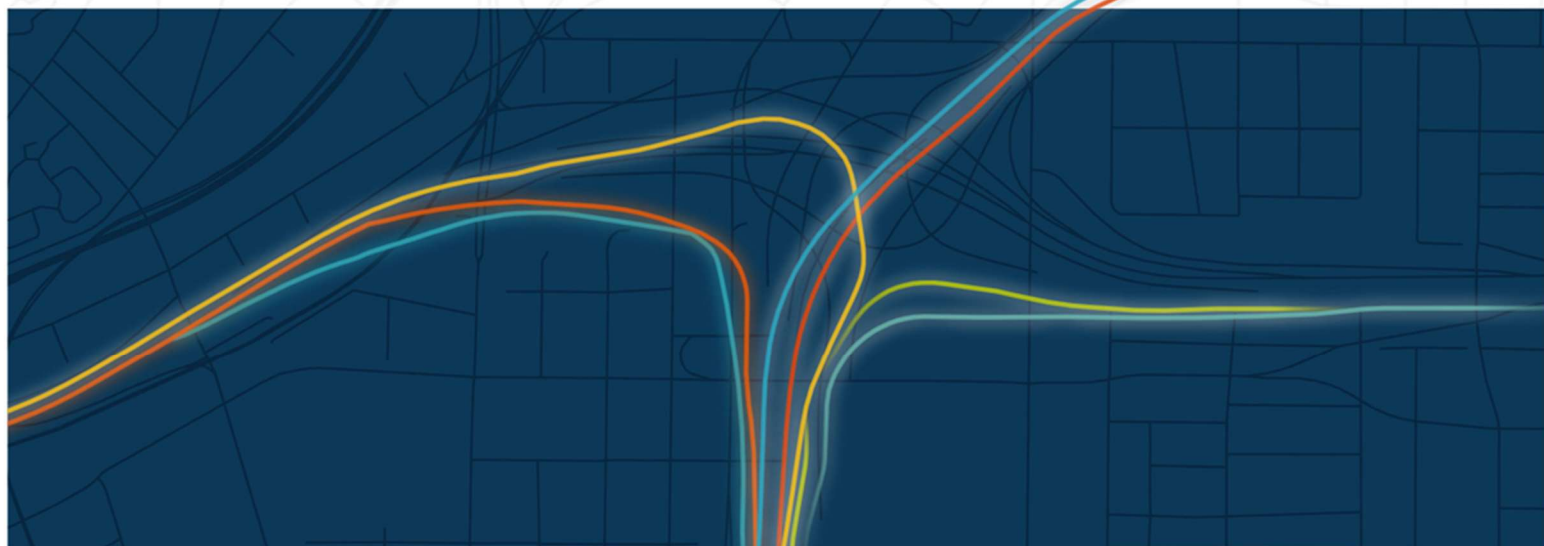


# MYDRIVE DRIVER TRAINING GUIDE

TRADE SECRET  
MAY 2024  
PRODUCT VERSION 1.8



**MYDRIVE | PREPARED FOR AGENCIES USING MYDRIVE**

**MAY 2024**

**THIS EDITION IS BASED ON MYDRIVE V1.8**

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## Contents

Introduction.....	5
Basic Operation .....	5
System Start Up .....	6
Logon Screen .....	6
Update Available Screen .....	7
Driver Dashboard.....	8
Menu Navigation .....	8
Blocker Screen .....	9
Feature Details .....	10
System Check.....	10
Logging On .....	11
Logging Off.....	12
Logon/Logoff by Dispatch.....	13
Driver Restart .....	13
Driver Screen Locking .....	14
Locking and Unlocking Device .....	14
Locking and Unlocking After a Logon by Dispatch .....	15
Driver Tasks .....	16
Starting and stopping of tasks .....	16
Manual Task Start/Stop .....	17
Manual Fare & Passenger Counting .....	17
Route Schedule Adherence Indicators .....	19
Route Book .....	22
Service Interruptions .....	24
Passenger Transfers.....	27
Mail / Text Messages.....	31
Received Mail .....	31
Priority Messages .....	32
Sent Mail.....	33
Sending a Canned Message to Dispatch.....	34
Announcements .....	35
Software Updates .....	35
Startup Notification .....	35

Update from Driver Logon Screen.....36

Update on Driver Logoff.....36

Peripheral Devices.....37

## Introduction

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

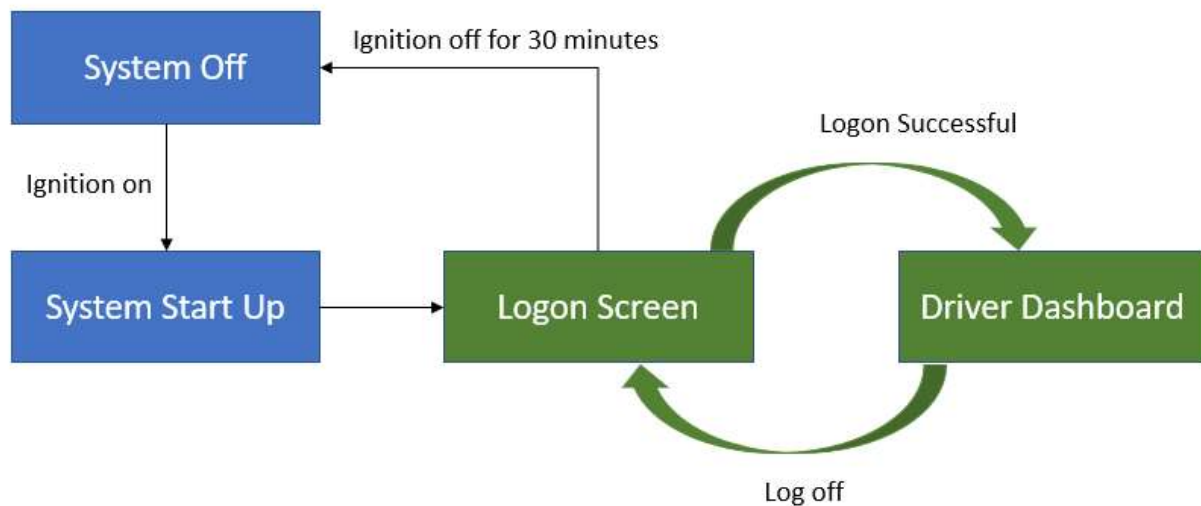
This user guide will provide information to a driver for how to use myDrive.

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.

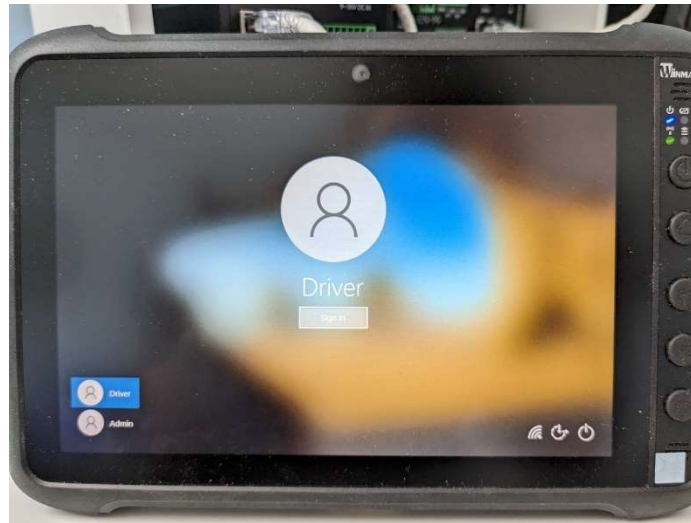


1. From system off, once the ignition turns on, the system will start up.
2. After the system starts up, you will be brought to the logon screen of myDrive.
3. After a successful logon, you will be brought to the driver dashboard to access work.
4. Upon logoff, you will be returned to the driver logon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

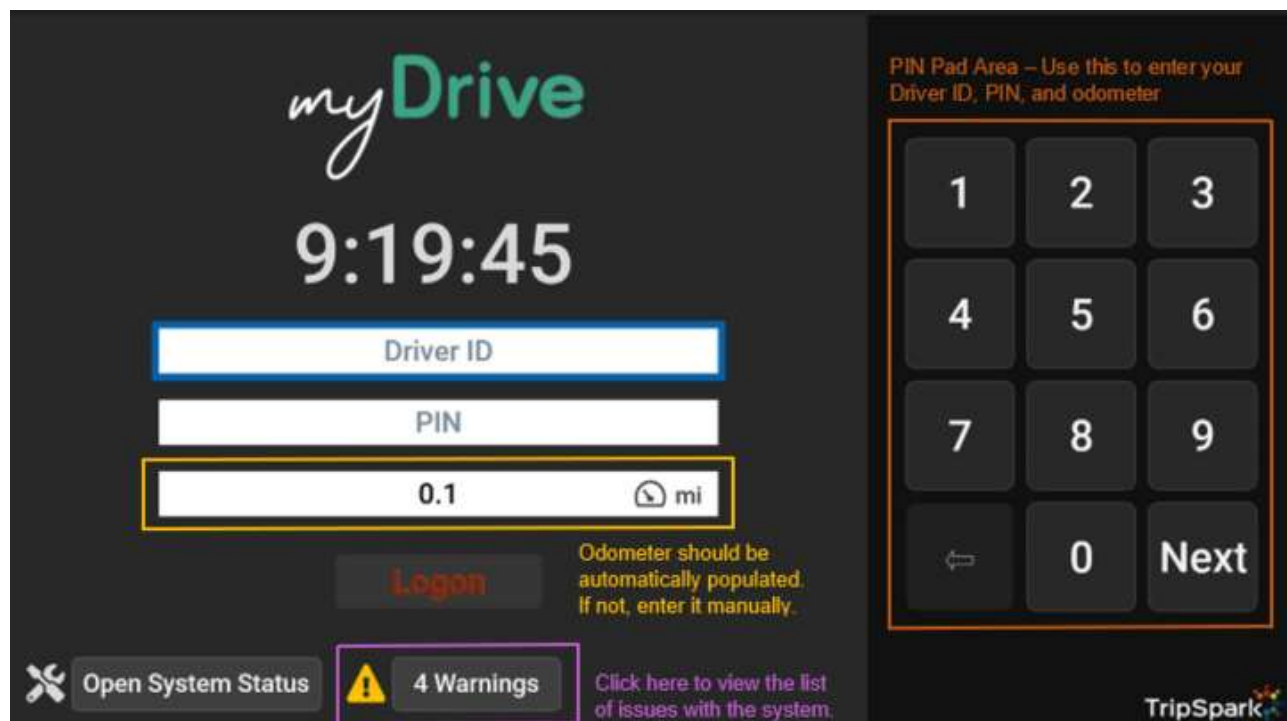


Once the system has started up, the myDrive will be launched and the logon screen will be shown when startup is complete.

## Logon Screen

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

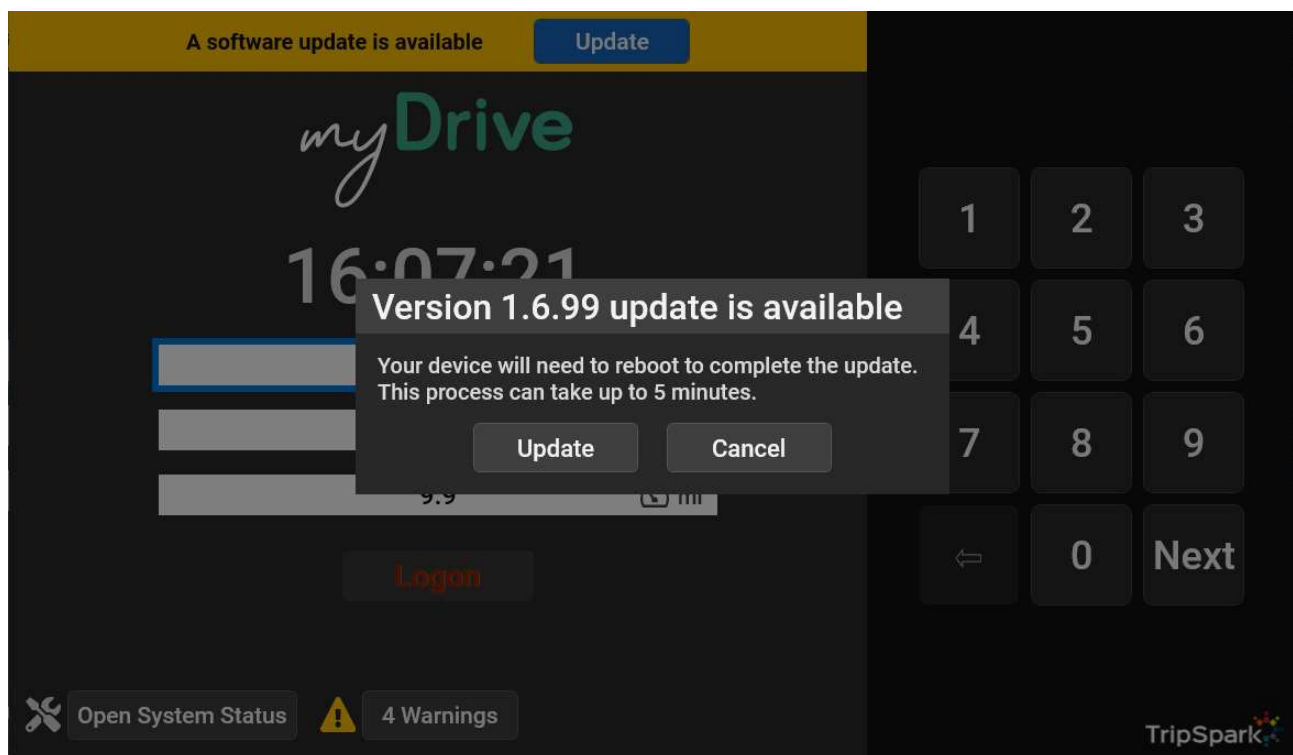
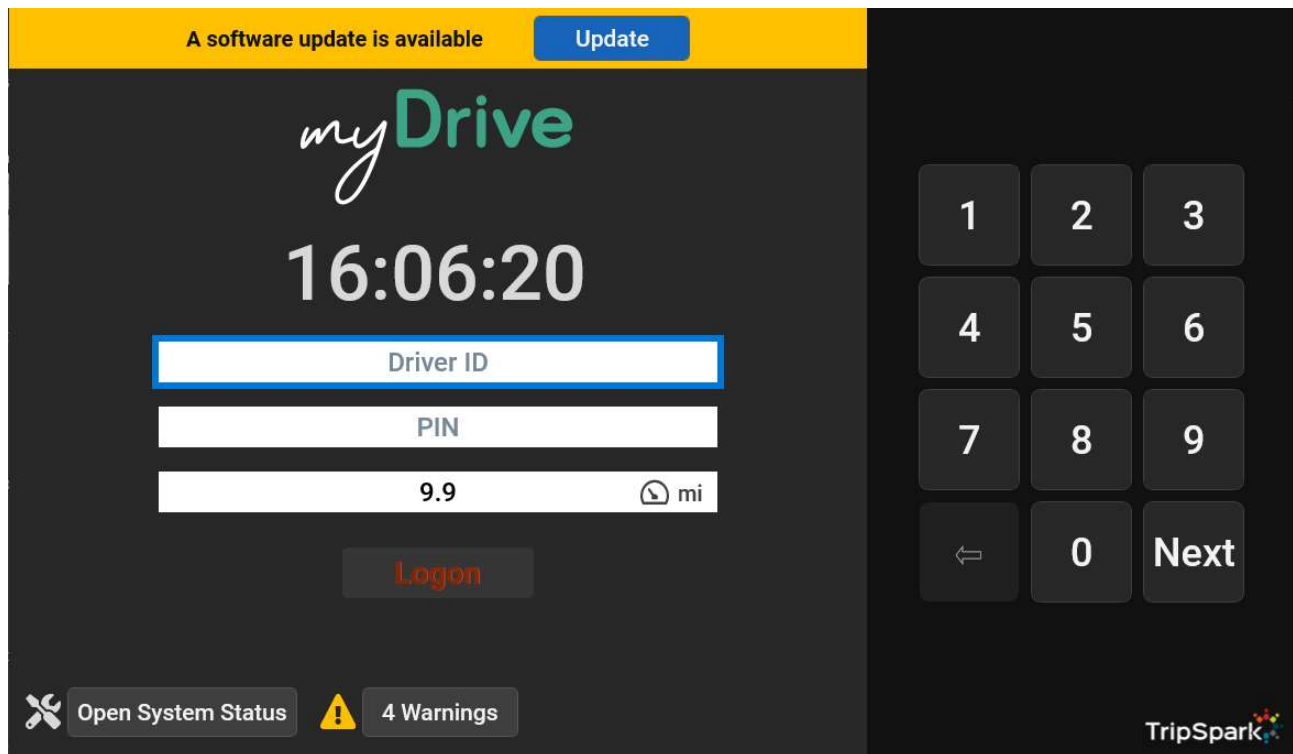
This screen will allow you to perform system checks and logon to the system to receive work.



The logon screen features the 'myDrive' logo at the top left. Below it is a large digital clock showing '9:19:45'. There are three input fields: 'Driver ID', 'PIN', and an odometer field showing '0.1' with a 'mi' unit and a clock icon. A 'Login' button is positioned below the PIN field. To the right of the input fields is a 'PIN Pad Area' with a numeric keypad (0-9) and a 'Next' button. At the bottom left, there are buttons for 'Open System Status' and '4 Warnings'. A note on the right states: 'Odometer should be automatically populated. If not, enter it manually.' A link at the bottom right says 'Click here to view the list of issues with the system.' The TripSpark logo is in the bottom right corner.

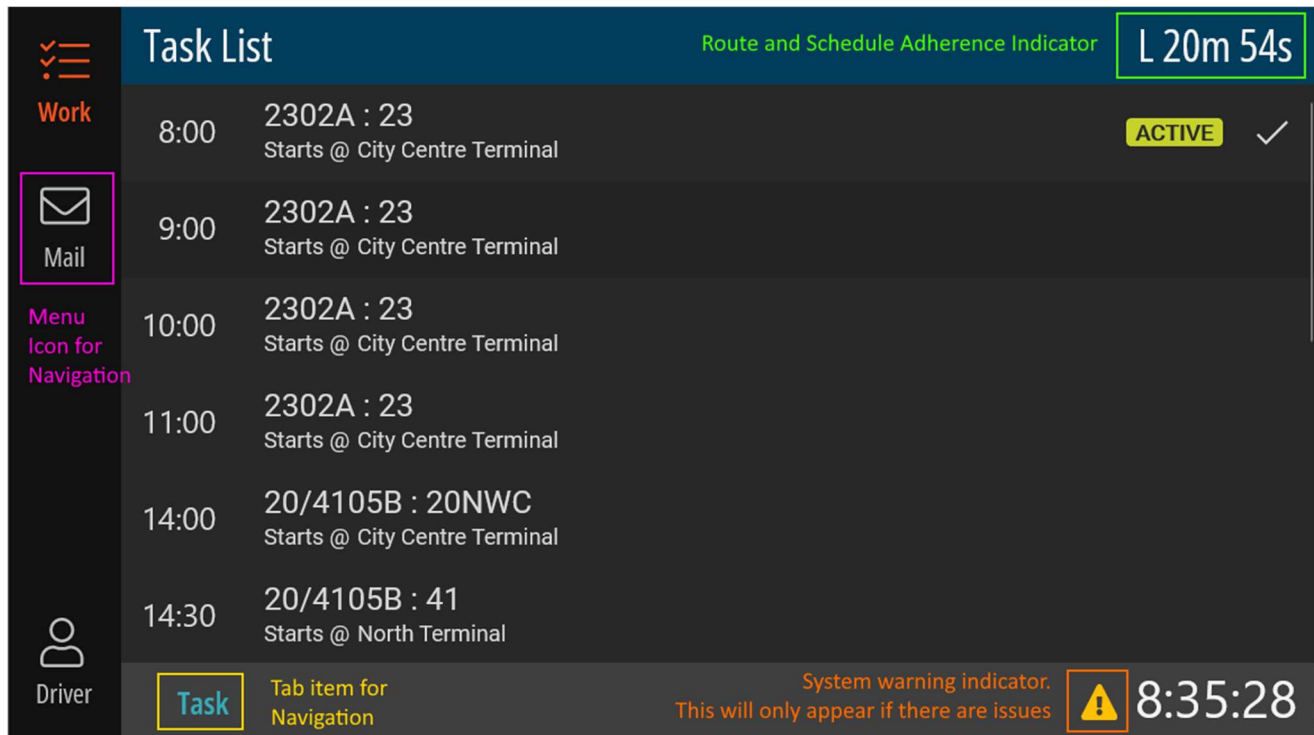
## Update Available Screen

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.



The screenshot shows the Driver Dashboard interface. On the left is a vertical sidebar with icons for Work (orange), Mail (pink), Menu (pink), and Driver (grey). The main area is titled 'Task List' and displays a list of tasks. Each task entry includes a time, a route number, and a starting location. The first task is at 8:00 for route 2302A : 23, starting at City Centre Terminal, with an 'ACTIVE' status and a checkmark. The second task is at 9:00 for the same route and location. The third task is at 10:00 for the same route and location. The fourth task is at 11:00 for the same route and location. The fifth task is at 14:00 for route 20/4105B : 20NWC, starting at City Centre Terminal. The sixth task is at 14:30 for route 20/4105B : 41, starting at North Terminal. At the bottom of the task list, there is a 'Task' tab item for navigation. In the top right corner, there is a 'Route and Schedule Adherence Indicator' showing 'L 20m 54s'. In the bottom right corner, there is a 'System warning indicator' showing a yellow warning triangle and the time '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:

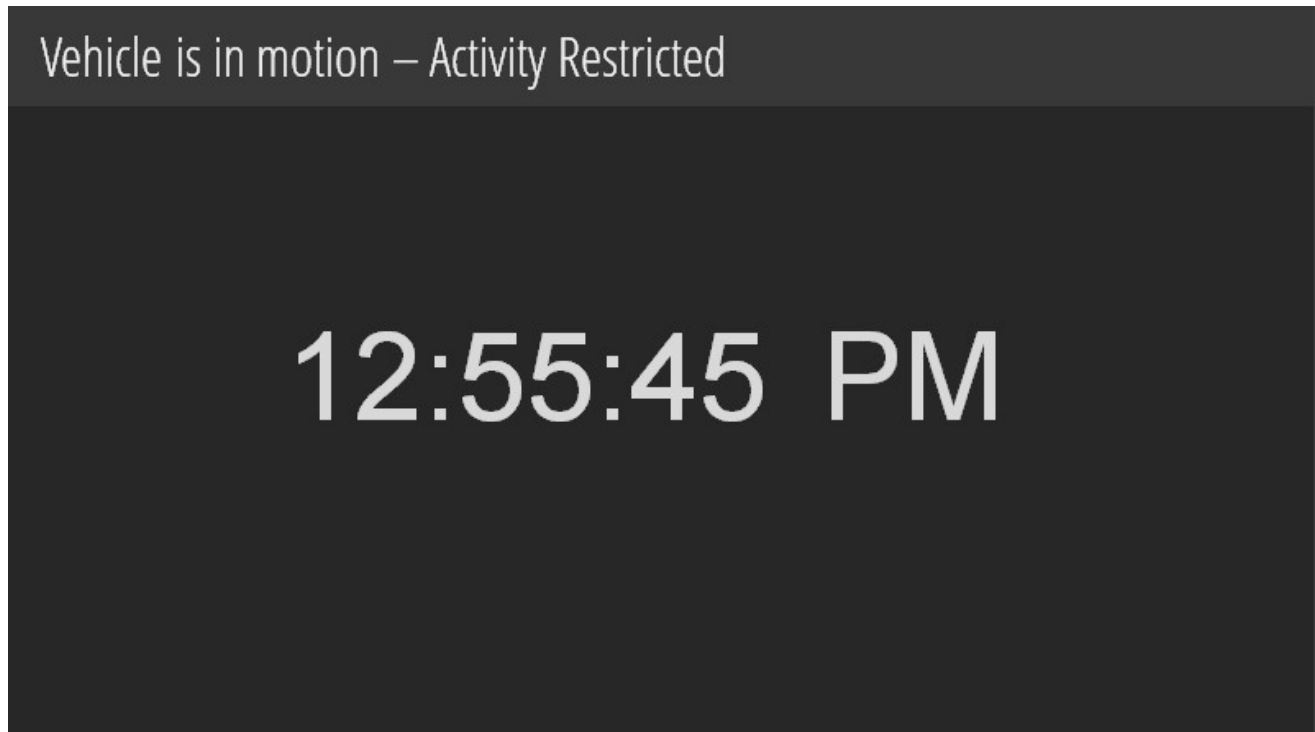
Menu Icon	Tab Item	Description
Work	Task	List of all work items
Work	Fare	List of fare types
Mail	Received	All received messages
Mail	Sent	All messages sent to dispatch. Includes canned messages and replies
Mail	Compose	Allows you to send a canned message to dispatch
Routes	Route Book	Used to access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



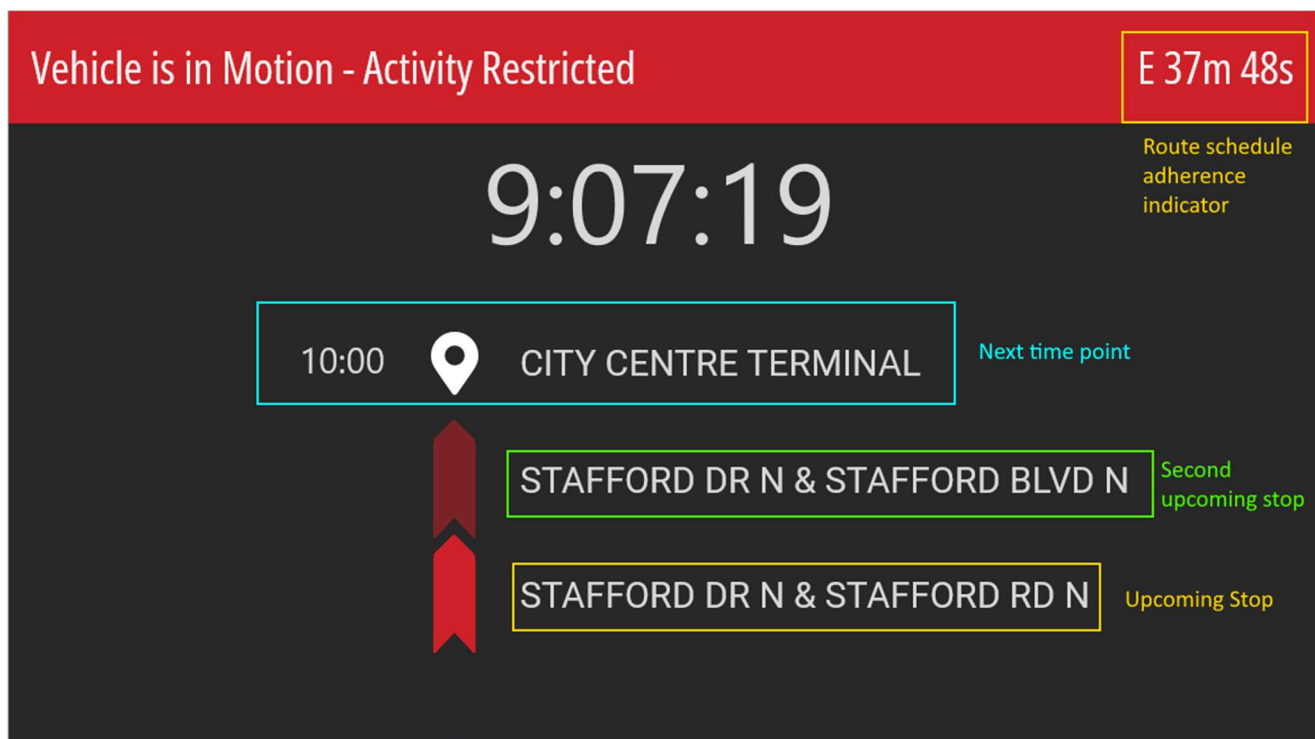
## Blocker Screen

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

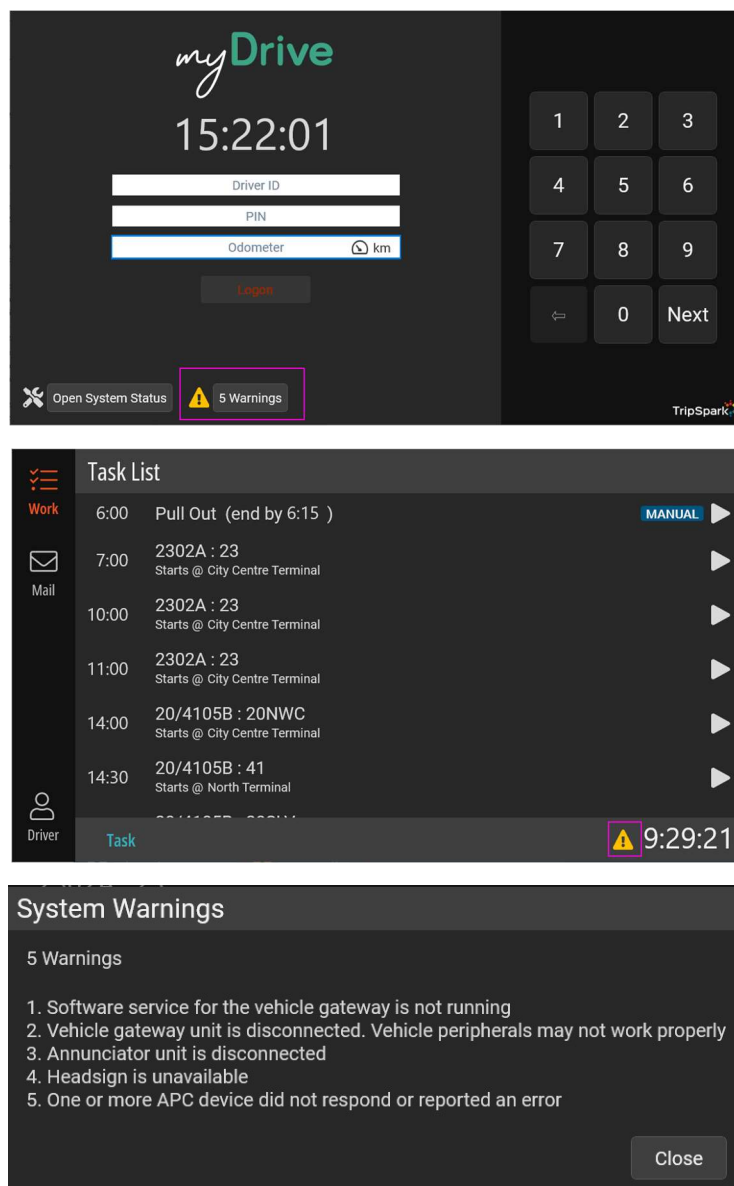
The following sections provide some additional details on how to use the features of myDrive.

### 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 

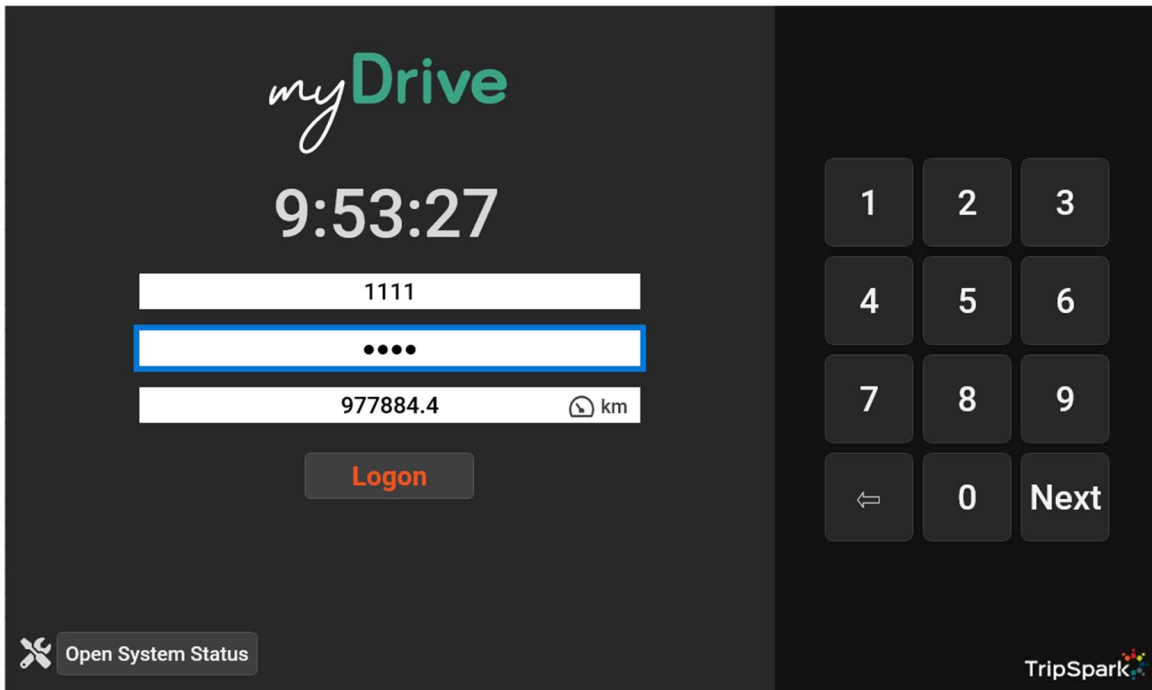
This can be found on the logon screen and the driver dashboard.



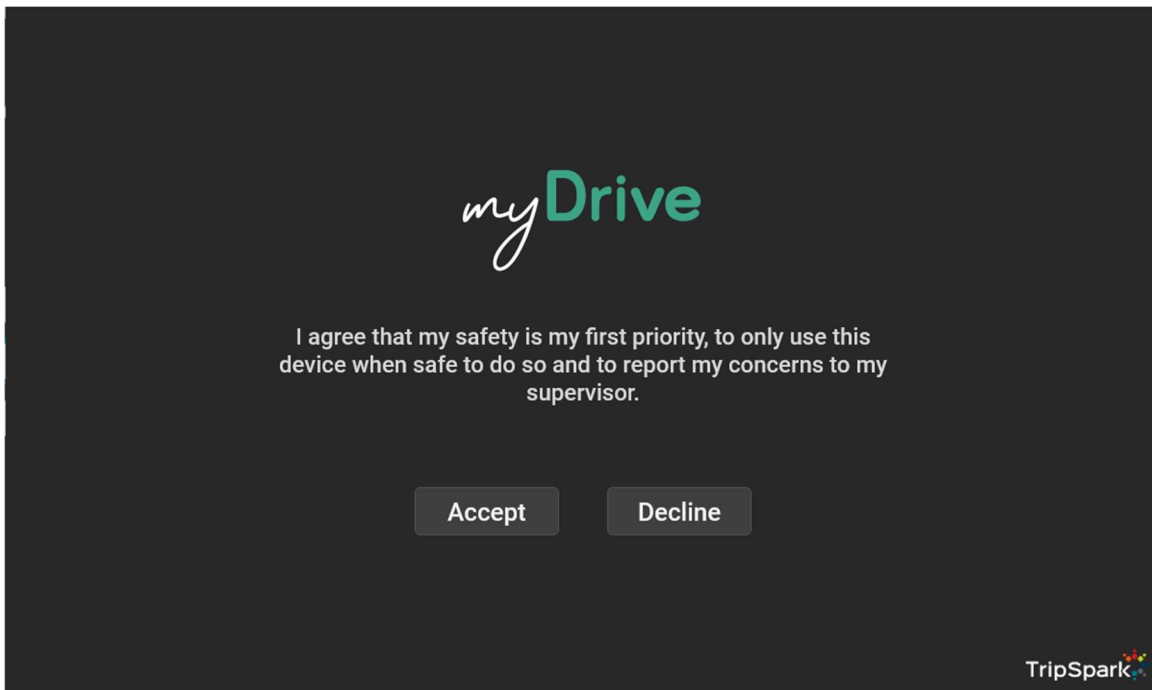
## Logging On

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.



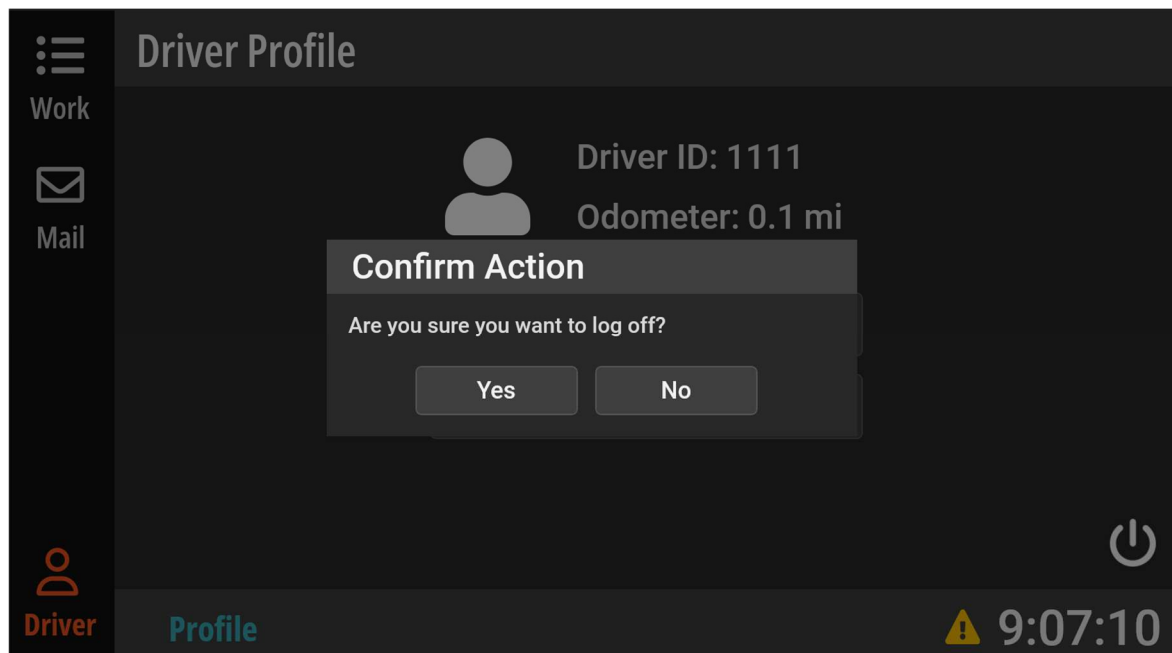
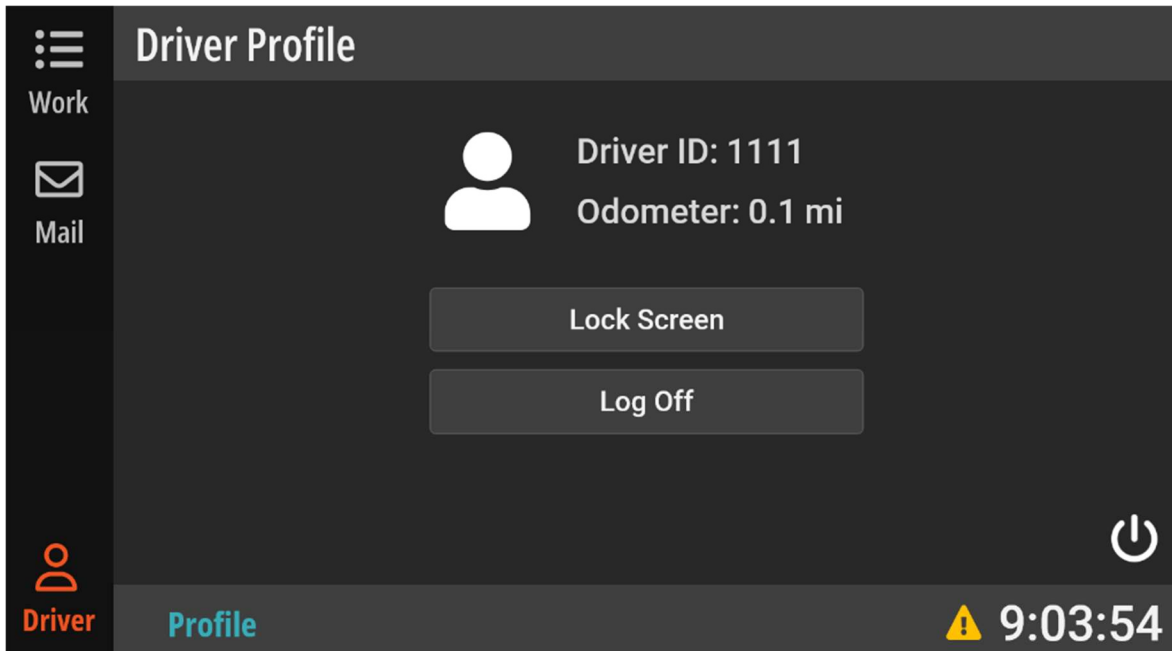
The login screen features the 'myDrive' logo at the top left. Below it is a large digital clock showing '9:53:27'. There are three input fields: the first contains '1111', the second is empty with four dots indicating a PIN, and the third contains '977884.4' with a 'km' unit and a small icon. A 'Logon' button is positioned below the odometer field. 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 link 'Open System Status' with a wrench icon. The TripSpark logo is in the bottom right corner.



The agreement screen displays the 'myDrive' logo at the top center. Below the logo is a text block stating: '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 located in the bottom right corner.

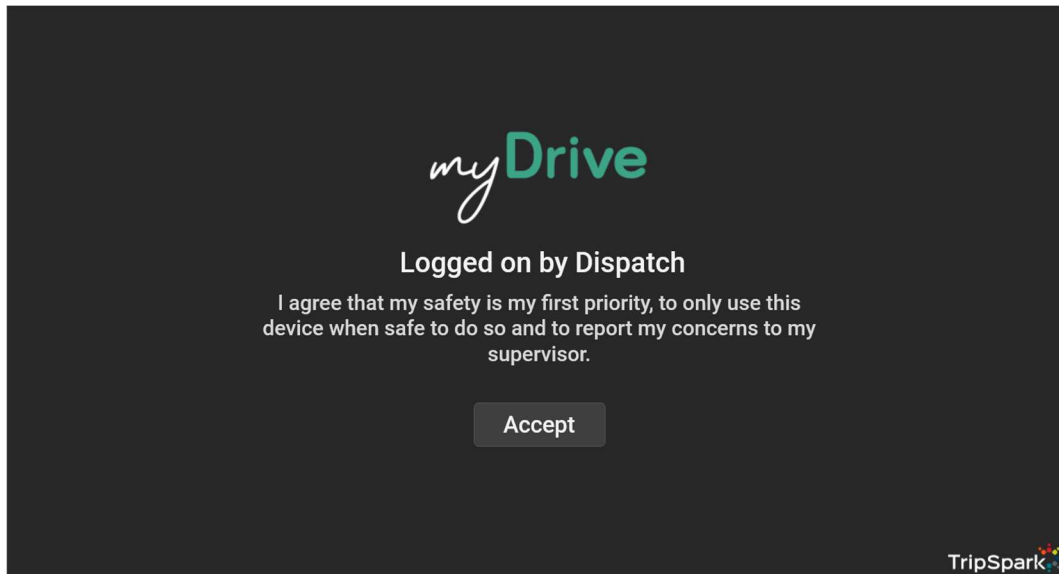
## Logging Off

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

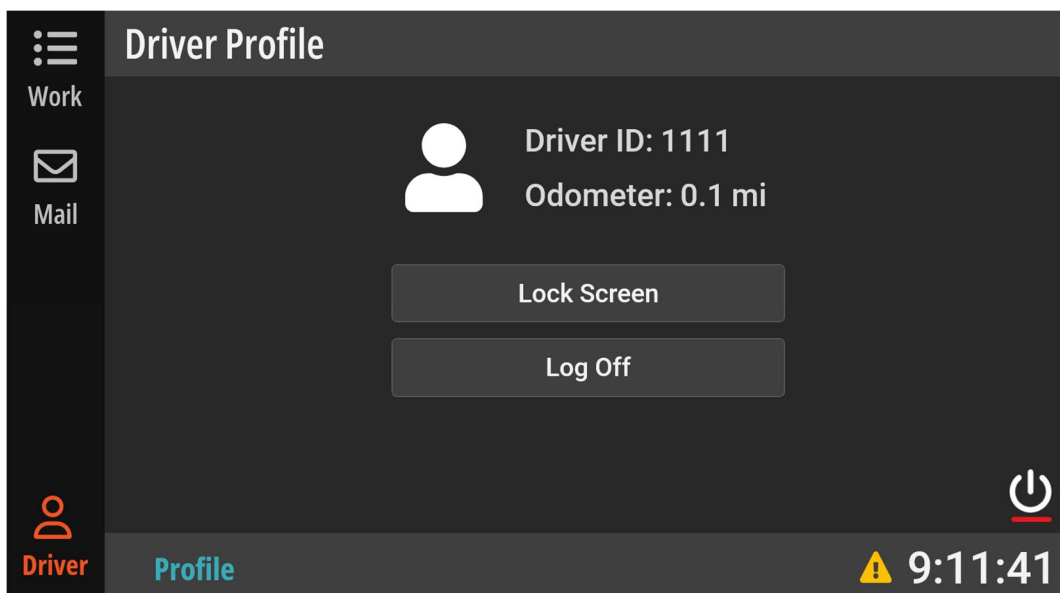
There are times where drivers may be remotely logged on or logged off by dispatch. When this happens, drivers will be notified of actions by dispatch.

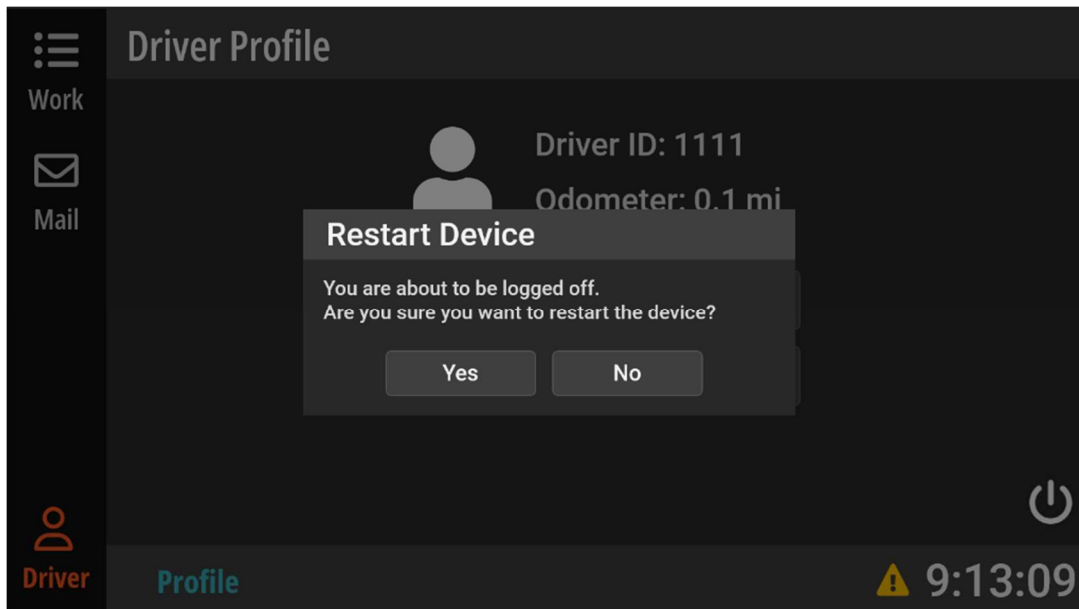


Since logons from dispatch bypasses PIN entry, this will affect the driver's workflow for screen locking. A temporary PIN will be required for screen locking/unlocking as described in the later sections.

## 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.



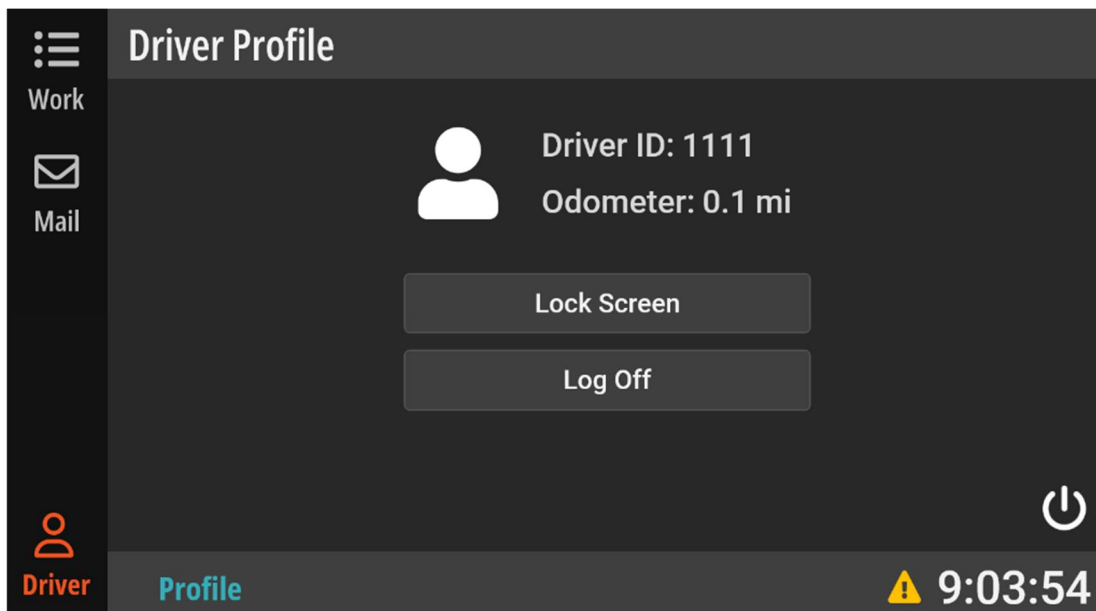


## Driver Screen Locking

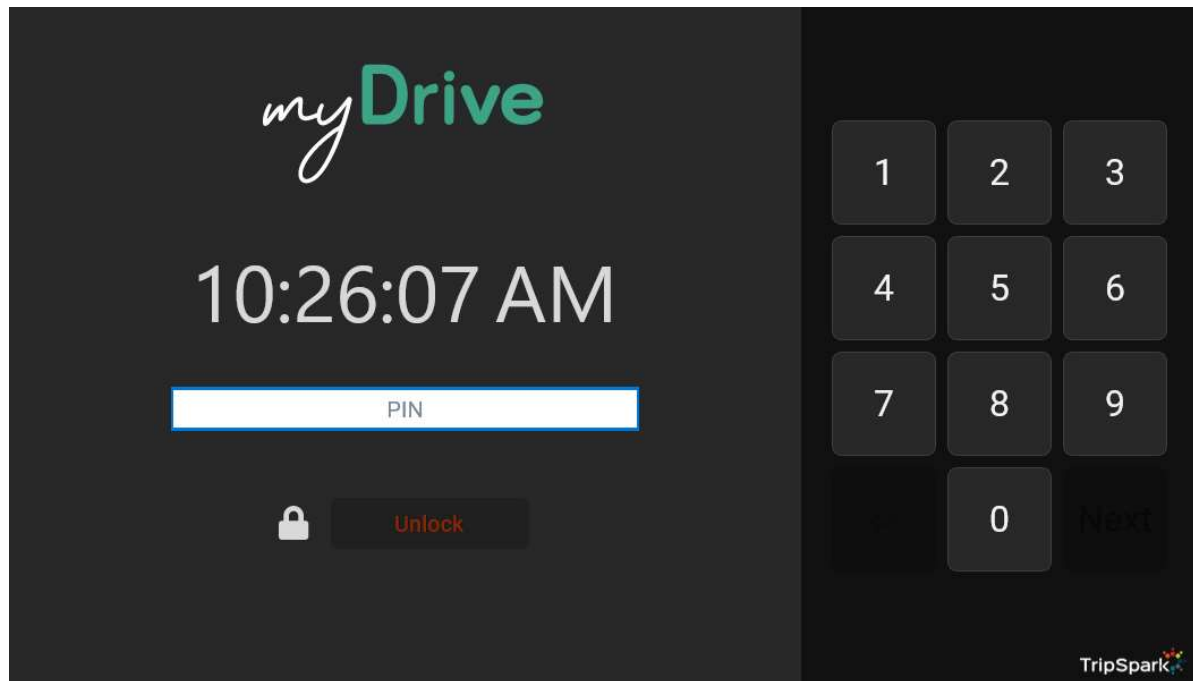
If you need to leave the vehicle for a short duration, you can lock your screen to prevent unauthorized personnel from tampering with the device in your absence.

### LOCKING AND UNLOCKING DEVICE

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

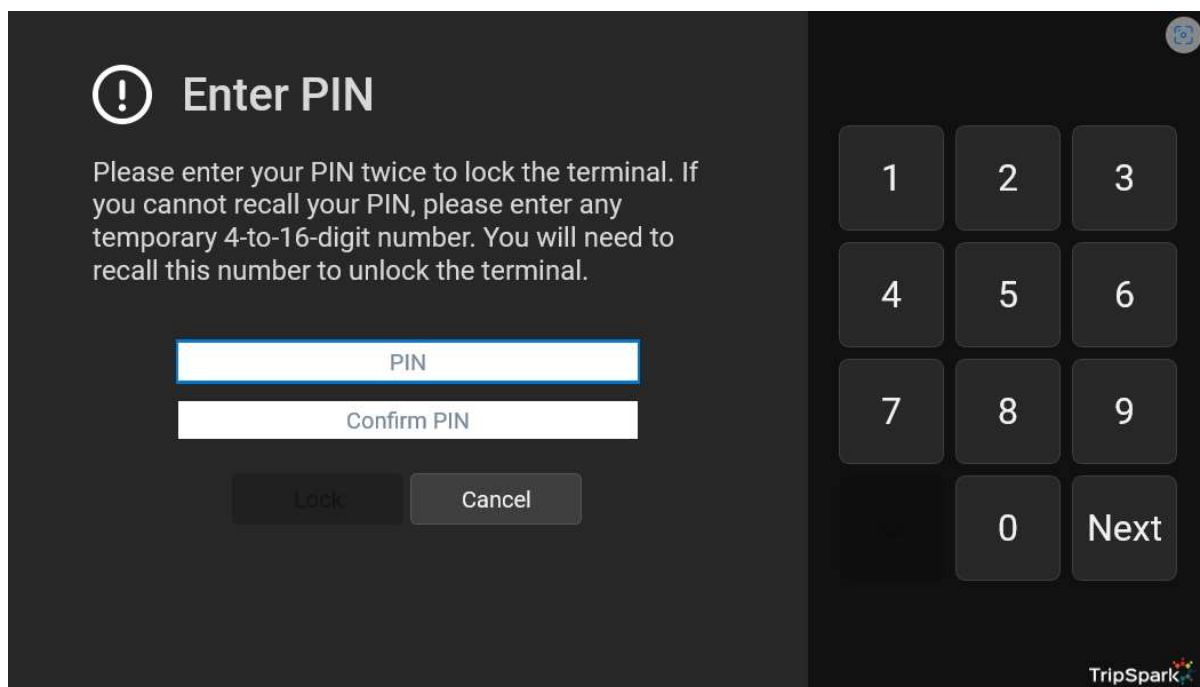


Once the screen is locked, you will need to enter their PIN to resume interactions with myDrive.



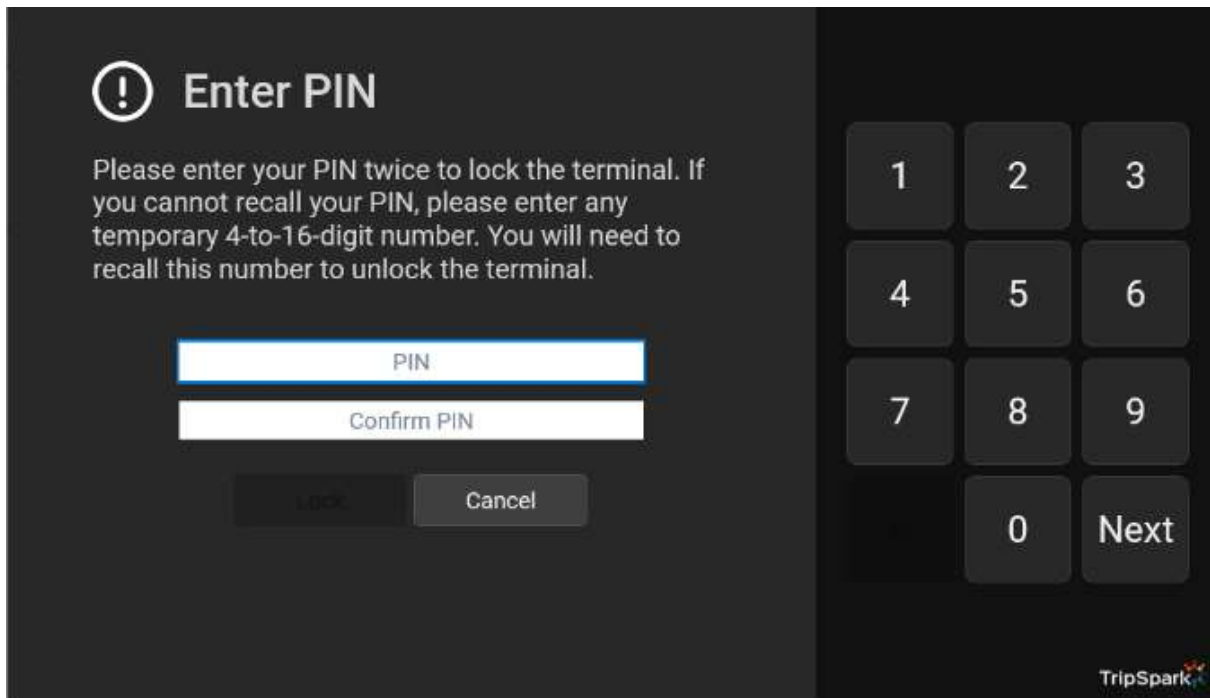
#### LOCKING AND UNLOCKING AFTER A LOGON BY DISPATCH

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

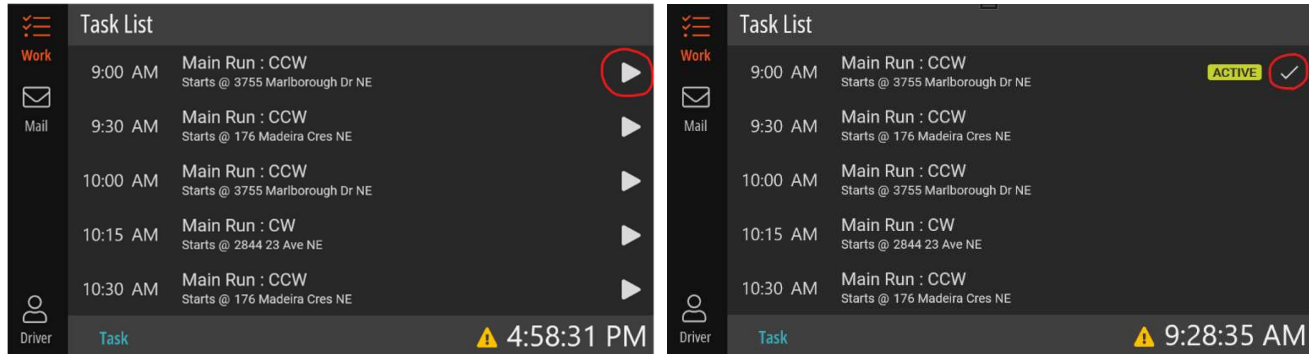
**MANUAL** indicator beside the task to indicate that the item must be managed manually.

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



## 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

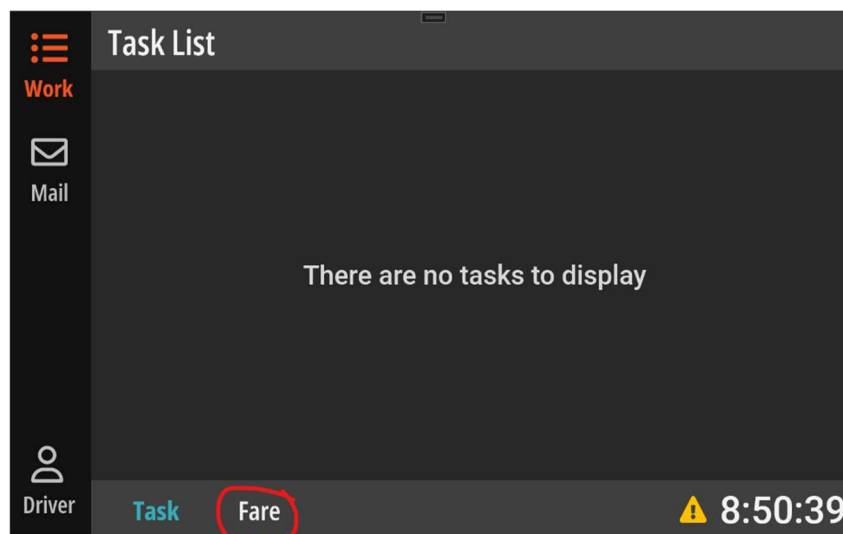
These tools are used when there is no farebox and/or no APC system enabled in the system.

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.

Work

Mail

Driver

Fare Count

D&E	-	+	Disabled	-	+
Above 95	-	+	Above 75	-	+
Child	-	+	Above 55	-	+
Above 35	-	1	Student	-	+

Alight

-

+

Load: 1

<

1 / 2


>

Task

Fare

⚠ 15:36:42

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.

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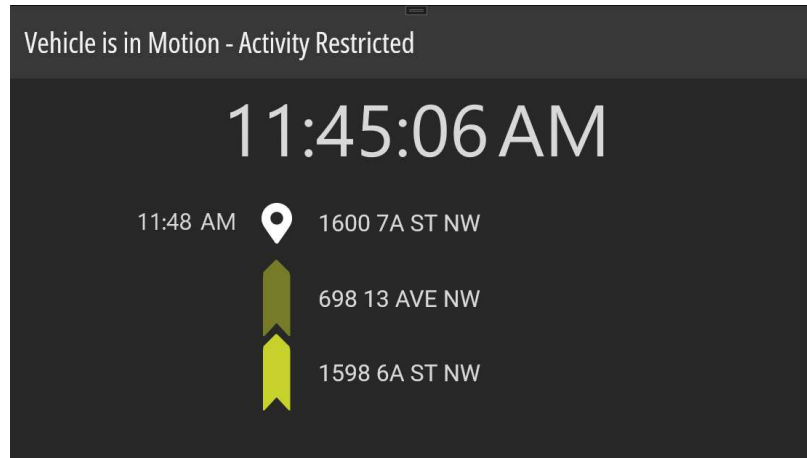
[www.tripspark.com](http://www.tripspark.com)

18

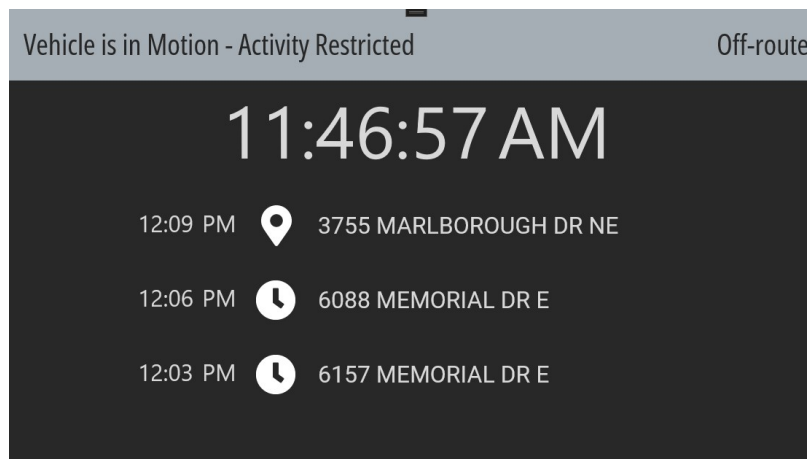
## Route Schedule Adherence Indicators

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

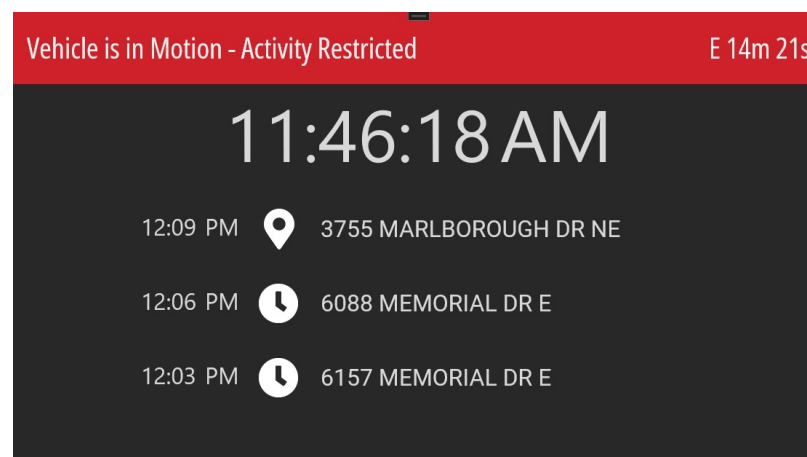
**On-Route and on time:** No indicators are shown when the vehicle is on-route and on time.



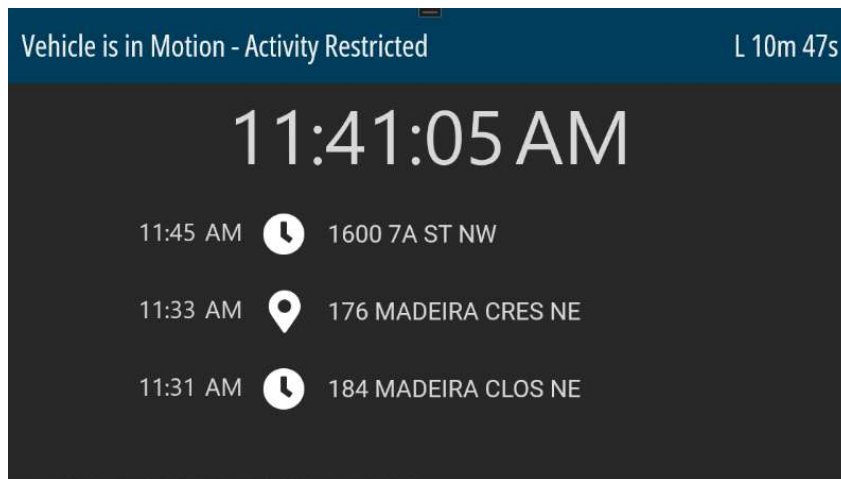
**Off-Route:** When the vehicle is off-route, a light-grey banner is shown.



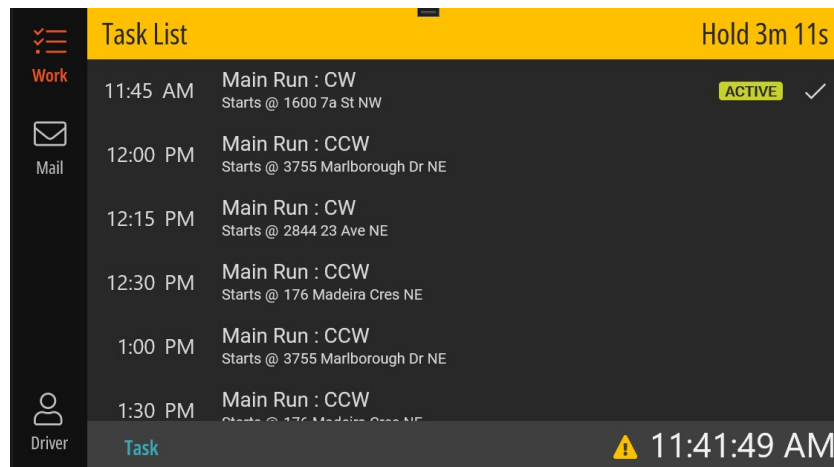
**Early:** A 'hot' red banner is shown, with the amount of time the driver is early by in minutes. In this example, the driver is early by 14 minutes and 21 seconds.



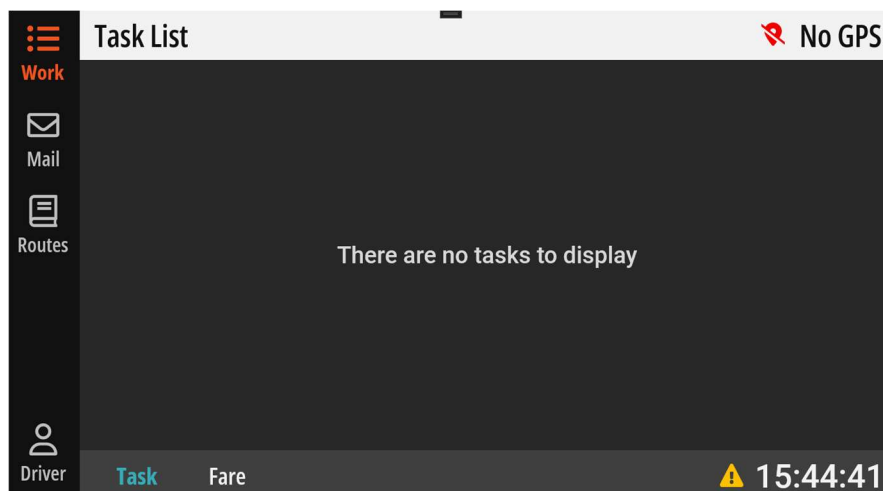
**Late:** A 'cold' blue banner is shown, with the amount of time the driver is late in minutes. In this example, the driver is late by 10 minutes and 47 seconds.



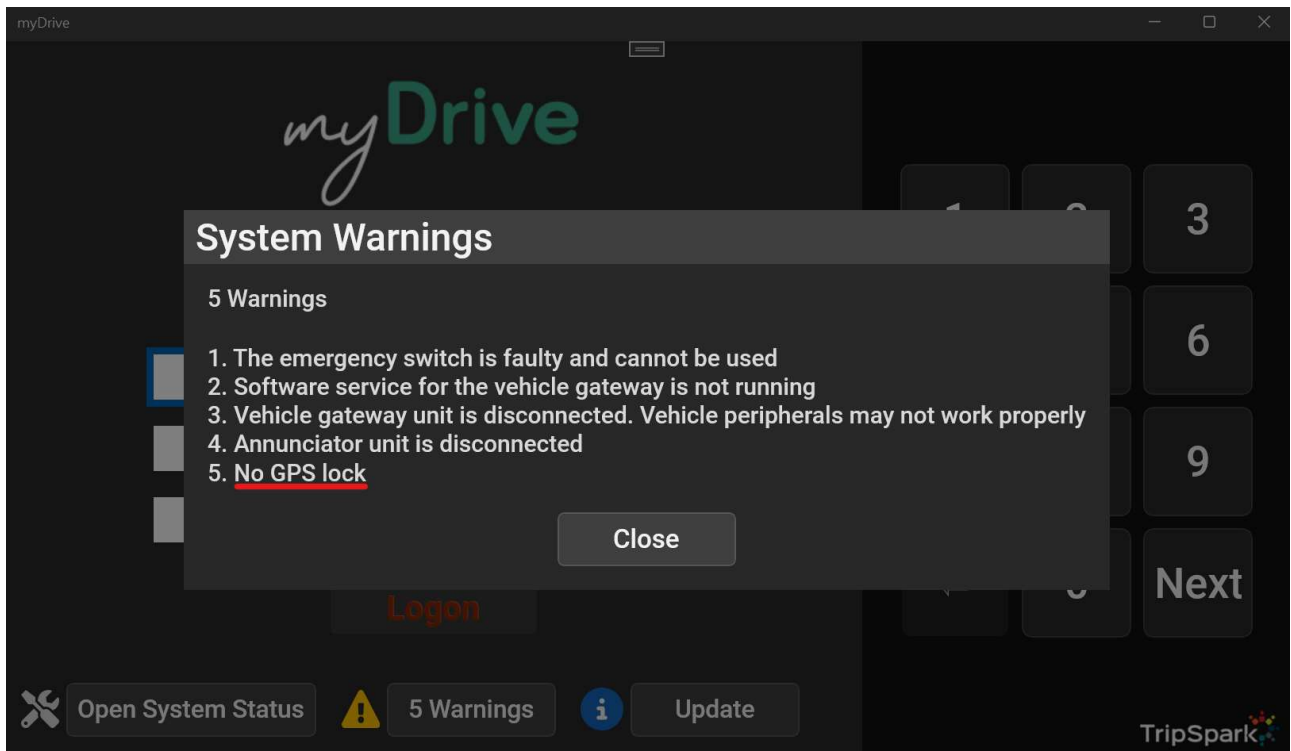
**Hold:** When the vehicle is at the starting point for a trip, a yellow 'hold' banner is shown with the amount of time before the driver can start that trip. In this example, the driver is at the starting point of a trip that is scheduled to depart in 3 minutes and 11 seconds.



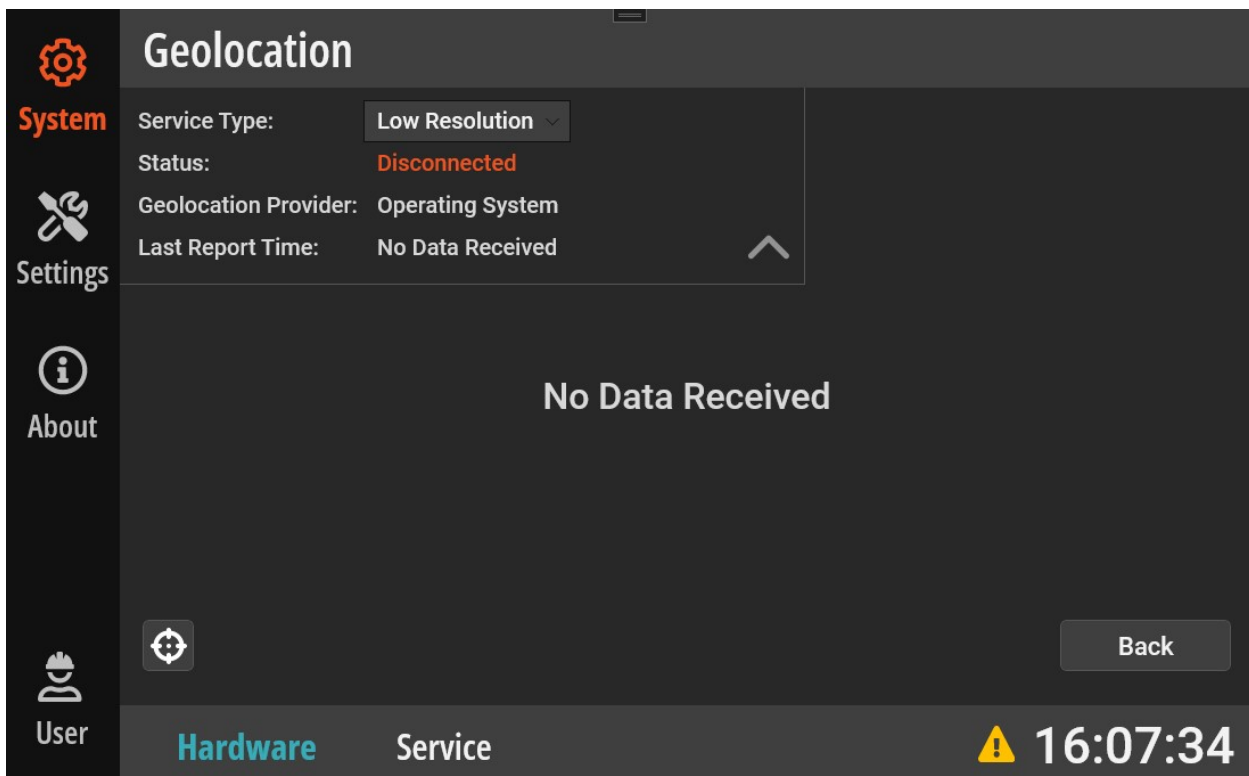
**No GPS:** When the vehicle has lost GPS Lock, a white banner is shown.



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

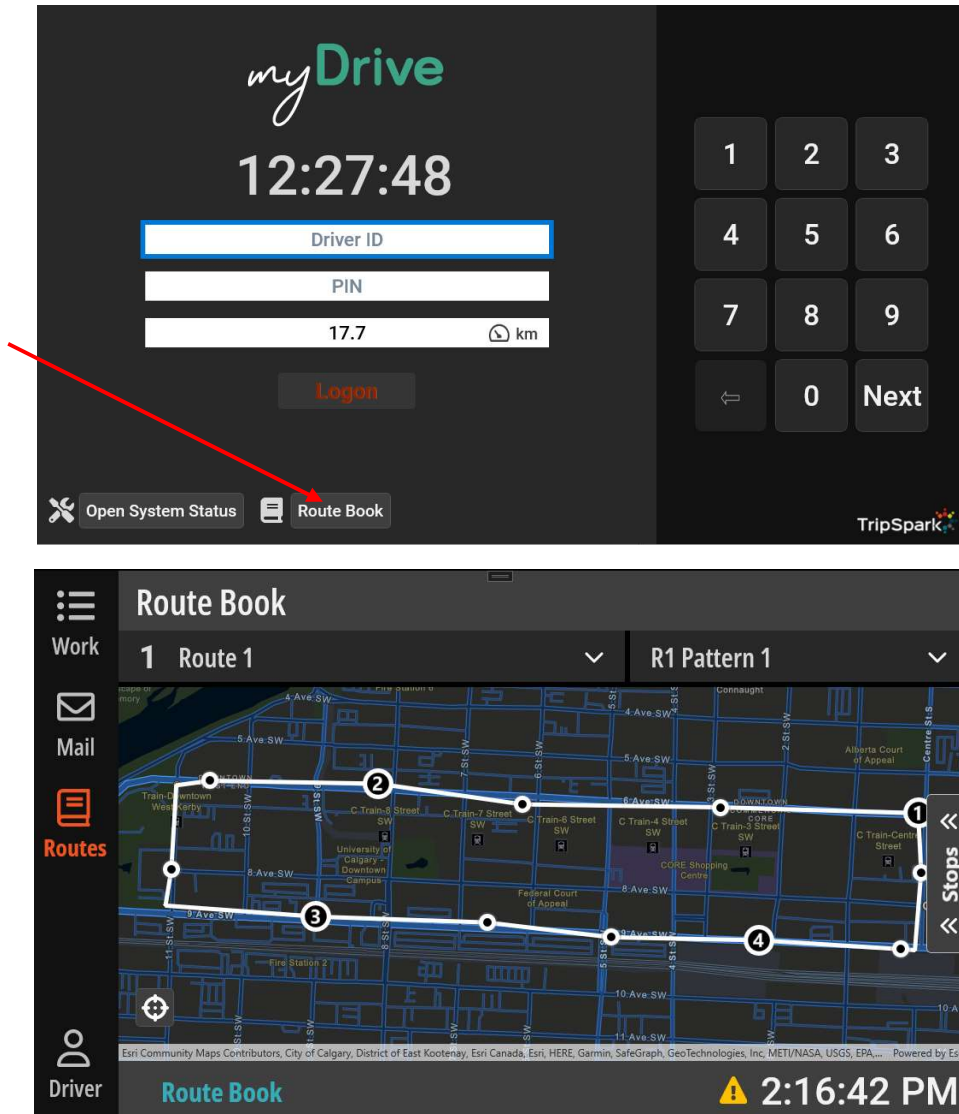


Viewing the system page when “no GPS lock” is shown will produce the following screen:

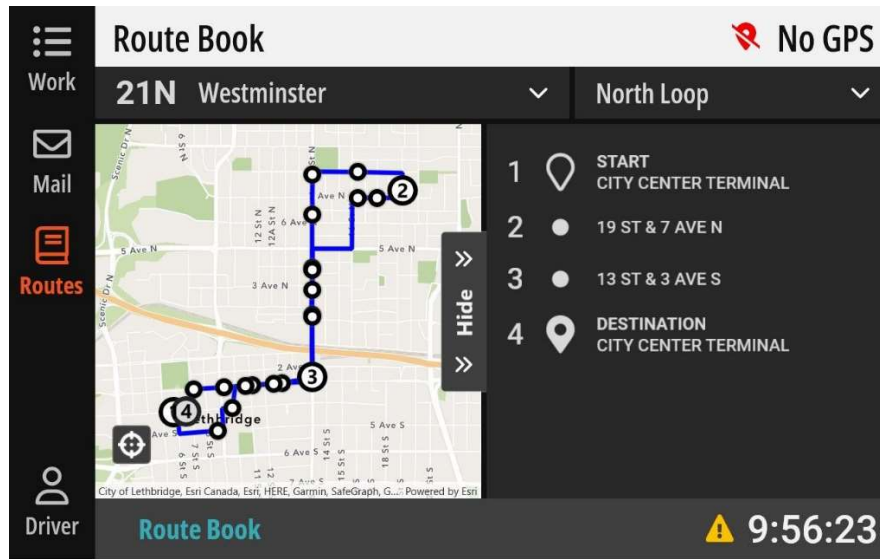


## Route Book

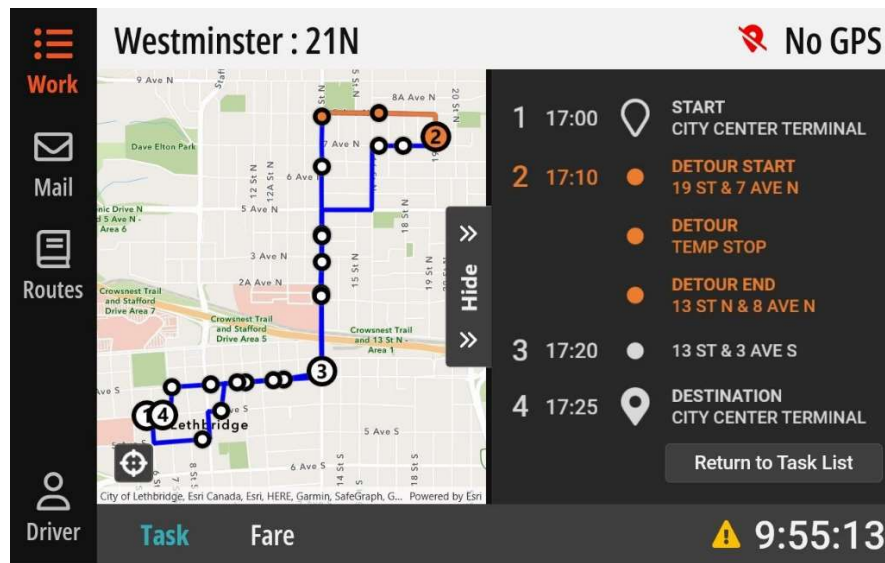
This feature provides the ability to see what all the available routes look like on a map. You can access the Route book in two locations: the logon page and the driver dashboard.



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

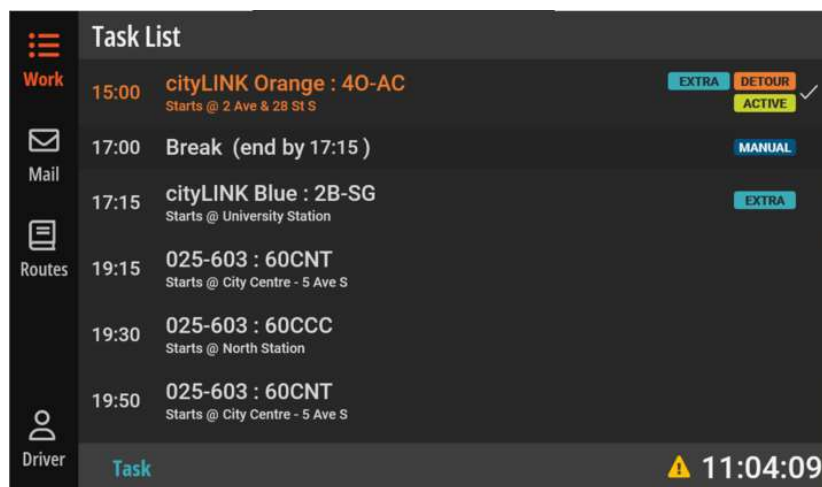
A service interruption refers to any temporary change to regular service. This can include a change in schedule (i.e., change in times, cancellation of a trip, etc.) or a change in route (i.e., detoured sections, temporary stops, closed stops due to construction, fire, parades, etc.).

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.

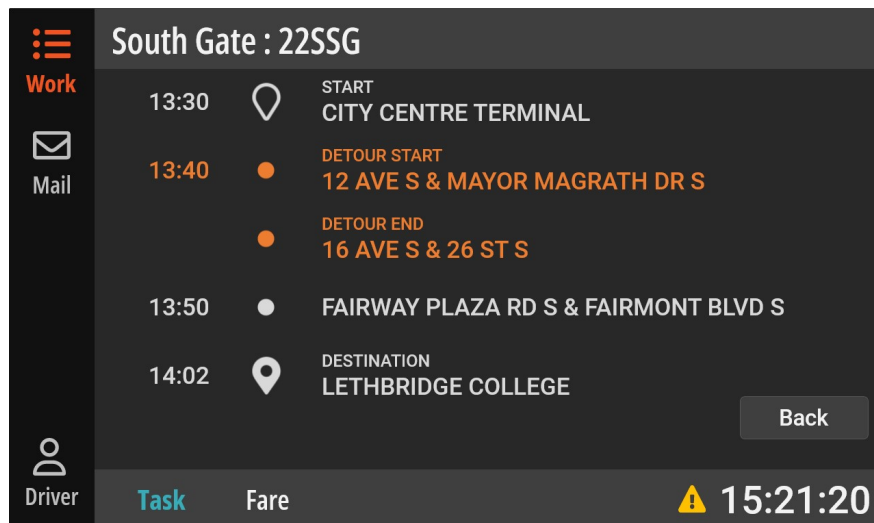


Additional details can be shown by selecting the trip on the task list.



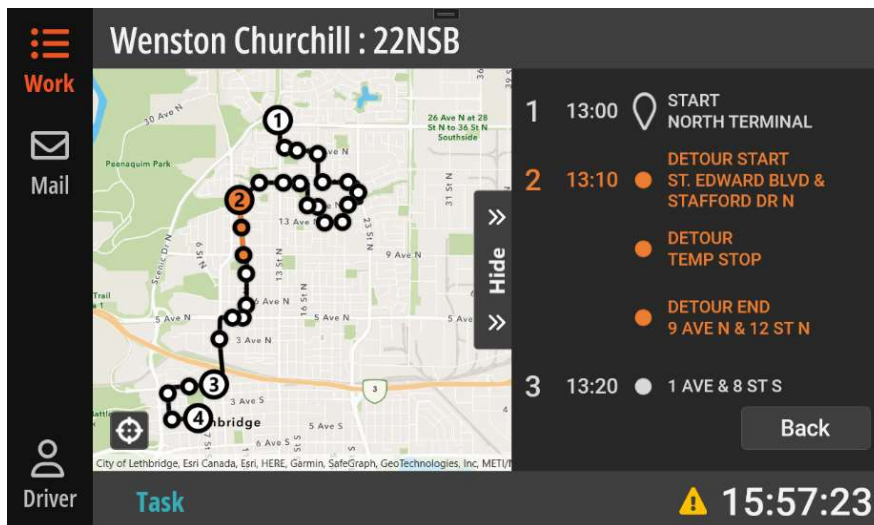
## How to see the detour in the trip details (Map disabled)

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



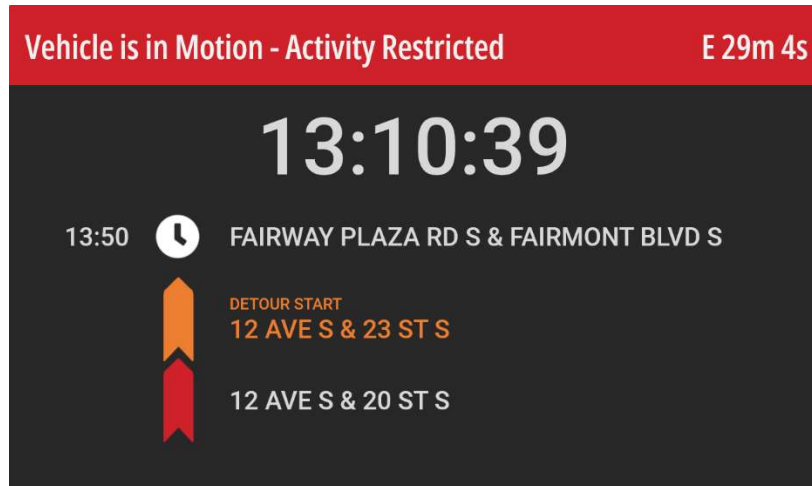
## How to see the detour in the trip details (Map enabled)

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.



## Passenger Transfers

For agencies with Passenger Transfers enabled, please note there are some tasks required for drivers.

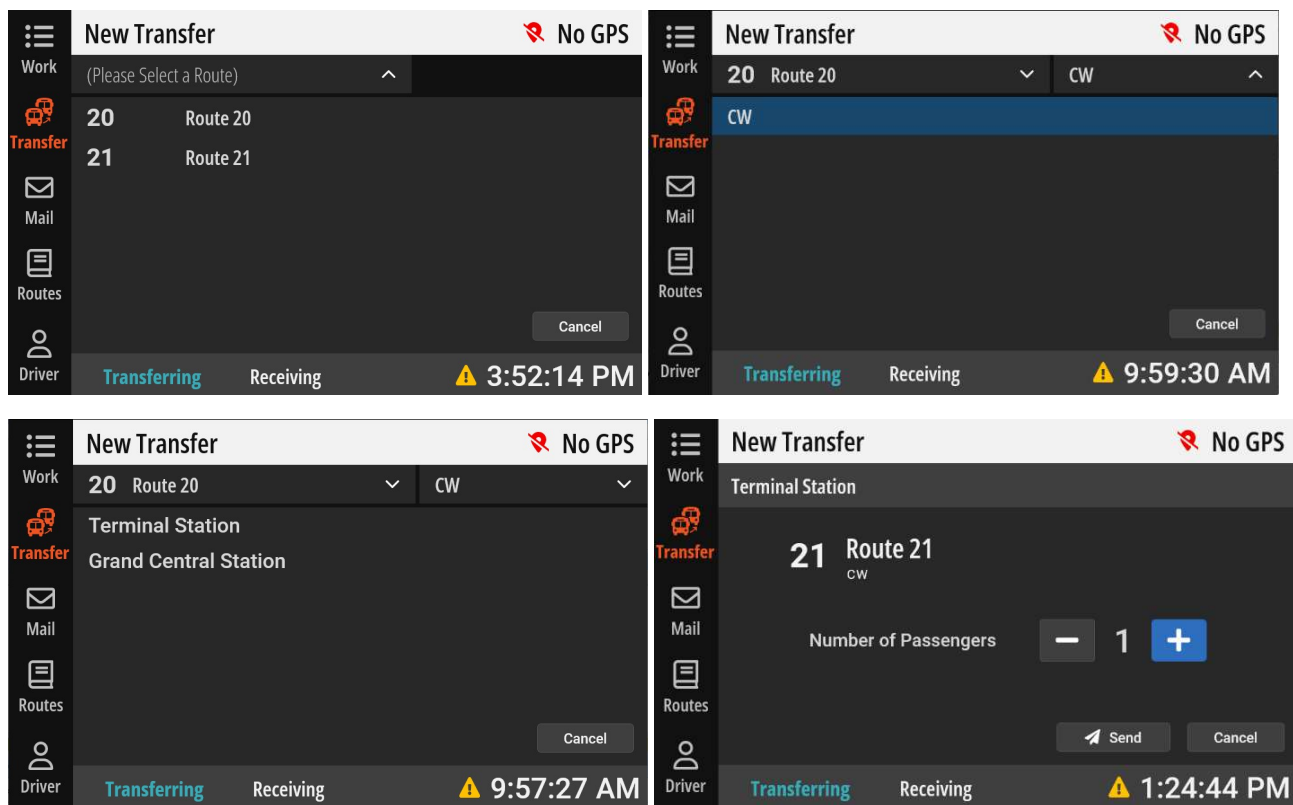
### Passenger Transfers

Two drivers in two different buses have required actions to support passenger transfers. The first bus is known as the “transferring” bus and the second bus is known as the “receiving” bus.



(Note: You can’t request a transfer if you haven’t started a trip yet. If that happens, a message will be shown to start a task first, and there will be a button to go to the Task List window will appear.)

**Phase 1: Requesting a new transfer:** To request a new transfer, click on the New Transfer button. You will need to enter the transfer’s route, direction, stop group, and the number of passengers. For efficiency, any time the drop down only has one item, that item will automatically be selected and go to the next screen.

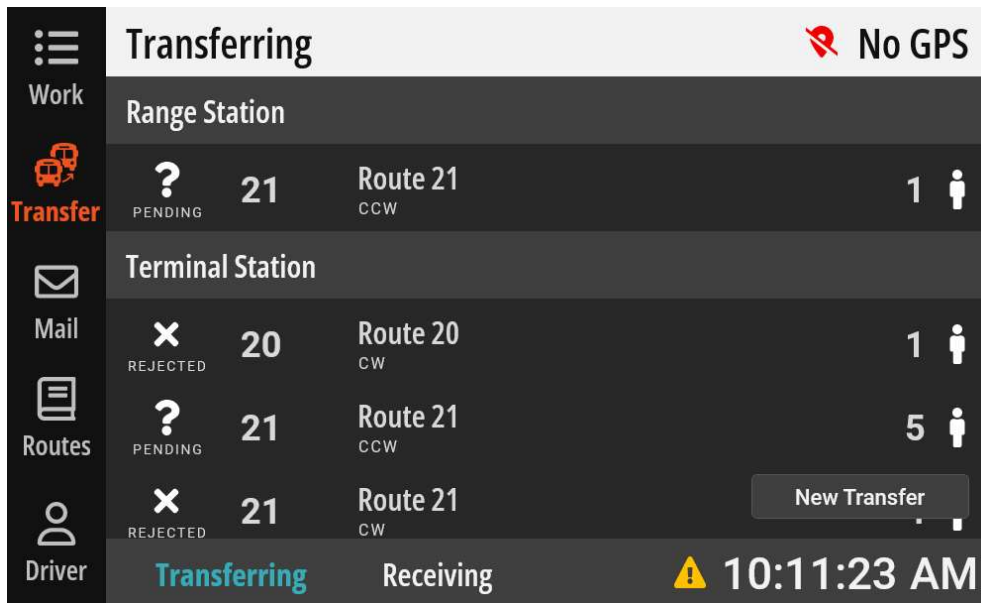


The screenshots illustrate the steps to request a new transfer:

- Screenshot 1:** The 'New Transfer' screen shows a 'No GPS' warning. The route selection dropdown is open, showing '20 Route 20' and '21 Route 21'. The 'Transferring' status is active, and the time is 3:52:14 PM.
- Screenshot 2:** The route '20 Route 20' and direction 'CW' are selected. The 'Transferring' status remains active, and the time is 9:59:30 AM.
- Screenshot 3:** The stop group 'Terminal Station' and 'Grand Central Station' are selected. The 'Transferring' status remains active, and the time is 9:57:27 AM.
- Screenshot 4:** The 'Number of Passengers' is set to 1. The 'Send' button is visible. The 'Transferring' status remains active, and the time is 1:24:44 PM.

If a stop group is wheelchair accessible, there will be a wheelchair icon next to the Stop Group name. Drivers will need to observe whether the transferring rider will require an accessible transfer point. If this is a requirement, drivers will need to ensure they only select a transfer point that is accessible. (Could we have a screen shot of Stop Group Selector screen that shows at least one as accessible? Ideally it would have both)

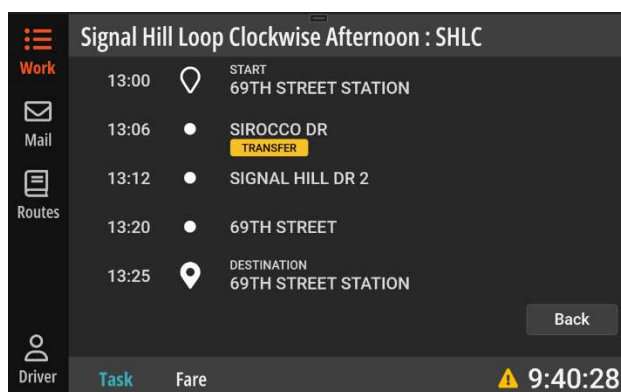
**Phase 2: Transfer Status:** When a transfer is first created, its status is defaulted to pending, until the request is accepted or rejected. In almost all cases, the system will quickly and automatically compare the details of the request to pre-defined time limits (i.e. how long must the receiving bus hold at the transfer point?).



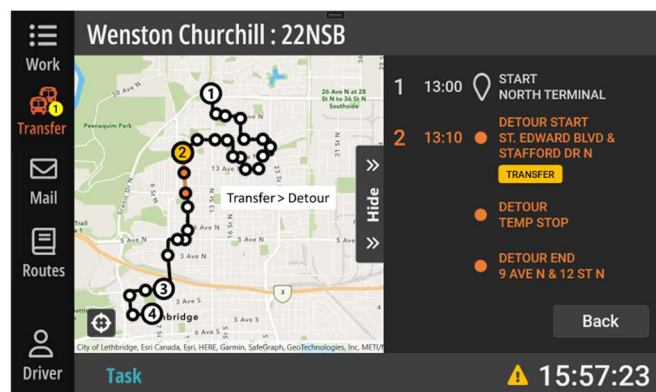
Once a transfer request is accepted, the Transfer Icon will be populated with the number of accepted



transfers to be performed.

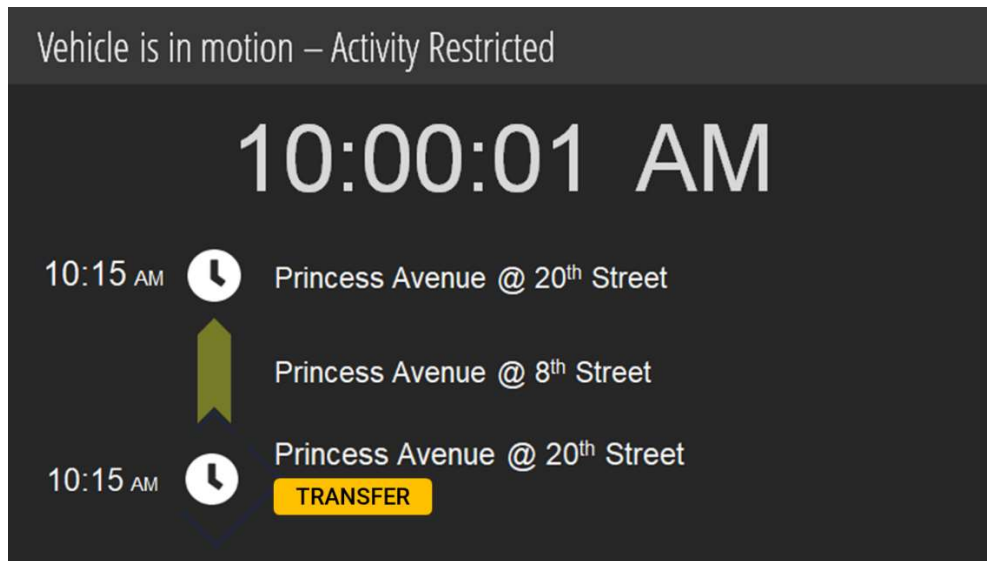


Standard Detail Page with Transfer Badge



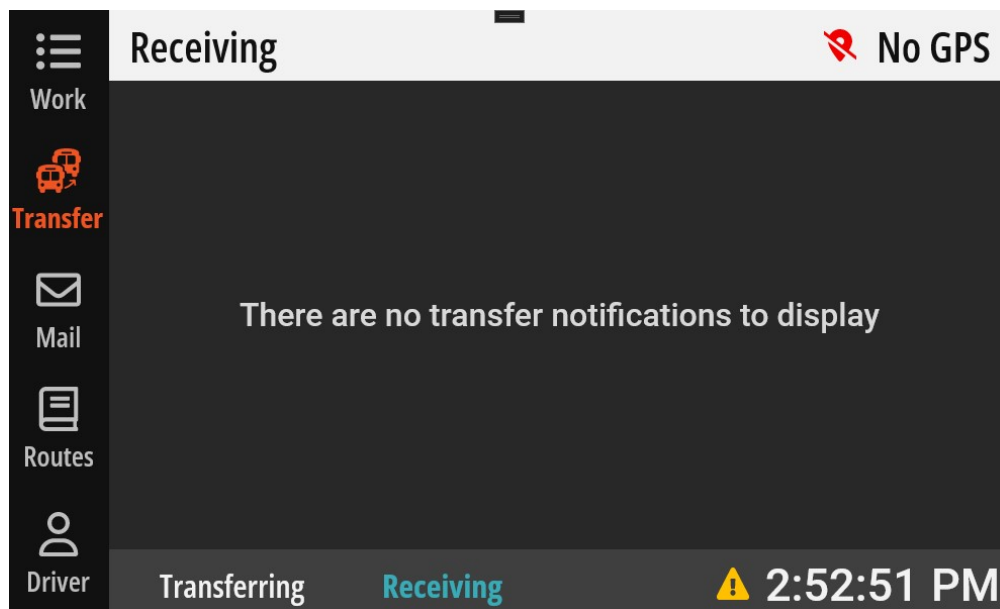
Detour Detail Page with Badge/Icon

The Blocker Screen will also received a Transfer Badge:

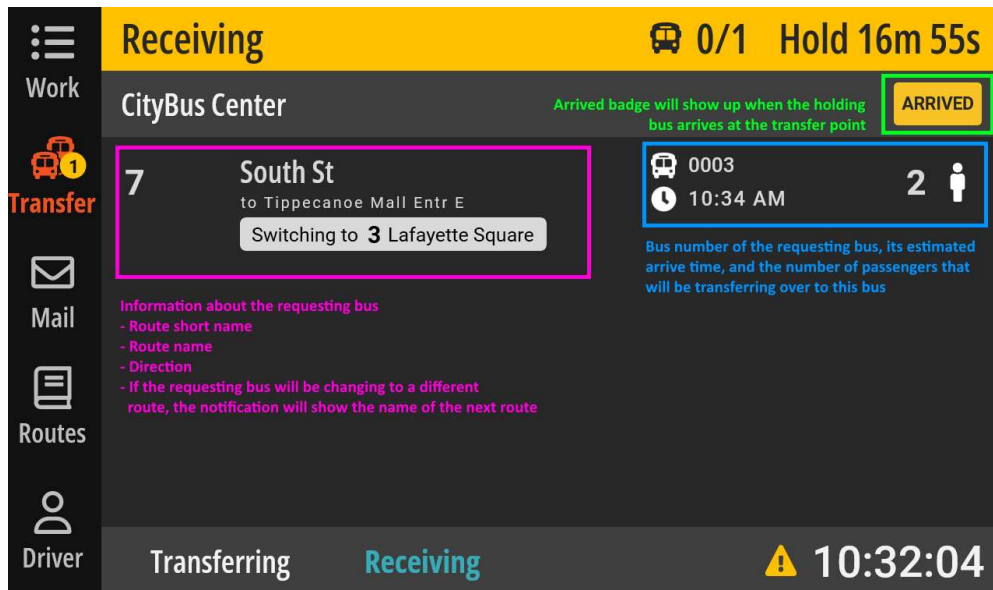


### Phase 3: Receiving a Transferring Rider

When agencies enable Transfers, tapping on the Transfer Icon will usually produce the following screen:



If there is an active transfer request for the bus where you will be receiving the rider(s), the following screen shows pertinent information.



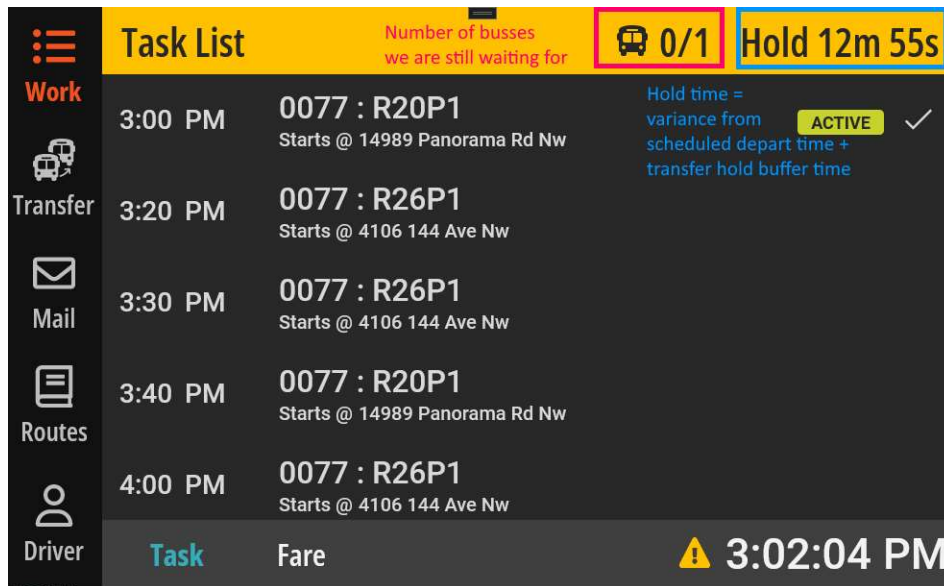
You do NOT have to do anything to clear the transfer request once you have received the passenger. The system will automatically clear the item when/if:

- You leave the transfer point
- It is 5 minutes after the maximum hold time
- The related trip has ended
- The transfer is rejected or closed automatically by the system or manually by the dispatcher

If one of these has occurred and there is still a number on your transfer icon, there is an additional active transfer task. (NOTE: You MAY have to toggle between Transferring and Receiving tabs to see detail).

### Holding for Passengers

Under normal circumstances, you would normally see the Route/Schedule Adherence status on the upper left hand corner of the title bar to keep on schedule. For transfers, it is a little different because we want to ensure that all passengers can be successfully transferred.



Task	Fare
3:00 PM 0077 : R20P1 Starts @ 14989 Panorama Rd Nw	Hold time = variance from scheduled depart time + transfer hold buffer time <b>ACTIVE</b> ✓
3:20 PM 0077 : R26P1 Starts @ 4106 144 Ave Nw	
3:30 PM 0077 : R26P1 Starts @ 4106 144 Ave Nw	
3:40 PM 0077 : R20P1 Starts @ 14989 Panorama Rd Nw	
4:00 PM 0077 : R26P1 Starts @ 4106 144 Ave Nw	

Because the hold time for a transfer request may be longer than standard, it will not be cleared just because the transferring bus has arrived. There is still the time required for the riders to transfer to your bus. Once you ensure that you have all of the transferring riders and are not required to hold any longer, you may be able to depart before the displayed hold time so that you stay on the regular schedule.

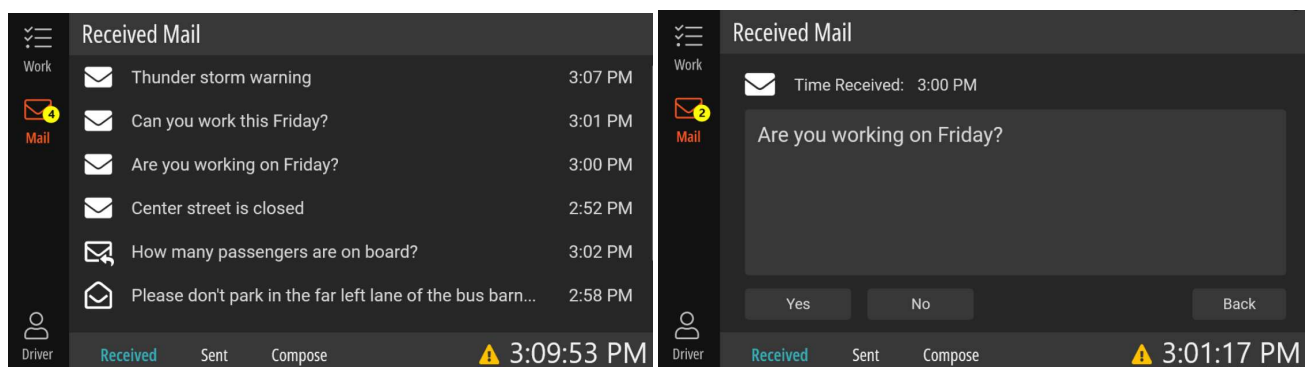
## Mail / Text Messages

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.



**Received Mail**

- Thunder storm warning 3:07 PM
- Can you work this Friday? 3:01 PM
- Are you working on Friday? 3:00 PM
- Center street is closed 2:52 PM
- How many passengers are on board? 3:02 PM
- Please don't park in the far left lane of the bus barn... 2:58 PM

Received Sent Compose 3:09:53 PM

**Received Mail**

Time Received: 3:00 PM

Are you working on Friday?

Yes No Back

Received Sent Compose 3:01:17 PM

### 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.



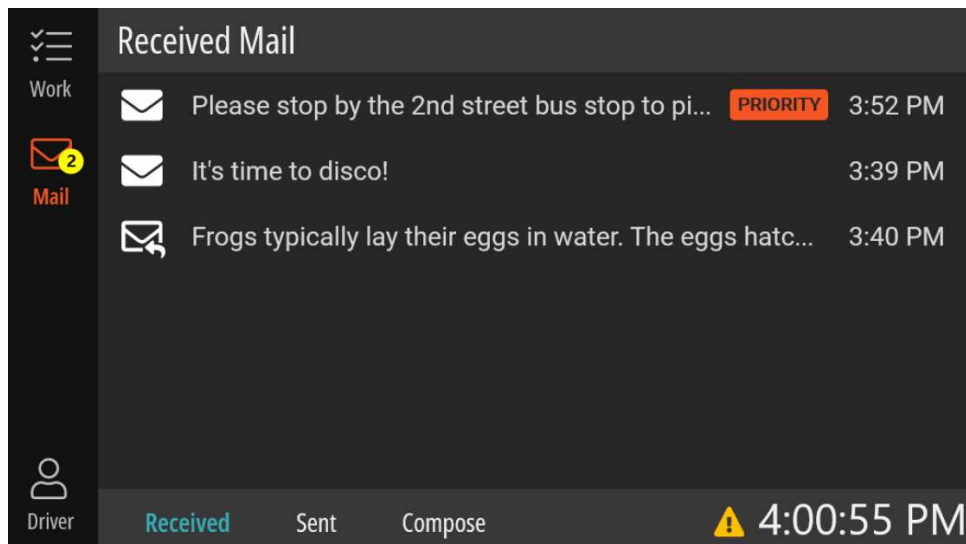
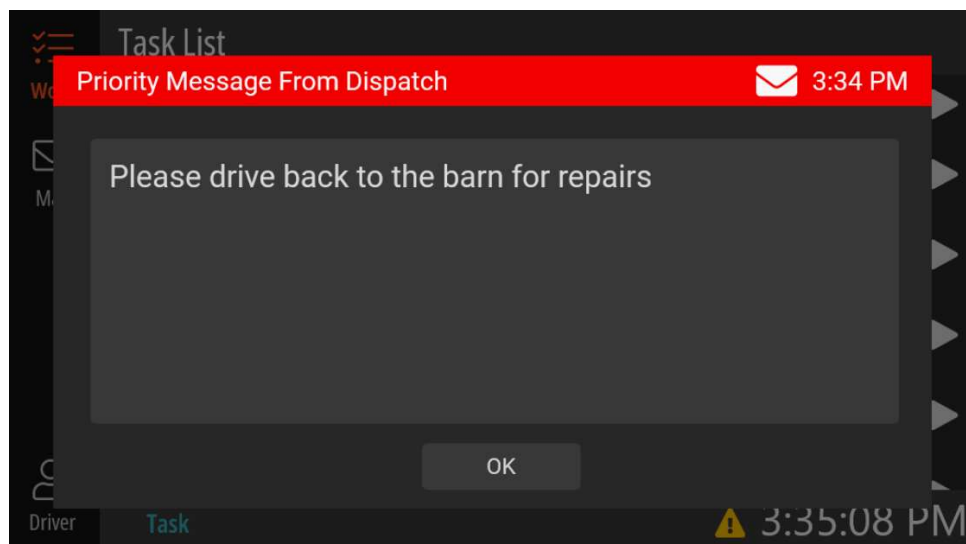
A notice type mail that was opened by the driver.



Sent canned message

## PRIORITY MESSAGES

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

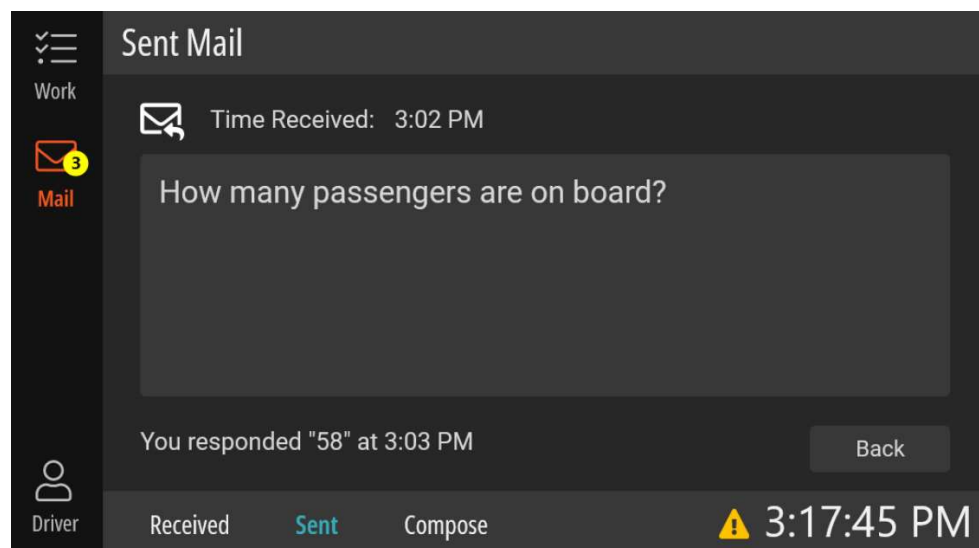
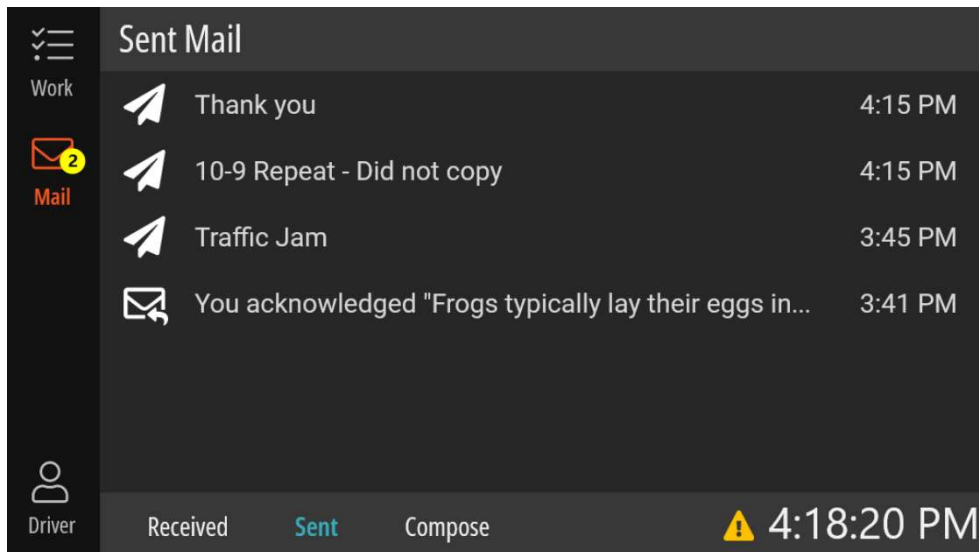




If a response to a priority message fails to make it to back to dispatch, the popup will still be removed from the screen and an error message will be displayed. The priority message will then appear at the top of the received mail list with a priority badge.

## SENT MAIL

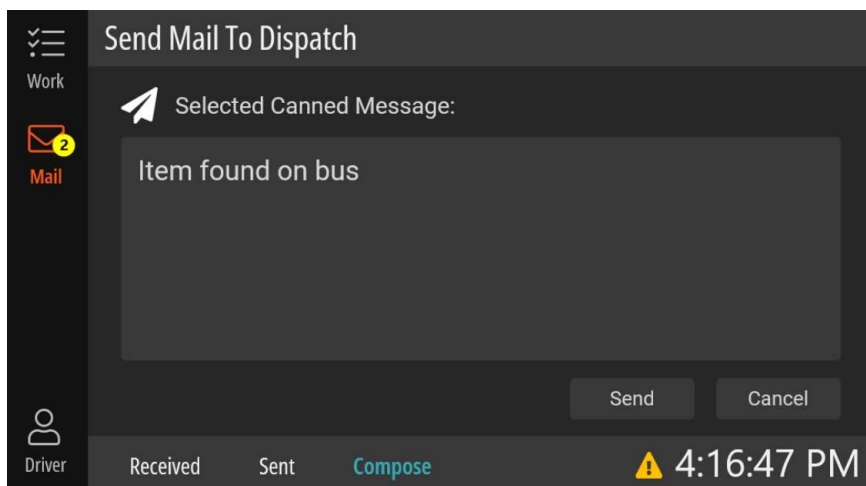
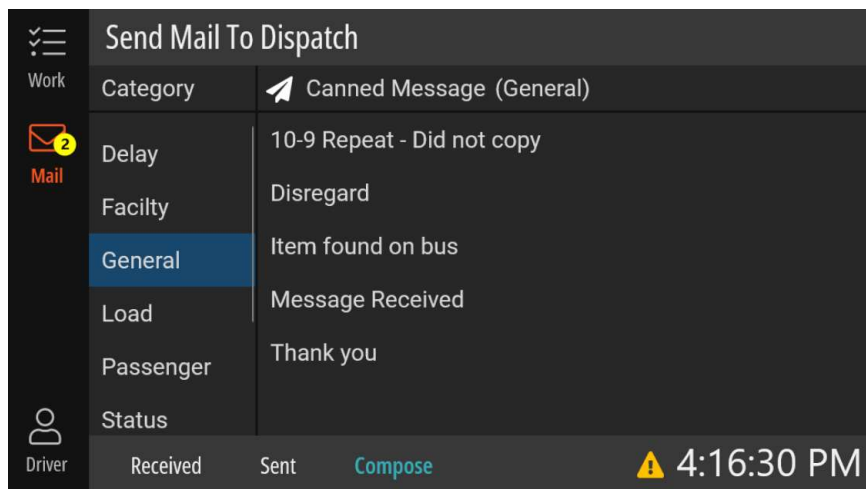
All messages to dispatch will be shown in the 'Sent' tab. This will include responses and canned messages.

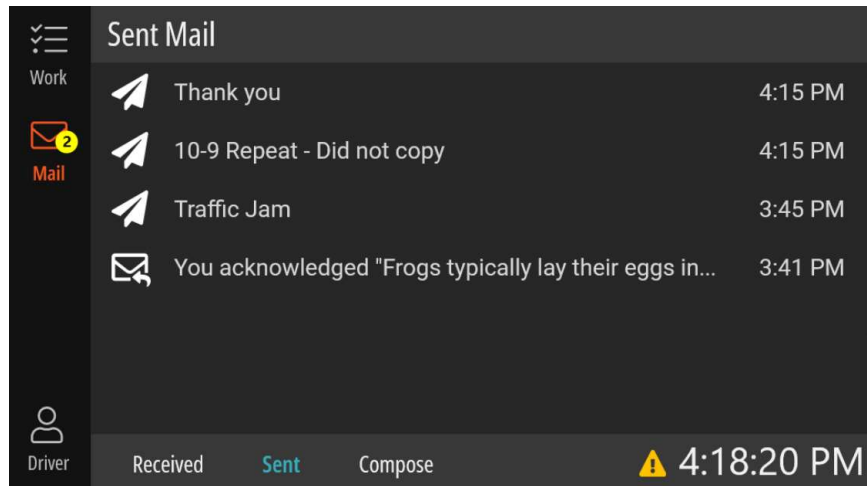


## SENDING A CANNED MESSAGE TO DISPATCH

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





## Announcements

Push To Talk (PTT) functionality allows you to speak into the PTT microphone and have your voice played through the bus speakers. This will pause any automated text to speech announcements, and they will automatically resume after a short period of time following the PTT announcement.

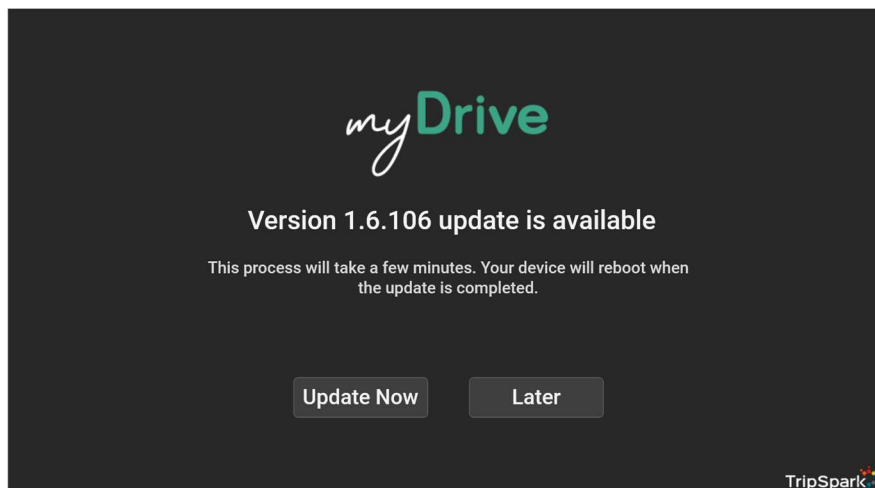
## Software Updates

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.

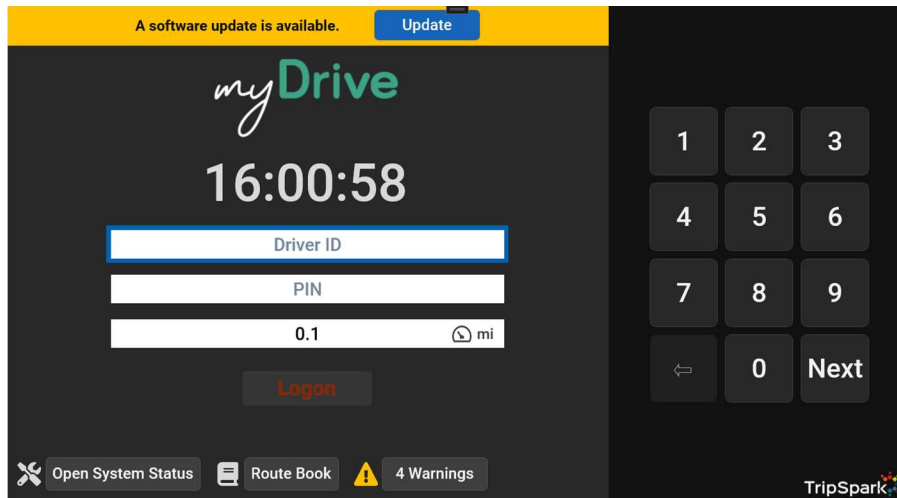
### STARTUP NOTIFICATION

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.



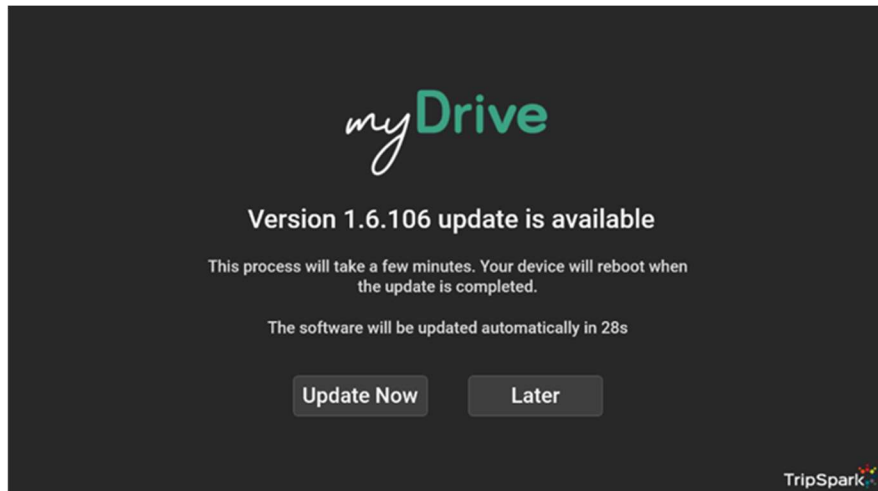
## UPDATE FROM DRIVER LOGON SCREEN

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



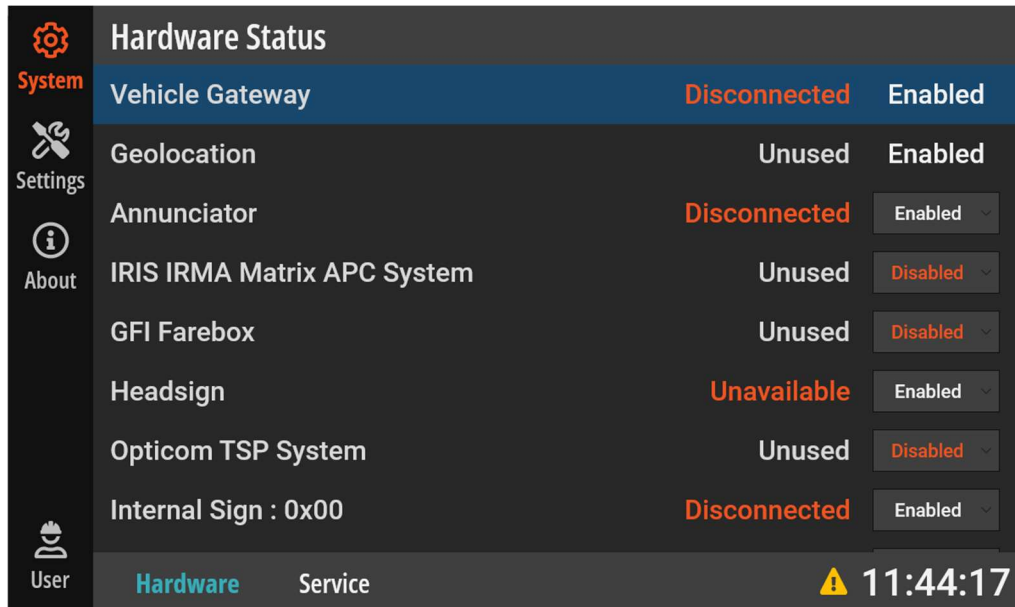
## UPDATE ON DRIVER LOGOFF






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

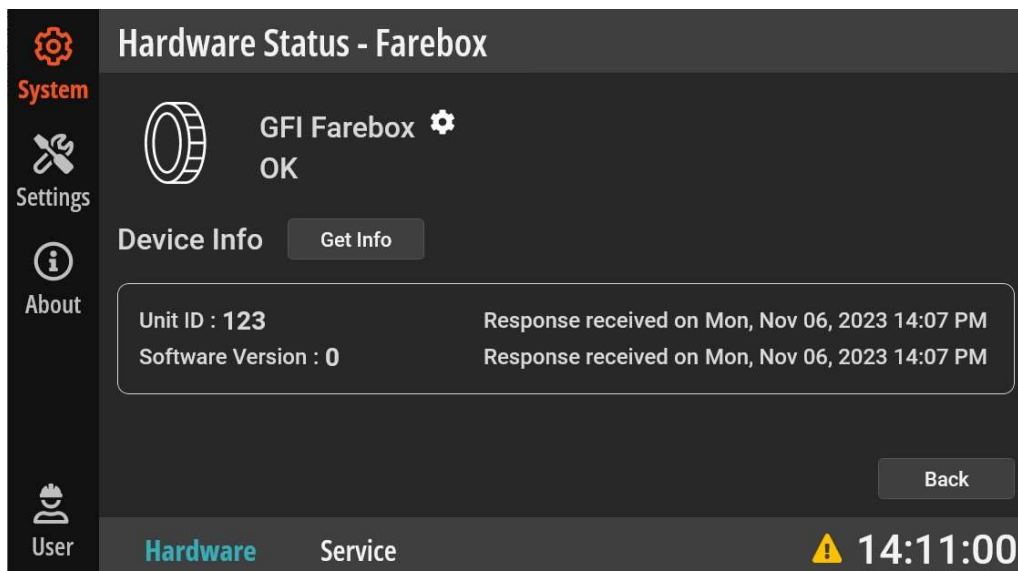
myDrive is capable of supporting a variety of additional in-bus hardware devices. Under the System menu, you can find the Hardware Status screen.










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

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	
Settings	Device Info	Get Info
	Unit ID : 123 Response received on Mon, Nov 06, 2023 14:07 PM	
About	Software Version : 0 Response received on Mon, Nov 06, 2023 14:07 PM	
	Back	
	Hardware Service	
User	 14:11:00	