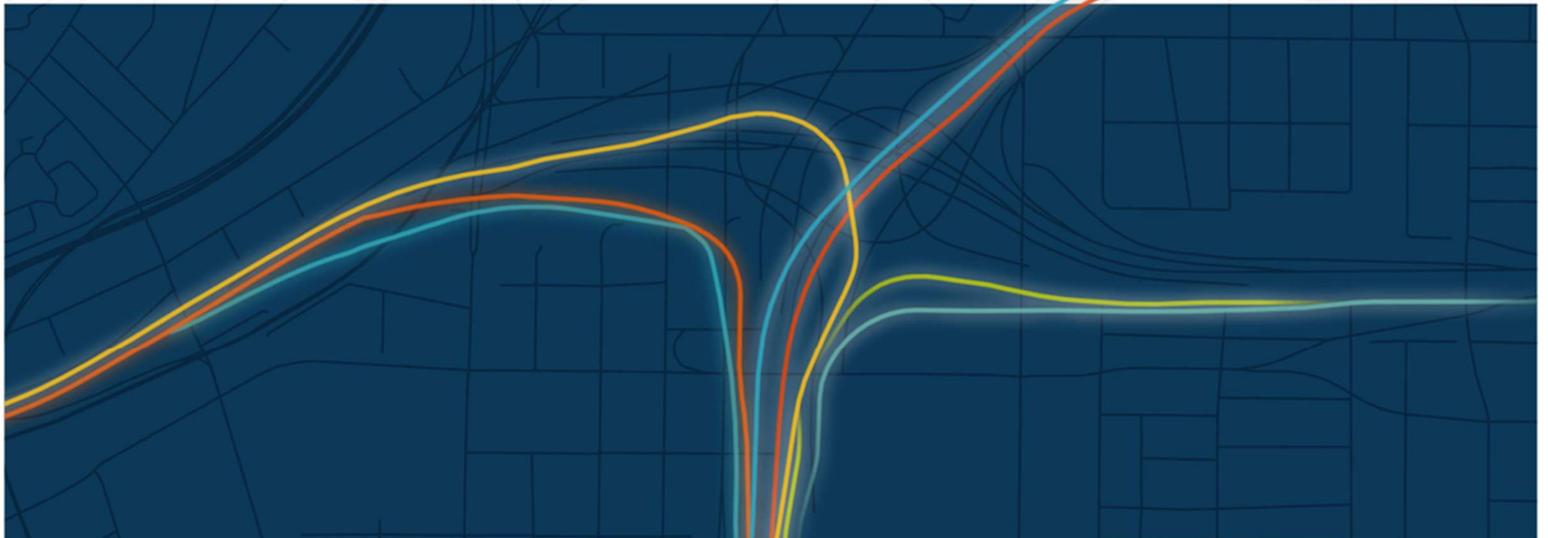


MYDRIVE DRIVER TRAINING GUIDE

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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GFI Farebox..... **Error! Bookmark not defined.**

Introduction

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

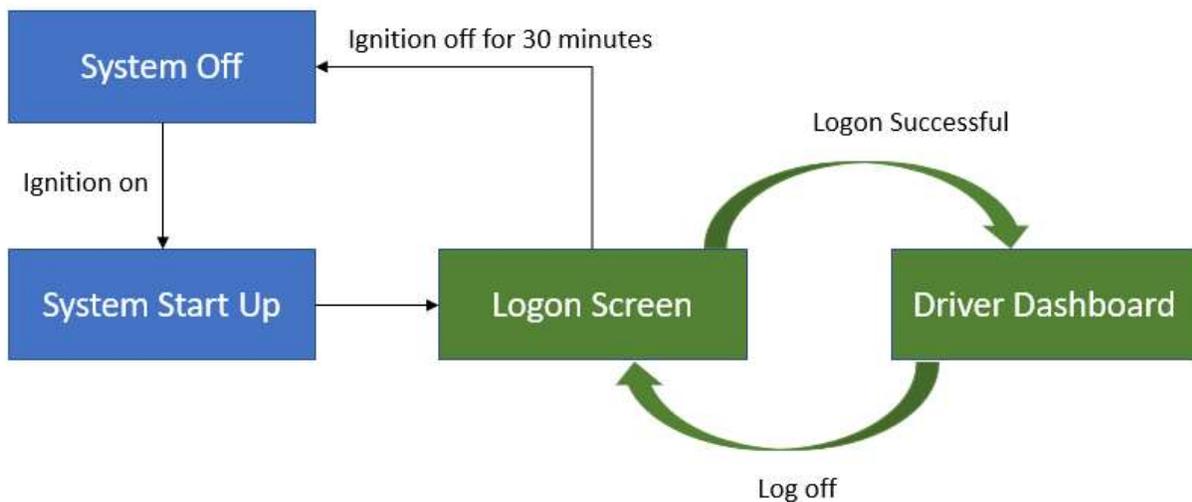
This user guide will provide information to a driver for how to use myDrive.

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.

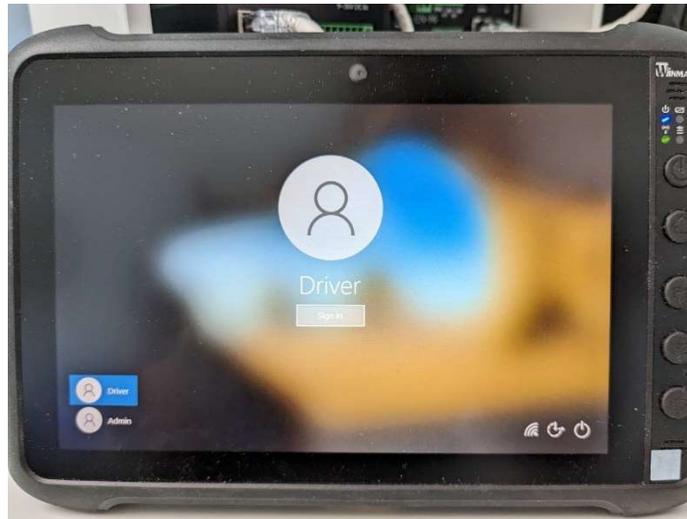


1. From system off, once the ignition turns on, the system will start up.
2. After the system starts up, you will be brought to the logon screen of myDrive.
3. After a successful logon, you will be brought to the driver dashboard to access work.
4. Upon logoff, you will be returned to the driver logon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

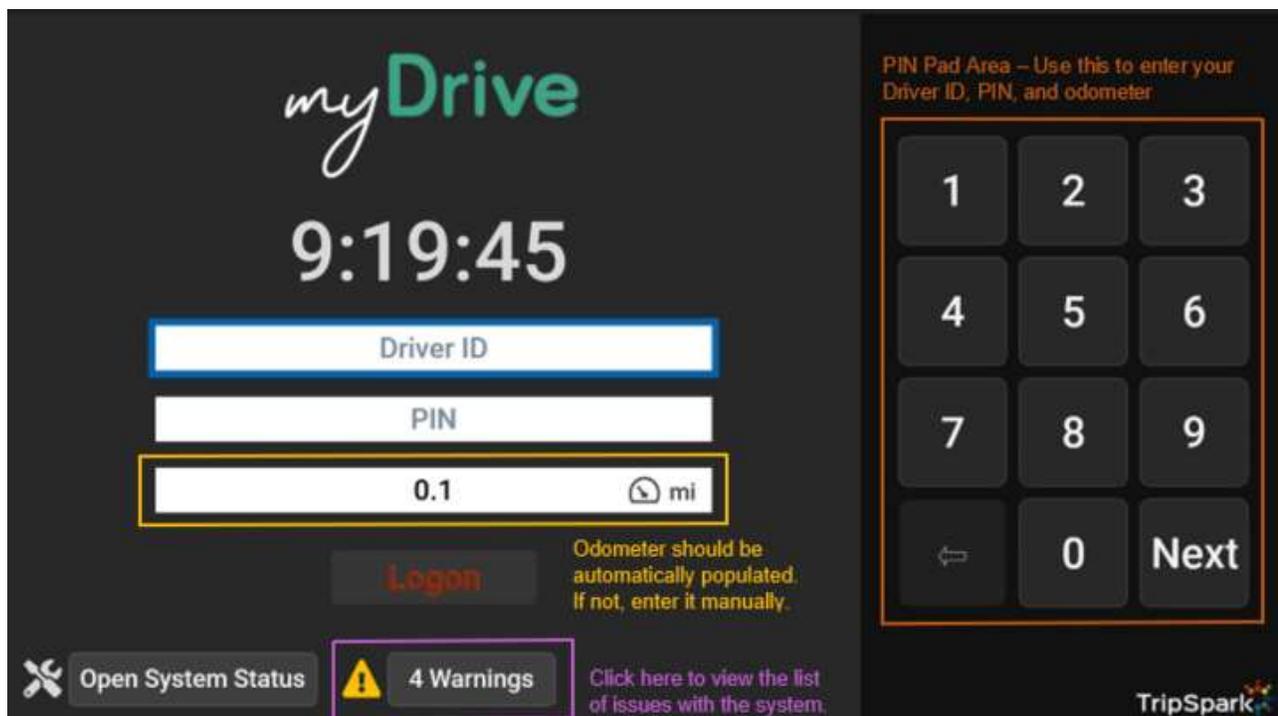


Once the system has started up, the myDrive will be launched and the logon screen will be shown when startup is complete.

Logon Screen

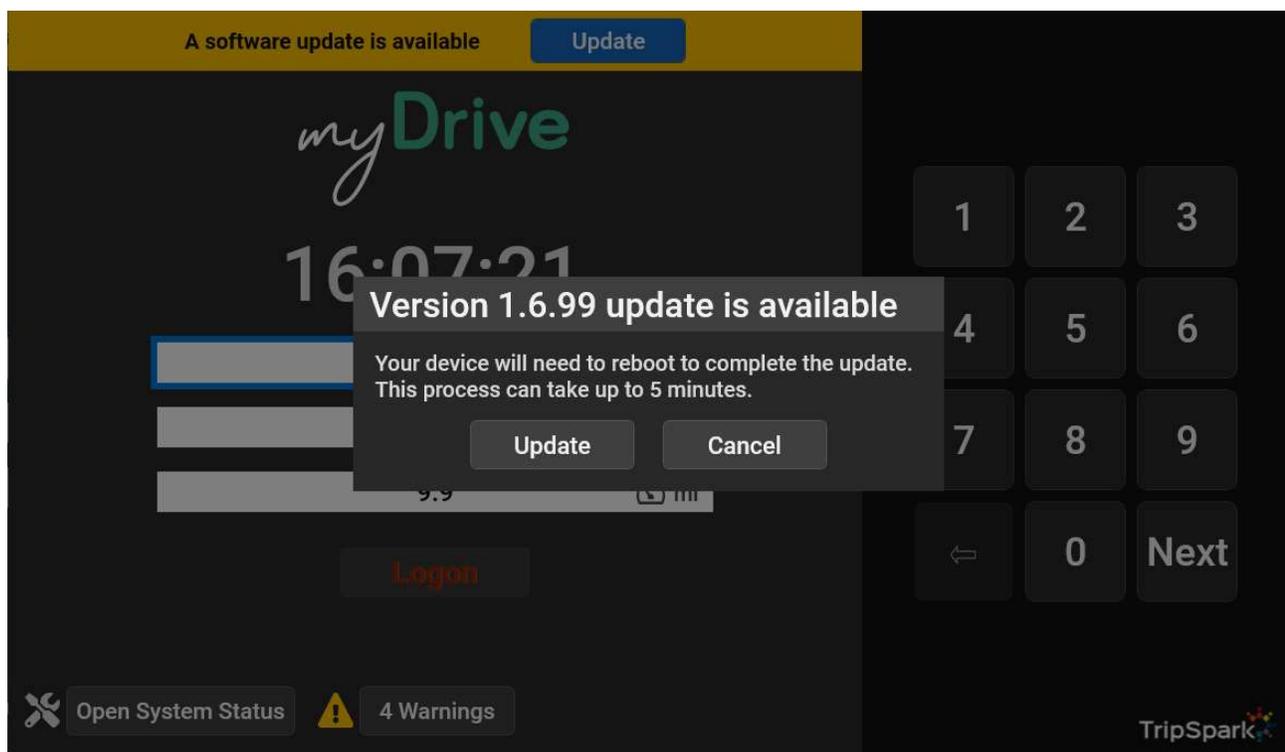
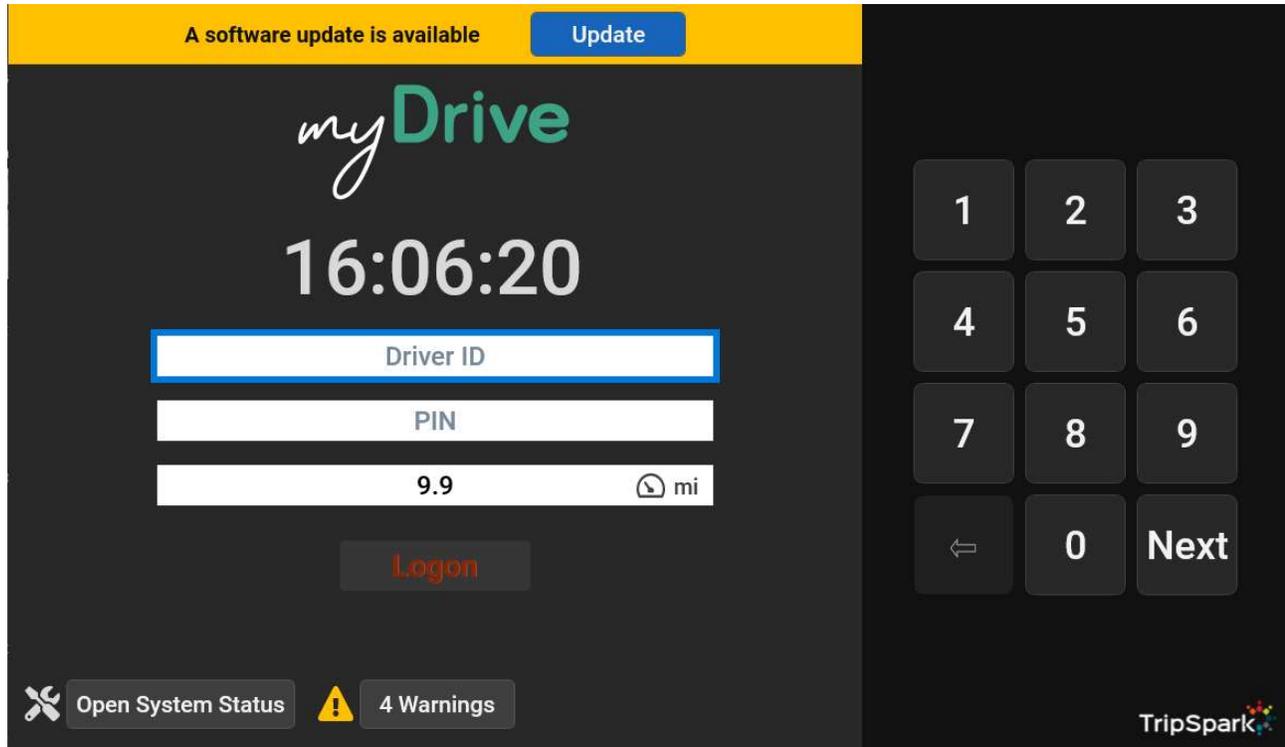
Once the system has started up, the following logon screen will be shown.

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



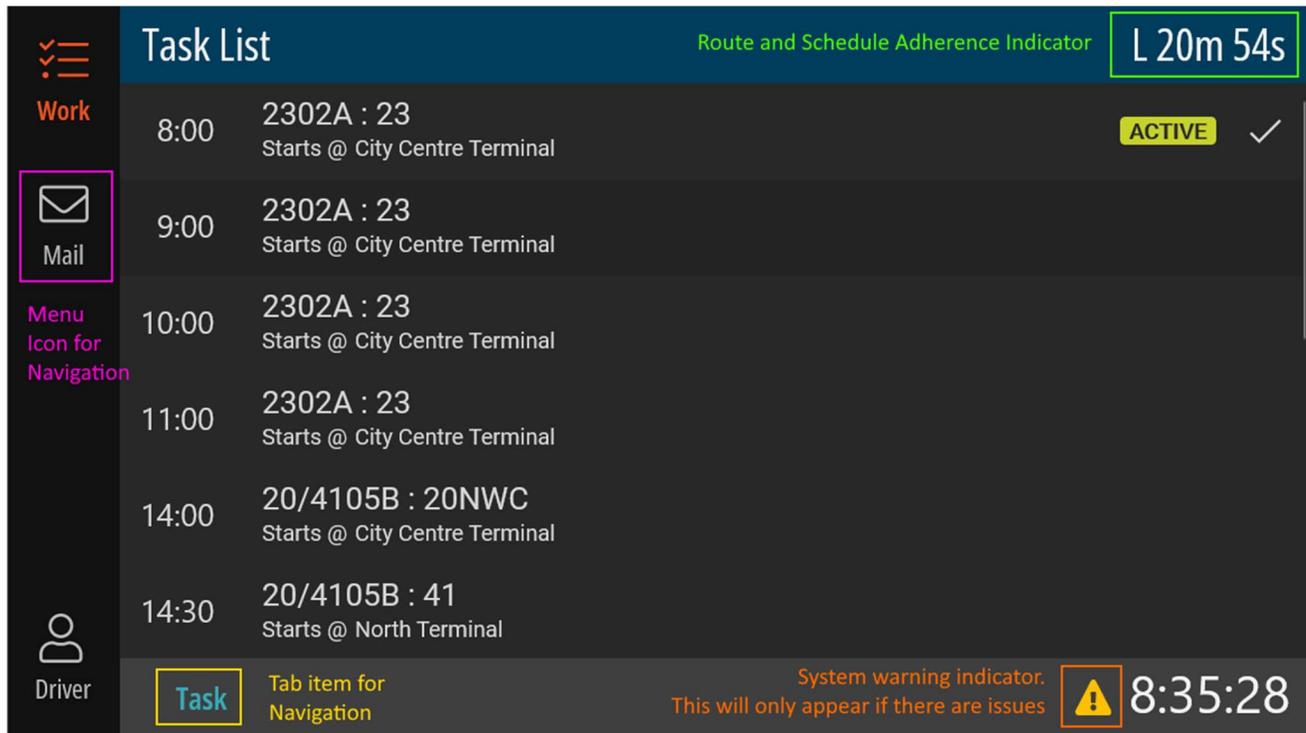
Update Available Screen

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**

Time	Task	Status
8:00	2302A : 23 Starts @ City Centre Terminal	ACTIVE ✓
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 System warning indicator. This will only appear if there are issues **8:35:28**

MENU NAVIGATION

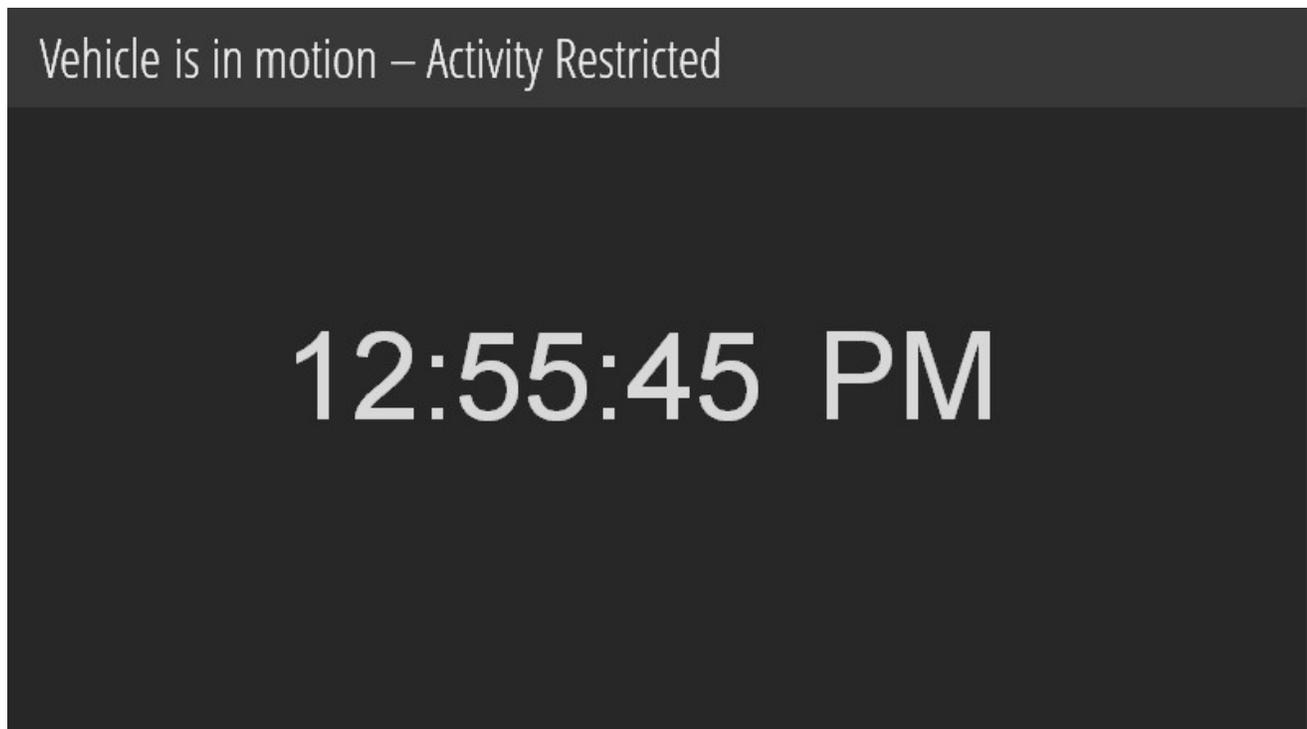
The mail menu icons and tab items are used for navigating. The following items are available on the driver dashboard:

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

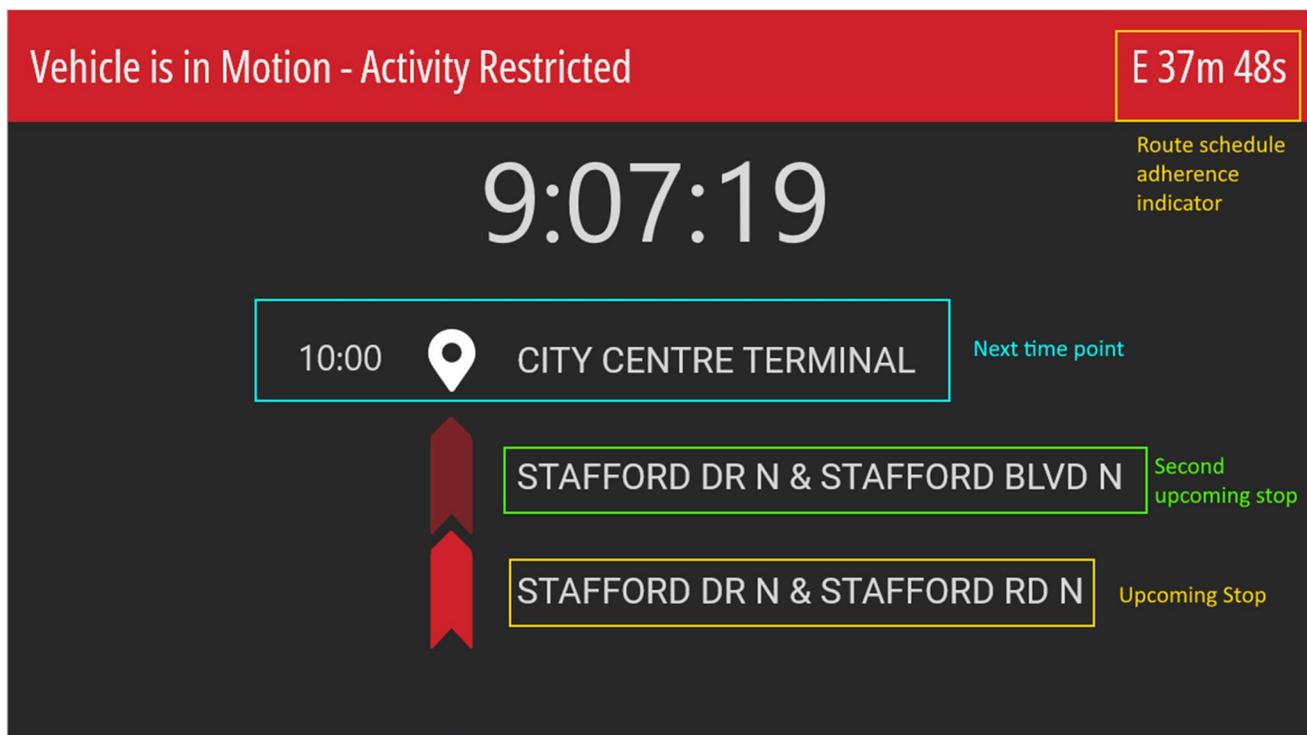
Blocker Screen

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

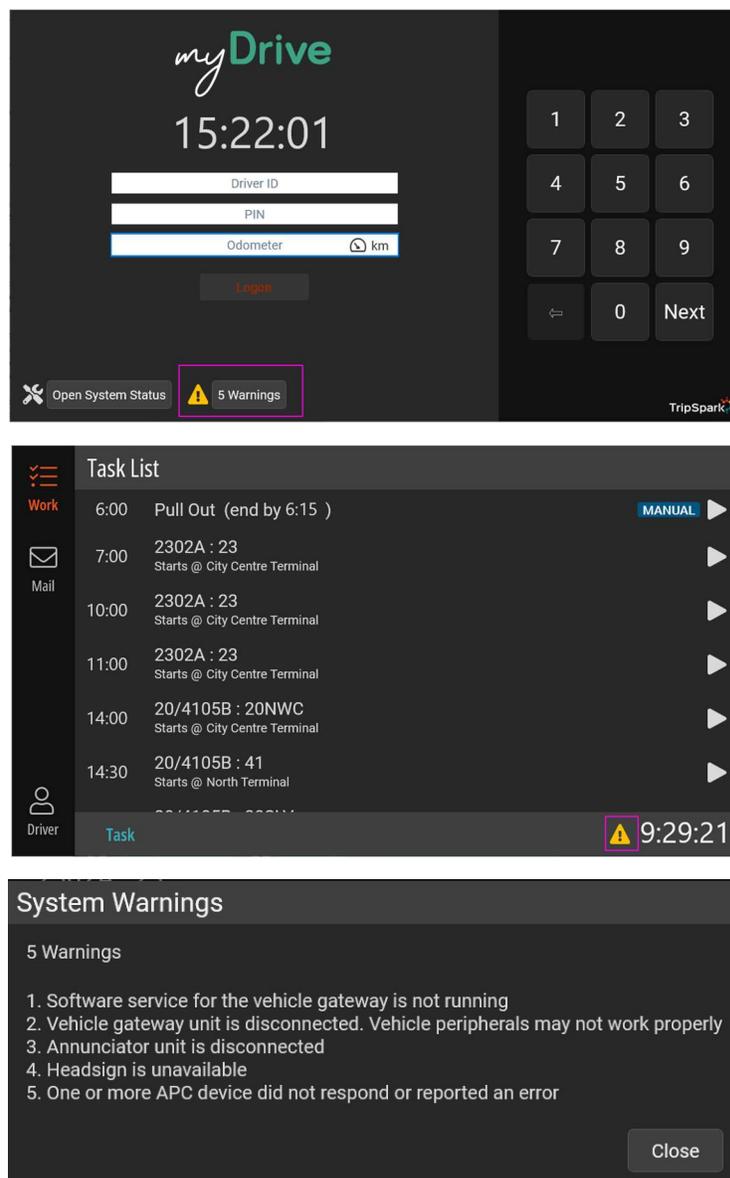
The following sections provide some additional details on how to use the features of myDrive.

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 screenshots illustrate the user interface for myDrive. The top screenshot shows the logon screen with fields for Driver ID, PIN, and Odometer (km), a numeric keypad, and a '5 Warnings' button highlighted with a pink box. The middle screenshot shows a 'Task List' with entries for 'Work' and 'Mail' at various times, and a '9:29:21' warning icon highlighted with a pink box. The bottom screenshot shows the 'System Warnings' dialog box with a list of five warnings and a 'Close' button.

System Warnings

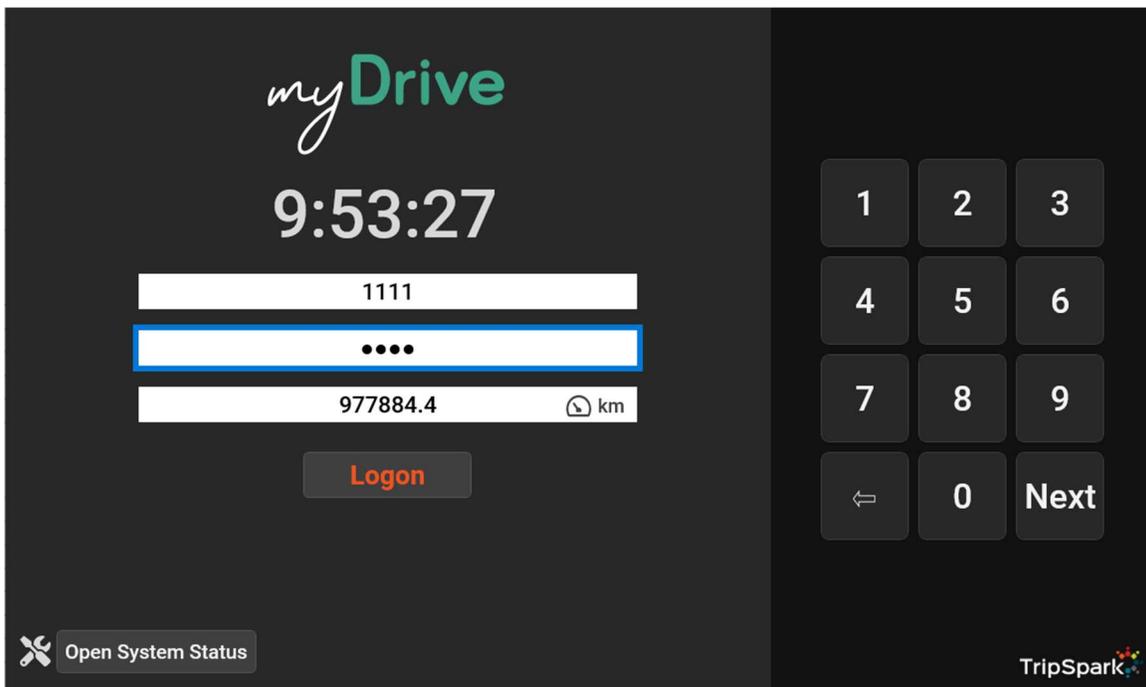
1. Software service for the vehicle gateway is not running
2. Vehicle gateway unit is disconnected. Vehicle peripherals may not work properly
3. Annunciator unit is disconnected
4. Headsign is unavailable
5. One or more APC device did not respond or reported an error

Close

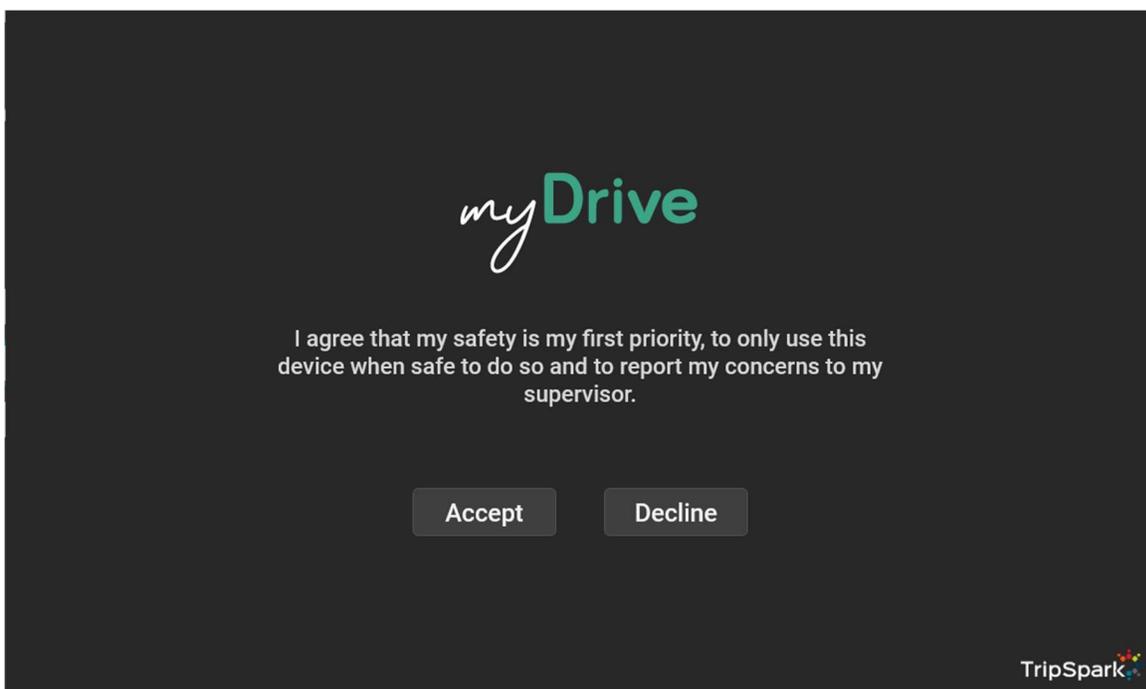
Logging On

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.



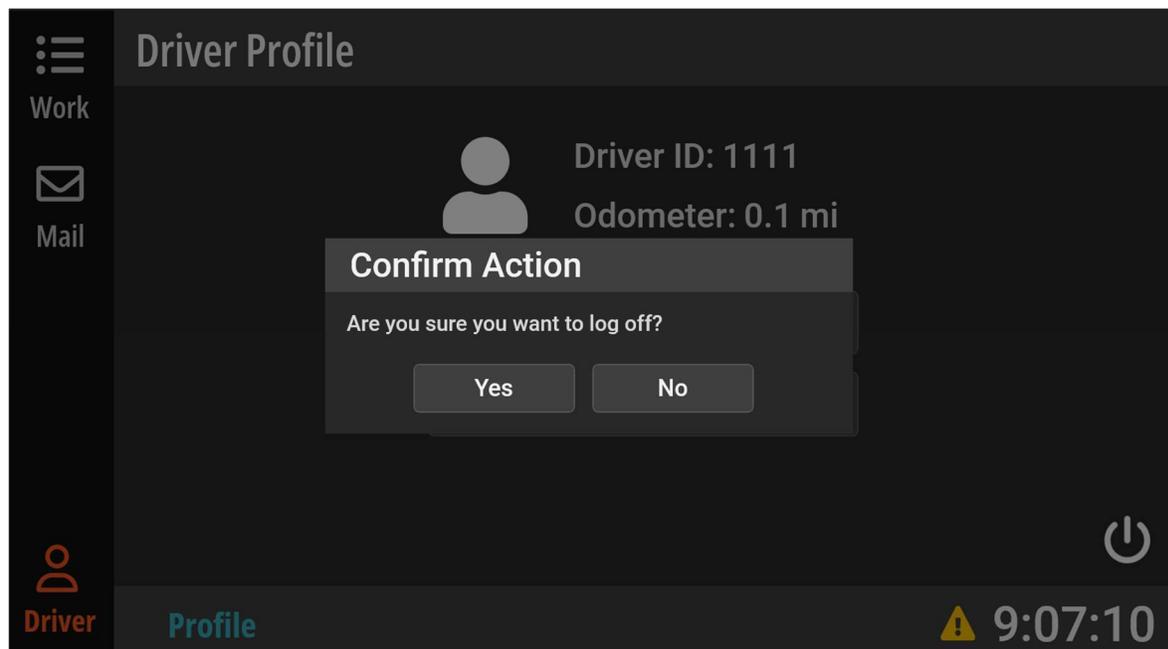
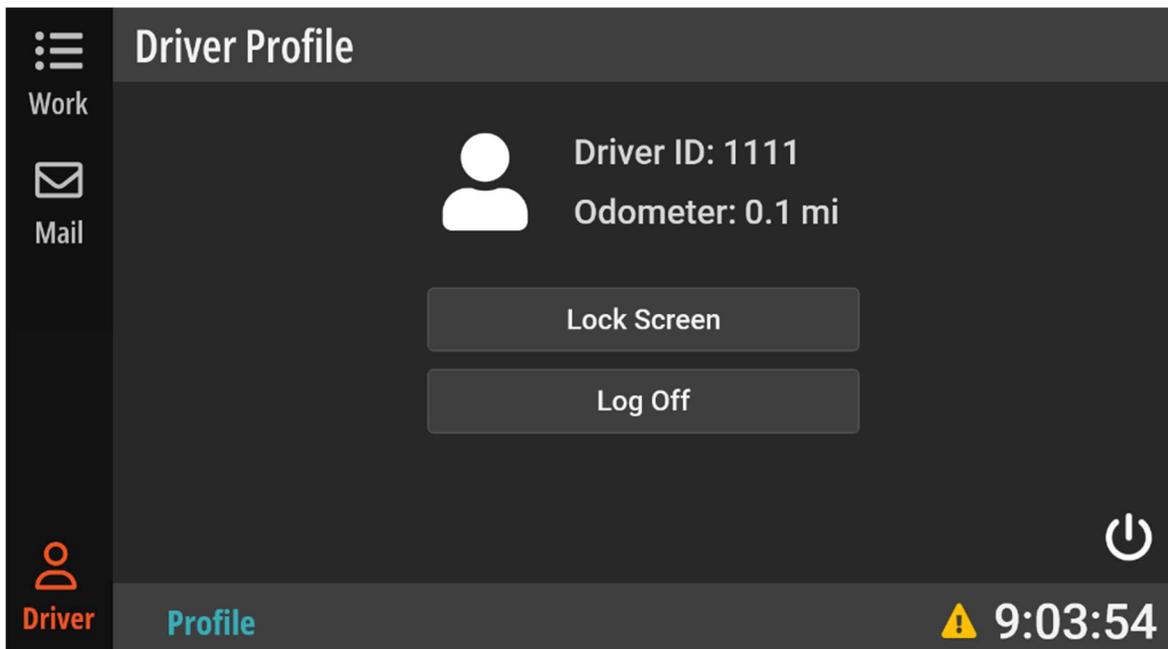
The login screen features the 'myDrive' logo at the top left. Below it, the time '9:53:27' is displayed. There are three input fields: the first contains '1111', the second contains four dots and is highlighted with a blue border, and the third contains '977884.4' with a 'km' unit icon. A 'Logon' button is positioned below the fields. On the right side, there is a numeric keypad with buttons for digits 1-9, 0, and a 'Next' button. At the bottom left, there is a button with a wrench icon labeled 'Open System Status'. The TripSpark logo is in the bottom right corner.



The agreement screen displays the 'myDrive' logo at the top center. Below the logo, the text reads: 'I agree that my safety is my first priority, to only use this device when safe to do so and to report my concerns to my supervisor.' At the bottom, there are two buttons: 'Accept' and 'Decline'. The TripSpark logo is in the bottom right corner.

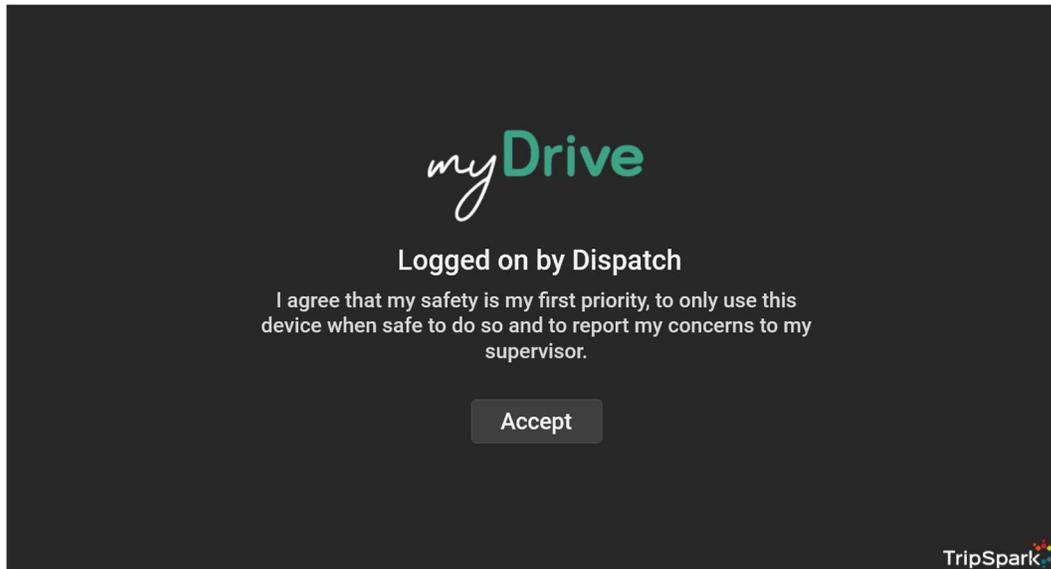
Logging Off

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.



Logon/Logoff by Dispatch

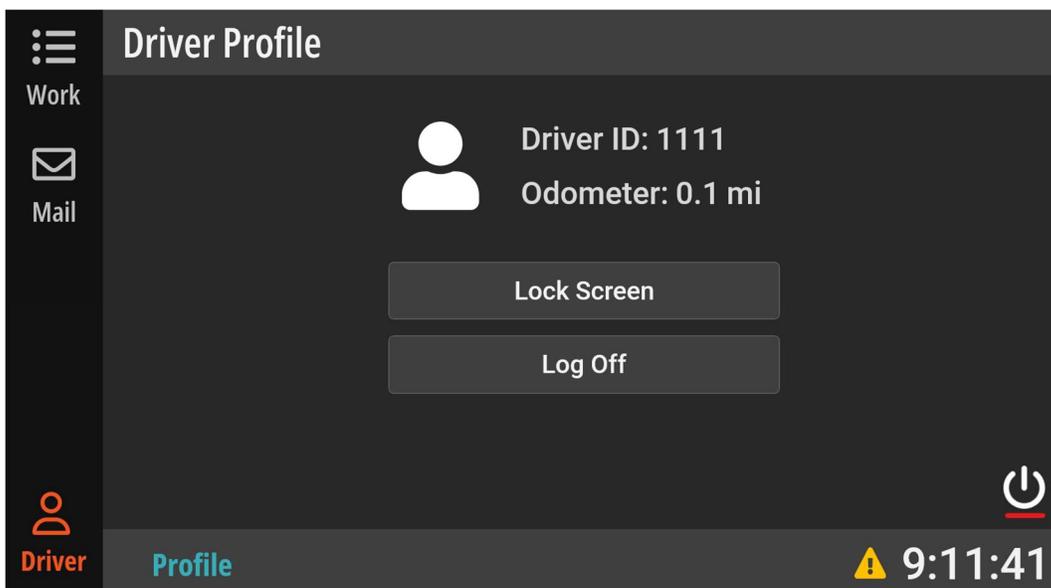
There are times where drivers may be remotely logged on or logged off by dispatch. When this happens, drivers will be notified of actions by dispatch.

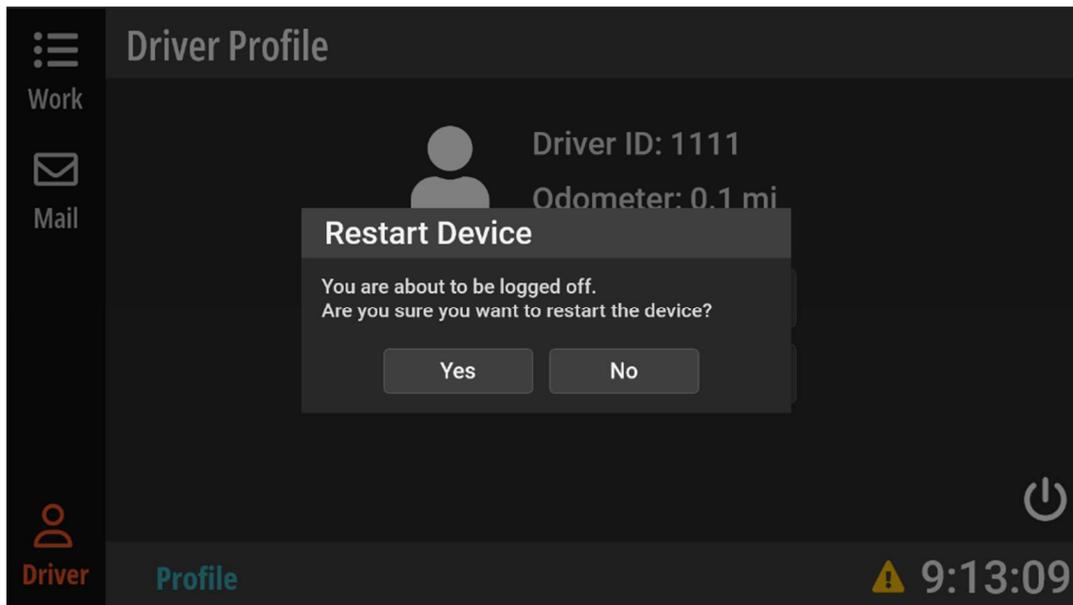


Since logons from dispatch bypasses PIN entry, this will affect the driver's workflow for screen locking. A temporary PIN will be required for screen locking/unlocking as described in the later sections.

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.



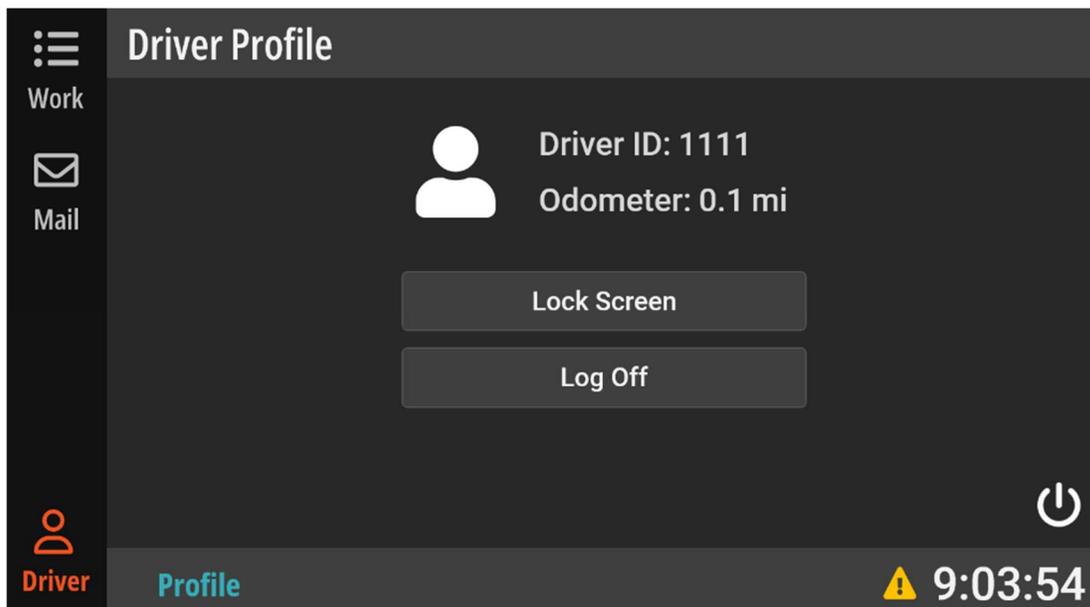


Driver Screen Locking

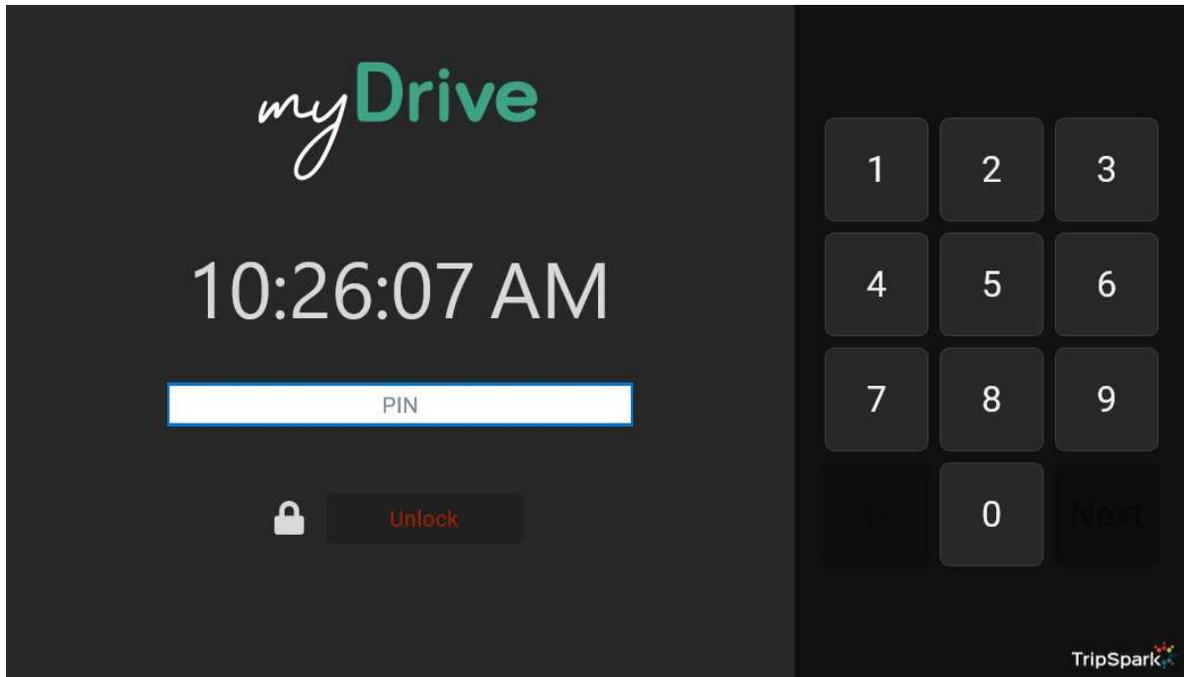
If you need to leave the vehicle for a short duration, you can lock your screen to prevent unauthorized personnel from tampering with the device in your absence.

LOCKING AND UNLOCKING DEVICE

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

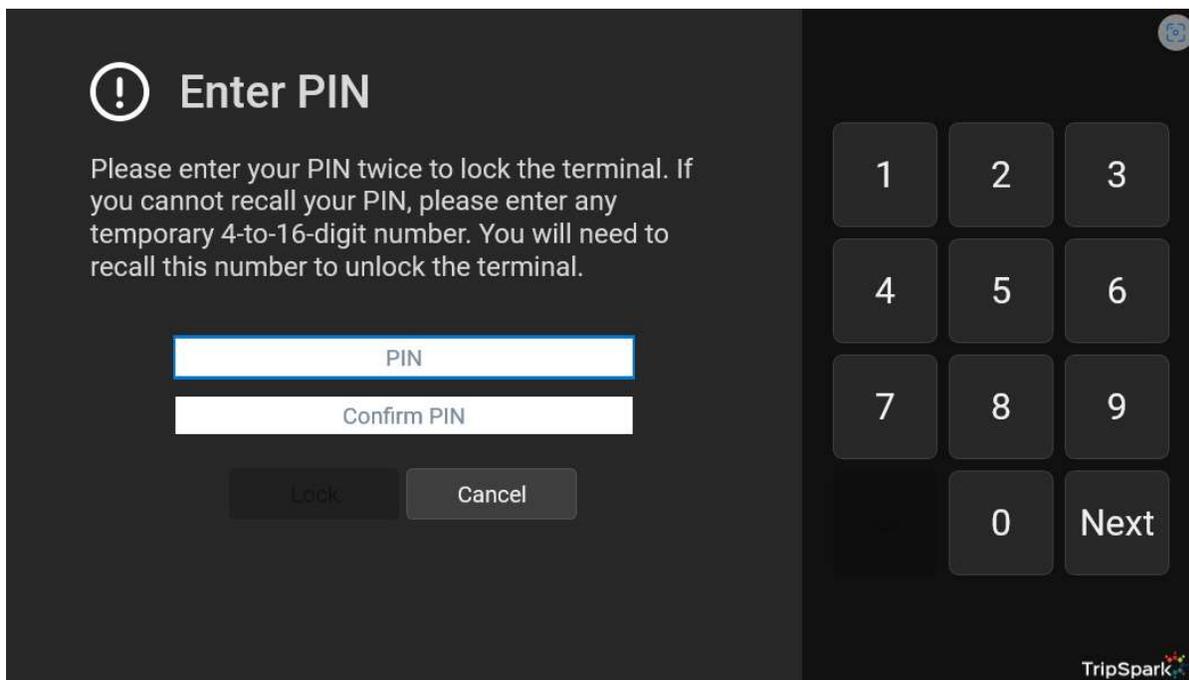


Once the screen is locked, you will need to enter their PIN to resume interactions with myDrive.



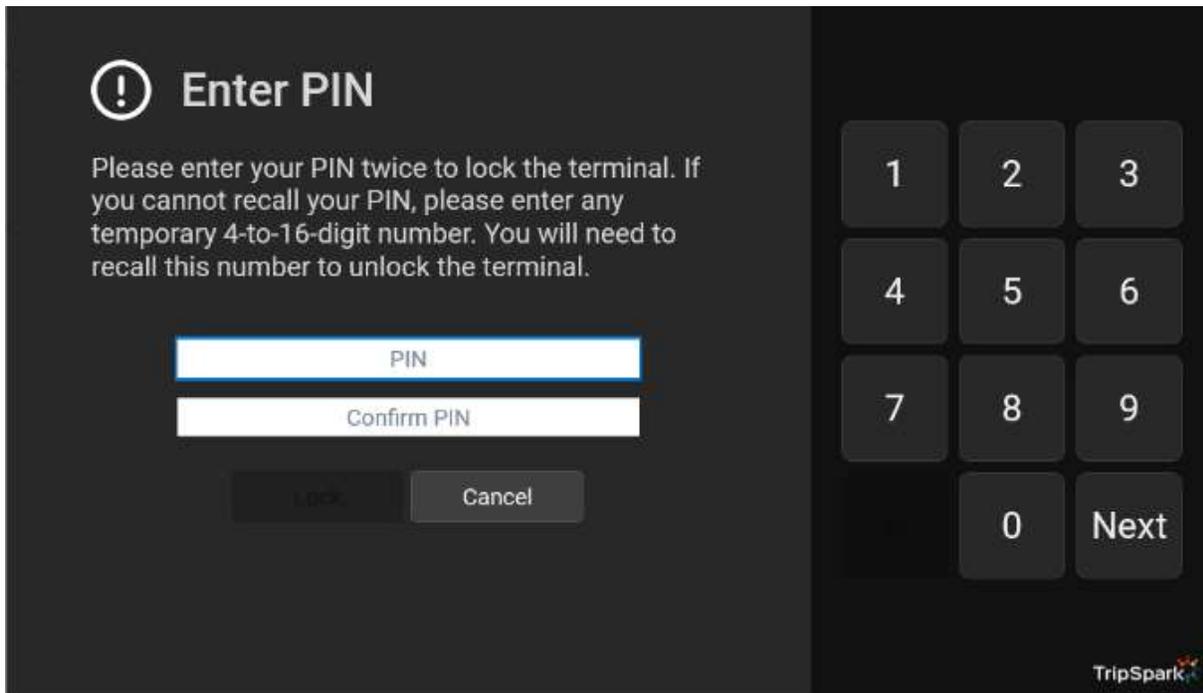
LOCKING AND UNLOCKING AFTER A LOGON BY DISPATCH

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.

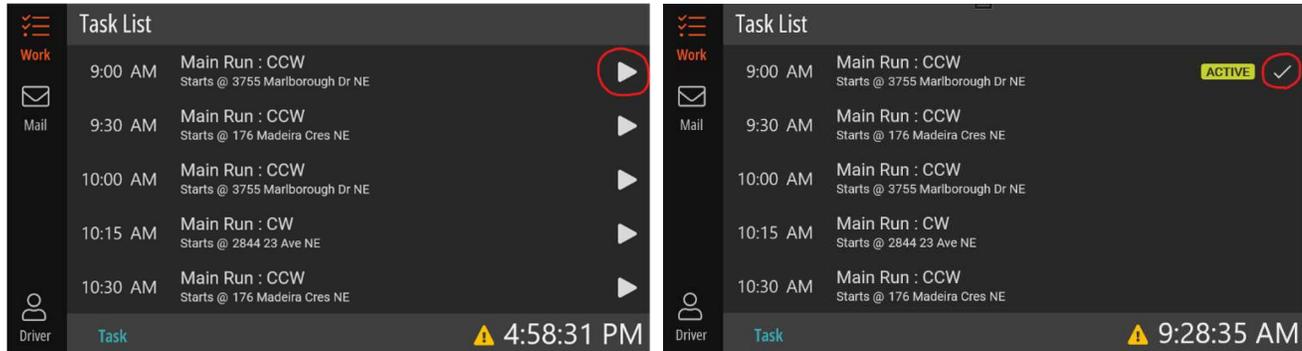
Not all task types can be automatically started and stopped. Non-revenue tasks like deadheads, breaks, pull-in, pull-out will need to be started manually. Tasks that are not eligible for auto-start/stop will have a

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

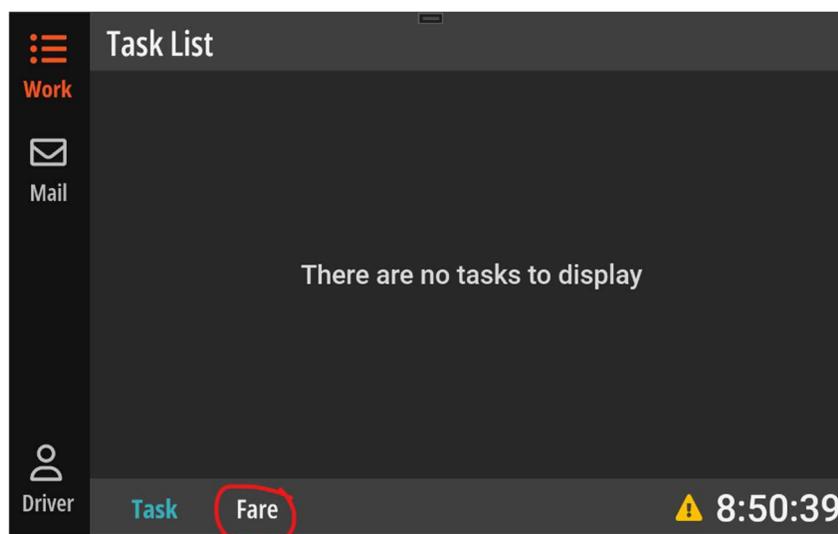
These tools are used when there is no farebox and/or no APC system enabled in the system.

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.

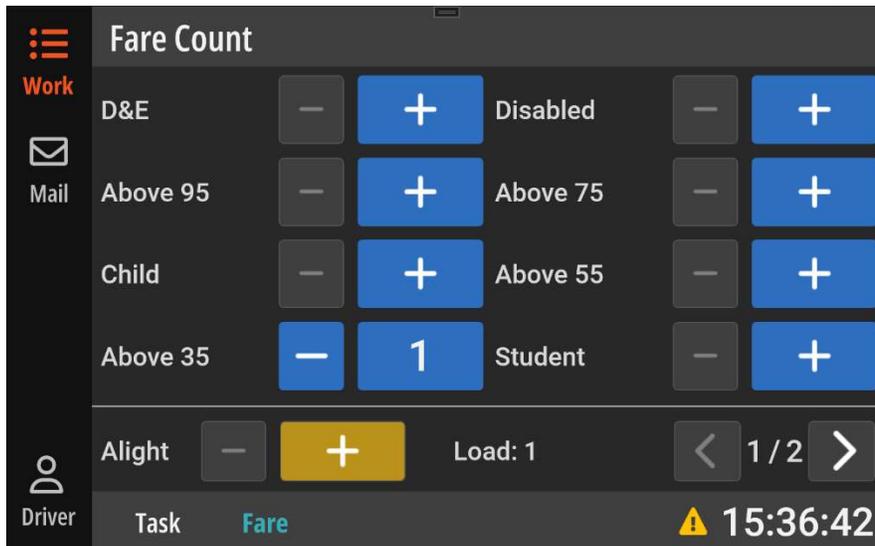
Manual fare counting can also be made available if manual fare counting is used and the vehicle does not have an APC system.

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.

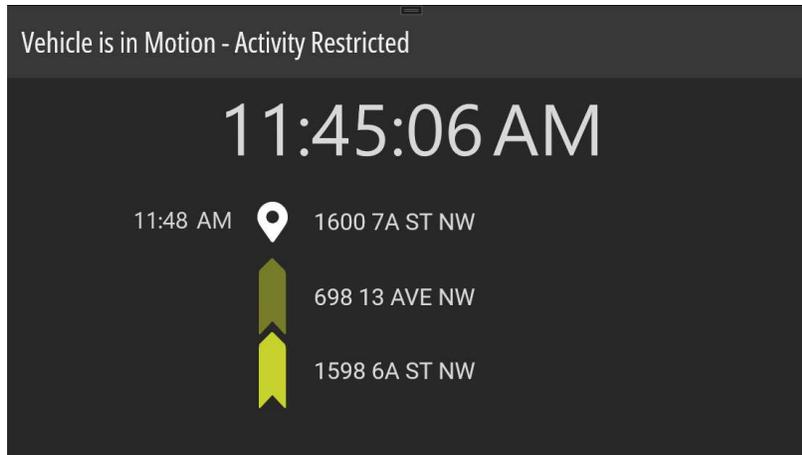


Additionally, drivers can keep track of passengers who alight the bus in the bottom left corner. Lastly, the current load on the bus (excluding current alights) will be displayed in the center of the bottom bar. If there are more than eight (8) enabled fare types, additional pages can be navigated using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

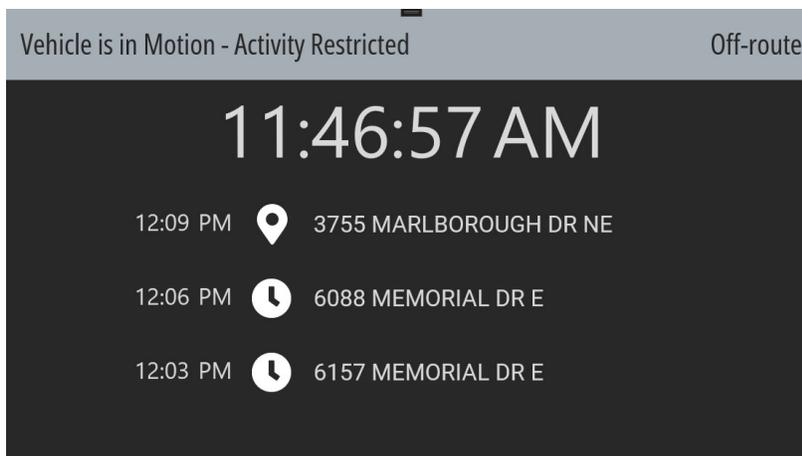
Route Schedule Adherence Indicators

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

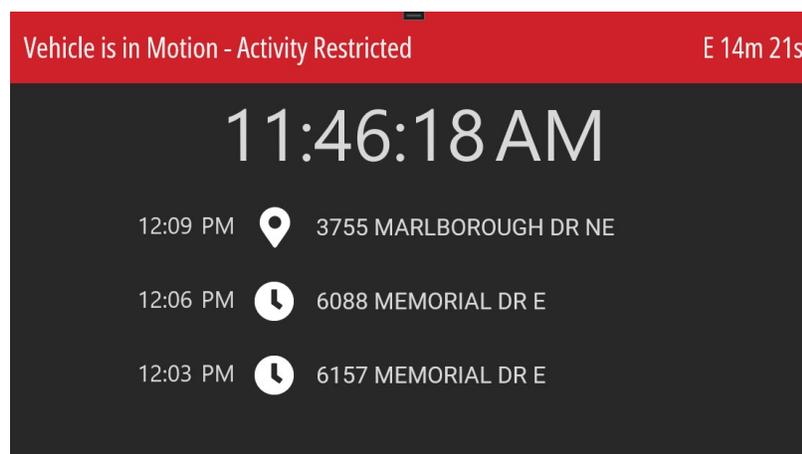
On-Route and on time: No indicators are shown when the vehicle is on-route and on time.



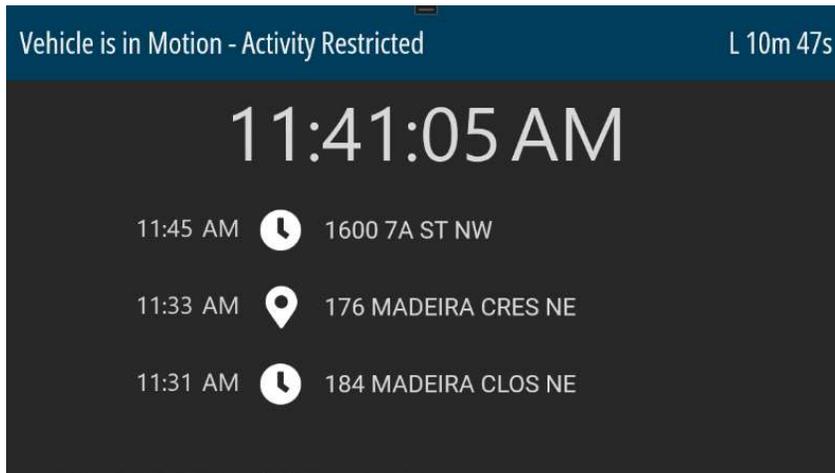
Off-Route: When the vehicle is off-route, a light-grey banner is shown.



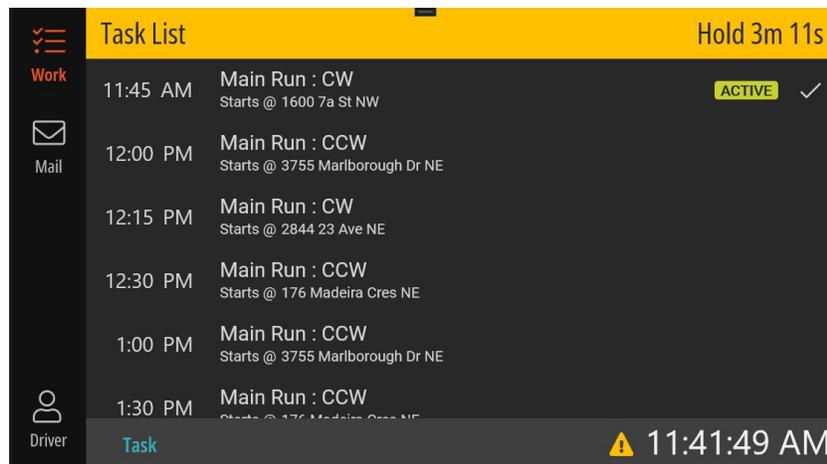
Early: A 'hot' red banner is shown, with the amount of time the driver is early by in minutes. In this example, the driver is early by 14 minutes and 21 seconds.



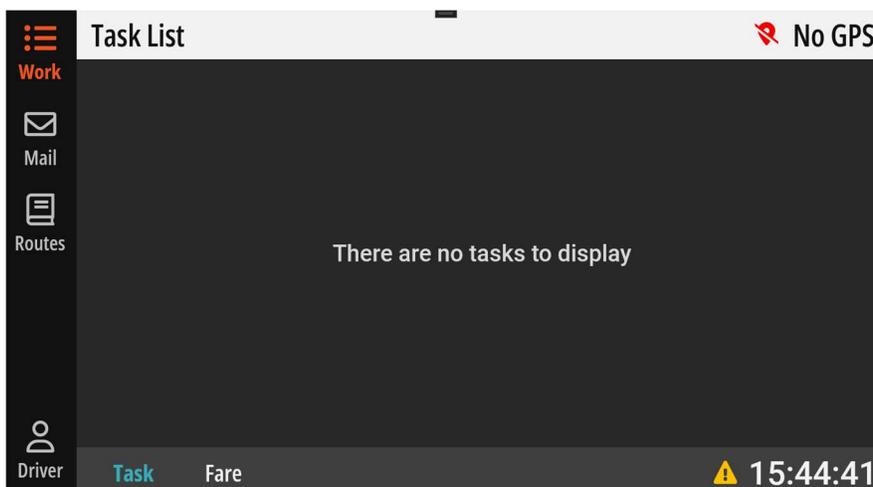
Late: A 'cold' blue banner is shown, with the amount of time the driver is late in minutes. In this example, the driver is late by 10 minutes and 47 seconds.



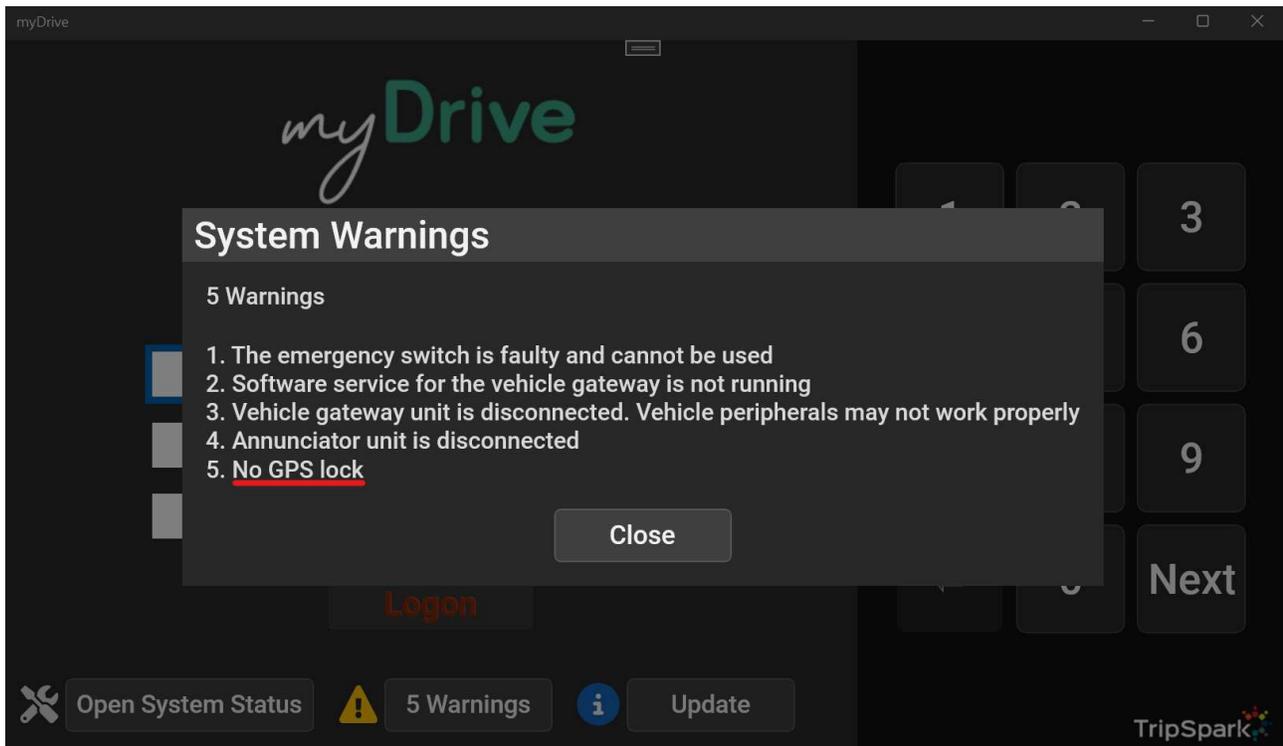
Hold: When the vehicle is at the starting point for a trip, a yellow 'hold' banner is shown with the amount of time before the driver can start that trip. In this example, the driver is at the starting point of a trip that is scheduled to depart in 3 minutes and 11 seconds.



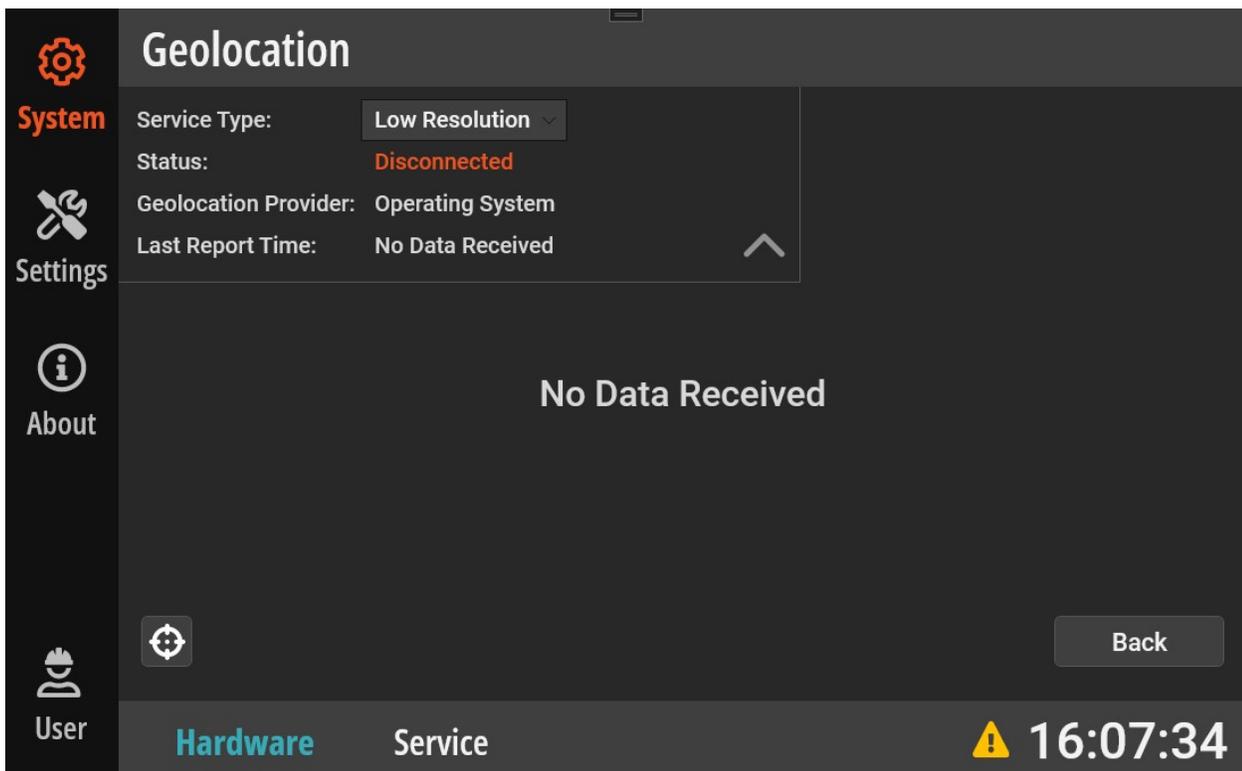
No GPS: When the vehicle has lost GPS Lock, a white banner is shown.



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

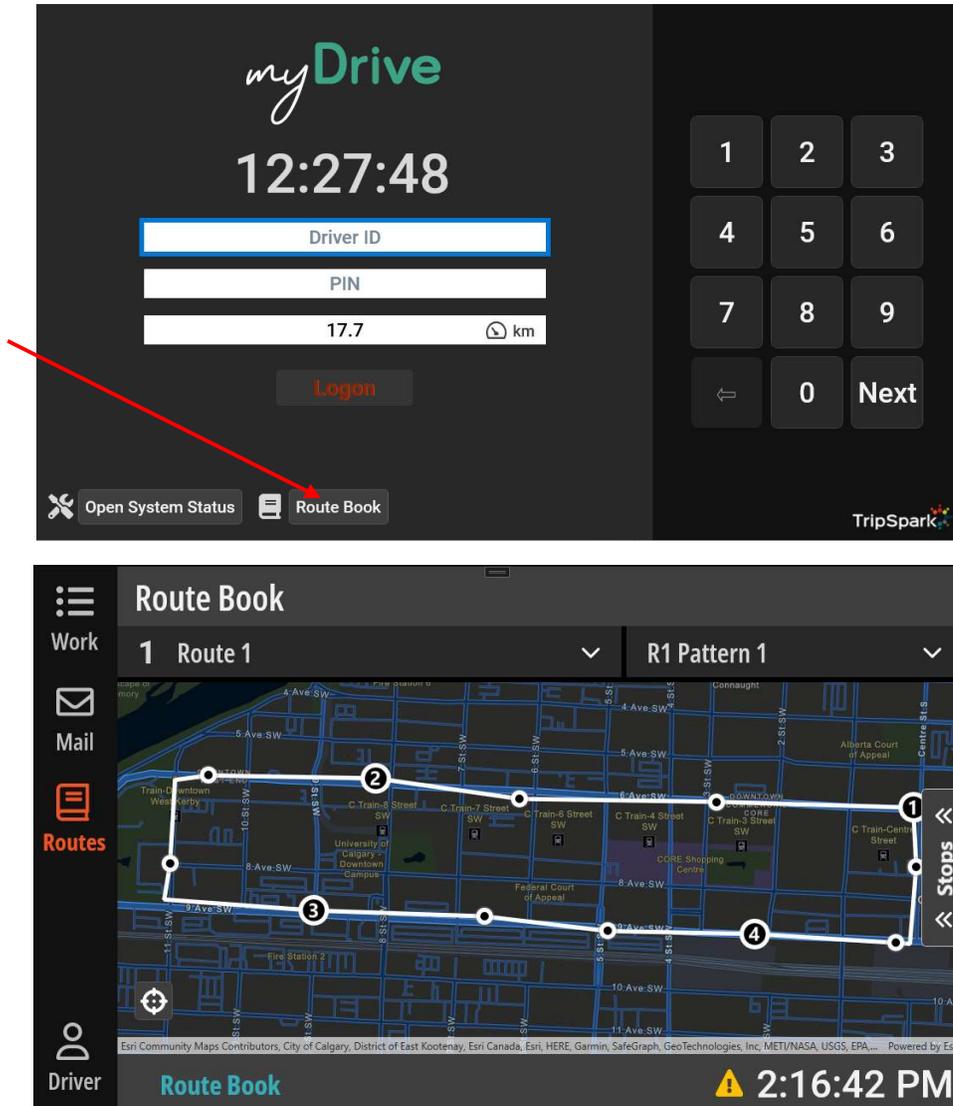


Viewing the system page when “no GPS lock” is shown will produce the following screen:

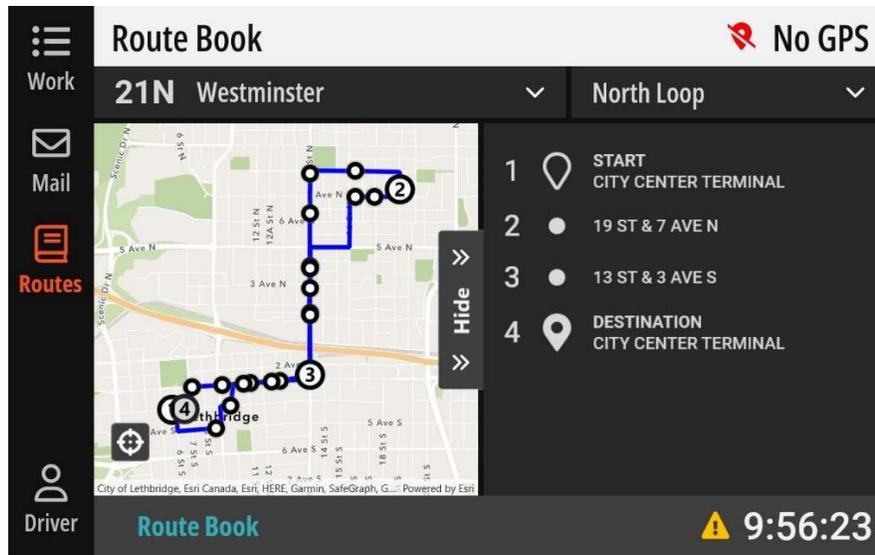


Route Book

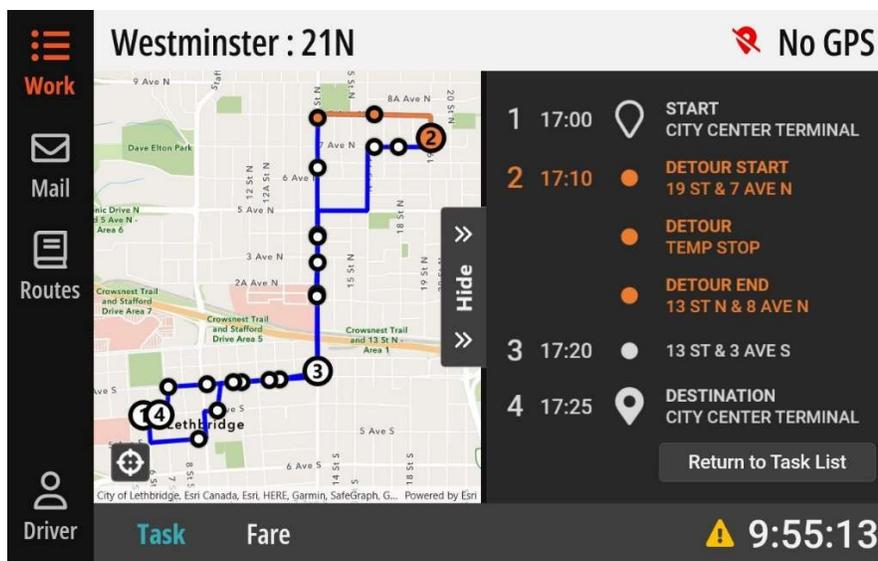
This feature provides the ability to see what all the available routes look like on a map. You can access the Route book in two locations: the logon page and the driver dashboard.



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

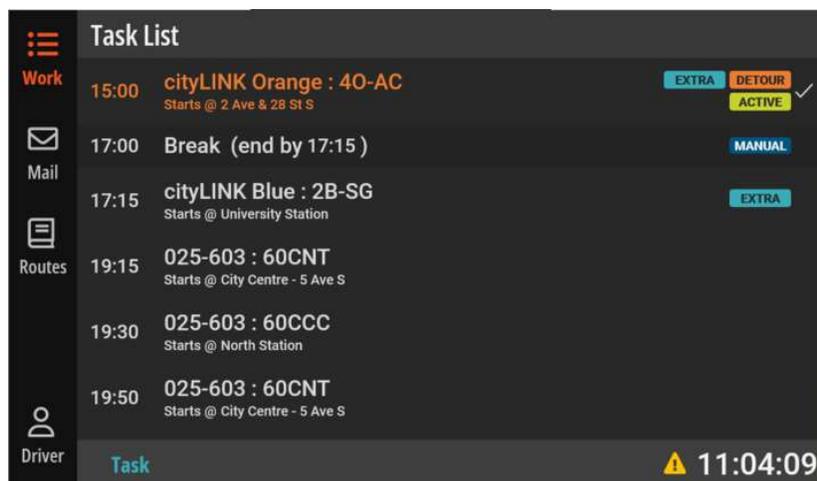
A service interruption refers to any temporary change to regular service. This can include a change in schedule (i.e., change in times, cancellation of a trip, etc.) or a change in route (i.e., detoured sections, temporary stops, closed stops due to construction, fire, parades, etc.).

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

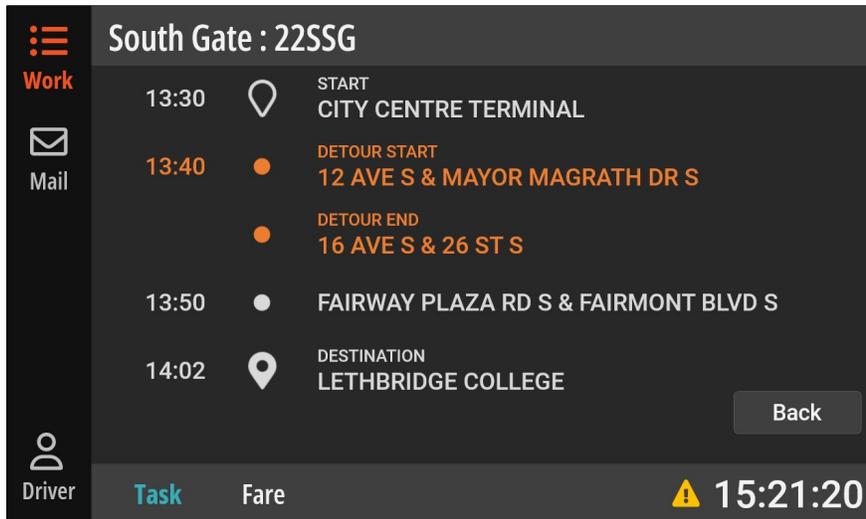
Trips with detours are highlighted on the task list with an orange detour badge as shown in the figure below.



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

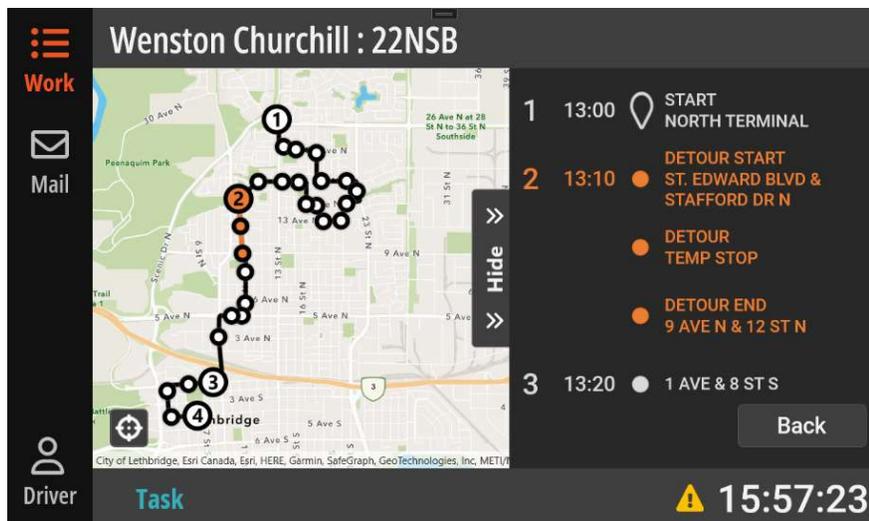
How to see the detour in the trip details (Map disabled)

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



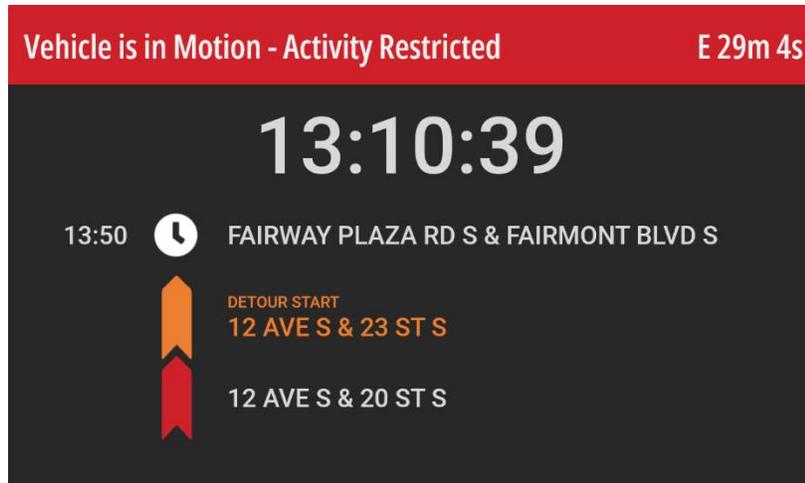
How to see the detour in the trip details (Map enabled)

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.



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.



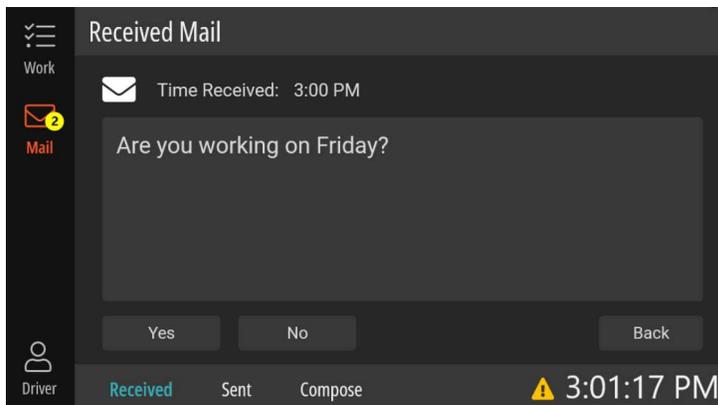
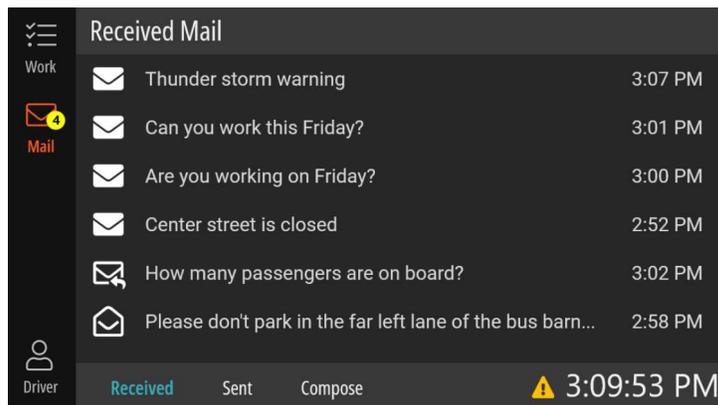
Mail / Text Messages

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.



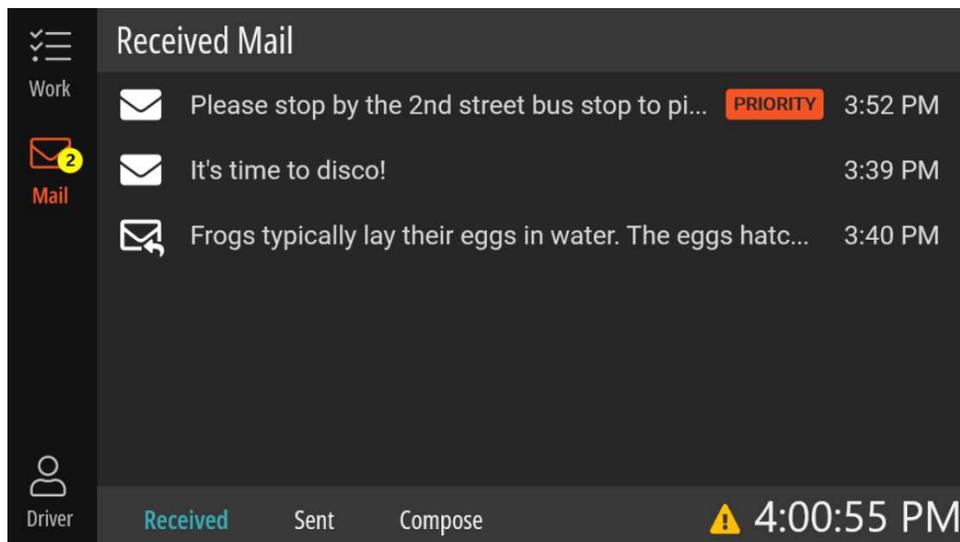
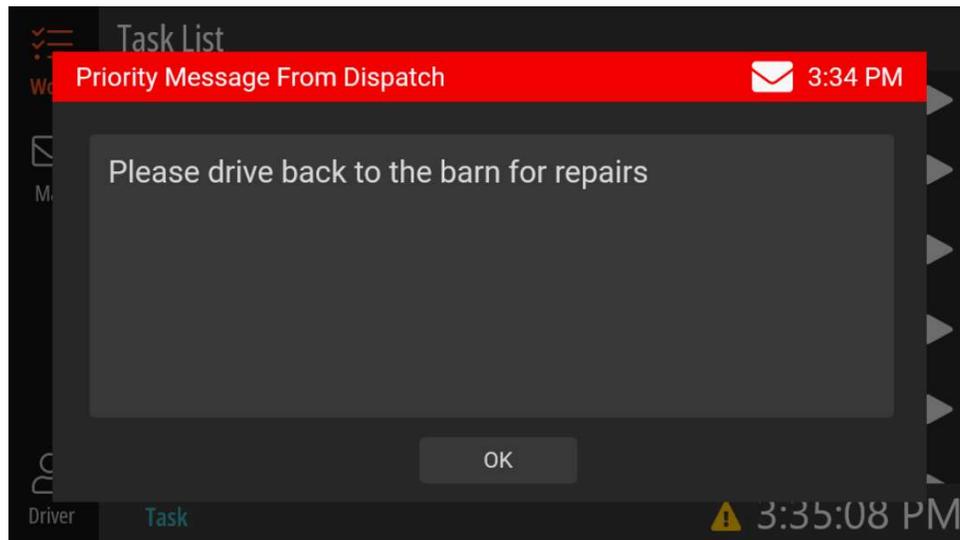
A notice type mail that was opened by the driver.



Sent canned message

PRIORITY MESSAGES

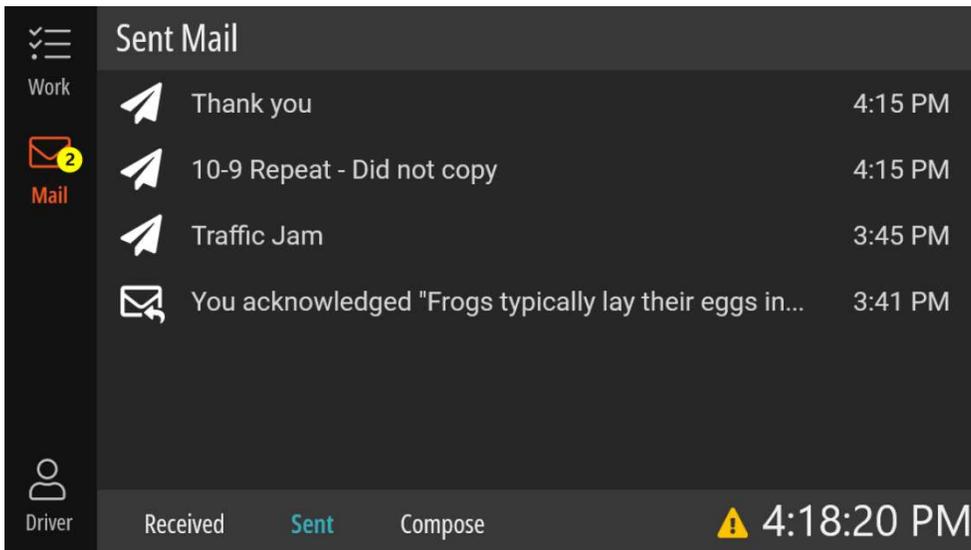
Priority messages are sent with higher urgency. These will appear on the screen as they are received.



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.

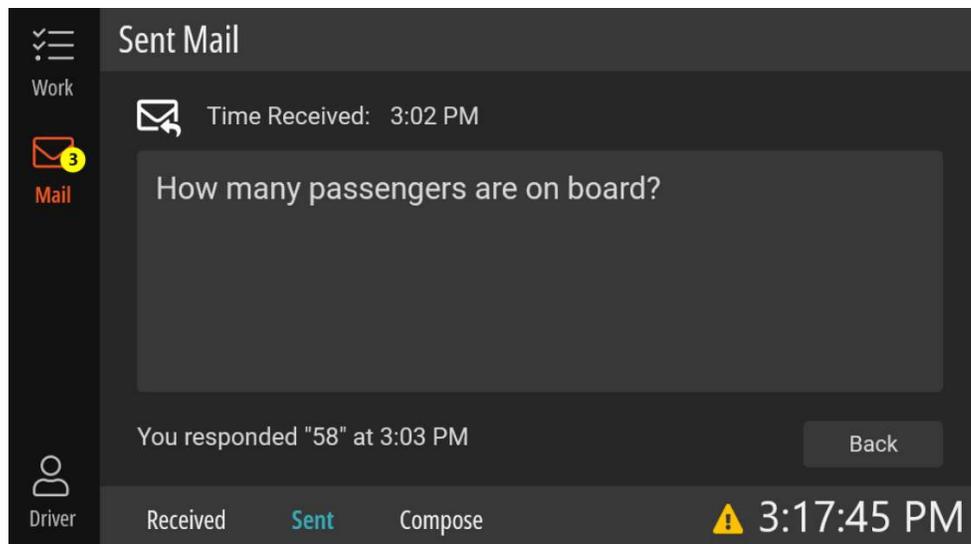
SENT MAIL

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



The screenshot shows the 'Sent Mail' inbox with a list of four messages. The interface includes a sidebar with 'Work' and 'Mail' (with a '2' notification badge) icons, and a 'Driver' profile icon. At the bottom, there are tabs for 'Received', 'Sent' (highlighted), and 'Compose', along with a clock showing 4:18:20 PM and a warning icon.

Message	Time
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



The screenshot shows the 'Sent Mail' inbox with a message detail view. The message content is 'How many passengers are on board?'. Below the message, it says 'You responded "58" at 3:03 PM' with a 'Back' button. The interface includes a sidebar with 'Work' and 'Mail' (with a '3' notification badge) icons, and a 'Driver' profile icon. At the bottom, there are tabs for 'Received', 'Sent' (highlighted), and 'Compose', along with a clock showing 3:17:45 PM and a warning icon.

Time Received: 3:02 PM

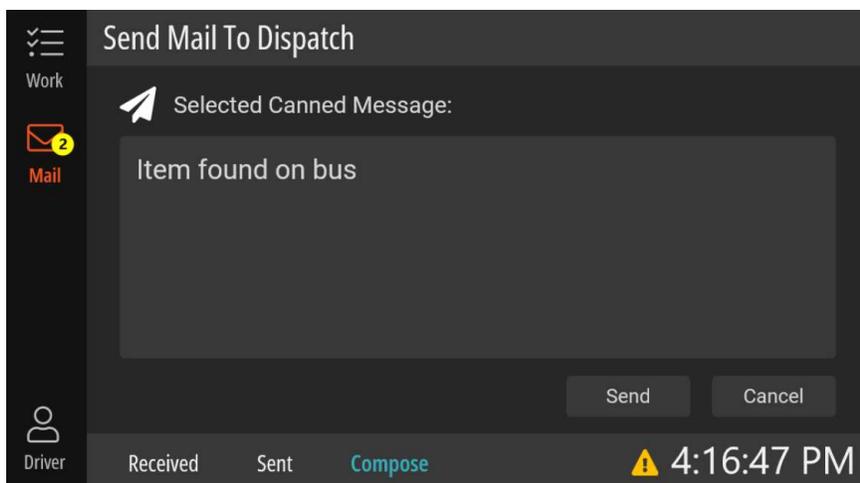
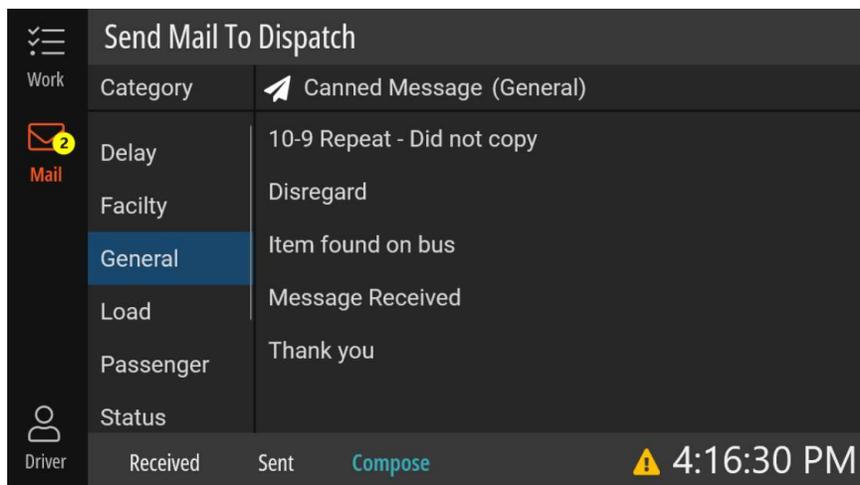
How many passengers are on board?

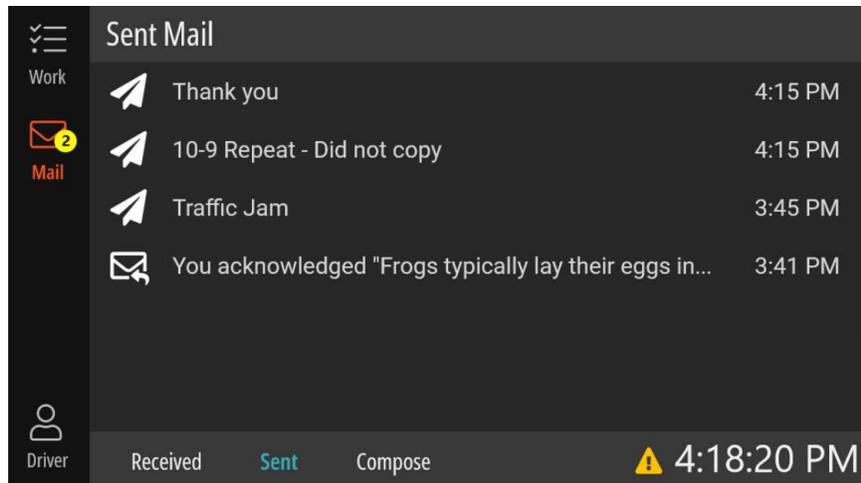
You responded "58" at 3:03 PM [Back](#)

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





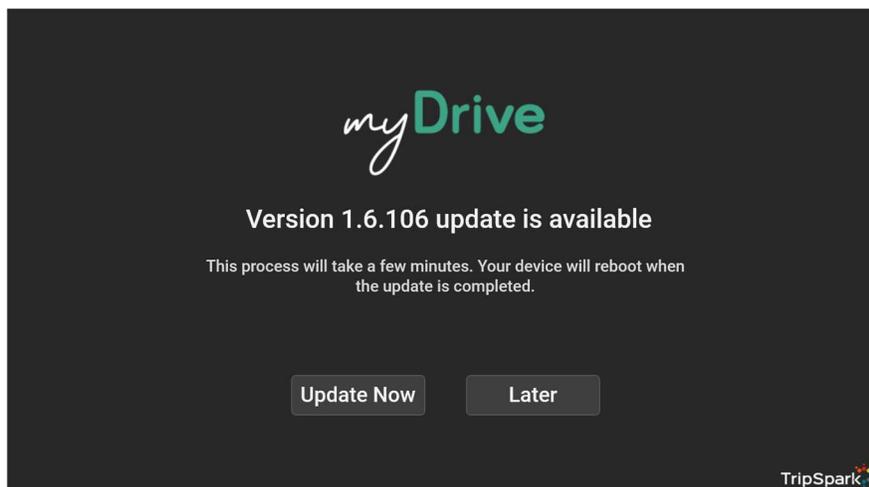
Software Updates

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.

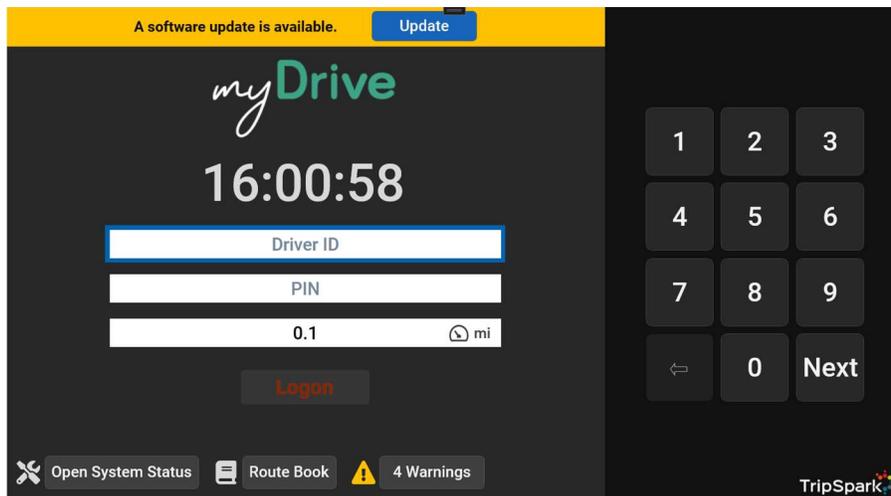
STARTUP NOTIFICATION

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.



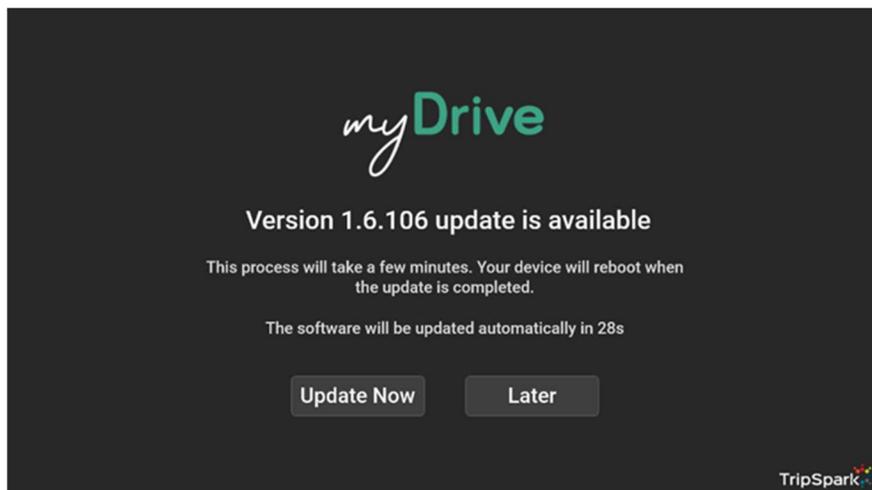
UPDATE FROM DRIVER LOGON SCREEN

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



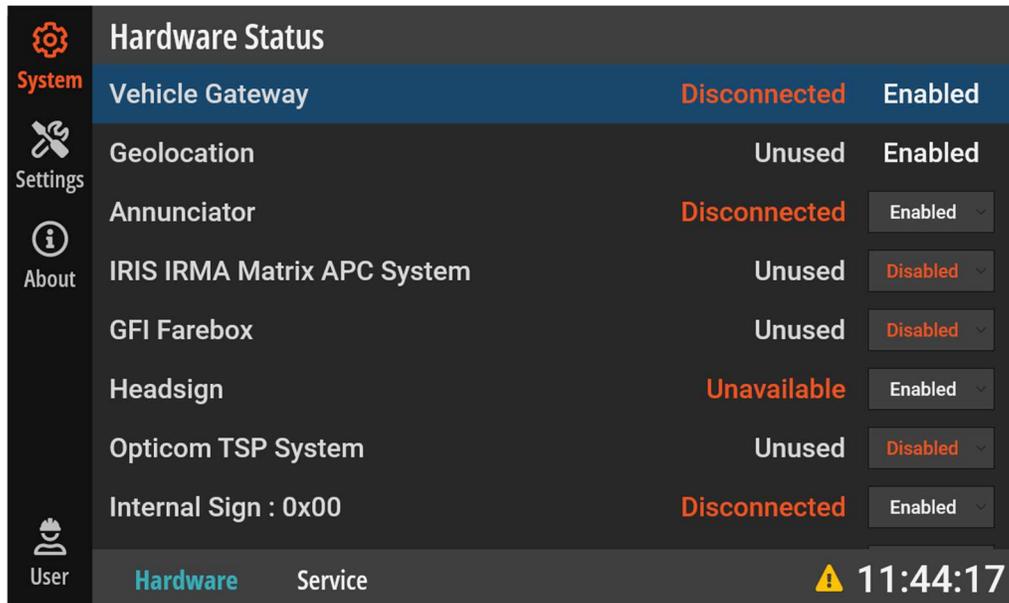
UPDATE ON DRIVER LOGOFF

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.



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.

