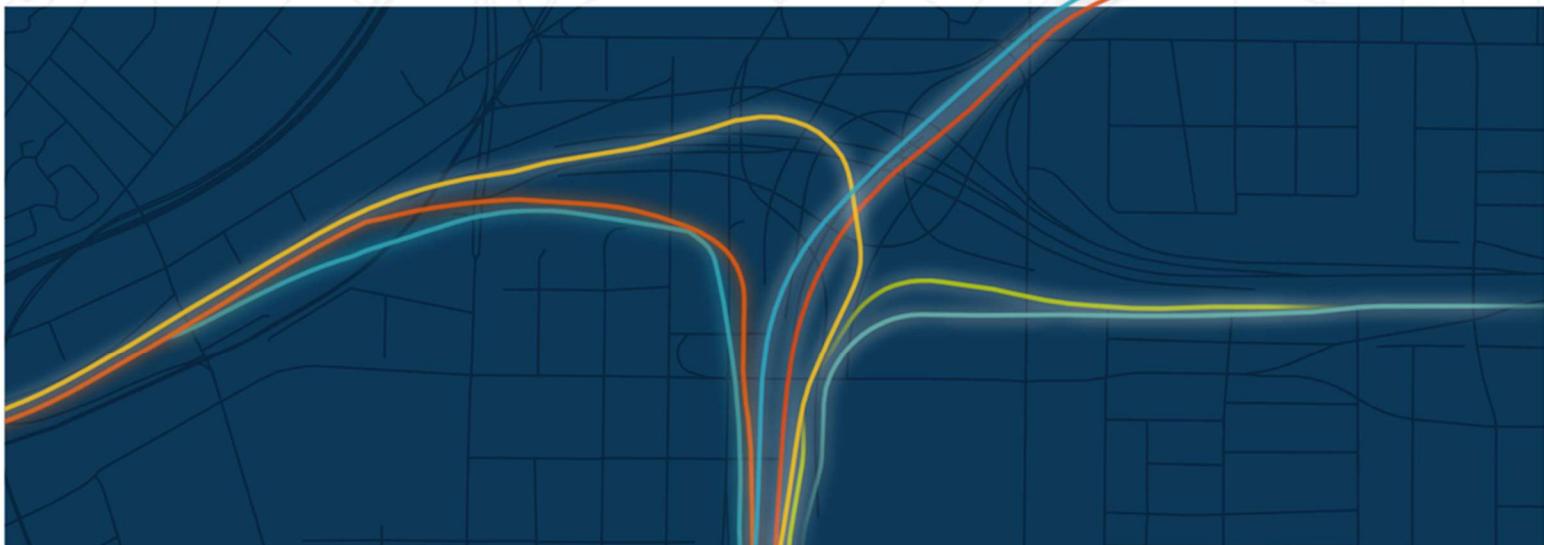




MYDRIVE DRIVER TRAINING GUIDE

TRADE SECRET
JANUARY 2024
PRODUCT VERSION 1.7



MYDRIVE | PREPARED FOR LETHBRIDGE

DECEMBER 2023

THIS EDITION IS BASED ON MYDRIVE V1.7

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Introduction

myDrive is the next generation, in-vehicle solution TripSpark is deploying on our new ruggedized Windows MDT.

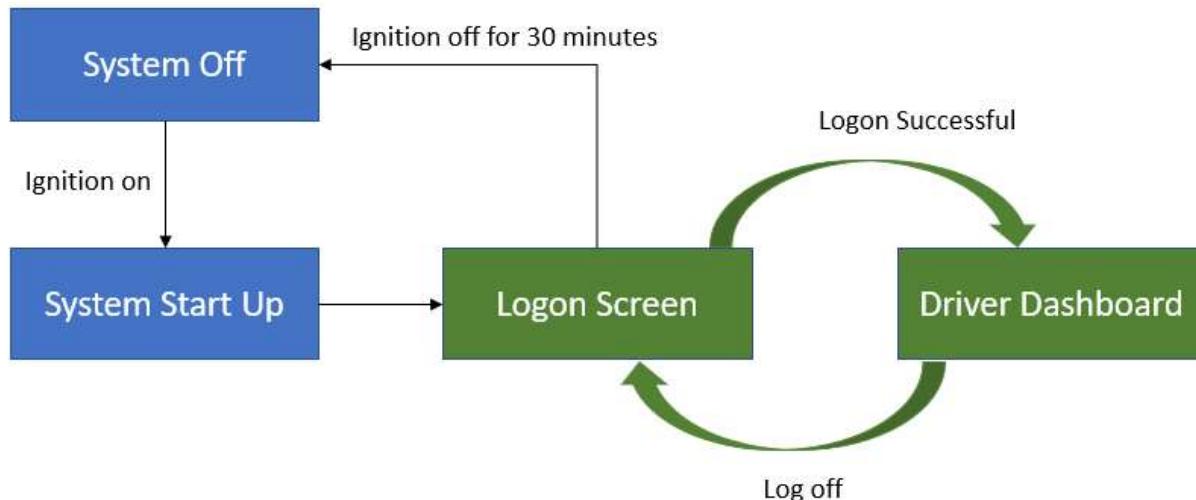
This user guide will provide information to a driver for how to use myDrive.

This document is broken up into two sections:

1. Basic operation
2. Features in detail

Basic Operation

The following diagram depicts a standard day-to-day workflow of the system.

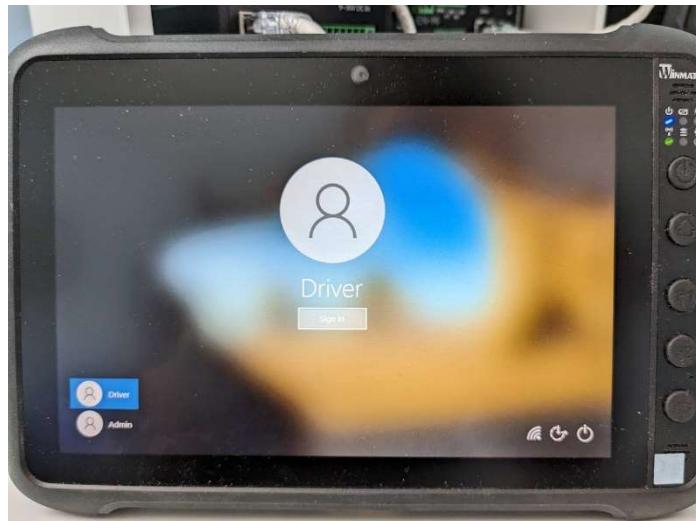


1. From system off, once the ignition turns on, the system will start up.
2. After the system starts up, you will be brought to the logon screen of myDrive.
3. After a successful logon, you will be brought to the driver dashboard to access work.
4. Upon logoff, you will be returned to the driver logon screen.
5. After 30 minutes of the ignition being turned off, the system will turn off.

System Start Up

myDrive is intended to be run as a kiosk-style application. Once the system starts up, it should automatically log into a Driver user account to launch myDrive.

If this does not happen, simply log in as a “Driver” user (no password is required), and myDrive will launch.

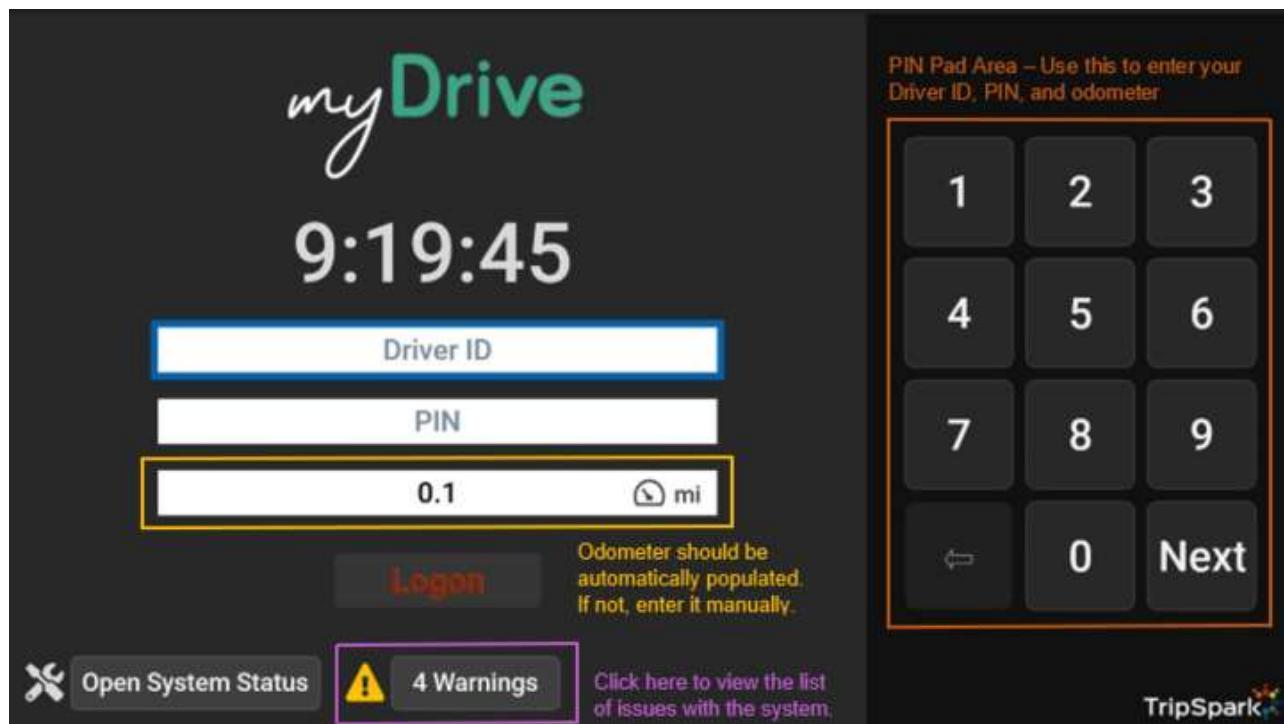


Once the system has started up, the myDrive will be launched and the logon screen will be shown when startup is complete.

Logon Screen

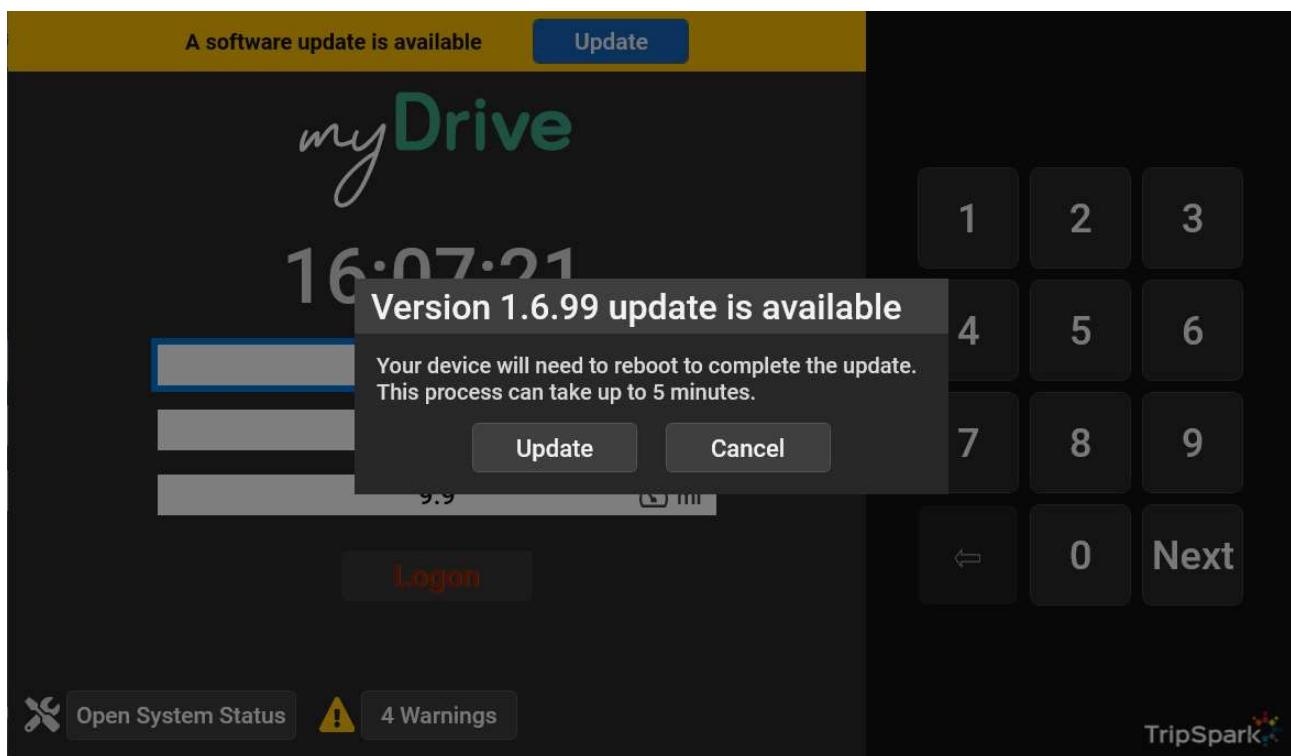
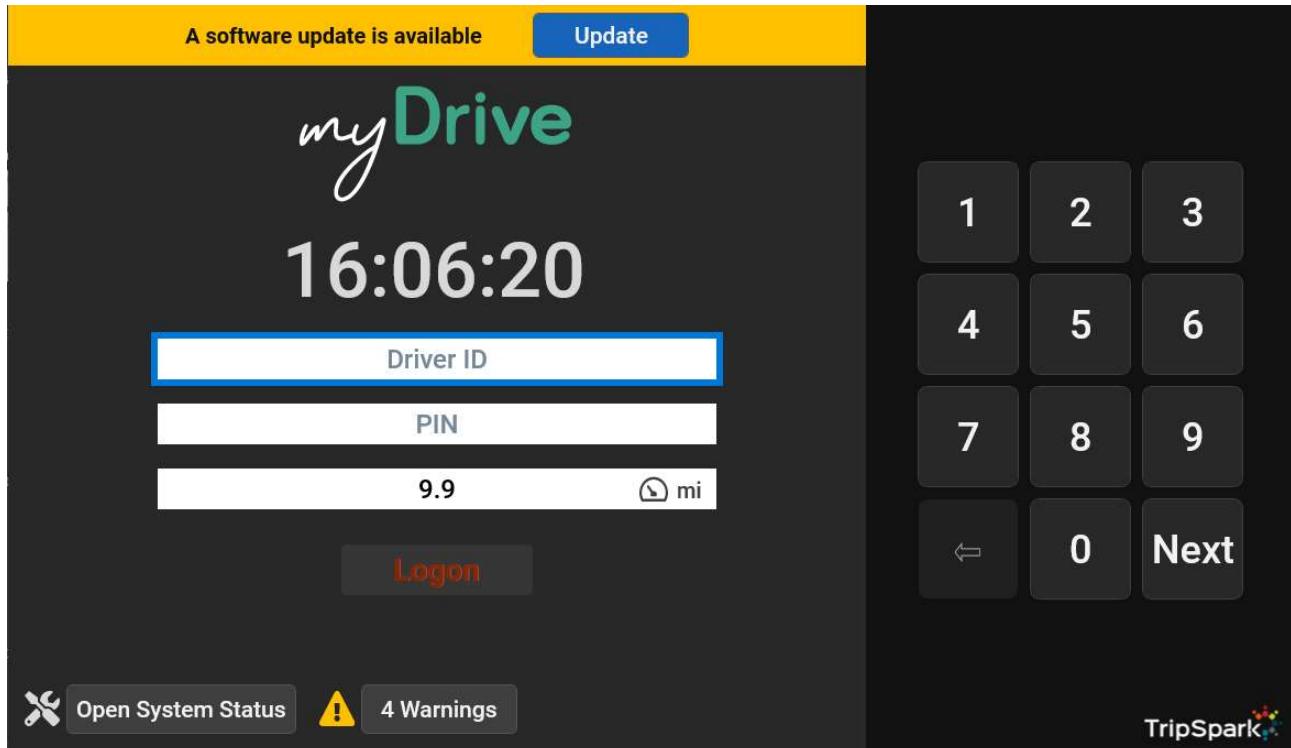
Once the system has started up, the following logon screen will be shown.

This screen will allow you to perform system checks and logon to the system to receive work.



Update Available Screen

If the update is postponed, or received while myDrive is already running, a snack bar with an "Update" button will appear on the top of the driver logon screen, allowing the user to install it at any time.



Driver Dashboard

This is where you can view work and messages.

☰
Task List
Route and Schedule Adherence Indicator
L 20m 54s

Work	8:00	2302A : 23 Starts @ City Centre Terminal	ACTIVE	✓
Menu Icon for Navigation	9:00	2302A : 23 Starts @ City Centre Terminal		
	10:00	2302A : 23 Starts @ City Centre Terminal		
	11:00	2302A : 23 Starts @ City Centre Terminal		
	14:00	20/4105B : 20NWC Starts @ City Centre Terminal		
	14:30	20/4105B : 41 Starts @ North Terminal		
		Task	Tab item for Navigation	System warning indicator. This will only appear if there are issues

MENU NAVIGATION

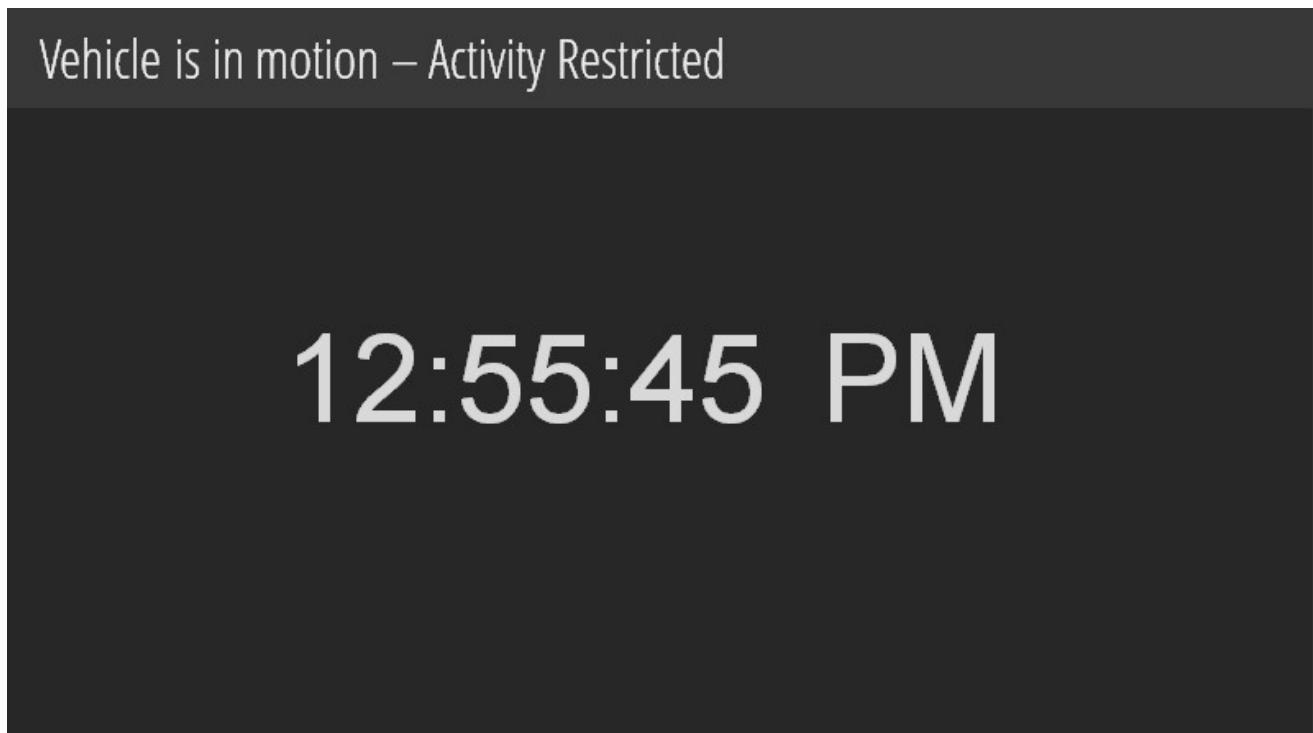
The mail menu icons and tab items are used for navigating. The following items are available on the driver dashboard:

Menu Icon	Tab Item	Description
Work	Task	List of all work items
Work	Fare	List of fare types
Mail	Received	All received messages
Mail	Sent	All messages sent to dispatch. Includes canned messages and replies
Mail	Compose	Allows you to send a canned message to dispatch
Routes	Route Book	Used to access Route Book
Driver	Profile	Used for locking screen or logging off

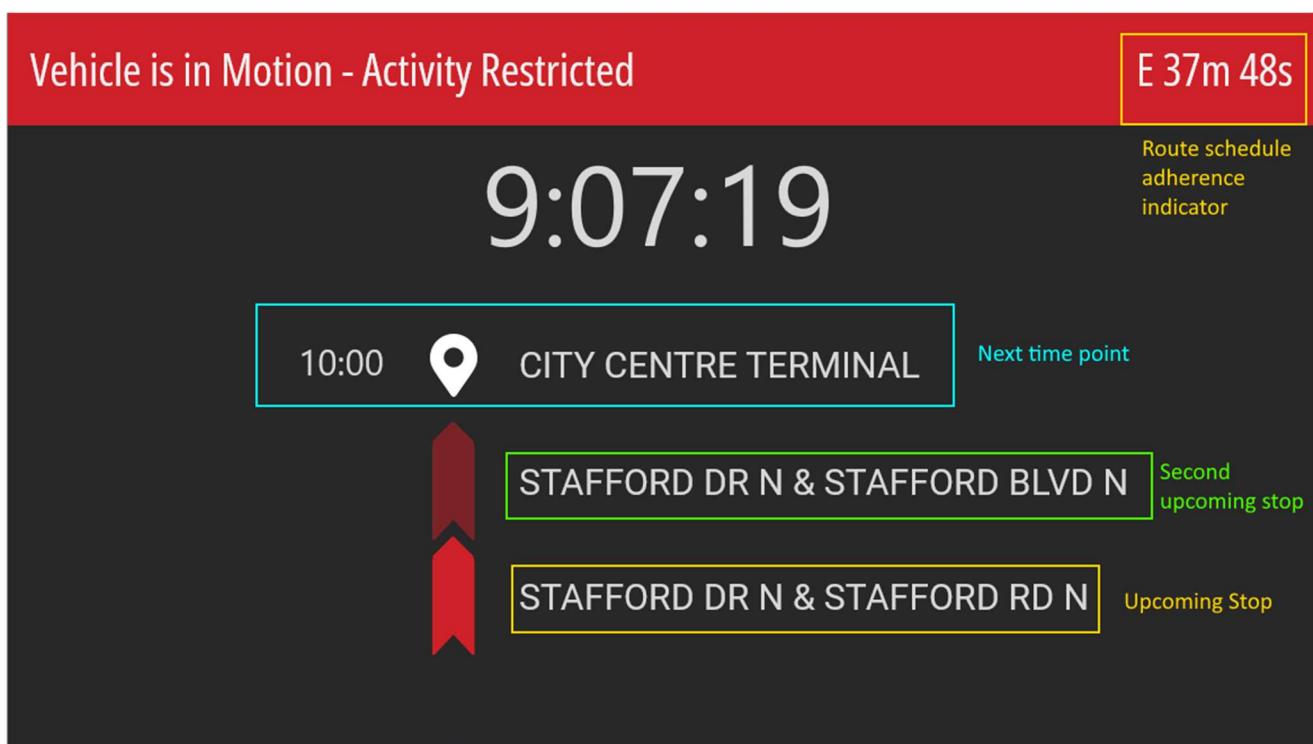
Blocker Screen

If the vehicle is in motion (greater than 10km/h or 6.2mph), a blocker screen will be shown.

If you are not on an active trip, a blocker screen with only the time will be shown.



If you are on an active trip, a trip-based blocker screen will be shown.



Feature Details

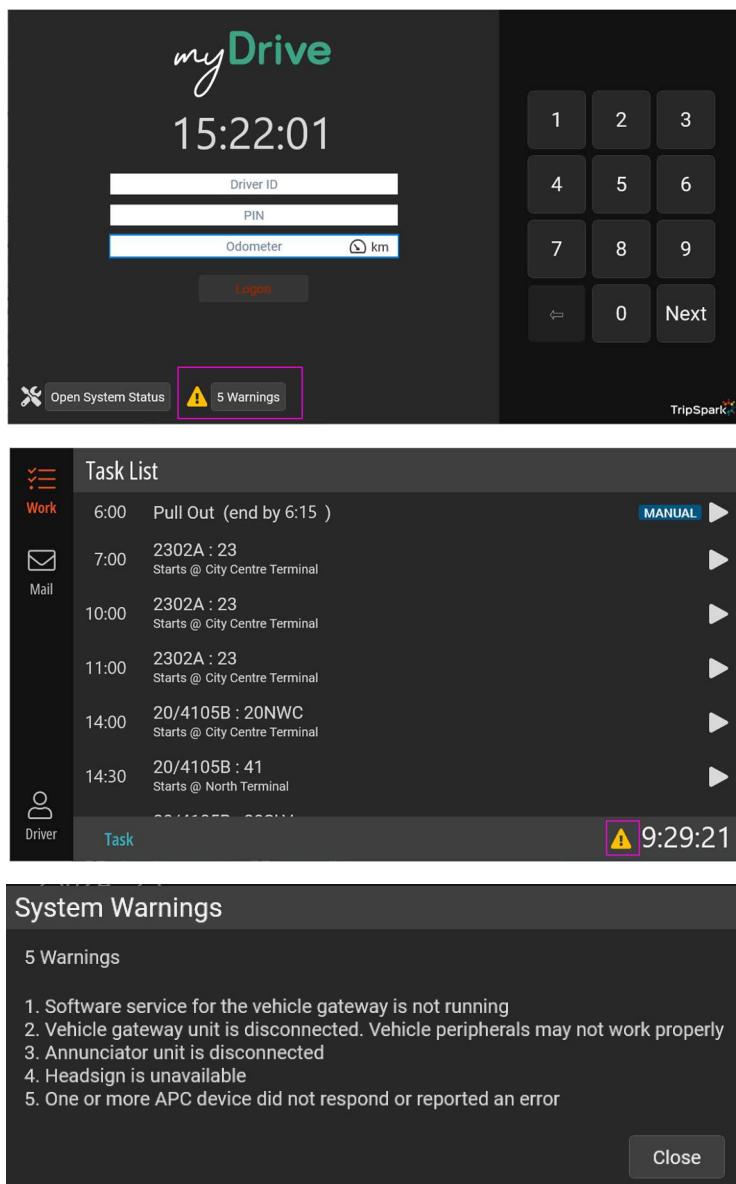
The following sections provide some additional details on how to use the features of myDrive.

System Check

If a hardware peripheral is disconnected in the vehicle or if the system is unable to retrieve data from dispatch, warnings will be displayed on the logon screen. Some of these warnings may go away over time (i.e. regaining GPS lock or cellular connectivity) but persisted warnings may be a sign that repairs are needed for the vehicle.

System warnings can be viewed by clicking on the warnings button 

This can be found on the logon screen and the driver dashboard.



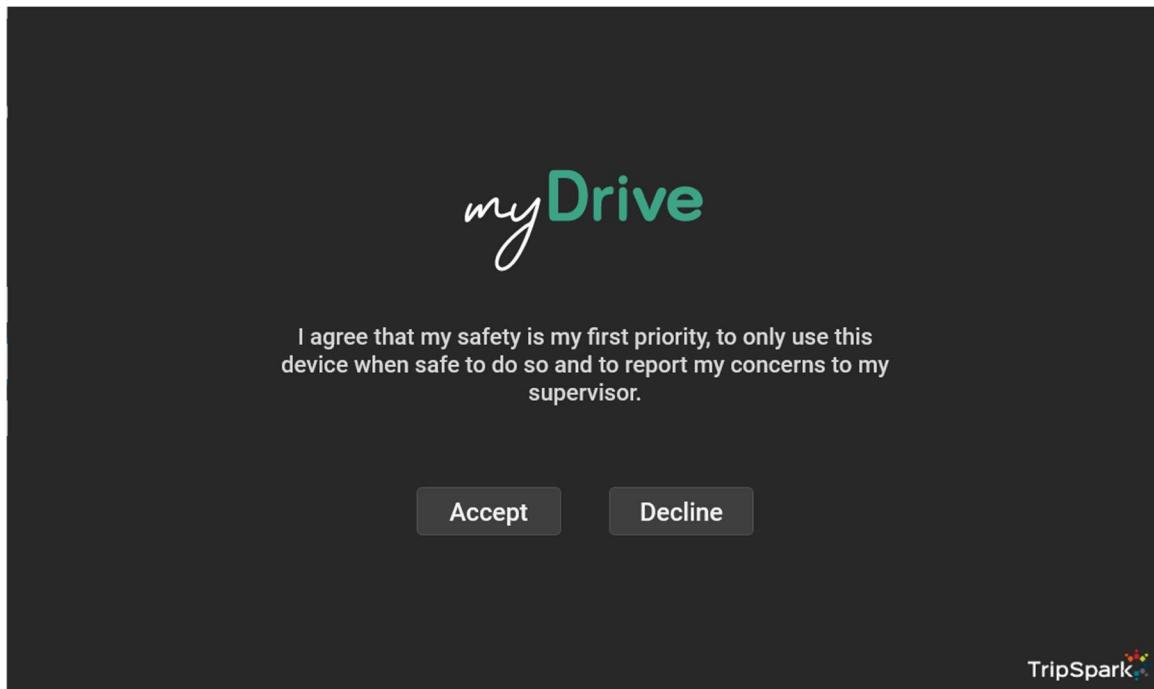
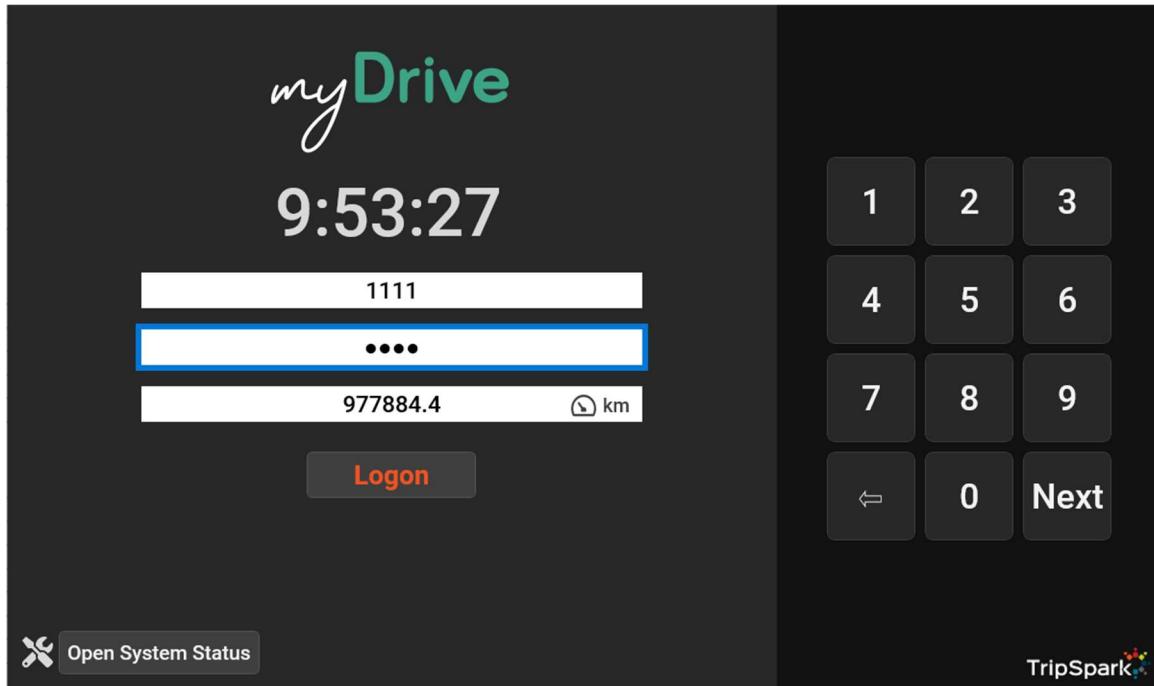
The figure consists of three vertically stacked screenshots of the myDrive mobile application interface:

- Top Screenshot (Logon Screen):** Shows the "myDrive" logo and the time "15:22:01". Below the logo are input fields for "Driver ID" and "PIN", and an "Odometer" field with a unit of "km". A "Logon" button is at the bottom. In the bottom right corner, there is a small "TripSpark" logo. In the bottom left corner, there is a "Open System Status" button, and next to it, a "5 Warnings" button which is highlighted with a pink border and a yellow warning icon.
- Middle Screenshot (Task List):** Shows a "Task List" section with a "Work" category. It lists several tasks with start times and descriptions, such as "6:00 Pull Out (end by 6:15)" and "7:00 2302A : 23 Starts @ City Centre Terminal". There are also "Mail" and "Driver" sections. At the bottom, there is a "Task" button and a timestamp "9:29:21".
- Bottom Screenshot (System Warnings):** Shows a "System Warnings" screen with a title "5 Warnings". It lists five numbered items describing connection issues with the vehicle gateway and peripherals. At the bottom right is a "Close" button.

Logging On

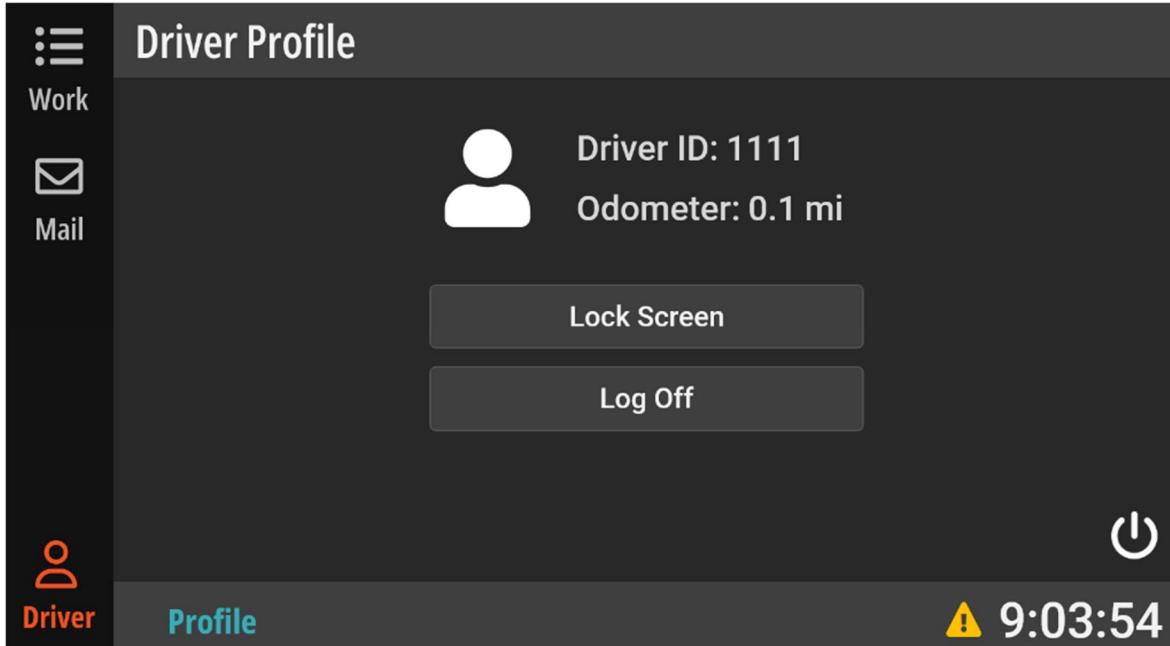
Information that is required at logon includes ID, PIN, and odometer.

The driver will also need to accept a driver agreement prior to logging on. Once all that information is provided, myDrive will be able to retrieve work for the day from the system.

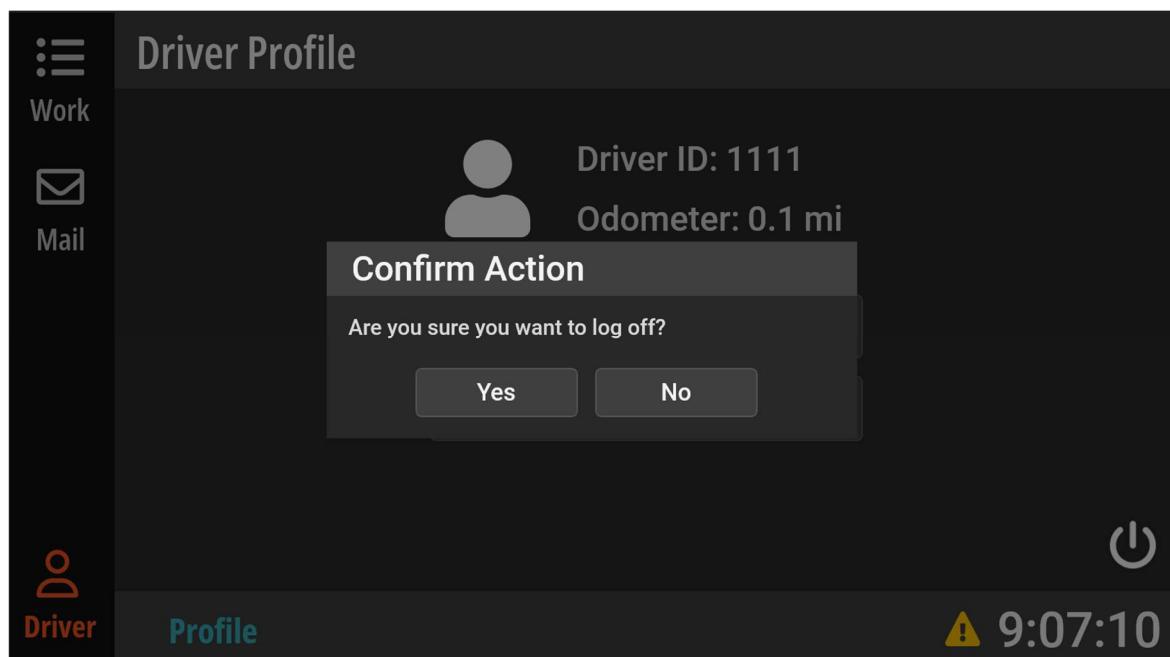


Logging Off

Once the driver is done with their work, they can log off by going to the Driver menu node and tapping the log off button.



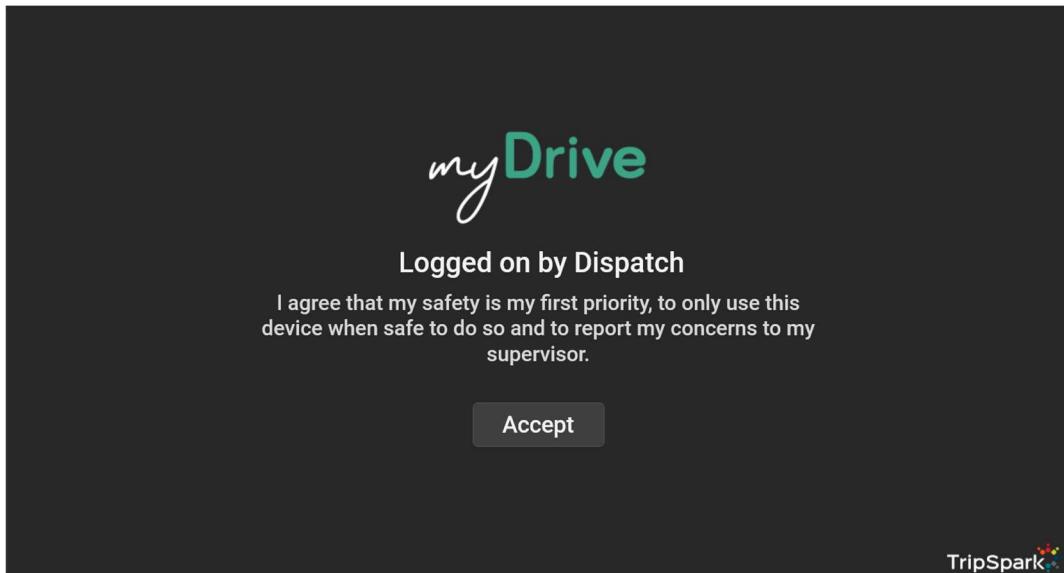
The screenshot shows the 'Driver Profile' screen. At the top, there is a navigation bar with icons for Work (grid), Mail (envelope), and Driver (person). The 'Driver' icon is highlighted in orange. Below the navigation bar, the title 'Driver Profile' is displayed. In the center, there is a placeholder icon for a profile picture, followed by the text 'Driver ID: 1111' and 'Odometer: 0.1 mi'. Below this information are two buttons: 'Lock Screen' and 'Log Off'. The 'Log Off' button is highlighted with a grey background. At the bottom of the screen, there is a status bar showing a power icon, a yellow warning triangle, and the time '9:03:54'.



The screenshot shows a 'Confirm Action' dialog box overlaid on the 'Driver Profile' screen. The dialog box contains the text 'Are you sure you want to log off?'. Below the text are two buttons: 'Yes' and 'No'. The 'Yes' button is highlighted with a grey background. The background of the dialog box is dark grey. At the bottom of the screen, there is a status bar showing a power icon, a yellow warning triangle, and the time '9:07:10'.

Logon/Logoff by Dispatch

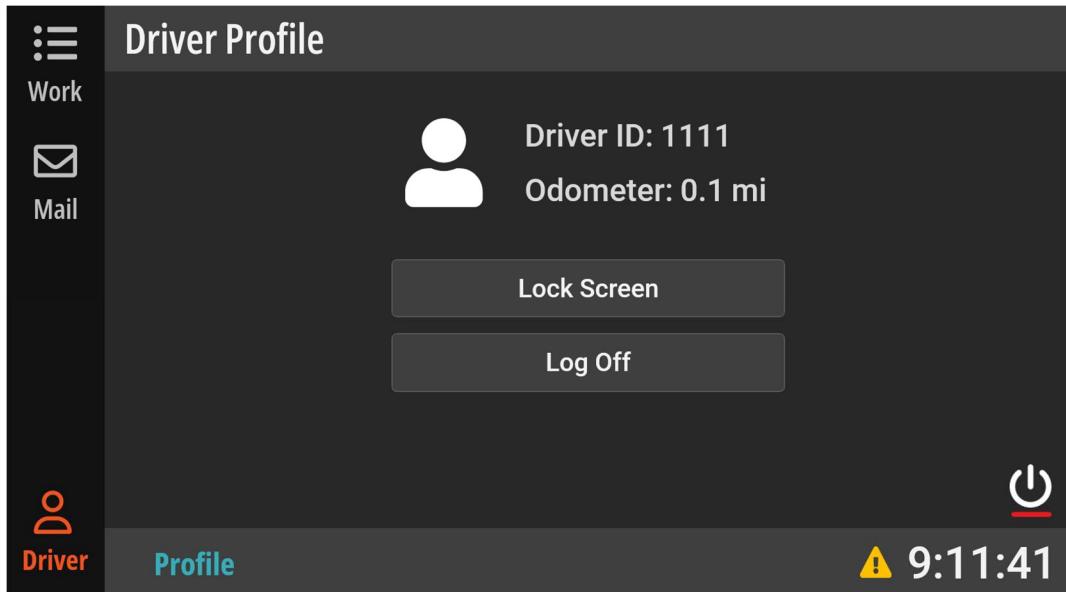
There are times where drivers may be remotely logged on or logged off by dispatch. When this happens, drivers will be notified of actions by dispatch.

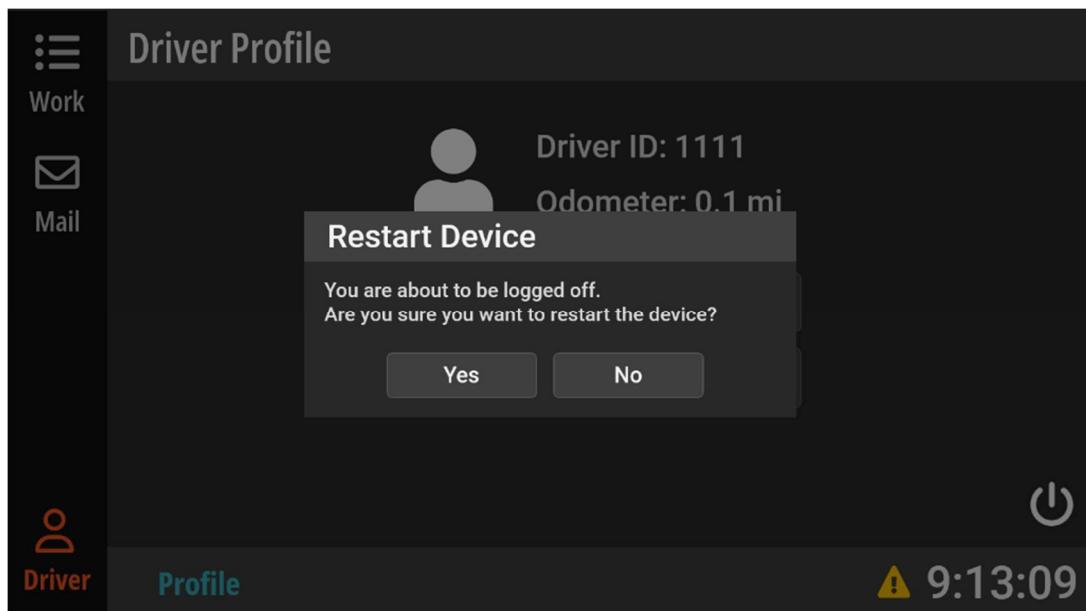


Since logons from dispatch bypasses PIN entry, this will affect the driver's workflow for screen locking. A temporary PIN will be required for screen locking/unlocking as described in the later sections.

Driver Restart

Drivers can restart the device by navigating to the "Driver" menu node and tapping the restart icon in the bottom right. Upon tapping the icon, drivers will receive a prompt asking them to confirm the restart of the myDrive MDT. They will also receive a notification about being logged off and active task will be stopped.



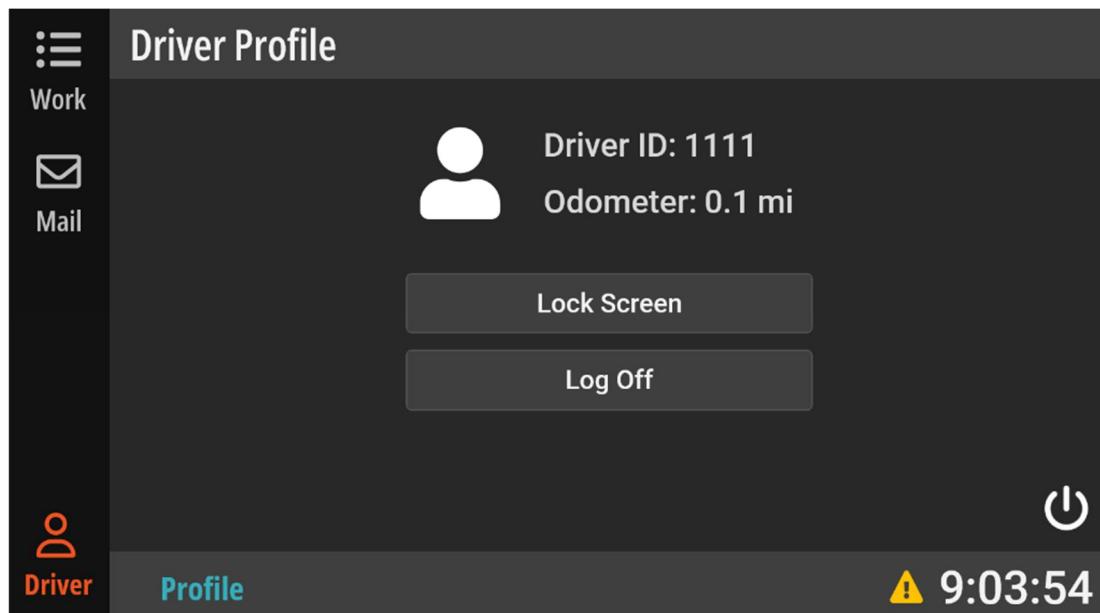


Driver Screen Locking

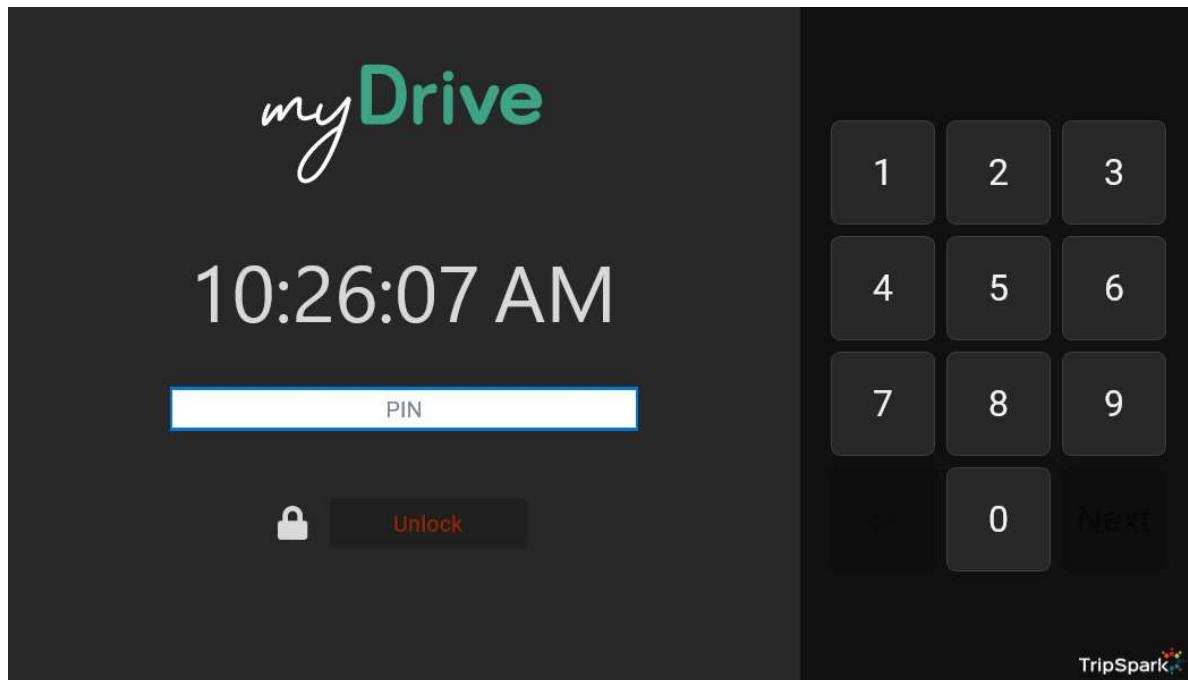
If you need to leave the vehicle for a short duration, you can lock your screen to prevent unauthorized personnel from tampering with the device in your absence.

LOCKING AND UNLOCKING DEVICE

You can lock the device by navigating to the 'Driver' menu node and tapping the 'Lock Screen' button.

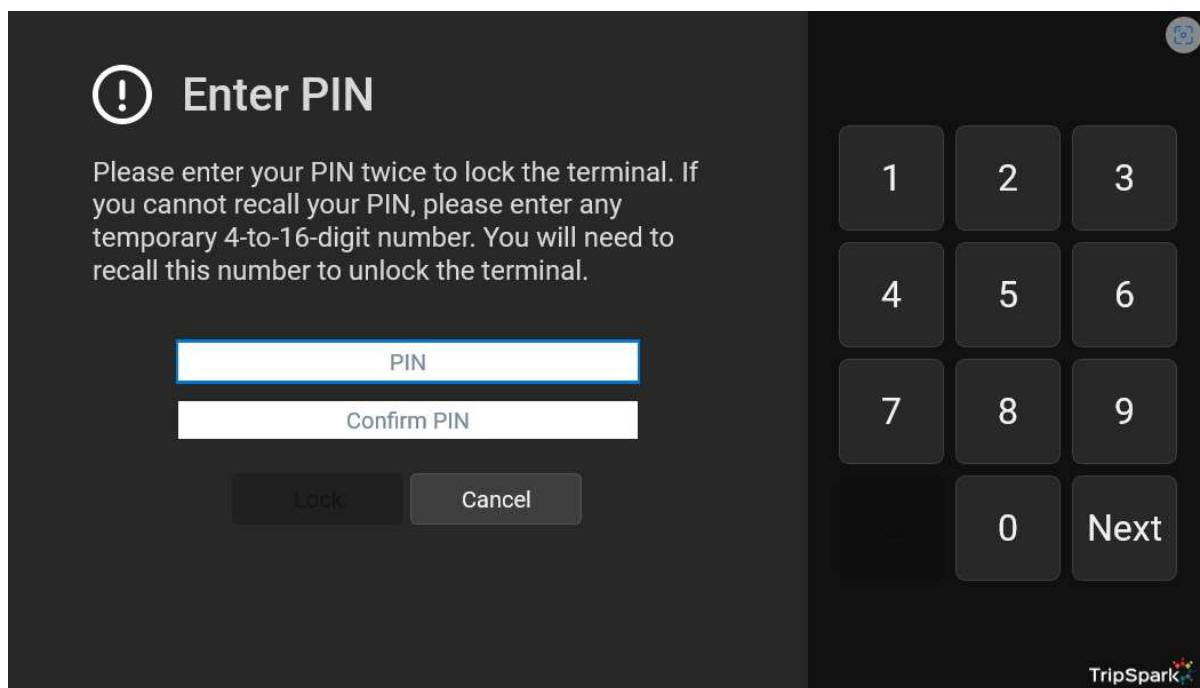


Once the screen is locked, you will need to enter their PIN to resume interactions with myDrive.



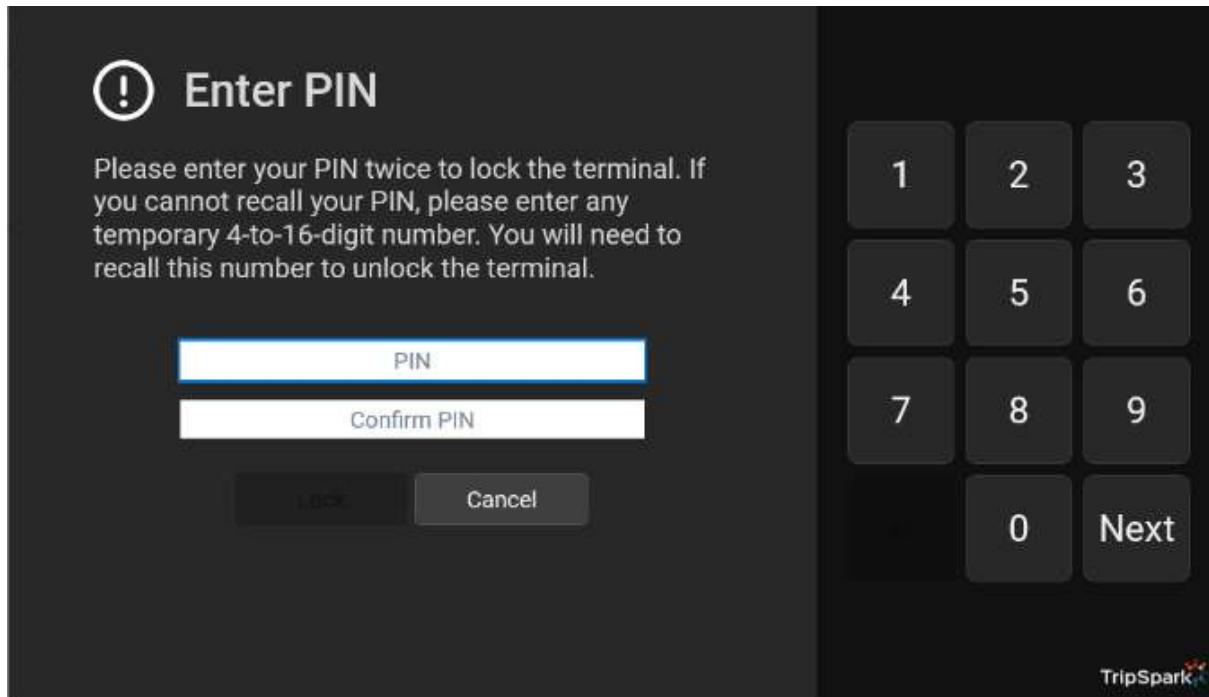
LOCKING AND UNLOCKING AFTER A LOGON BY DISPATCH

If you were logged on by Dispatch, myDrive will not know your PIN. In this case, you will be prompted to enter a one-time-use PIN of 4-6 digits.



This temporary PIN will not affect their normal PIN.

To ensure correct entry of the temporary PIN, you will be instructed to enter the PIN twice. Once you have provided matching entries for their temporary PIN, the screen will be locked. Entering the correct temporary PIN will unlock the screen.



Driver Tasks

Your assigned work will be displayed in a task list under the Work menu node. Task details of trips and vehicle checks can be viewed by tapping on the task item.

Non-revenue tasks do not have task details for viewing.

STARTING AND STOPPING OF TASKS

Trips will be automatically started and stopped by the system based on time and location.

Active tasks will have an **ACTIVE** indicator to show that it is currently active.

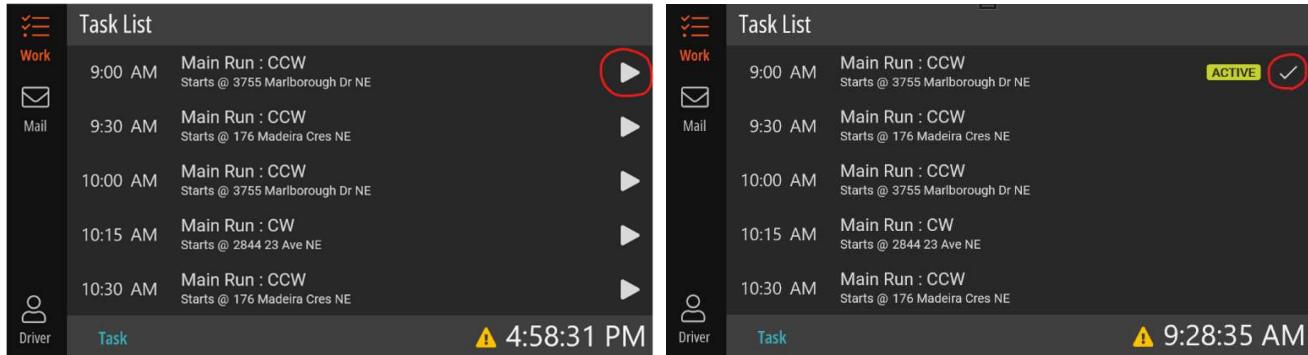
Not all task types can be automatically started and stopped. Non-revenue tasks like deadheads, breaks, pull-in, pull-out will need to be started manually. Tasks that are not eligible for auto-start/stop will have a

MANUAL indicator beside the task to indicate that the item must be managed manually.

Task Type	Start/Stop Methods	Associated Indicators
Scheduled trips	Auto, manual, dispatch	None
Extra service (trippers)	Auto, manual, dispatch	EXTRA
Pull-in	Manual, dispatch	MANUAL
Pull-out	Manual, dispatch	MANUAL
Break	Manual, dispatch	MANUAL
Deadhead	Manual, dispatch	MANUAL
Vehicle Checks	Manual, dispatch	PRIORITY MANUAL

MANUAL TASK START/STOP

Tasks can be manually started by tapping on the white triangle 'play' button next to the desired task. To manually stop a task, tap on the check mark next to the active task.



MANUAL FARE & PASSENGER COUNTING

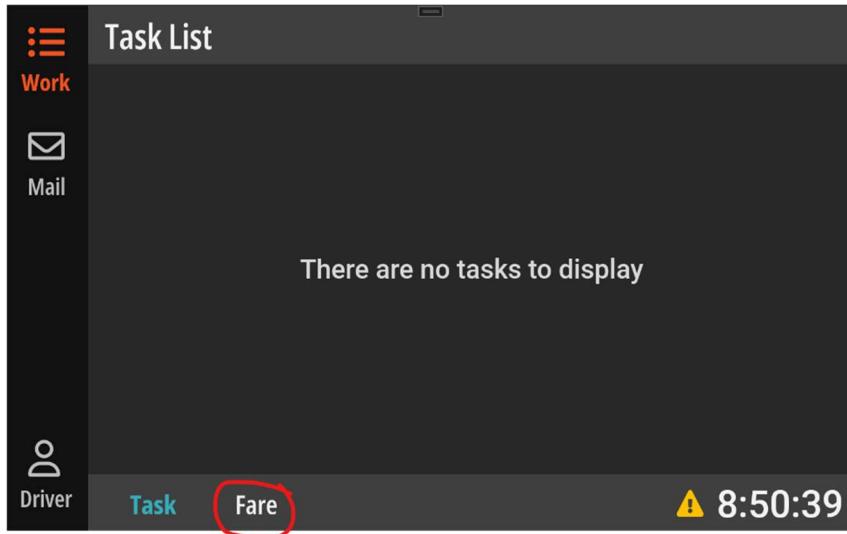
These tools are used when there is no farebox and/or no APC system enabled in the system.

The manual fare counting page can be made available to drivers if Streets has fare types configured and the vehicle does not have a farebox.

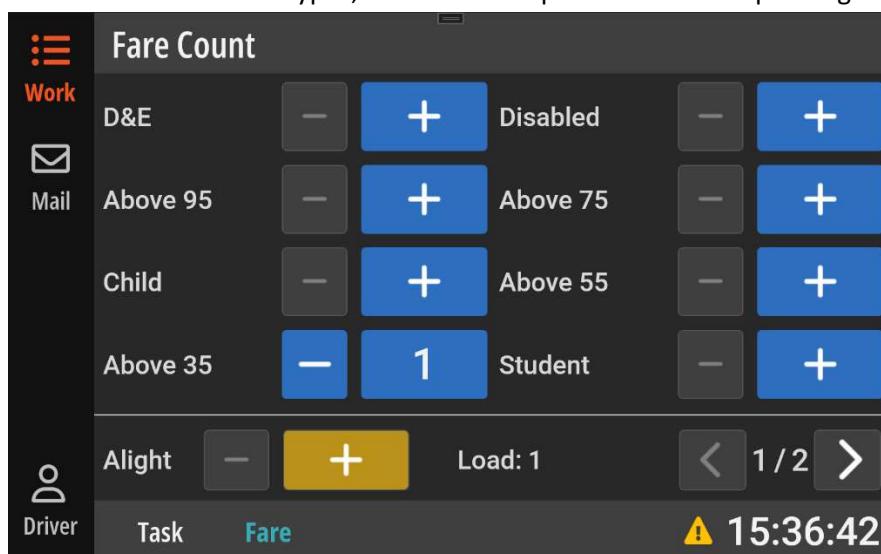
Manual fare counting can also be made available if manual fare counting is used and the vehicle does not have an APC system.

Manual Fare Counting

The Fare page can be found in the "Work" menu node upon log on.



The following screen shows enabled fare types, in order to keep track of each as passengers board.

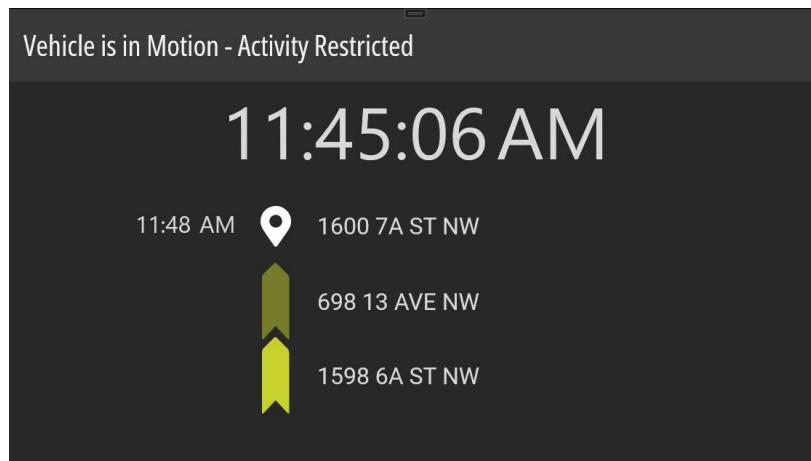


Additionally, drivers can keep track of passengers who alight the bus in the bottom left corner. Lastly, the current load on the bus (excluding current alights) will be displayed in the center of the bottom bar. If there are more than eight (8) enabled fare types, additional pages can be navigated using the arrows in the bottom right corner.

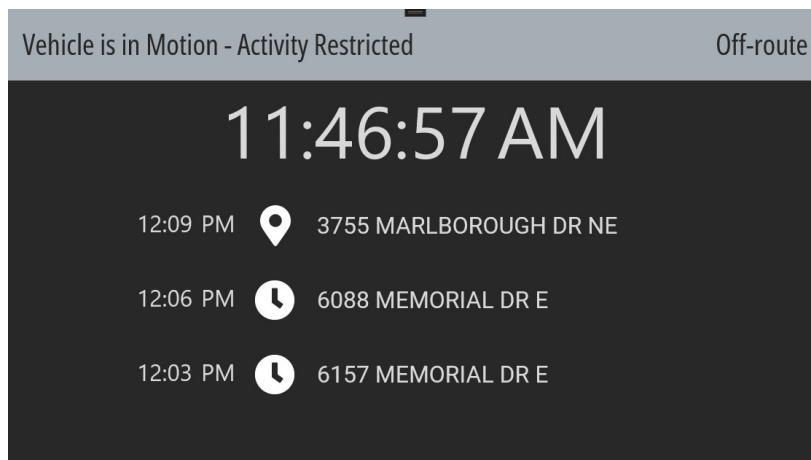
Route Schedule Adherence Indicators

Colored themes are used in myDrive to provide information on route schedule adherence.

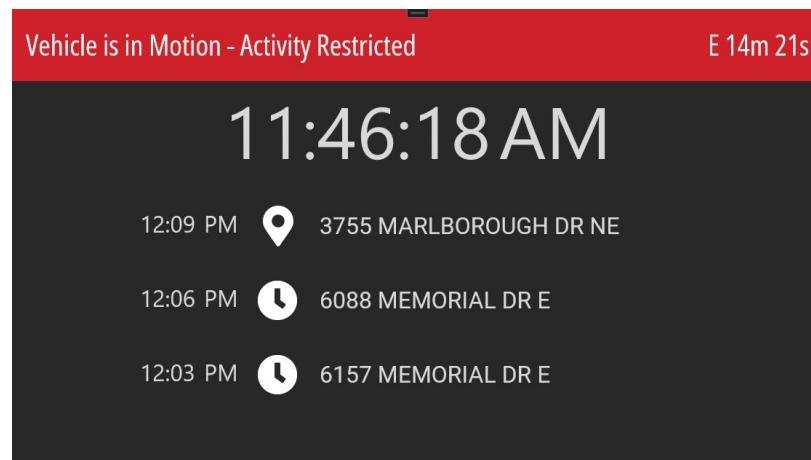
On-Route and on time: No indicators are shown when the vehicle is on-route and on time.



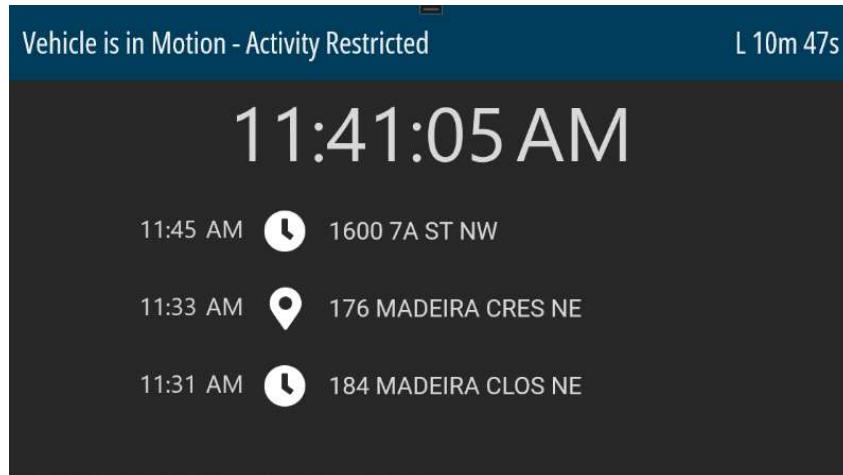
Off-Route: When the vehicle is off-route, a light-grey banner is shown.



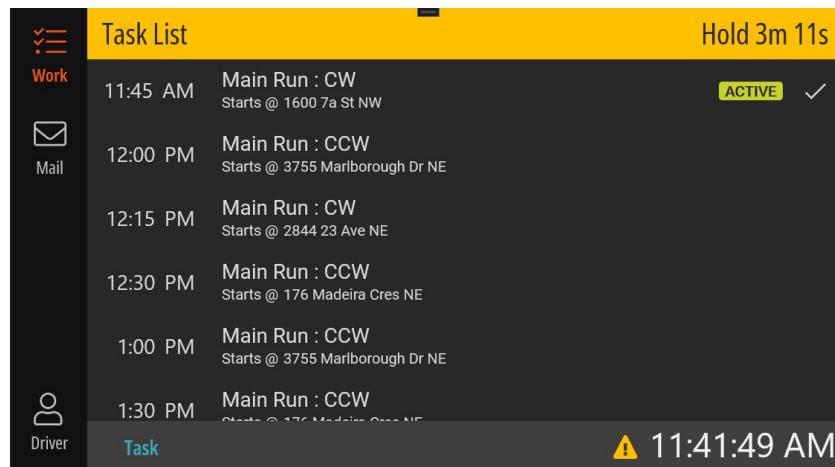
Early: A 'hot' red banner is shown, with the amount of time the driver is early by in minutes. In this example, the driver is early by 14 minutes and 21 seconds.



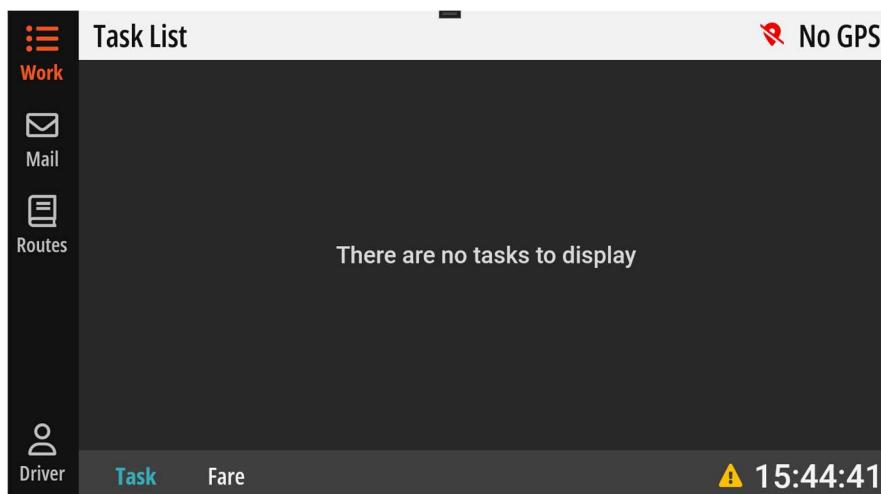
Late: A 'cold' blue banner is shown, with the amount of time the driver is late in minutes. In this example, the driver is late by 10 minutes and 47 seconds.



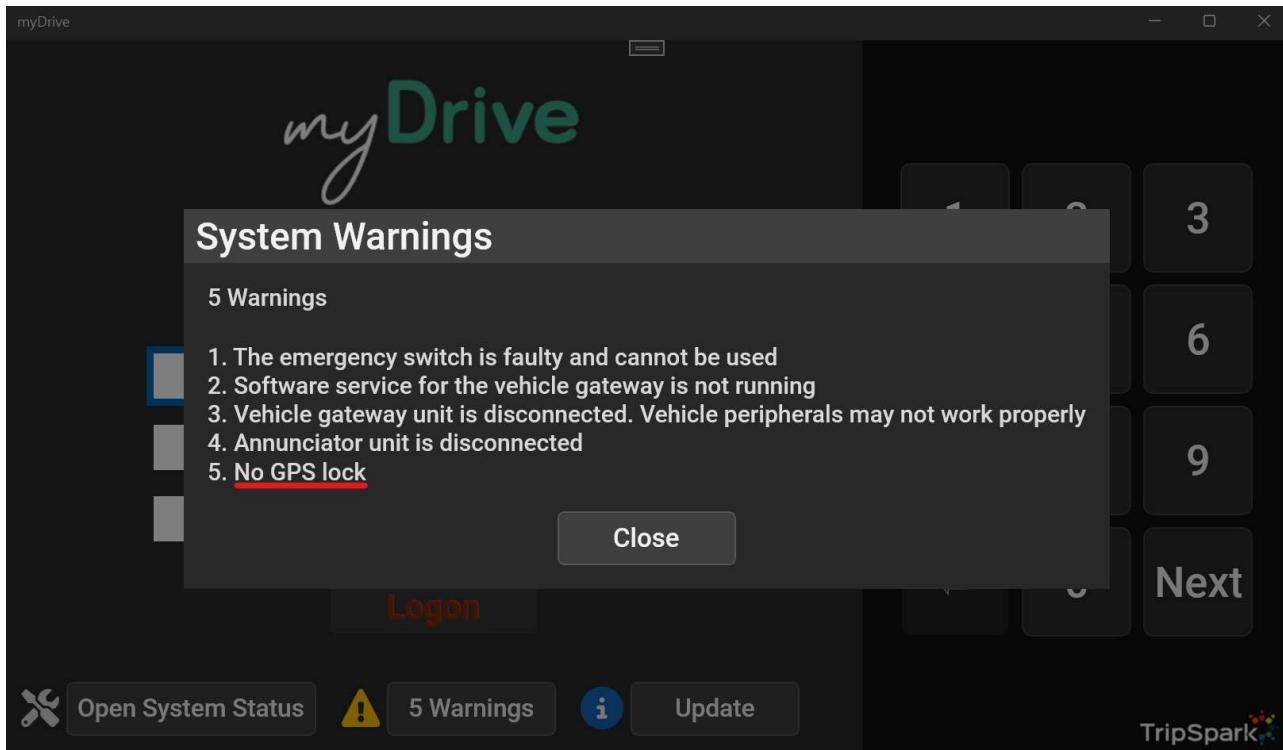
Hold: When the vehicle is at the starting point for a trip, a yellow 'hold' banner is shown with the amount of time before the driver can start that trip. In this example, the driver is at the starting point of a trip that is scheduled to depart in 3 minutes and 11 seconds.



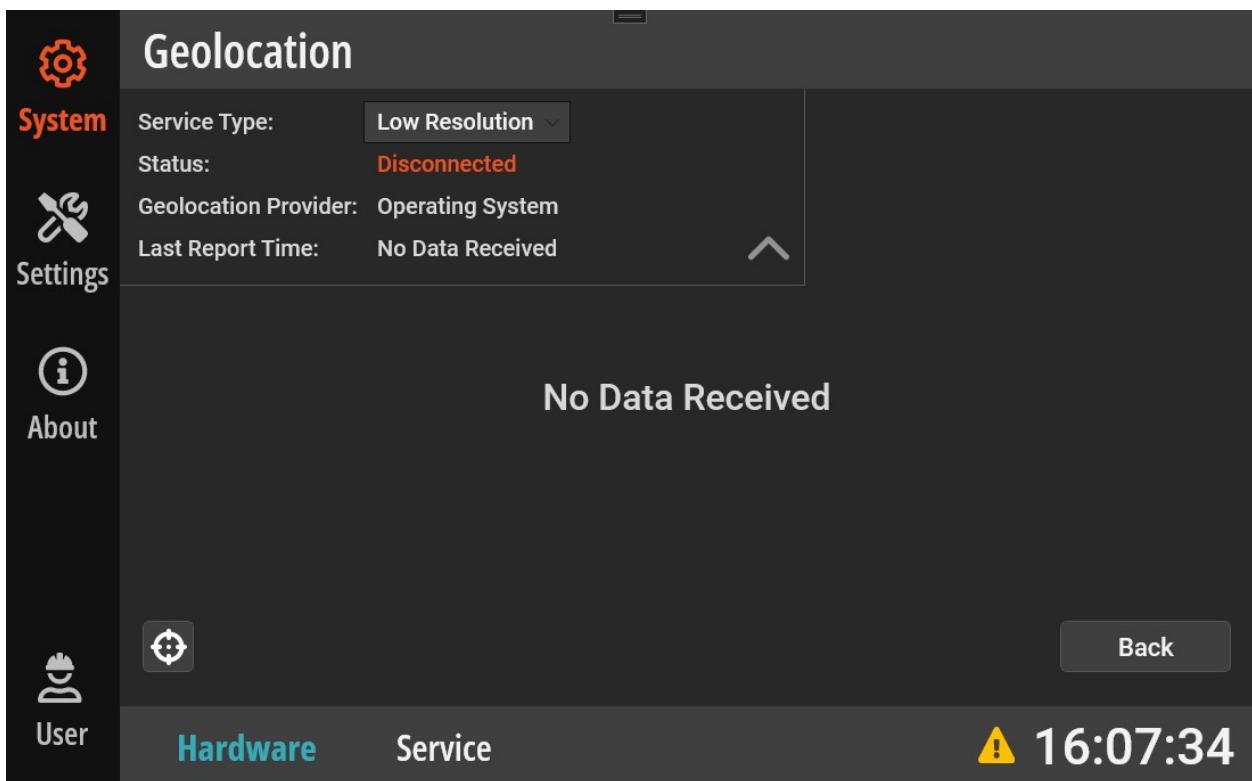
No GPS: When the vehicle has lost GPS Lock, a white banner is shown.



If GPS Lock is lost, this also appears in system warnings.

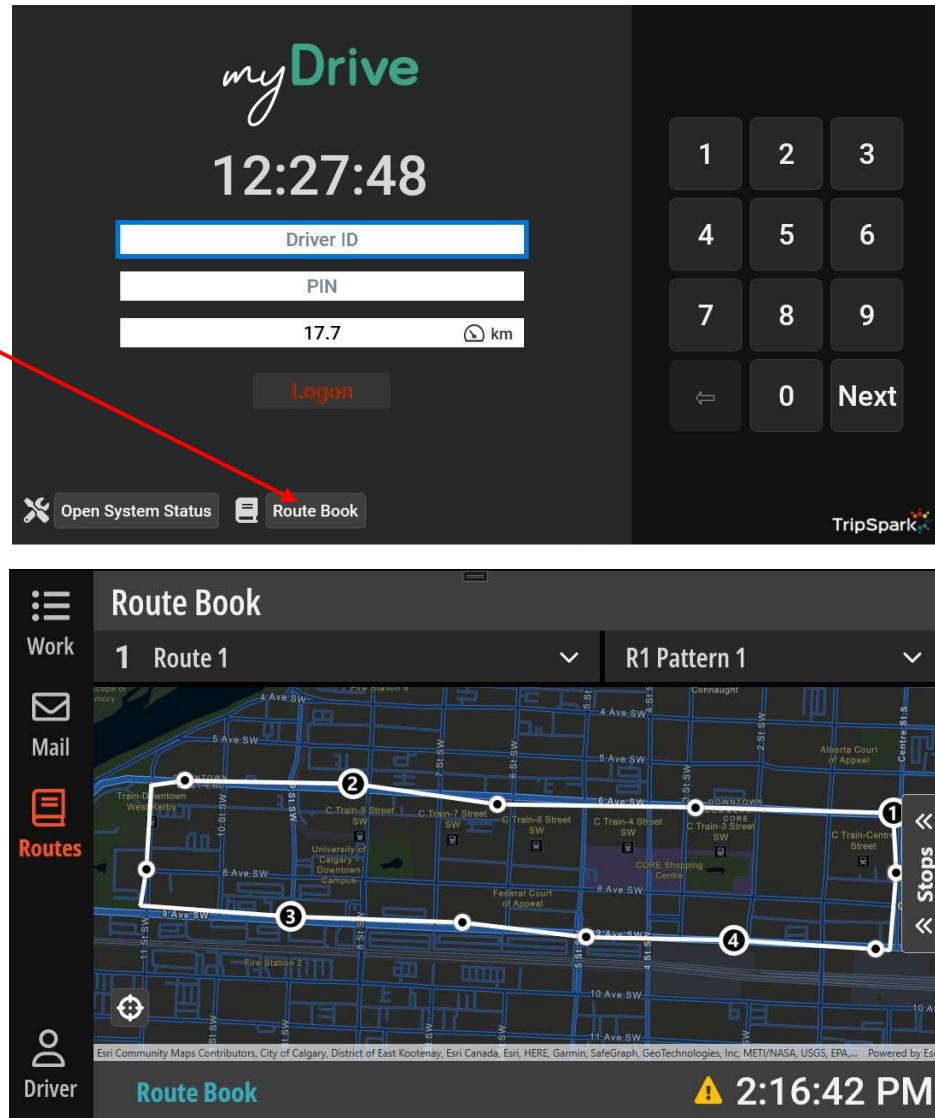


Viewing the system page when “no GPS lock” is shown will produce the following screen:

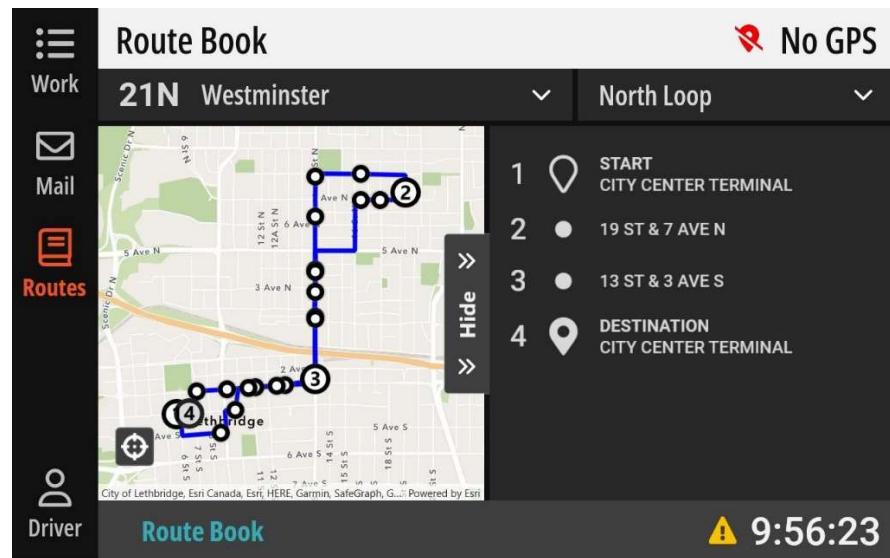


Route Book

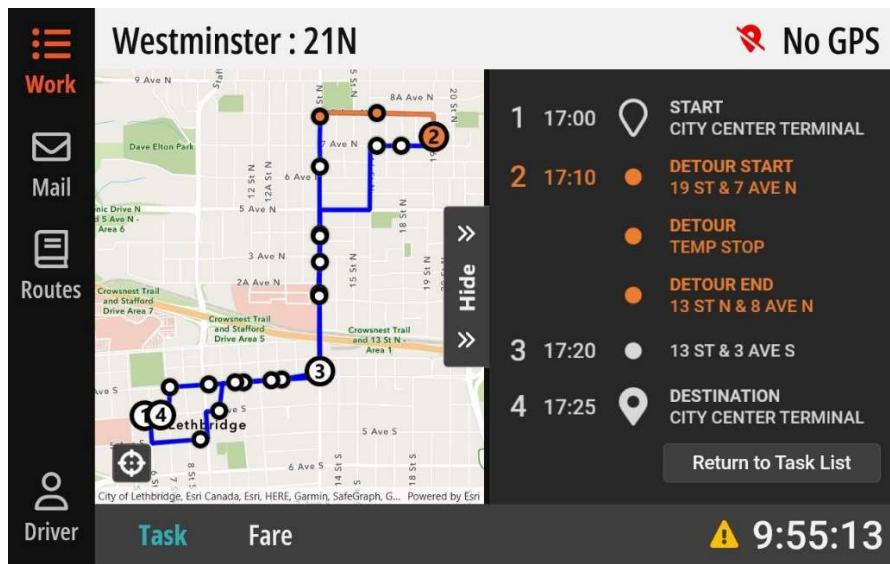
This feature provides the ability to see what all the available routes look like on a map. You can access the Route book in two locations: the logon page and the driver dashboard.



Note the route and pattern selector will produce a dropdown selector list for all available Routes and Patterns. If the route has a detour, the route will be updated to reflect the detoured pattern, but will NOT HIGHLIGHT the detoured section, as it does on the Trip Details Screen. (see comparison below).



Route book view – Detour is incorporated but not highlighted.



Trip detail view – Detoured section is highlighted and labeled.

Service Interruptions

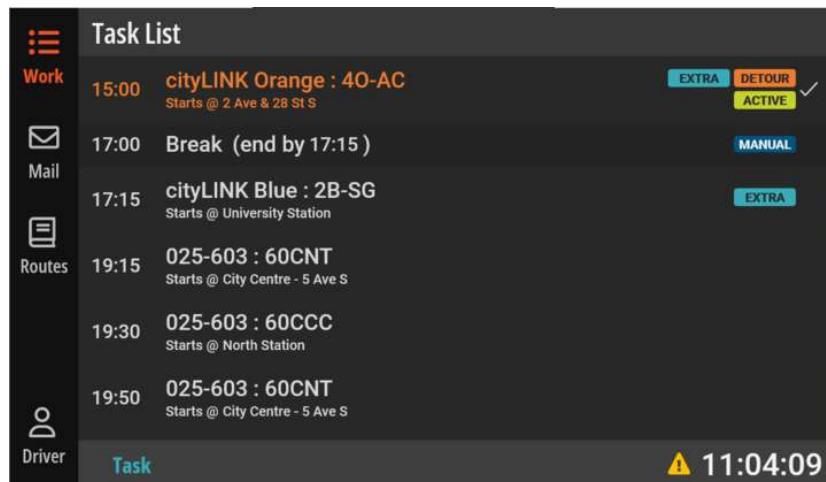
A service interruption refers to any temporary change to regular service. This can include a change in schedule (i.e., change in times, cancellation of a trip, etc.) or a change in route (i.e., detoured sections, temporary stops, closed stops due to construction, fire, parades, etc.).

Changes to the schedule are usually reflected immediately as tasks are added, updated, and removed by dispatchers.

Changes to the routes are usually displayed to the drivers as a detour. In practice, a detoured pattern starts with a regular pattern and adds one or more detoured segments. Each segment is a new path between any two bus stops (or time points) of the original pattern. These new paths may have bus stops on them. These bus stops can include temporary bus stops and may exclude existing bus stops.

How to find detours from the Task List

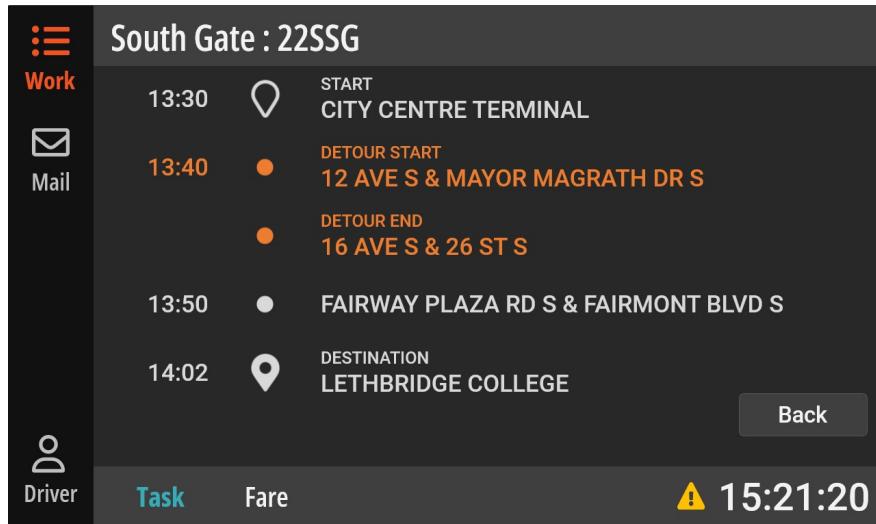
Trips with detours are highlighted on the task list with an orange detour badge as shown in the figure below.



Additional details can be shown by selecting the trip on the task list.

How to see the detour in the trip details (Map disabled)

If the map is not enabled on the system, detours will be shown in orange text in the trip detail screen.



South Gate : 22SSG

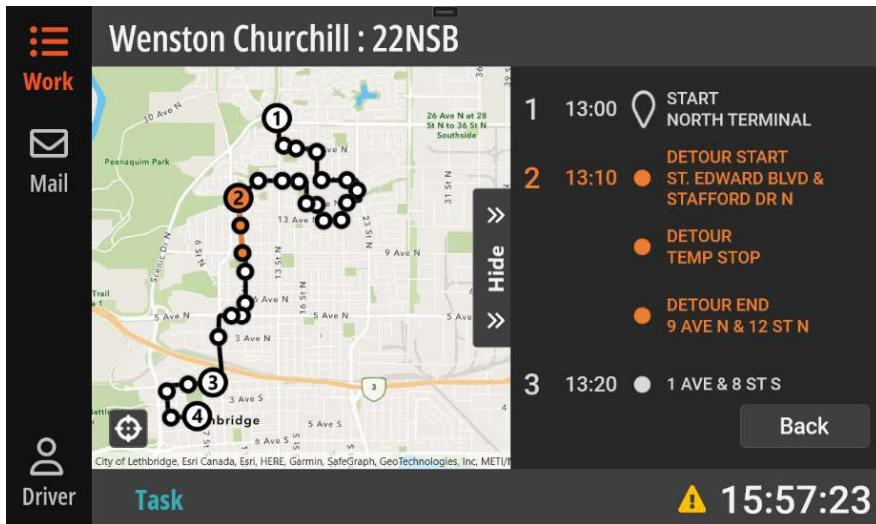
Work Mail Driver

13:30	START CITY CENTRE TERMINAL
13:40	● DETOUR START 12 AVE S & MAYOR MAGRATH DR S
	● DETOUR END 16 AVE S & 26 ST S
13:50	● FAIRWAY PLAZA RD S & FAIRMONT BLVD S
14:02	DESTINATION LETHBRIDGE COLLEGE

Back Task Fare **⚠ 15:21:20**

How to see the detour in the trip details (Map enabled)

If the map is enabled on the system, the detoured path will be mapped in orange on the map and highlighted on the detail panel.



Wenston Churchill : 22NSB

Work Mail Driver

Map View Task **⚠ 15:57:23**

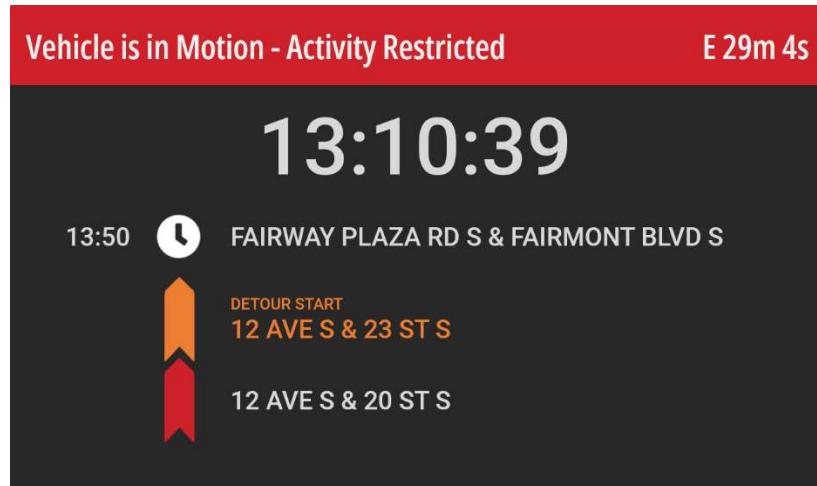
The map shows a route starting at North Terminal, detouring through St. Edward Blvd and Stafford Dr N, then ending at 9 Ave N & 12 St N. The detour path is highlighted in orange. The detail panel shows the same trip information as the previous screen, with the detour points highlighted in orange.

1 13:00	START NORTH TERMINAL
2 13:10	● DETOUR START ST. EDWARD BLVD & STAFFORD DR N
	● DETOUR TEMP STOP
	● DETOUR END 9 AVE N & 12 ST N
3 13:20	● 1 AVE & 8 ST S

Back Hide

How to see the detour in the blocker Screen

The color of the chevrons will change for the affected stops. Where the detour start and end will also be labeled for added context.



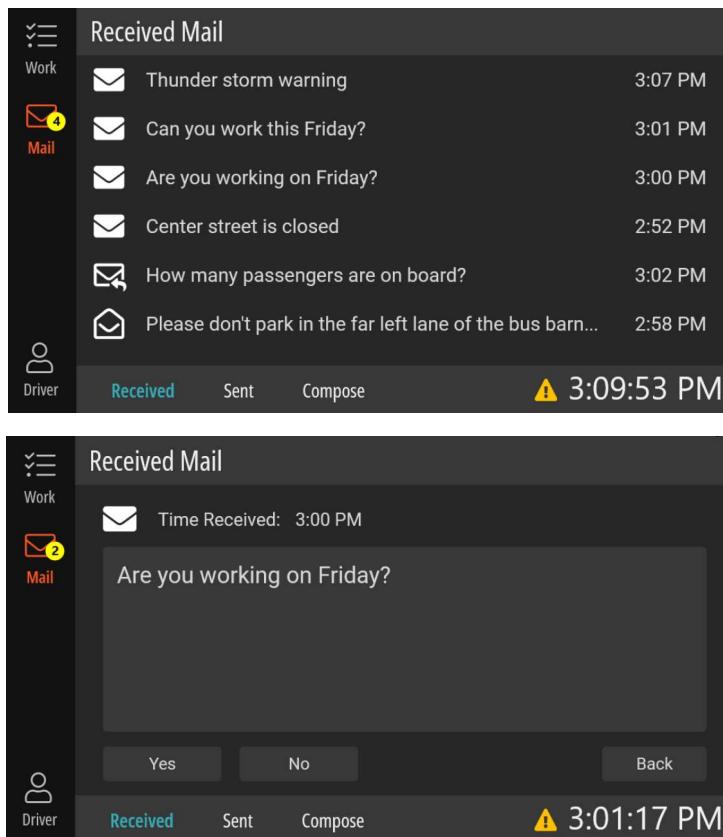
Mail / Text Messages

myDrive can be used to communicate to dispatch using text messages. Upon logging out all saved incoming and outgoing mail is cleared.

RECEIVED MAIL

Received mail will appear under the Mail menu item, Received tab.

All unread / responded incoming mail is placed at the top of the list. Mail of the 'Notice' type is marked as read after the driver has opened the message. All other mail types are marked as responded after the driver responds to message. Mail is then ordered by time received, with the most recent mail items appearing at the top of the list.

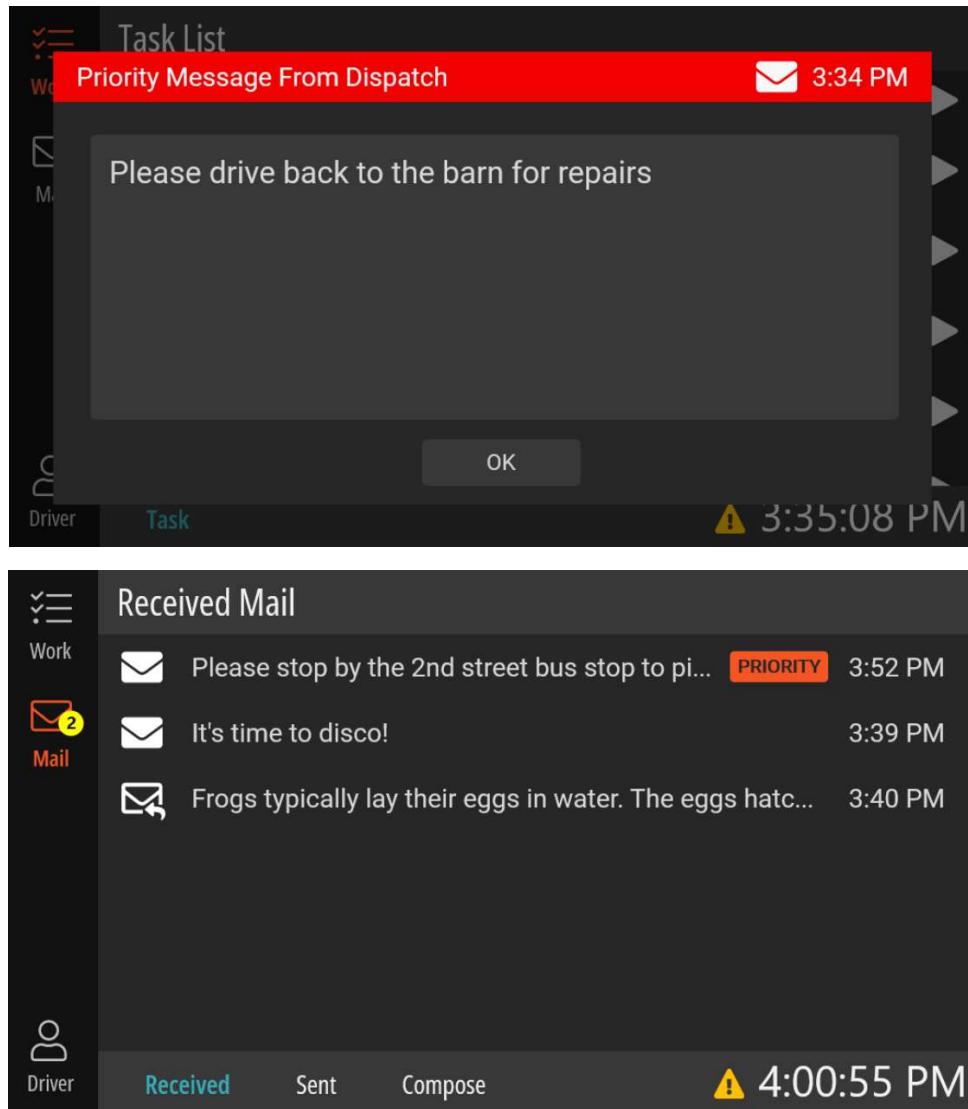


ICON MEANING

	Unread / un responded to message. The amount of these mail items is reflected in the yellow mail indicator.
	Mail that has been responded to successfully. Dispatch has received the message if this icon is used.
	A notice type mail that was opened by the driver.
	Sent canned message

PRIORITY MESSAGES

Priority messages are sent with higher urgency. These will appear on the screen as they are received.



The screenshot shows the TripSpark mobile application interface. At the top, there is a red banner with the text "Priority Message From Dispatch". To the right of the banner is a timestamp "3:34 PM" and an envelope icon. Below the banner, a message box displays the text "Please drive back to the barn for repairs". At the bottom of this message box is an "OK" button. In the bottom right corner of the screen, there is a timestamp "3:35:08 PM" with an exclamation mark icon. The main menu on the left includes options for "Work" and "Mail". The "Mail" option is highlighted and shows a count of "2" in a yellow badge. The "Received" tab is selected in the bottom navigation bar. The "Received Mail" list contains three items:

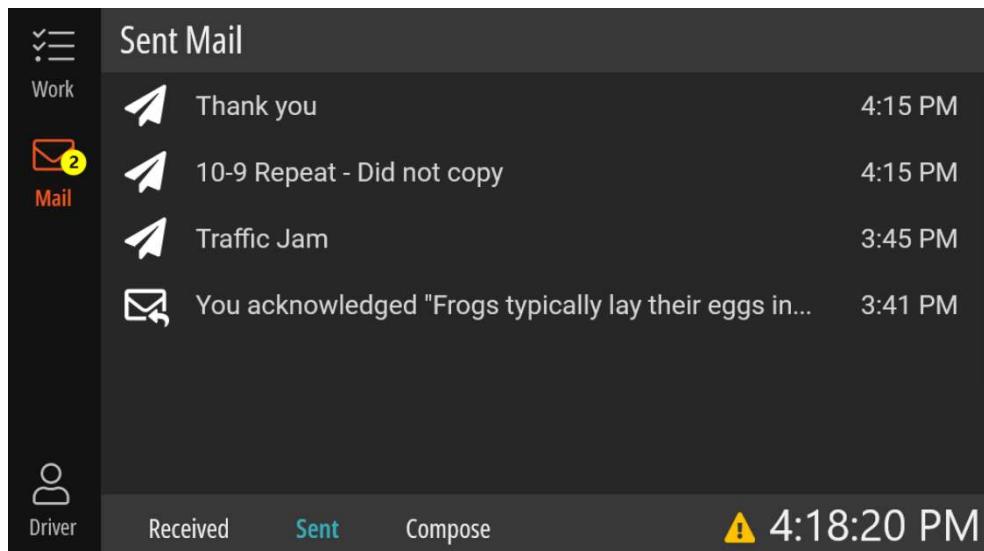
- Please stop by the 2nd street bus stop to pi... PRIORITY 3:52 PM
- It's time to disco! 3:39 PM
- Frogs typically lay their eggs in water. The eggs hatch... 3:40 PM

The bottom navigation bar also includes "Sent" and "Compose" buttons.

If a response to a priority message fails to make it back to dispatch, the popup will still be removed from the screen and an error message will be displayed. The priority message will then appear at the top of the received mail list with a priority badge.

SENT MAIL

All messages to dispatch will be shown in the 'Sent' tab. This will include responses and canned messages.

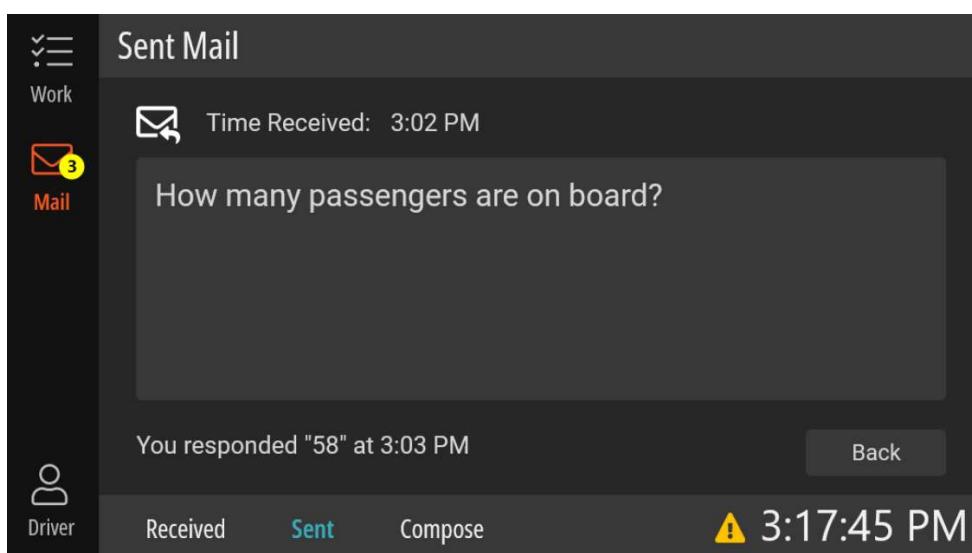


Sent Mail

- Work
- Mail (2)
- Driver

	Thank you	4:15 PM
	10-9 Repeat - Did not copy	4:15 PM
	Traffic Jam	3:45 PM
	You acknowledged "Frogs typically lay their eggs in..."	3:41 PM

Received **Sent** Compose **4:18:20 PM**



Sent Mail

- Work
- Mail (3)
- Driver

Time Received: 3:02 PM

How many passengers are on board?

You responded "58" at 3:03 PM

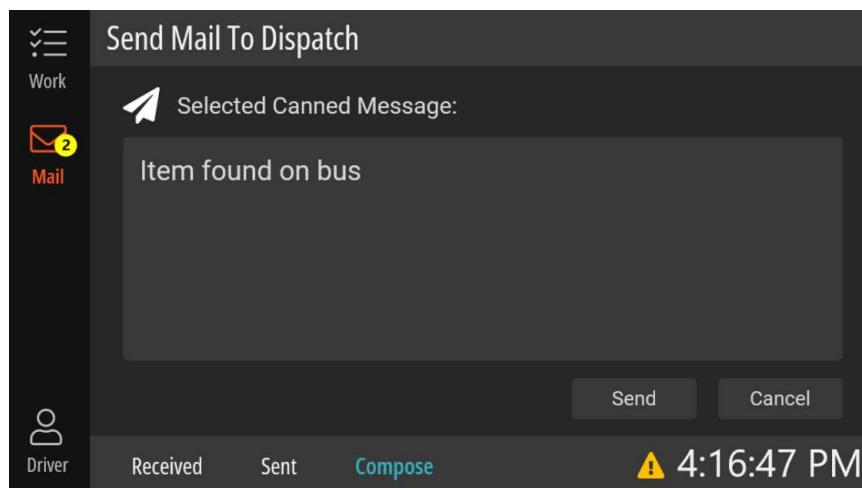
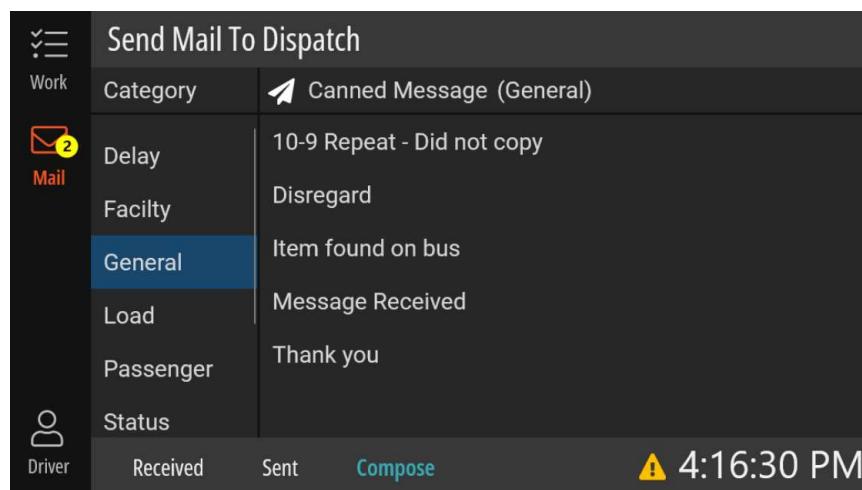
Back

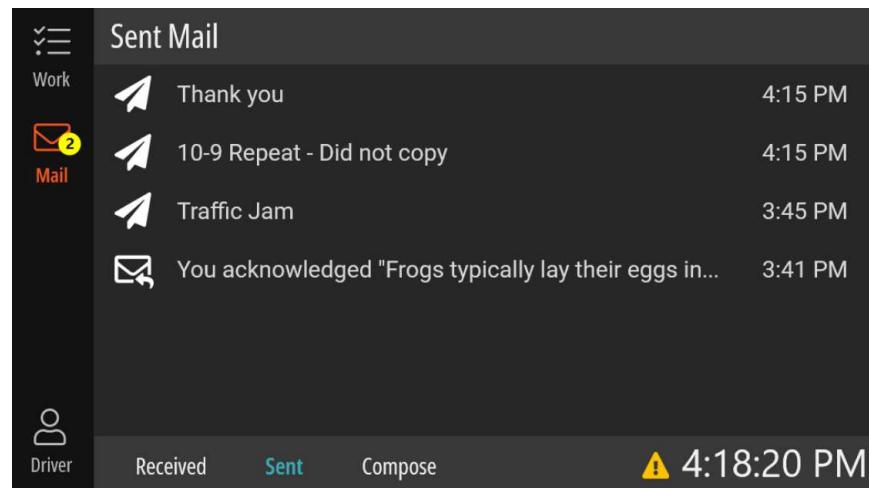
Received **Sent** Compose **3:17:45 PM**

SENDING A CANNED MESSAGE TO DISPATCH

Free form text messages are not supported by myDrive. Messages to dispatch are preset. To send a message to dispatch:

1. Navigate to the Mail menu item
2. Tap on the 'Compose' tab
3. Select a category
4. Select a canned message
5. Tap the Send button
6. All sent canned messages also appear in the 'Sent' tab with the responded to message
7. Dispatchers can see the canned message received in the main Dispatch Text Message Window





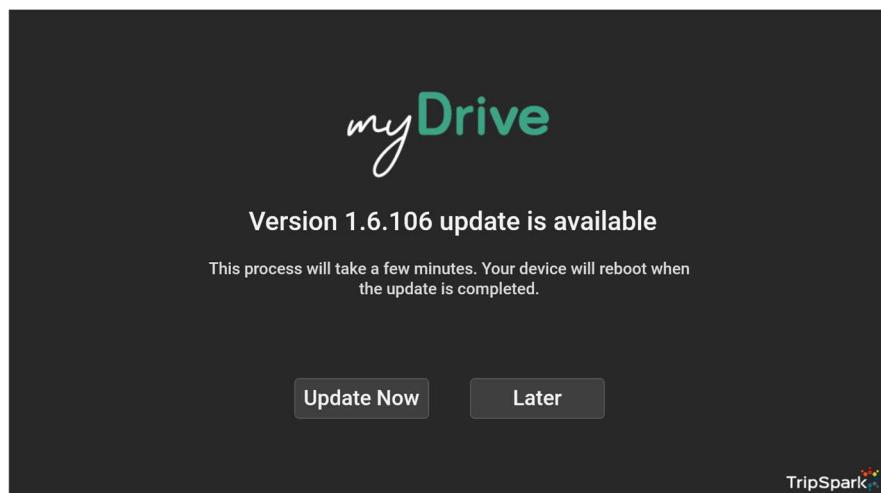
Software Updates

myDrive is capable of receiving over the air updates. When an update is received, it can be updated under the following scenarios:

1. On start up
2. At the logon screen
3. At log off.

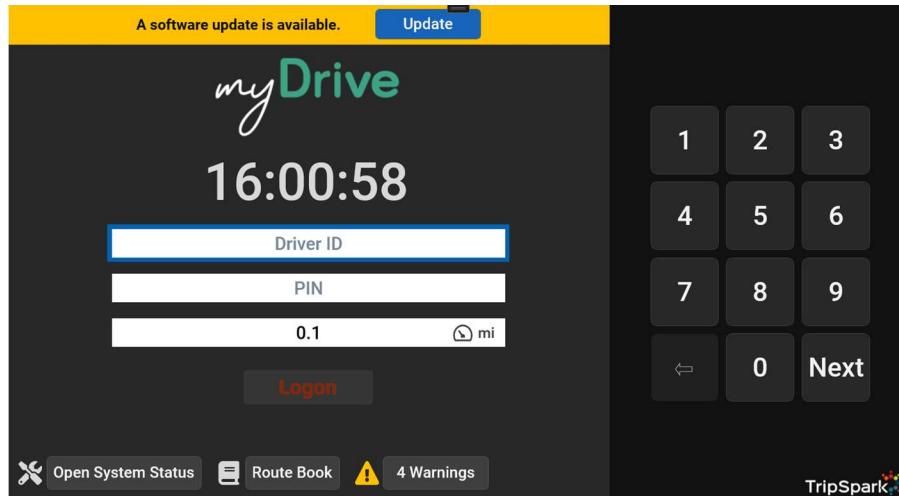
STARTUP NOTIFICATION

If an update is available when myDrive first starts up, a notification page is shown providing the option to install the update immediately or postpone it for later.



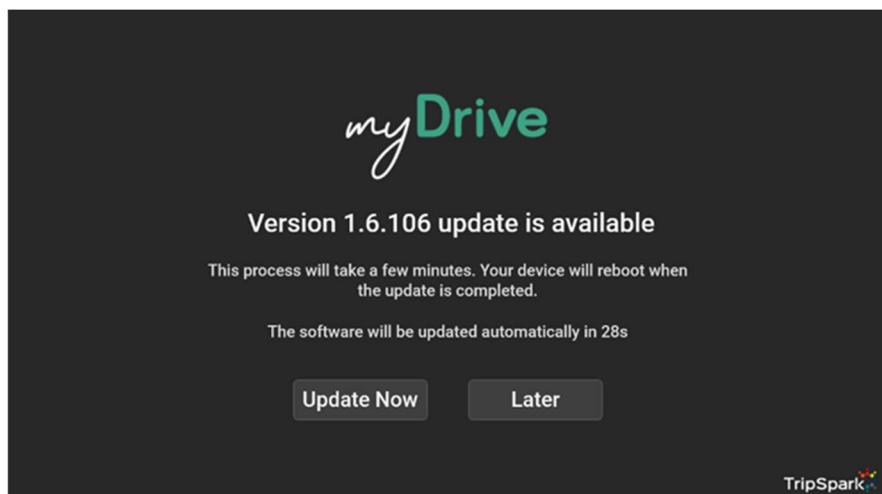
UPDATE FROM DRIVER LOGON SCREEN

If the update is postponed, or received while myDrive is already running, an "Update" button will appear on the driver logon screen.



UPDATE ON DRIVER LOGOFF

If an update is available at the time of driver log off, a prompt will be shown to update the software. If no response is received within 30 seconds, the update will automatically be applied.



Peripheral Devices

myDrive is capable of supporting a variety of additional in-bus hardware devices. Under the System menu, you can find the Hardware Status screen.

Hardware Status			
System	Vehicle Gateway	Disconnected	Enabled
Settings	Geolocation	Unused	Enabled
About	Annunciator	Disconnected	Enabled
	IRIS IRMA Matrix APC System	Unused	Disabled
	GFI Farebox	Unused	Disabled
	Headsign	Unavailable	Enabled
	Opticom TSP System	Unused	Disabled
User	Internal Sign : 0x00	Disconnected	Enabled
Hardware		Service	
			 11:44:17

Disconnected peripherals will trigger the system warning indicator to appear (yellow triangle beside the clock). Tapping on the system warning indicator will show a list of warnings in the system.

Additional details for each peripheral can be shown by tapping on the peripheral. The following is an example of a peripheral detail screen for the GFI farebox.

Hardware Status - Farebox			
System	GFI Farebox	OK	Get Info
Settings			
About	Unit ID : 123	Response received on Mon, Nov 06, 2023 14:07 PM	
	Software Version : 0	Response received on Mon, Nov 06, 2023 14:07 PM	
User			Back
Hardware			 14:11:00