and hold the current pick up or drop off event. A menu with the Flag Stop option is displayed.



Tap Flag Stop.

I			12:07
C DriverMate	•	/	
Alighting 🚽	0	1	
25Cents	0		
Distance 🚽	0		
Free 🚽	0		
Manual 🚽	0		
Standard ┥	0		

- 2. Tap the right or left arrows to enter the number of passengers for each category entering or leaving at the flag stop.
- 3. Tap OK.

## **Canceling Pick-Ups**

After arriving at a pick-up location, you can mark the trip as canceled.

#### Before you begin

The event must be marked as arrived and the Enable Cancel at Door Functionality property must be on to perform this task.

#### Procedure

1. In the manifest, tap and hold the event you want to cancel.

A menu with a cancel option appears.

5 Ratan Ct Ottawa K1V0B2 ( Eddie Albert )				
Ø	Perform			
Ð	No Show			
Ð.	Cancel At Door			
۲	Flag Stop			
۲	Manifest			

2. Tap Cancel at Door.

Depending on your agency's processes, the cancellation may have to be approved by dispatch before it is confirmed.

A confirmation message is displayed. Tap **Yes**. The event is marked as canceled and the information sent to the dispatcher.

#### Results

If the Cancel At Door Remove Trip property is on, the canceled trip no longer appears in the manifest.

## **Declaring a Passenger a No Show**

If a passenger is not present at the pick up location, you can declare a no show.

#### Before you begin

The amount of time you must wait after arrival before requesting a no show is specified in the No Show Waiting Time property.

#### Procedure

1. Mark the pick up event as arrived. The No Show timer starts.



After the required time elapses, a No Show Allowed informational message appears. No Show Allowed appears on the event in the manifest.

**2.** Tap and hold the event to display the menu.

0	Perform
	No Show
	Cancel At Door
	Manifact Obselilist
	Manifest Checklist
	Flag Stop
~	Call Dispatch
0	Manifest

3. Tap No Show.

A confirmation message appears. Tap Yes or No.

4. Tap Yes, the No Show request is sent to dispatch for approval. Upon being approved, the event is marked a No Show and you can proceed to the next event.

## **About Messages**

DriverMate can receive messages from the dispatcher.

How messages are received are determined by properties.

#### **Message Properties**

Property	Description	Default
New Message Alert	Specifies how to alert the driver that there is a new message:	None
	<ul> <li>None – The device will not make any sound or vibrate if a new message is received.</li> <li>Audio – A sound will be played when a new message is received.</li> <li>Vibrate – The device will vibrate when a new message is received.</li> <li>Audio and Vibrate – The device will play a sound and vibrate when a new message is received.</li> </ul>	
New Message Alert Duration	Specifies the duration in seconds that new alert messages will be played. Once all alerts have been cleared, the duration limit will be reset and alert tones will be allowed to play again.	300
New Message Alert Interval	Specifies how often alert tones will be played until the New Message Alert Duration has elapsed.	60
Confirm Message Notifications	If enabled, the driver must confirm incoming messages. YES and NO buttons are displayed to drivers when an acknowledgment is required.	On
Include Event Info in Text Messages	If enabled, event information is included in text messages from DriverMate.	On

If messages are enabled, the message button  $\square$  is displayed.

#### **Viewing Messages**

You can view messages sent to you from dispatch.

#### Procedure

Tap the message button<sup>⊡</sup>.

A list of messages is displayed.



**Note:** If a message requires a response from dispatch a pop-up notfication will appear on your screen indicating the type of response and action required. such as acknowledging the message.

## **About Contacting Dispatch**

You can call or send messages to the dispatcher.

To call the dispatch center, VoIP properties must be set.

You can send two types of messages to dispatch:

- Canned messages (these are predefined and cannot be altered)
- Text messages (you compose these yourself)



Important: Make sure you are following your agency's safety guidelines and traffic laws when texting.

#### Sending Canned Messages

If your agency has configured canned (predefined) messages you can select one or more messages from a list and send them.

#### Procedure

- 1. Tap ⊡to open the Messages screen.
- 2. In the Messages screen, tap the menu button The Messages menu is displayed.

Send Canned Message
Send Text Message
Status

#### 3. Tap Send Canned Message.

A list of available pre-defined messages is displayed.



4. Select the message or messages you want to send and tap Send.

#### Results

The predefined message or messages are sent to dispatch.

#### **Sending Text Messages**

If none of the canned messages match the situation, you can compose a text message and send it to dispatch.

#### About this task

You should confirm that you are following your agency's safety guidelines and traffic laws when texting.

#### Procedure

- 1. Tap <sup>I</sup> to open the **Messages** screen.
- 2. In the Messages screen, tap the menu button The Messages menu is displayed.

Send Canned Message Send Text Message Status

#### 3. Tap Send Text Message.

A message entry screen appears.

⊒ <b>≜</b> ∢×				♥ ⋈	100% 🕱 9:08 AM
🕖 Driver	Mate				ļ
	E	nter Text Me	essage:		
	Cancel		S	Send	
the	1	1.00		on	>
1 2@	3 # 4 /	<b>5</b> <sup>%</sup> <b>6</b> <sup>^</sup>	7 & 8	* 9(	<b>0</b> ) Del
q w	e r	t y	u i	0	p 💌
as	df	g h	j	k I	+
1 z	x c	v b	n m	,!	.? 仓
Ctrl Sym	*	English(US	)		

4. Type your message and tap Send.

#### Results

The message is sent to dispatch.

#### **About Emergency Messages**

In an emergency you can quickly send a message or call for emergency services.

Your agency will provide guidelines as to what constitutes an emergency and will configure the emergency message feature.

Tap the Emergency button (II) to display the help options.



Tap Text Help to Dispatch to send an immediate message.

The Emergency button turns red (III) to indicate the message is sent.

If your agency has phone functionality you can call emergency services or dispatch through the phone icon while logged in or out of the DriverMate Application. to do this select the phone icon:

#### **About Incident Reporting**

You can create and submit an incident report to dispatch from DriverMate.

In order to submit the report, you will need to provide the following information:

- 1. The date and time
- 2. The incident type
  - **a.** You will select an incident from a pre-determined list.
- **3.** The incident type
  - **a.** You will select an incident subtype from a pre-determined list.
- **4.** Optionally, additional comments.

#### **Submitting an Incident Report**

Anytime an incident occurs, an incident report can be created and submitted to dispatch.

#### Procedure

1. Tap the Incident Report button from the main menu.



2. Tap N/A to open the dropdown menu and select an incident type.

**Note:** In order to proceed with the form, N/A must not be selected.

A 🔴				🍳 🎾 🖬 10:41
🕖 Incide	🕖 Incident Report			ļ
Incident Type				
N/A				
	Cancel			

**3.** Select a Work Incident Subtype from the Work Incident Subtype menu.

Ę

**Note:** The Incident Subtype field must be complete before you can proceed with the form.

Δ. 💭	🕈 🎾 🖬 10:4
🕖 Incident Report	ļ
ncident Type	
Work Incident	
Work Incident Subtype	
N/A	
Disturbance	
Bus Stop problem	
Suspiscious PAX	
Late Bus (8 Minutes or More)	
PAX overload - SRO	
Unsecured WC	
Radio Malfunction	
Fairbox Repaired	
Missed Route	
Fare Collection	
Bike Unable To Transport	
W/C Unable To Transport	
Trapeze AVL Issues	
Camera Request	
Day Pass Issue	
Inoperative Fare Box	
Request for Clean Up	
Repaired in Service	
Service Animal Call	
Lost / Missing person	
Medical Emergency / response	
Route Delays	
PD Request	
Late Frex	
Bus Malfunction	
N/A	

4. Manually enter the time the incident occurred. Tap **OK** to confirm the time.

A •					<b>♀</b> %∥ 8	10:42
🕖 Incide	nt Report					i
Incident Type						
Work Inciden						
Work Incident	Subtype					
Late Bus (8 M	dinutes or More)					
Time of Incide						
10:42						
	Cancel					
	Time of Incident					
		10	42			
			43			
	Cancel			OK		
	Calice			UK .		

5. Optionally, tap the **Comments** field to enter additional comments.

A •		🍳 🎾 🖬 10:44
🕖 Incident Report		i
ncident Type		
Work Incident		
Work Incident Subtype		
Late Bus (8 Minutes or More)		
Fime of Incident		
10:43		
Comments		
This is a construction.		
Cancel	Submit	

6. Tap Submit to send the Incident Report to dispatch.

# **About Fare Collection**

Depending on your agency's rules and your system configuration, you may have to collect fares from passengers.

There are four electronic methods of fare collection. Your system configuration determines which you can use and how they function.

- Credit card
- EZWallet
- EZWallet No Fare Slip
- From the Perform Screen

Depending on your agency's configuration, you may collect fares at pick-up or drop-off.

## About Collecting Fares with a Credit Card

When performing a pick-up or drop-off, a client can use a credit card to pay for their fare.

DriverMate provides two different ways to complete a credit card payment. The first option is to use the IDTech Swipe Card Reader. The second option is to capture an image of the credit card using the built-in camera on the back of your Android device.

#### **Collecting Fares With the IDTech Swipe Card Reader**

If configured, a client can pay for his or her fare by swiping a credit card at pick-up. If your agency permits the option, you can collect the fare at drop-off.

#### Procedure

1. Tap \$ to access the Credit Card Payment screen.



 The screen prompts you to swipe the credit card using the IDTech Swipe Card Reader. All of the previously empty fields are automatically filled in with the credit card's information.



Note: The credit card number is masked.

**3.** Tap **v** to complete the payment.

You are returned to the Perform Screen and a payment result is displayed. If the transaction is successful, a Transaction ID and Authorization Number is provided.

🛥 🛦 🔍 📾 🗳 🛦	♀ ≉	lh. €	95% 💈 3::	23 PM
🕖 Perf	$\checkmark$		\$	
Passenger Typ	be			
CLI (Client)				
Ѕрасе Туре				
AM (Ambulat	ory)			
Fare Type				
STA (Standar	d Fai	re)		
Passenger Co	unt			
1				
Fare Collected				
\$ 2.67				
Payment Resu	lt			
Transaction : Result : Appre Error :	0 oved			

If the transaction is unsuccessful, an error message is displayed.



#### **Collecting Fares with the Built-In Back Camera**

You can collect a client's fare by capturing an image of his or her credit card using the built-in back camera on your android device. If your agency permits the option, you can collect the fare at drop-off.

#### Procedure

1. Tap S in the Perform screen for to activate your Android device's back camera.



2. Center the on-screen rectangle on the client's credit card.



The camera will automatically capture the image and switch to the Card Details screen. If the image capture is successful, all of the card's details are automatically filled in.



**Note:** In the event that the image capture is unsuccessful, you can manually enter the card details on this screen.

		9	រីរ 📓 11:05
Card Number			
4000 1000 1111 2224			
Expires	CVV		
09/19	123		
		_	_
Done			

**3.** Tap **Done** to complete the payment.



**Note:** The **Done** button only becomes available if all of the fields contain valid values. For example, if the credit card number length is incorrect or there is an invalid expiration date, the button will not be available.

You are returned to the Perform Screen and a payment result is displayed. If the transaction is successful, a Transaction ID, Authorization Number, and approved message is provided. If the transaction is unsuccessful, an error message is displayed.

## **Collecting Fares With EZ-Wallet**

You can collect fares using EZ-Wallet when performing a pick-up. If your agency permits the option, you can collect the fare at drop-off.

#### Procedure

- **1.** Perform the pick-up.
  - The Current Passenger screen is displayed.

éo <mark>E ≥</mark>	오 🕸 🔌 🗟 58% 🖥 8:00 AM
Trip Details	Y . ■
<b>Client</b> Gracie Allen (ID:10)	
Booking ID 1417846	
Gender F	
Address 66 UPLAND AVE DALY CITY 94015	
Phone (905)555-3047	
Fare to collect \$ 12.81	
<b>Time Window</b> 13:38 to 14:08	
Address Comments This is a home address comment	
Additional Comments This is a GENERAL comment about the client	
Client (Gracie Allen) Disability : N Mobility Aid : A Space : AM Fare Type : STA Fare Amount : \$ 12.81	

- 2. Edit the fields as required.
- 3. If there is an additional passenger, tap 🛃

₩ 🖓 🖬	🛇 🕸 🔌 😤 57% 🛢 9:32 AM
< 🕖 Add Passenger	
Pagaangar Tupa	
Passenger Type	
CLI	
Space Туре	
АМ	
Fare Type	
CCF	
Passenger Count	
1	
Fare Amount	
\$ 0.00	

4. Edit the fields as required and repeat the process for as many additional passengers as needed.

#### 5. Tap 🗔.

The **Fare Collection Summary** screen is displayed. A red bar indicates the fare is not yet collected. Green indicates no fare is required or the fare was collected. If your agency allows fare collection at drop-off the **Collect Fare on Drop off** button is displayed. Tap the button to defer fare collection to drop-off. If required, you can edit the passenger data.

	0 ≥	हैं 76% 🐹 2:2	21 PM
< D Perform		~	!
Fare Collection Summary			
Fare to Collect: \$ 4.92 Fare Collected: \$ 0.00 Fare Remaining: \$ 4.92			
Passenger CLI Fare to Collect: \$ 2.67 Fare Collected: \$ 0.00 Fare Remaining: \$ 2.67		Edit	t
Passenger COM Fare to Collect: \$ 2.25 Fare Collected: \$ 0.00 Fare Remaining: \$ 2.25		Edit	t
Passenger DOG Fare to Collect: \$ 0.00 Fare Collected: \$ 0.00 Fare Remaining: \$ 0.00		Edit	t
Collect Fare on Dropoff			

6. Once you have collected the fare, tap  $\checkmark$  to complete the transaction.

## **Collecting Fares With EZ-Wallet with No Fare Slip**

You can use EZ-Wallet with No Fare Slip (NFS) as a payment option when you are unable to collect some or all of the fare for a client. If your agency permits the option, you can collect the fare at drop-off.

#### Procedure

1. Perform the pick-up.

0 🛛 🚟			<b>\$</b>	¥ 7 18%1	9:36 AM
🕖 Perform			$\checkmark$	ļ	ļ
	Clier	t	>		
Passenger Type	CLI				
Ѕрасе Туре	AM				
Fare Type	N/A				
Calculated Fare: \$ Fare Deducted: \$ 0 Fare to Collect: \$ 0	0.00 .00 .00				
Fare Remaining to	Collect: \$ 0.00				
Fare Collecte	d	+			
Orah	A 0.00				

- 2. Tap 📩 to expand the Fare Collected area.
- 3. Under the Fare Collected area, tap the Cash option. A drop-down menu appears.
- 4. Tap No Fare Slip.
- 5. If you are able to collect part of the client's fare at pick-up, enter the amount in the money collected field.



- 6. Tap 🗸
  - The Fare Collection Summary screen appears.
- 7. If there are any additional passengers, you will need to collect their fare or submit a second No Fare Slip.
- **8.** Tap **v** to complete the payment.

## **Collecting Fares Via the Perform Screen**

You can collect a client's fare from the Perform Screen.

#### Procedure

**1.** Perform the pick-up.

0 🛛 🚟			• • •	¥ 7 18%1	19:36 A
🕖 Perform			$\checkmark$	ţ	ļ
	Clien	t	>		
Passenger Type	CLI				
Ѕрасе Туре	AM				
Fare Type	N/A				
Calculated Fare: \$ Fare Deducted: \$ 0 Fare to Collect: \$ 0	0.00 .00 .00				
Fare Remaining to	Collect: \$ 0.00				
Fare Collecte	d	÷			
Cash	\$ 0.00	-			

- **2.** Tap the fields to edit as required.
- **3.** Tap **v** to access the fare collection screen.
- **4.** Tap the Fare Collected field.
- 5. Enter the fare amount you collected using the on-screen keyboard.
- **6.** Tap **v** to complete the fare collection.

# **The Status Screen**

The Status screen displays information about the application and the device it is running on.

You can display the status screen by tapping the menu 🖪 and then tapping Status.

#### **Status Information**

Section	Content
General	Device ID (a unique ID for the device)
	The Android OS version
	The DriverMate version
	The version code.
Communications	A red X is overlaid on the application icon to indicate that the application cannot communicate. A green dot indicates communications are working.
	The name of the currently active interface used for communications.
	The Local (IP) address assigned to the interface.
	DNS 1. The primary DNS address associated with the interface.
	DNS 2. The secondary DNS address associated with the interface.
	The default gateway associated with the interface.
	The IP address and port the mobile will send messages to.
	If using a proxy, the Msg Queue shows how many messages are in the queue to be delivered to the proxy.
GPS	A green dot indicates a status of available (locked). A red dot indicates GPS is not available. If the GPS is locked, the time will update approximately every second indicating the GPS data has been updated. When a GPS lock is lost for more than approximately 10 seconds the status will change to unavailable (red dot).
	The time of the last set of GPS data.
	Latitude. Only valid as a current location if the GPS is locked.
	Longitude. Only valid as a current location if the GPS is locked.
	The GPS relayed speed in either mph or kph. Only valid if the GPS is locked.
	Direction. Degrees from true north. This value is only valid if the GPS status is locked.

Section	Content
Vehicle	Motion Sensor status can be Moving or Not Moving (the vehicle is moving more slowly than the motion threshold).
	The accumulated odometer reading based on changes in the GPS location. This is not a reading of the vehicle's odometer, but mileage based on GPS tracked movement added to the odometer entry made by the driver.

## About the End of Day Summary

The End Of Day (EOD) Summary feature provides feedback to the driver regarding their performance that day.

After performing the pullin event, the EOD report is automatically requested from PASS.



Note: The data you see will be determined by your agency.

The EOD report will contain information, such as the following:

- Driver ID
- Number of Passengers
- Passengers Per Revenue Hour
- Number of Ambulatory Passengers
- Number of Wheelchair Passengers
- On Time Performance
- Total Miles

#### Successful End of Day Summary

When You Perform a Pull-in Event DriverMate will automatically request and configure an EOD Summary.

•	) ge ge ge	♥ 3♥3 第 📶 100%	17:23	•	) 62 62 62	ØX	3 🗊 📶 100% 📋 1	17:25
÷	DriverMat	е	ļ	÷	DriverMat	e		ļ
Reque End C	esting If Day Sun	nmary		Waiti End (	ng for Of Day Sur	nmai	ry	
	RETRY	CLOSE			RETRY		CLOSE	
								-

The application will then share the EOD report with the Driver.

8	A 🕽 ce ce ce	<b>Q</b>	🕸 🛜 📶 100% 🖡	17:25
÷	← DriverMate			
Driver : 2304 Passengers :20 Passengers / RevenueHour : 7.20 Ambulatory :0 Wheelchair : 2 On Time :19 of 20 (95.0% ) Total Miles : 45.1				
	RETRY		CLOSE	