MyAvail 7.4.14 USER GUIDE

Describes how to use myAvail Client Application
February, 2022

Version 7.4.14/2022

This page intentionally left blank.

About this Document - myAvail User Guide

This document is a complete guide to all functionality provided by the myAvail client application. The document contains an introduction, user instructions to start up and shut down the application, and a full description of the functionality for all the major operational sections in myAvail.

The user guide explains how to perform all tasks supported by the application.

HINT: Clicking on the word RETURN will take the reader back to the Table of Contents.

1960 Old Gatesburg Road, Suite 200 State College, PA. 16803

Phone 814-234-3394 • Fax 814-234-3393

Revision History

REVISION NUMBER	DATE	COMMENT
6.3.1	October, 2016	Revisions for Release 6.3
6.3.2	December, 2016	Revisions for Release 6.3.2
6.3.3	November, 2017	Revisions for Release 6.3.6 HF1
6.4	January, 2018	Revisions for Release 6.4
6.5	August, 2018	Revisions for Release 6.5 and general updates
6.5	October, 2018	Corrected Public Messages Entry
6.5.1	January, 2019	Updates for release 6.5.1
6.5.1	March, 2019	General Review Improvements
7.0	April, 2019	Made general formatting and appearance changes, reviewed for release 7.0 changes and updated chapters 13, 16 and the Status and Decision Support Window in ch. 7.
7.2	August, 2019	These updates cover release 7.1 and 7.2 (7.1 was an internal release only). Changes included Replay changes, changes to Event labels and created Decision Support events, new Hastus Validation, purge data import log tables.
7.3	January, 2020	These updates cover release 7.3. Change include modifications to the Events system. Addition of configuration options and performance enhancements.
7.3.4	June, 2020	Added gapped status to Operations - Status Display and Geographic Tools - Replay.
7.4.1	September, 2020	Added new Users and Positions functions and interface. Critical transfer events.
7.4.5	February, 2021	Added new Public Messages ETMS interface.
7.4.9	July, 2021	Added Exception Auto-correction for Driver ID# and Run ID#, Correcting Exceptions in ch.17.3; Vehicle Files and Exceptions Processing are now available in ETMS. General Cleanup.
7.4.10	August, 2021	Added 3.6 - Temporary Moving a Stop Affected by a Detour. General Improvements.
7.4.11	September, 2021	Added ETMS chapter, Vehicles, Fleets, Personnel, Positions cards; restructured and reorganized contents by myAvail tabs and ETMS Suites/Cards.
7.4.12	October, 2021	No feature updates, general review improvements.
7.4.13	November, 2021	Added Auto Import Process feature to ch. 17.1 How To Use the Data Import Tab.
7.4.14	February, 2022	Updated User Profile, Personnel Card; general review. Added Jazz HR, Approvals, My Employees, Document Library, Document Assignments cards.

TABLE OF CONTENTS

1. INTRODUCTION

1.1. PURPOSE

This document describes the myAvail application and how to use it. Everyone can use this document, from those who will use myAvail daily to those who will use it only for specific functions.

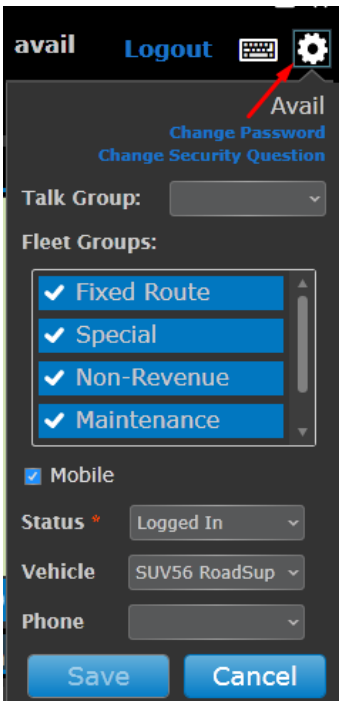
1.2. MYAVAIL OVERVIEW

MyAvail groups features and functions by user positions. System administrators assign users to one position to provide access to myAvail's features. As a user, you are assigned a position.

This document covers all myAvail's capabilities. Depending on your position, you might not see all the features that this document covers.

1.3. HOW TO CHANGE USER SETTINGS 'GEAR MENU'

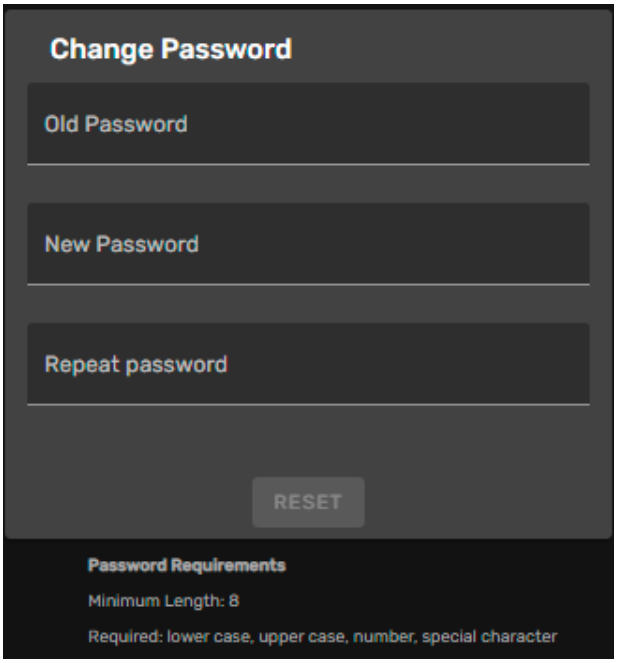
Depending on your position, you might be able to change various settings. To change these settings, click the Settings icon in the top-right of the screen to display the settings you can change. Below is an example of this screen.



CHANGE PASSWORD

You can change your password if the system administrators have configured myAvail to allow it. To change your password, you must know your current password. Click the Change

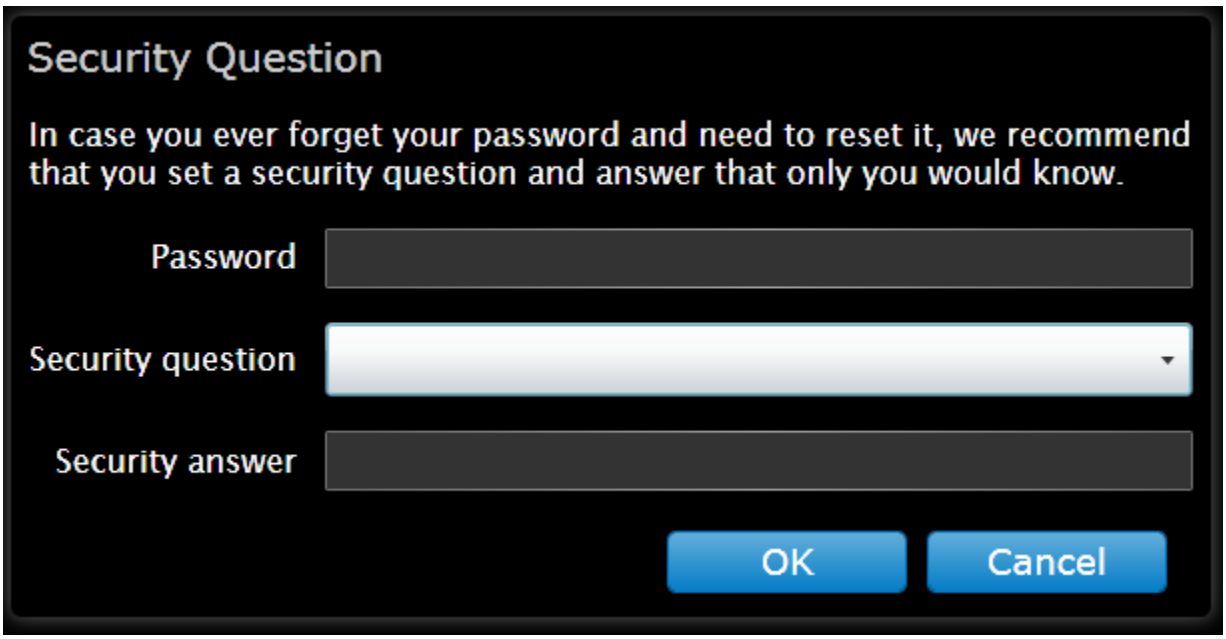
Password option to display the following screen. Password requirements: Include at least 8 characters using upper and lower case letters, numbers, and 1 special character. Example Mk2648!



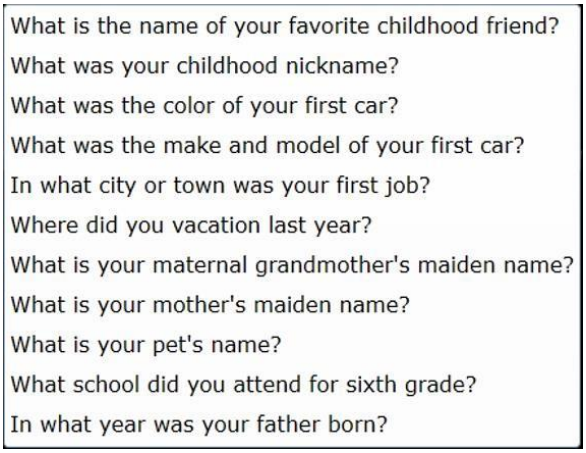
CHANGE SECURITY QUESTION

If you forget your password, recover it by using a security question. This process requires you to answer a Security Question you set previously.

Click **Change Security Question** to change your security question.



Sample questions include:



DEFAULT TALK GROUP

Properties that provide voice communications to their vehicles through either private radio systems or VoIP (Voice Over Internet Protocol) typically create multiple talk groups to facilitate communications.

Users (e.g., Dispatcher or Road Supervisors) who initiate vehicle communications through myAvail are assigned to a 'Default Talk Group.' myAvail automatically fills in this value in the Talk Group field in the Communications Window. When users change this field, the new value becomes the default talk group for the duration of their current working session. To make a permanent change to the user's default talk group, change the Talk Group value in the Personnel Card/Position Settings Tab.

DEFAULT FLEET GROUP

myAvail can track many different types of vehicles (e.g., Fixed Route, Paratransit, Maintenance, Supervisor, Shuttle cars, etc.) that a fleet contains. Additionally, properties can divide their fleets into smaller groups, such as by service area, garage, or other criteria to facilitate their management.

Users who monitor vehicle activity (e.g., Dispatcher or Road Supervisors) are assigned a 'Default Fleet Group,' which is a specific set of fleet groups that they monitor. myAvail uses these fleet groups to filter the vehicles that it displays to the user in the Operations tab.

Users can change their default fleet group for the duration of the working session by changing the Default Fleet Group value in the Communications Window. To make a permanent change to the user's default fleet group, change the value in the Personnel Card/Position Settings Tab.

MOBILE USERS

myAvail provides a feature that tracks and manages mobile personnel. For example, mobile personnel include Road Supervisors and mechanics who are retrieving a disabled vehicle. This feature allows the user to identify the vehicle these personnel are using, whether they are using a property assigned smartphone, and their status.

This feature is optional and might not be enabled on your system. Please, contact your account representative or Avail Support (814) 234-3394 ext. 1050 or Support@Availtec.com if you wish to activate this feature.

No changes on this window are committed until you click the Save button. Click the Cancel button at any time to discard your changes.

1.4. DESCRIPTION OF COMMON CONTROLS

This section describes common controls that myAvail uses throughout the application.

CONCEALABLE TOOLBAR

This arrow in the upper-right corner of a window  indicates that the window contains a concealable toolbar. To display the toolbar, click the down arrow.

To hide the toolbar, click the up arrow. The icons in the toolbar are specific to the window, but the following icons are common across multiple windows:

 - add a new item

 - cancel the current operation

 - save the current item

OTHER COMMON ICONS

 - edit

 - delete

 - add to list

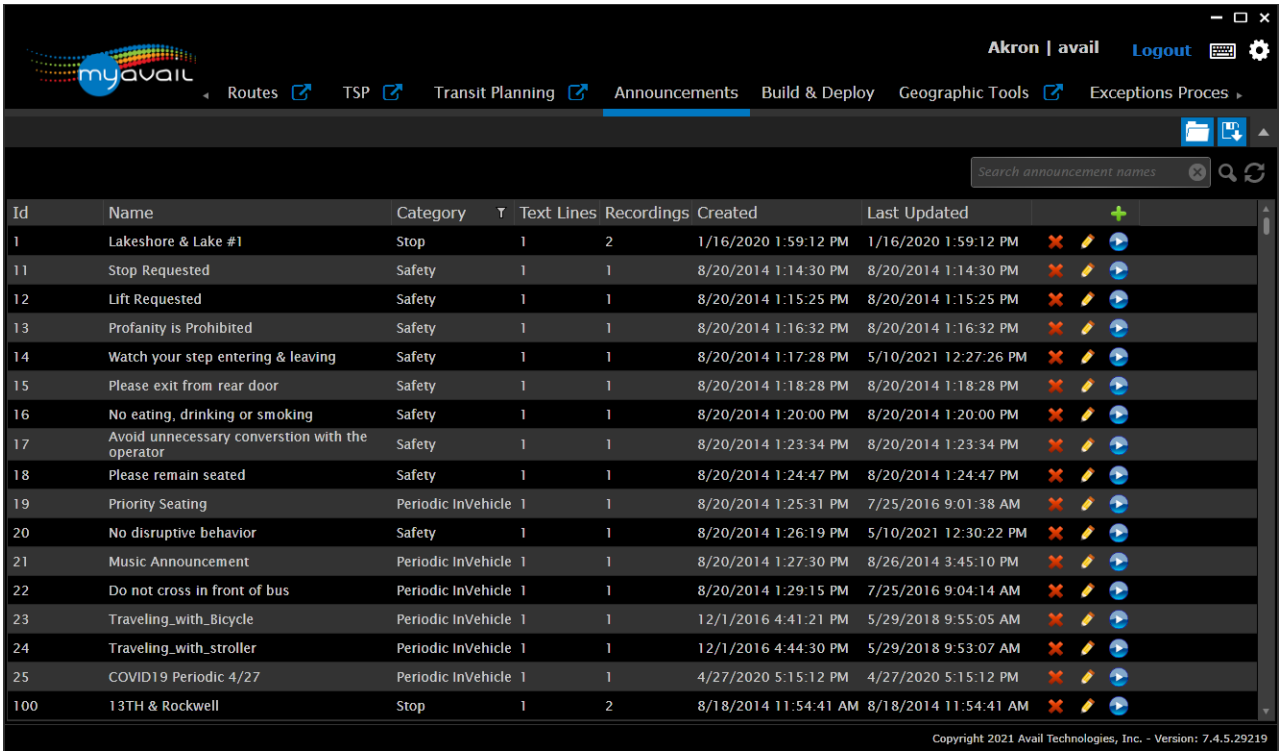
 - search

 - column filter

1.5. How to Configure Screen Layout

INTRODUCTION

In general, if the screen contains information in a grid (example below), you can change the order and width of the columns. The filter symbol  next to a column name indicates that you can filter the grid by selecting values in the column. These changes are usually session specific, but there are a few exceptions for particular grids.



If you have the necessary security permissions, you can save layout changes for the following grids:

- Operations tab - Status Window
- Operations tab - Pullout Window
- Geographic Tools - Replay Grid

In addition to saving layout changes, you can control which columns myAvail displays. There are slight variations in how the tables are displayed in the Operations tab and in the Geographic Tools Replay Grid, but the capabilities are identical.

CHANGE A COLUMN WIDTH

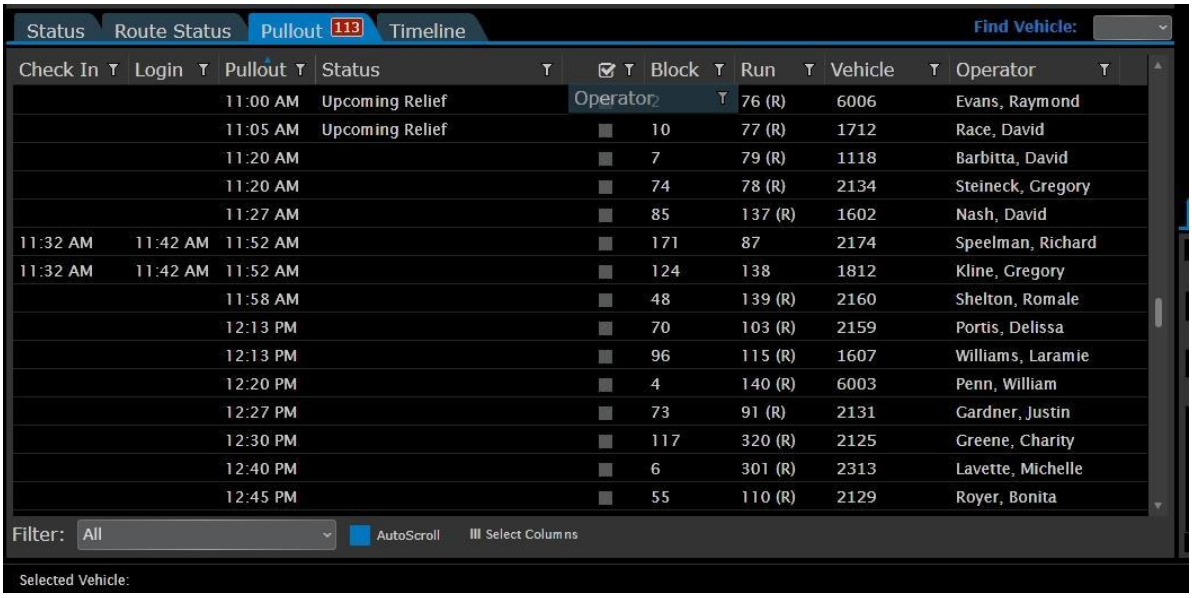
To change the width of a column, place the mouse cursor between the column headings. When the cursor changes to a double-headed arrow, click and hold the left mouse button. Slide the mouse to decrease or increase the column width. Release the mouse button at the desired width.

CHANGE A COLUMN POSITION

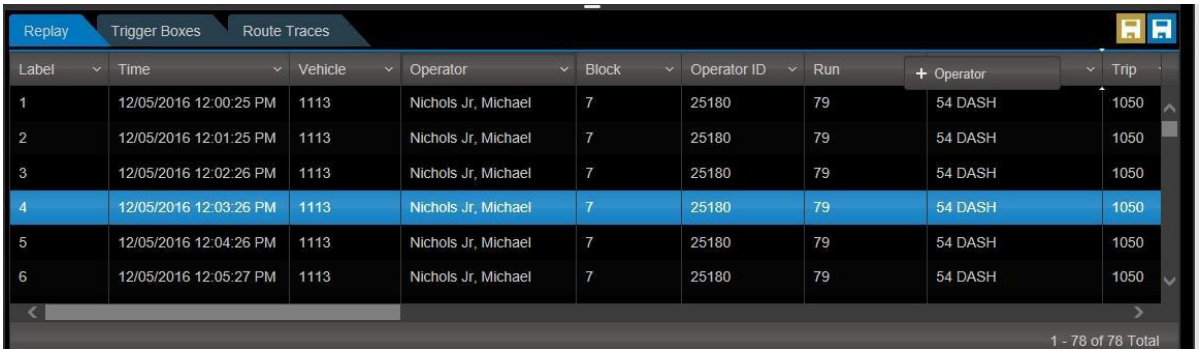
To change the position of a grid column, place the mouse cursor over the column heading that you want to move. Click and hold the left mouse button. Drag the column to the new location and release the mouse button.

The grids appear slightly different when you move columns in the Operations tab and in Geographic Tools Replay Grid. Samples of both grids are below:

Operations



Geographic Tools



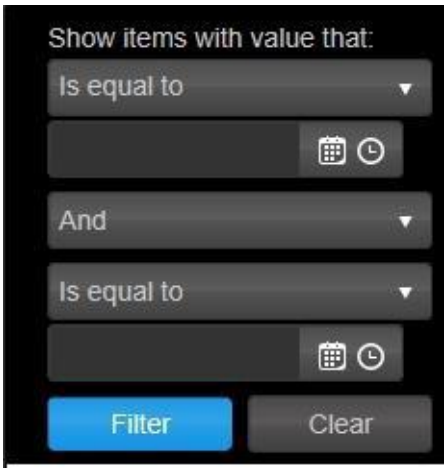
In Geographic Tools, the two differences are the following:

- A plus sign appears in the column header when you are moving a column.
- Two small white arrows appear between columns, which identifies the current move-to location.

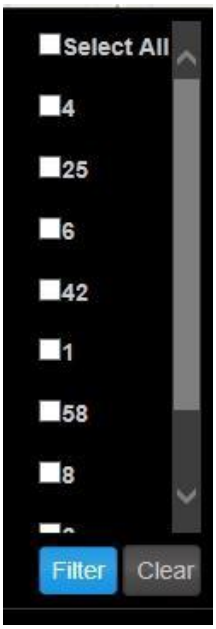
FILTER A GRID BY COLUMN VALUES

A filter symbol  next to a column name indicates that you can filter the grid by selecting values in the column. When you click the filter symbol, myAvail displays options based on the values in the column.

For columns where each line has a different value (e.g., time), filters display a logic-based selection window. You can set one or more criteria as shown below:



For columns that contain a limited number of possible values, filters present a selection list, as shown below:



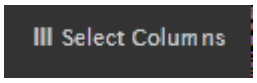
SORT BY COLUMN VALUES

To sort the grid by the values in a column, click the column name. A small blue arrow appears over the column name that indicates the sort order.

NOTE: Sorting the column is a three-way toggle. The first click sorts by ascending values. The second click sorts by descending values. The third click returns the grid to the default order.

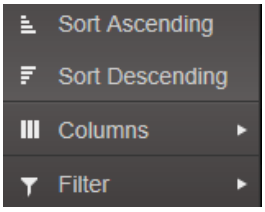
CHANGE THE DISPLAYED COLUMNS

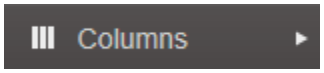
If you have permission to save your screen layout, you can control how the Geographic Tools Replay grid and the Operations tab display columns.

Operations tab - the Pullout Window has a button 

at the bottom. Click this button to display the list of fields that the window can display. The window displays the checked fields. Uncheck a field to remove it from the display.

Geographic Tools - Replay Grid requires two extra clicks. First, click this icon  on the column heading, which opens a tool list.



In the list, click 

to open the column list.

NOTE: The column list is the same for all columns.

SAVE THE SCREEN LAYOUT

You can alter and save the layout on the following three screens:

- Operations tab - Status Window
- Operations tab - Pullout Window
- Geographic Tools - Replay Grid

myAvail displays the default layout to all users the first time they use the screen. When discussing altering and saving the screen layout, there are two possibilities.

1) Users who have the necessary security permissions can alter and save the default

screen layout for all users.

2) Other security permissions allow users to alter and save their personal screen layout.

System administrators grant permission to save both the default and user screen layout. The ability to save the screen layout is set individually for each screen. Avail recommends allowing only a limited number of users to save the default screen layout, usually those with System Administrator privileges.

There are differences between saving the screen layout for the Operations - Status and Pullout windows and the Geographic Tools - Replay grid.

Saving the default layout presented to any user that does not have permission to save a personal layout on the Operations tab requires the user to open the Concealable Toolbar then click the save icon  . The default screen layout is saved separately for each position.

On the Geographic Tools - Replay grid in the upper-right corner, save icon  saves the default grid layout.

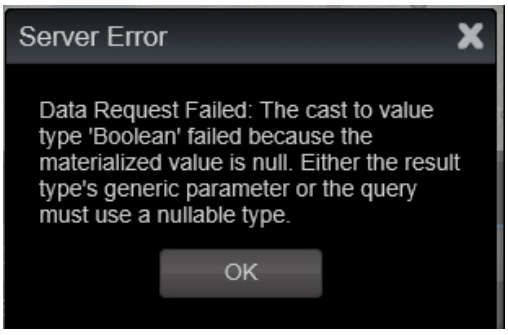
For the Operations - Status or Pullout layout, myAvail automatically saves the layout when the user exits the Operations tab.

However, with the Geographic Tools - Replay grid, a user with permission to save their personal grid layout must click the save icon  in the upper-right corner of the grid.

NOTE: After users save a screen layout, that layout becomes their personally saved layout. If the default layout changes, these users continue to see their personally saved layout and will not see the new default layout until they click the reset button  .

1.6. How to Resolve System Errors

Unanticipated data conditions, changes to required system permissions, and third-party software can cause various system errors, such as:



Tracking down and resolving these types of errors can be difficult. If a system error occurs, the more information you gather, the more quickly Avail Support can fix the problem.

If a system error occurs, please provide the following information to Avail Support:

- The user that was logged in.
- Workstation information, including OS version and Patch Level.
- When the error occurred.
- Screen shot of the error.
- Clipboard of error details if offered.
    - Some system errors present a "Copy to Clipboard" button. Click the button and then paste the contents into an e-mail, Notepad, or other option.
- Record all known steps leading up to the error.

RETURN

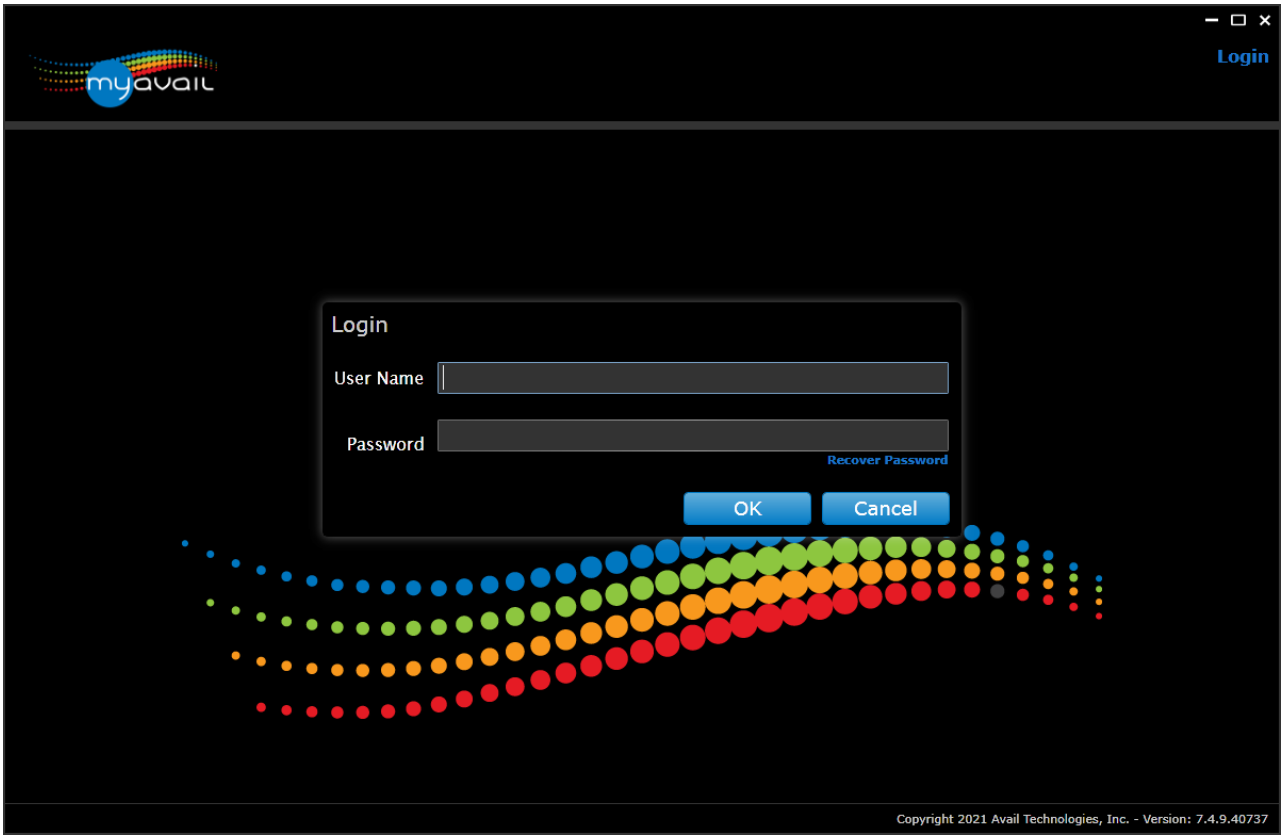
2. How to Start myAvail

To start myAvail, double-click the desktop icon. 

2.1. Logon Screen

When myAvail starts, it displays the login screen. To access myAvail, users must enter their username and password. A system administrator sets up the user names, initial passwords, and supplies them to the users.

Below is the login screen for myAvail. myAvail displays the Property short name in the upper-right corner of the screen and the application version number in the lower-right corner. This information is important when you need to contact Avail Support at (814) 234-3394 ext. 1050 or Support@Availtec.com.



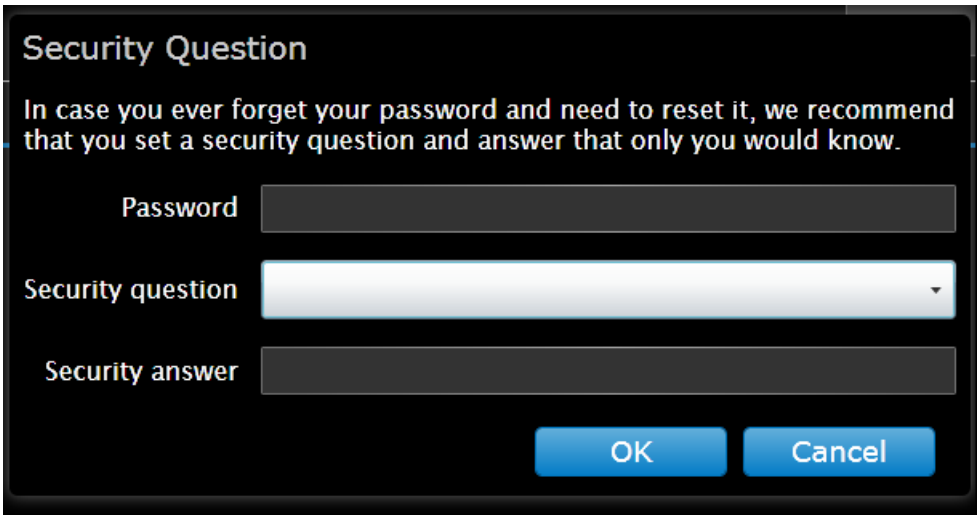
myAvail authenticates the user information. It displays an error message when any information is missing or invalid.

NOTE: Avail strongly recommends that each user has a unique user name and logs in with that ID prior to using the system.

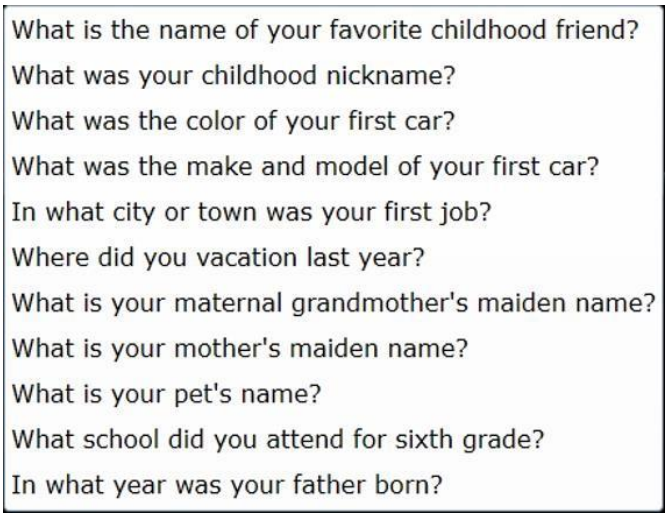
2.2. RECOVER PASSWORD

When users forget their passwords, myAvail allows users to Recover (reset) their passwords. The recovery method can be either a single stage or a double stage process.

Both methods prompt users to select and answer a security question at every log in until users enter an answer.

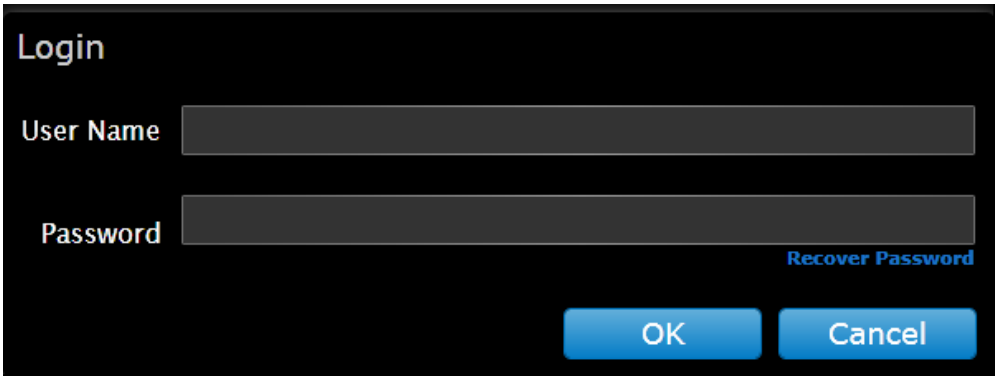


There is a fixed list of possible security questions:

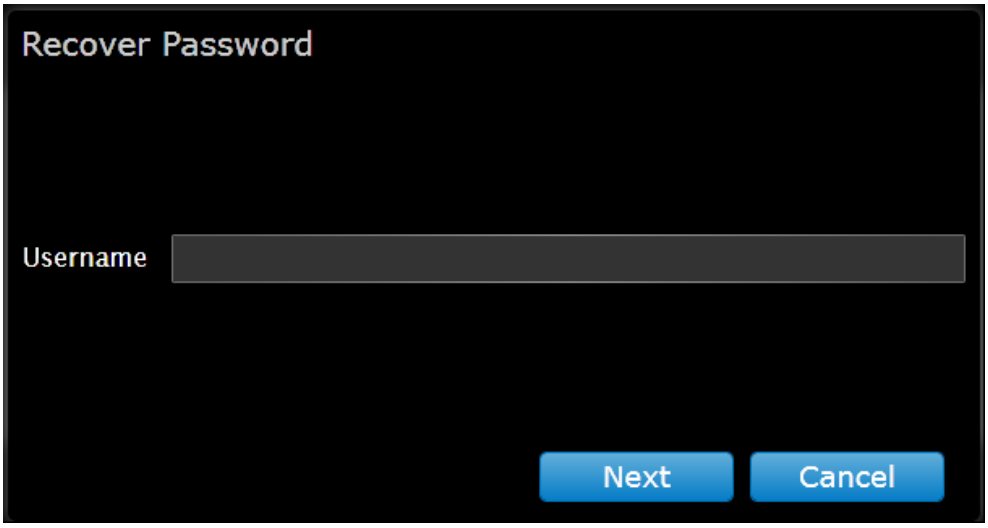


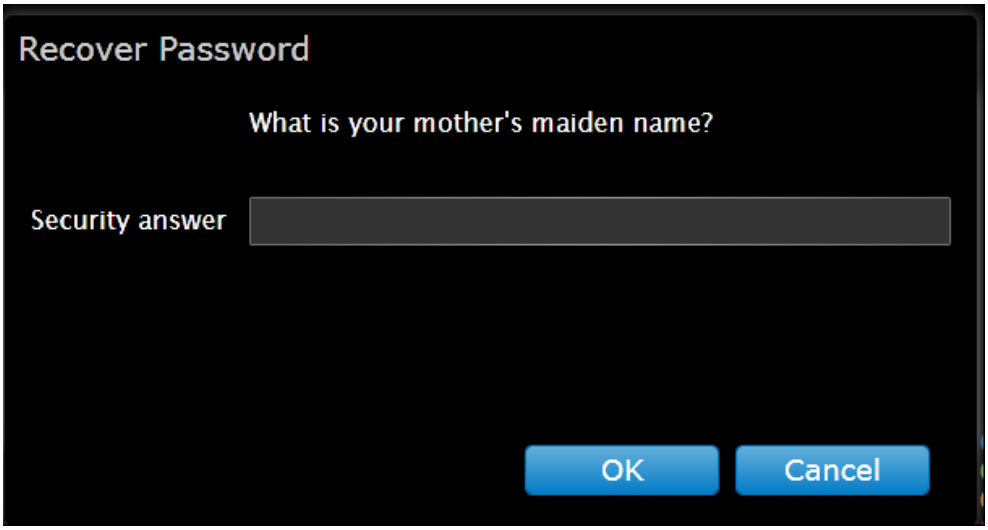
After providing a security question, users who forget their password can click "Recover Password" and answer the security question.

NOTE: Users can change their Security Question at any time using the User Settings window.



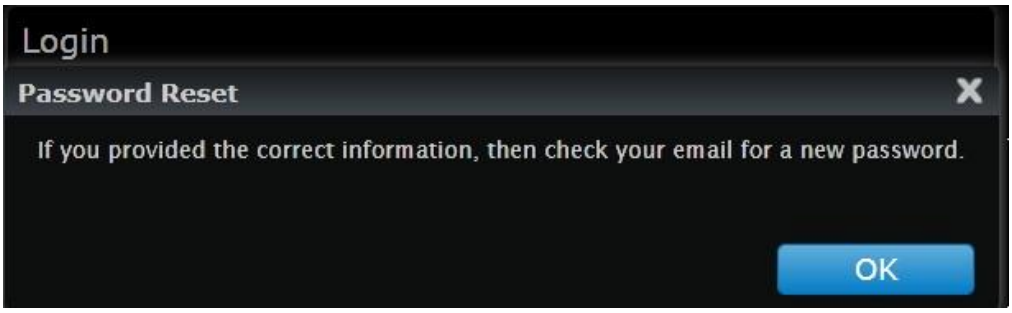
When users click Recover Password, myAvail asks them for their Username and then asks them to answer their security question.





When users provide the correct answer to the security question, myAvail resets their password to a random value. In the single stage configuration, myAvail presents this value to the user who can use it to access the system. In the two-stage configuration, myAvail

tells users to check their e-mail for the new password, which they can enter on the login screen.



Click OK to return to the login screen. Then, enter your username and the password that myAvail emails to the address specified in your user setup.

2.3. MYAVAIL DISPLAYS

Your position determines the screen and the tabs that you see when you first log in.

After you log in, myAvail displays your username in the upper-right corner of the screen.

2.4. LOGGING OUT AND SHUTTING DOWN

Logout by clicking Logout in the upper-right corner. Shut down the application by clicking the X in the upper-right corner. You should log out before shutting down.

RETURN

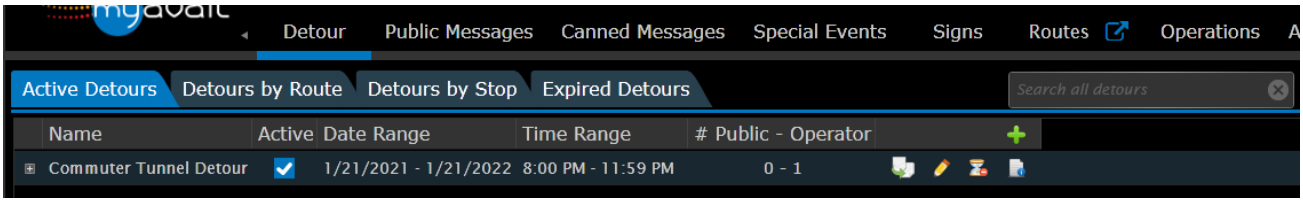
3. How to Use the Detour Tab

Use the Detour top-level tab to define detours in the myAvail system and to inform operators and the public about these changes to service routes. These features use a Google Maps base that supports full-screen maps, satellite view, and street view. Create detour route traces using a drag-and-drop interface that is aware of one-way streets and no turn intersections.

The result is that operators receive turn-by-turn directions, dispatchers see the new route trace, and myStop® app can display the new route trace. Additionally, users can adjust the stop-to-stop running times for the detour and use these times to calculate schedule adherence accurately. The system generates and automatically sends informational messages to both the operators and the public at the correct times, after being reviewed by the user.

3.1. Detour Top-Level Tab Overview

If you have permission to define detours, myAvail displays the Detour top-level tab. After you click this tab, myAvail displays the screen below:



The main Detour screen displays active detours that currently exist in the system. Click the tabs to change how myAvail displays the detours.

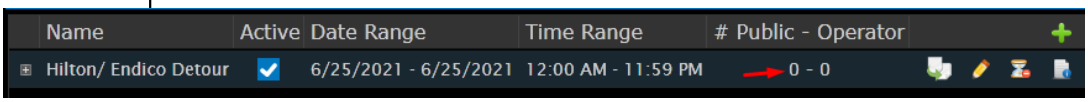
- **Active Detours**: Displays all detours that are Active, and the Date Range is current or pending. If the detour is in the system, but it has not started yet, myAvail considers it to be active.
- **Detours by Route**: Displays all active detours grouped by Route.
- **Detours by Stop**: Displays all stops that detours affect. The stop ID number is the default sort order for this view.
- **Expired Detours**: Displays detours that are past the end date. The list of expired detours can become quite long over time. Consequently, consider copying expired detours, then redefine the parameters: name, reason, date/time range, etc., to reduce the list length.

HINT: Click the + before a detour to display all routes that the detour impacts.

In these tabs, click the column headings to sort the display and expand a row to view more details, such as the affected Routes or Stops. In the Active Detours tab, you can copy and edit existing detours. These tabs also display the following icons that provide additional functionality.

- Click the copy icon to copy the properties of any detour in myAvail, including expired detours, and use it as the starting point for a new detour.
- Click the edit icon to change the properties of an active detour.
  - NOTE: You can edit only Detour Name, Cause, Effect, Start and End Date/Time, and impacted days of the week.
- Click the expire detour icon to set the end of the date range to the current time.
- Click the public/operators message icon to open a window that displays a list of all the notifications available for the detour. You must review each individual message type (operator and public) and save them.
- Begin by clicking the Rebuild Messages button. **Then review each message and save it.**

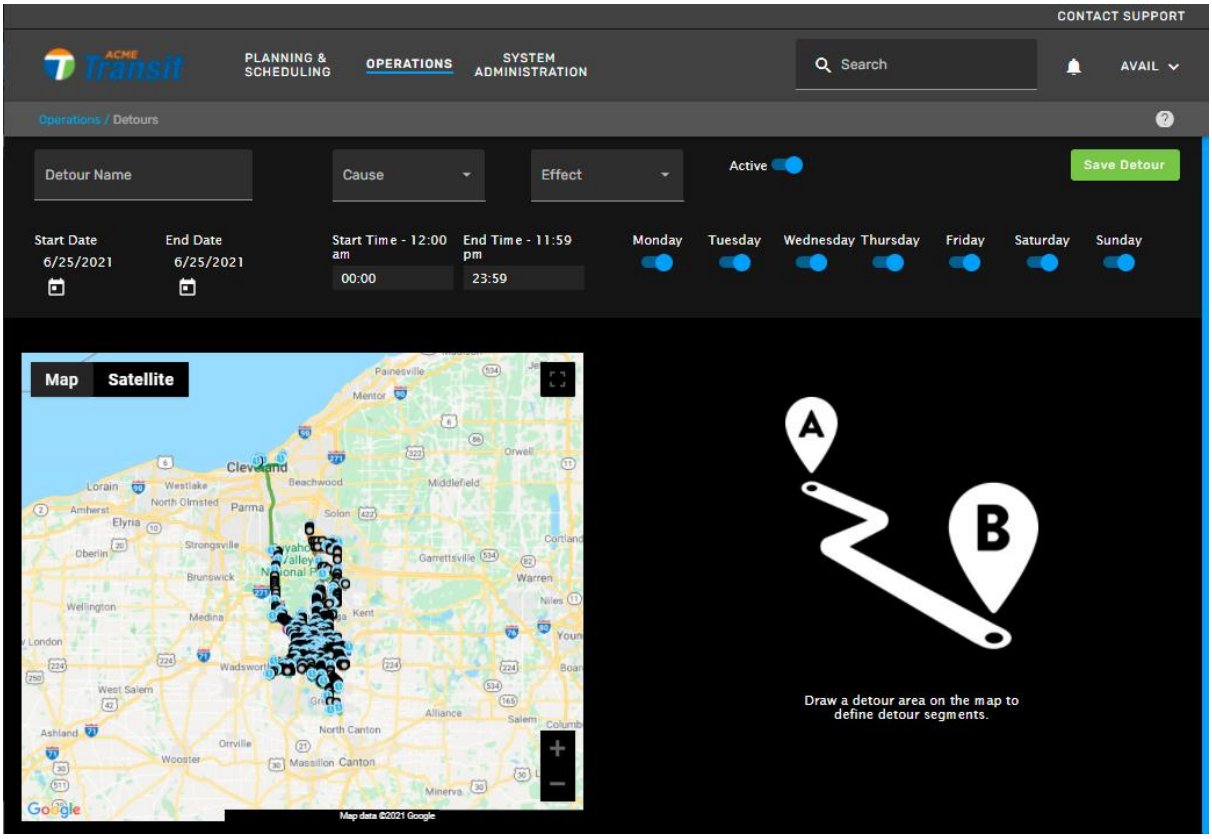
NOTE: The values for Public and Operator messages will display as '0', until the user has reviewed and saved these messages. The value of '0' will update to the number of messages included for each detour, **after** the review has been completed.



HINT: To save changes to messages, you must click Save twice. First, in the message list, click the edit pencil, make your edits, and then click Save on that screen. Then, click Save on the message list screen to complete the process.

3.2. CREATING A DETOUR

To create a new detour, click the icon in the Active Detours tab. This icon opens the Detours section of the ETMS in a separate browser window, depending on the default setting for your computer. Avail recommends using Chrome or Edge. Below is the initial page load:



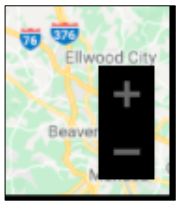
In this window, specify the following information about the detour:

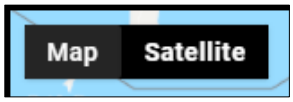
- **Detour Name:** Name of the detour used in the main grid and any notification templates(required).
- **Cause:** The cause of the detour. The GTFS Real-time feed displays this cause. The GTFS Real-time specification defines the choices in the list (required).
- **Effect:** The effect of the detour. The GTFS Real-time feed displays this effect. The GTFS Real-time specification defines the choices in the list (required).
- **Active:** Enable or disable the detour. Inactive detours appear in the "Expired Detours" tab on the main detour screen.
- **Date and Time Range:** The Date and Time ranges are separate values, which allows you to customize what is needed. The default setting is set to 'all day'.
- **Days of Week:** By default, all days are all set to ON, but you can turn days OFF when a detour is only valid during certain days of the week, such as Monday through Friday.

HINT: When defining a detour that starts in the future, consider setting the end date first to avoid a potential validation error.
By using a combination of Date and Time Range and the Days of the Week, you can define detours that are active for multiple weeks but only on some days or during certain hours for the range. For example, detours might not be in effect during the weekend or outside of 6:00 AM to 6:00 PM.

3.3. DEFINING DETOUR AREA

After completing the top fields, you must define the detour area by drawing a polygon on the map. The map area includes tools and options to make this task easier.

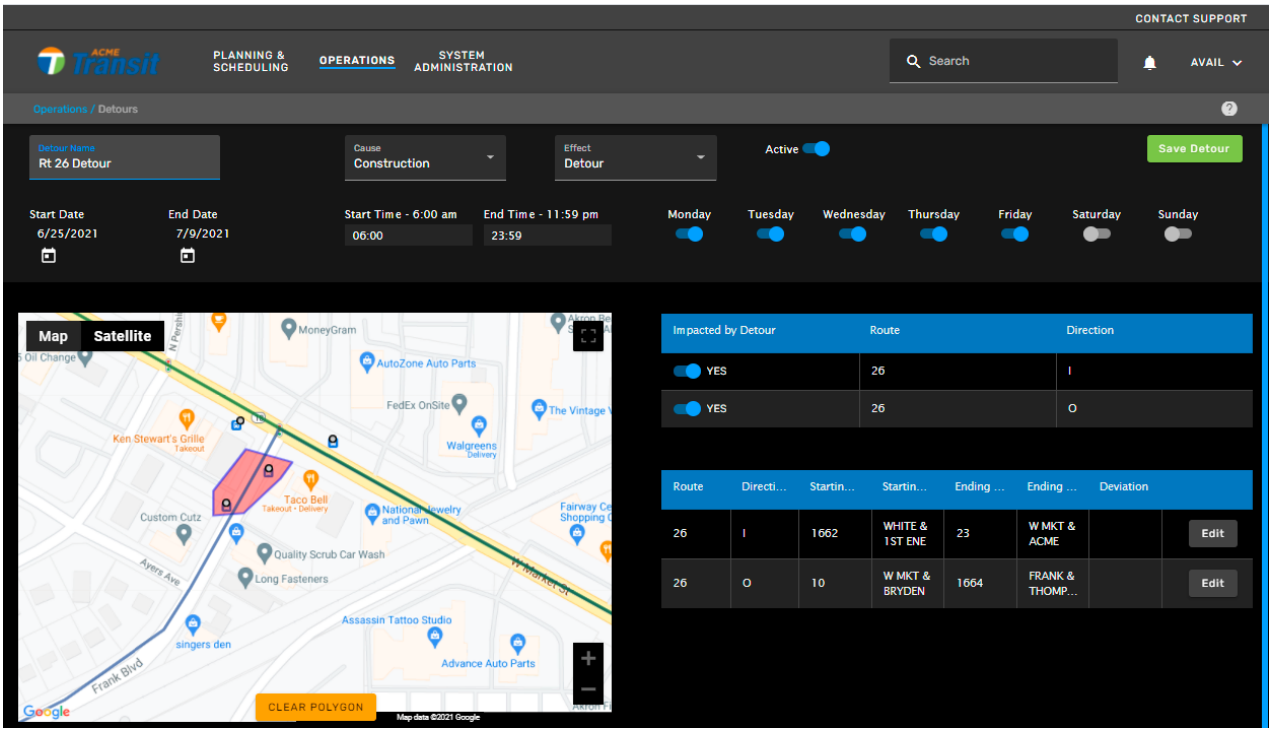
Use the zoom control buttons on the map, or the mouse wheel, to first locate the required area: 

Use the view control to switch between Map and Satellite views: 

Other display options in the map area include the following:

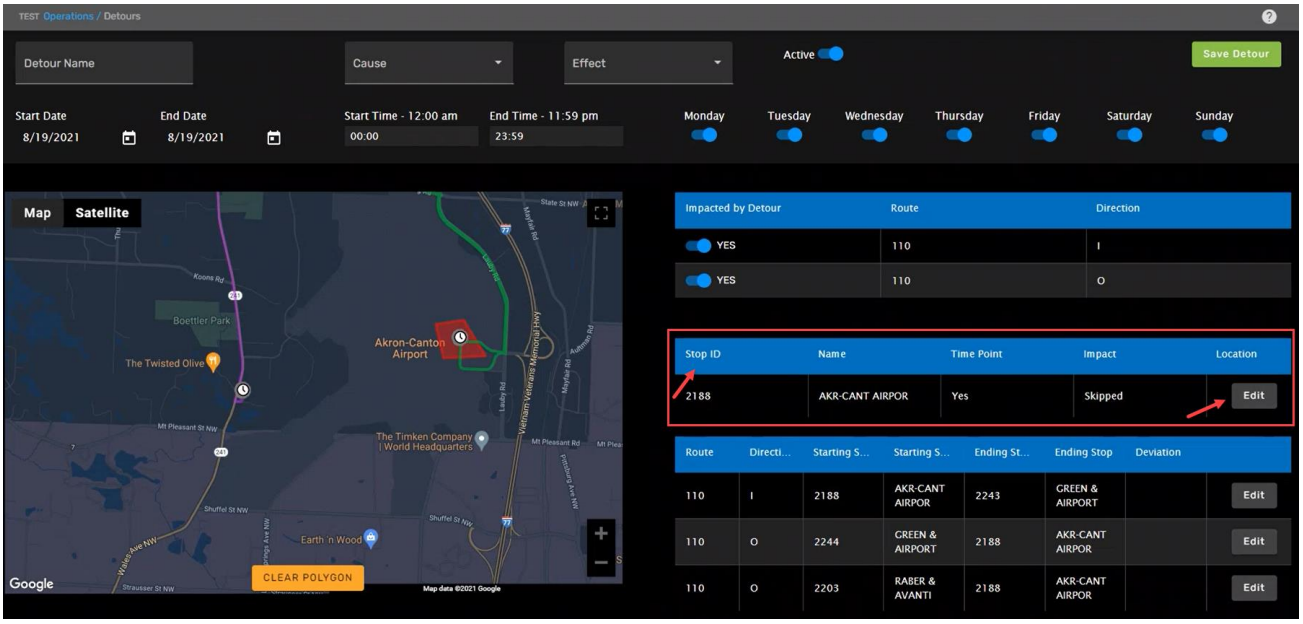
- Display labels on the satellite view.
- Choose the full-screen option in the upper-right.
- Use the zoom control and street view options in the lower-right.

To create a polygon, start by using the zoom in/out feature to locate the area needed at the 'street level'. Then single-click on the map where you want to add the first point. Click on the map again, to end the first line segment. Each additional click adds a new point in the polygon. Finally, click when the cursor changes to the finger near the first point or double-click at any point to close the polygon.



3.4. IMPACTED BY DETOUR

After you create a polygon, the window automatically generates a list of the route segments and stops affected by the detour (polygon area). Note, it does not display Deadhead routes.



The Impacted by Detour grid displays each Route Direction detour segment individually to allow a detour to be in effect for a single direction only. Click the slider to toggle the impacted status between YES and NO. When NO is selected, that segment will be removed from the table of segments to edit. That segment will not be included in the detour.

myAvail lists all impacted detour segments in the lower portion of the table. This portion of the table displays the starting and ending stop IDs for each segment and stop names. Users may also enter a time deviation, in minutes, for each detour segment; to account for any additional/decreased time the vehicle will need, as noted below:

You must edit all detour segments before being able to save and finalize the detour.

Unedited detour segments display a grey edit button. After you successfully edit and save **each detour segment**, the edit button turns green. All segments must be reviewed and saved.

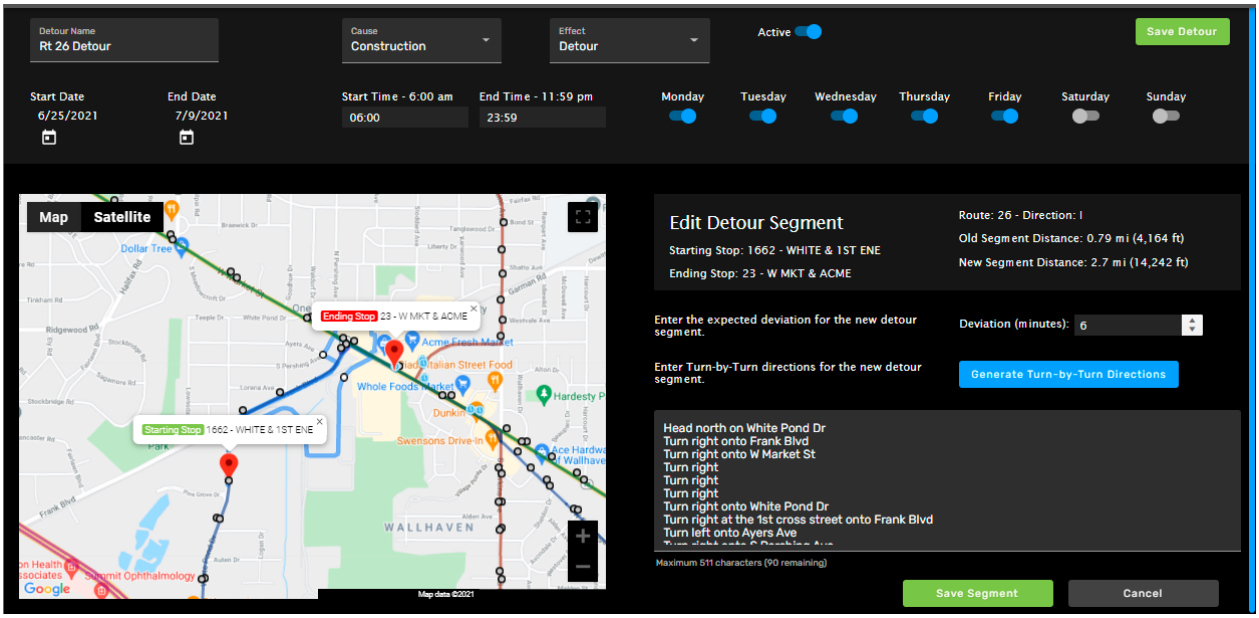
After editing all of the individual segments, save the entire detour by clicking Save Detour at the top-right of the window. You have not saved the detour until you click this button.

The next section describes how to edit the detour segments.

HINT: Be sure to understand the characteristics of the detours. You might exclude routes or route directions based on specific conditions. For example, construction might close bus stops, which affects local service routes. However, express routes might be able to travel through the area unimpeded.

3.5. EDITING DETOUR SEGMENTS

Click the Edit button in the Impacted by Detour table to edit the detour segment. The window that appears displays the map and information about the starting and ending stops, and distance information about the old and new segments as shown below:



To edit the route trace, hover the mouse pointer over a portion of the route that you need to change. After the route marker appears , click and hold the mouse button on the marker. Drag this route marker to the new street and release the mouse button when the marker snaps to the correct location. You might need to click and drag route markers multiple times to correctly specify the detour route. This map is aware of one-way streets and no turn intersections, which affects where you can drop the route markers.

HINT: Software expected behavior - the software algorithm seeks to find the shortest distance from datapoint A to datapoint B and will also avoid one-way roads.

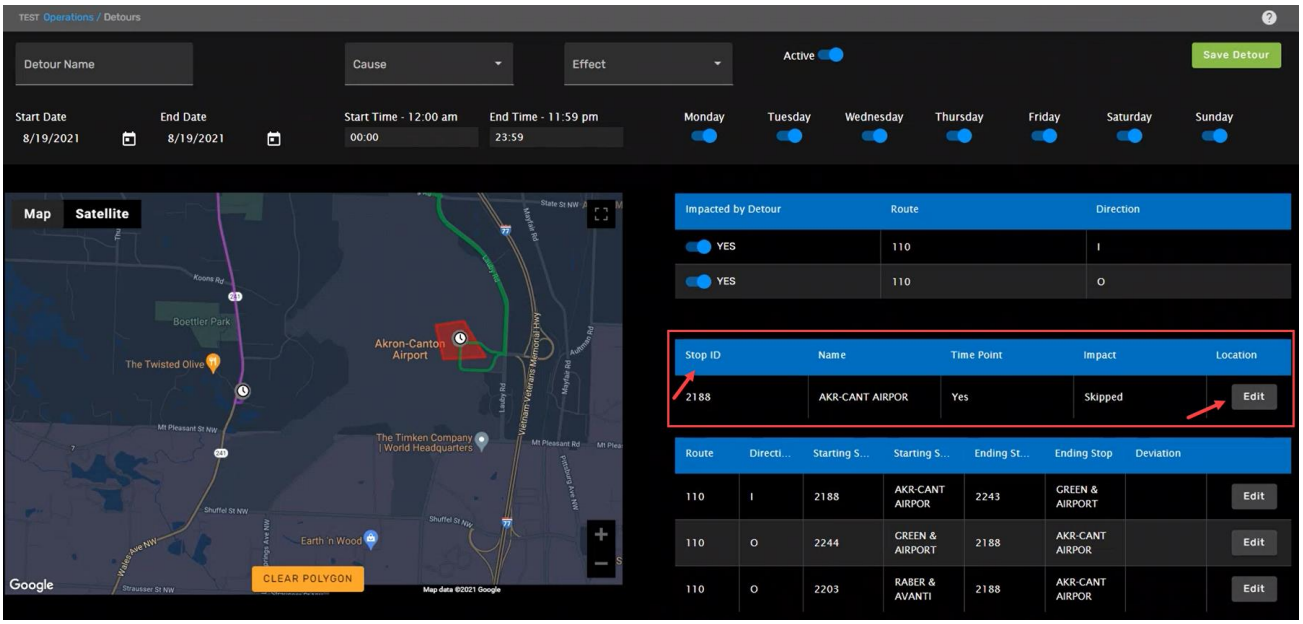
After you finish specifying the route, enter the expected time deviation in minutes. Use the new segment distance to help create a reasonable estimate of the deviation. myAvail uses this deviation to adjust the stop-to-stop running times for the detour and to calculate schedule adherence accurately.

NOTE: You can enter negative deviations. A detour might create a shorter path with fewer stops, which causes a negative deviation.

Click the Generate Turn-By-Turn Directions to create the driving instructions for the operators. After myAvail generates the directions, you can edit them as needed.

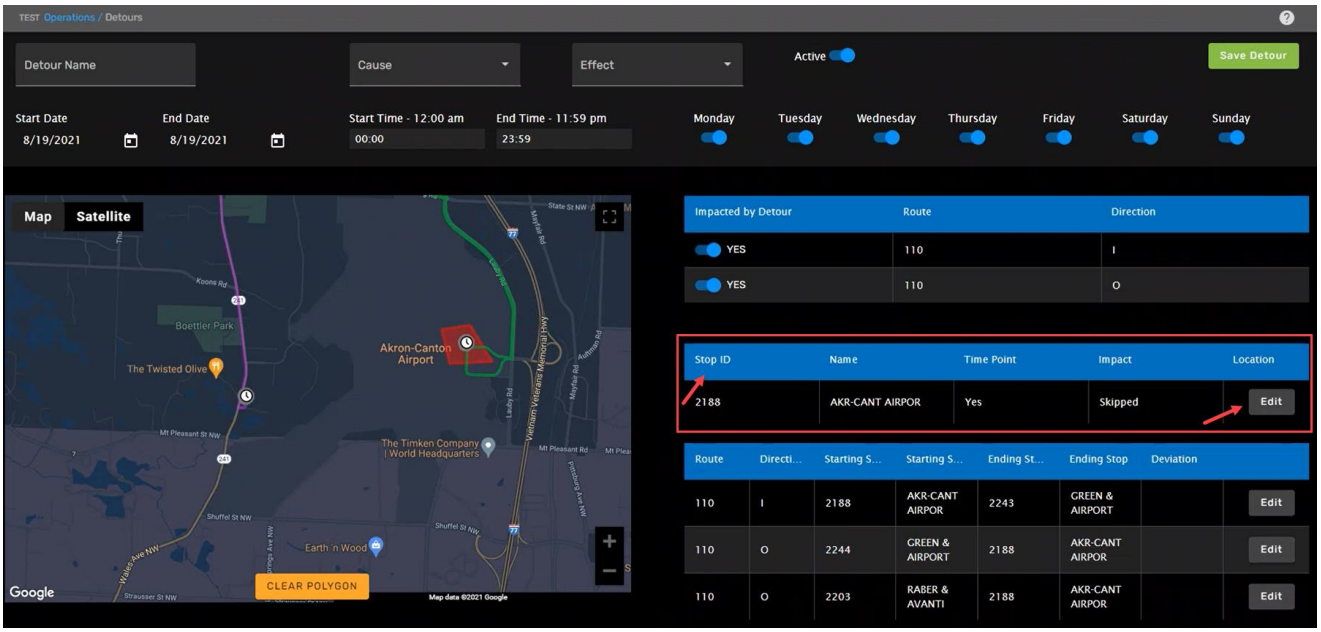
No route edits are committed until you click the Save button. Click the Cancel button at any time to discard your changes. Repeat this process for all impacted routes and directions.

After editing all of the individual segments, save the entire detour by clicking Save Detour at the top-right of the window. You have not saved the detour until you click this button.

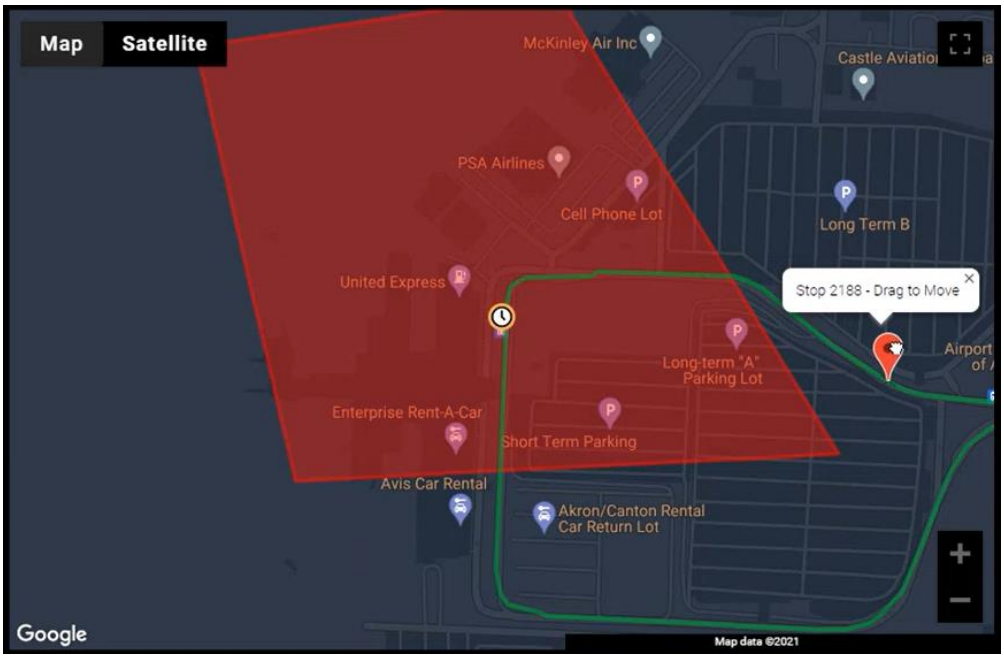


3.6. TEMPORARY MOVING A STOP AFFECTED BY A DETOUR

Now users have the ability to temporarily move or relocate a stop affected by a detour. When the detour is drawn on the map the affected stop will be displayed to the user. Also new grid will appear displaying the info for that stop.

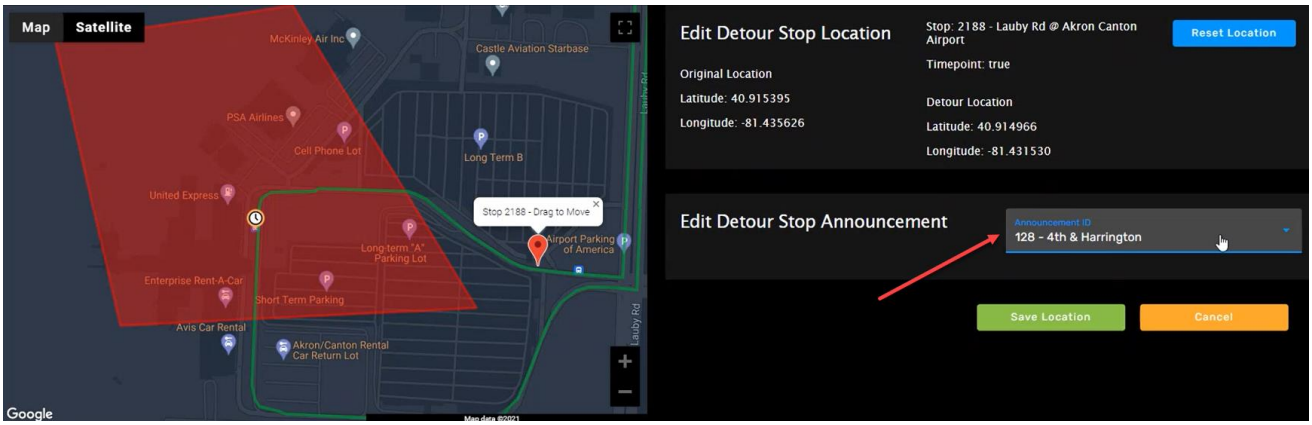


Clicking the Edit button in the stop grid will allow to move/edit the location of this stop while the detour is active. The user can drag a stop marker to a new location on the map.



Detour Location would update when the user stops moving the stop marker on the map.

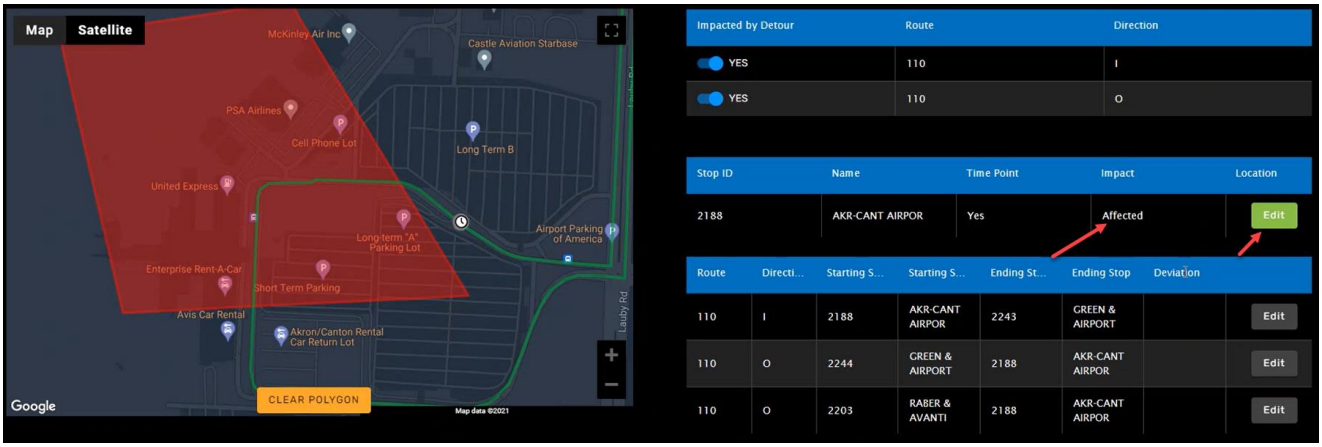
Along with temporarily moving the stop location the user has the ability to assign the stop a temporary new Detour Stop Announcement by picking it from the announcement drop-down.



The user also has the ability to reset the stop location back to the original location by pressing the Reset Location button.

When the user is done relocating a stop, clicking the Save Location button will save the new stop location.

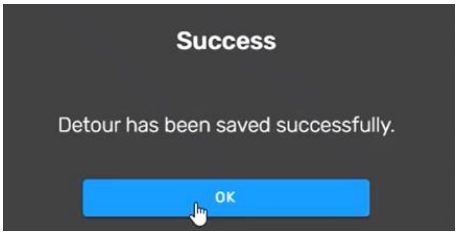
Back on the stop grid the Impact status will change from Skipped to Affected.



Also, the Edit button will show in Green indicating that this stop's location has been modified.

After editing and saving new stop locations and route segments, click the Save Detour button in the top right corner to save the whole detour.

The popup window will appear confirming the detour was saved successfully. Click OK.

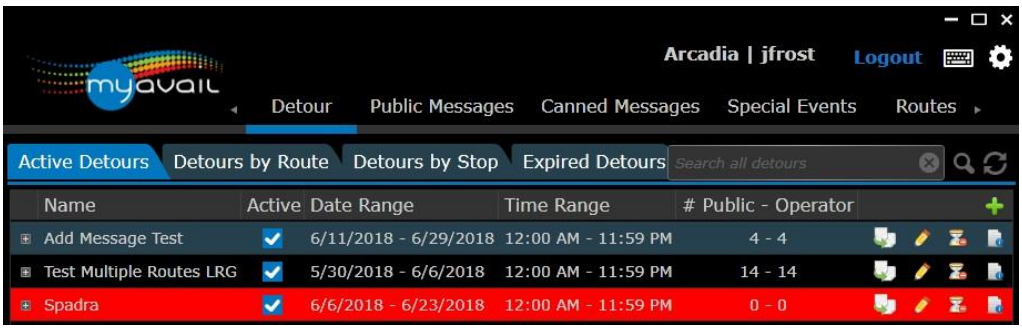


Important points to keep in mind:

- If the stop is moved, the stop name will not be modified.
- Announcement ID would not be required to be entered by the user. If no announcement ID is provided there will be no announcement for the detour stop location.
- If an announcement is currently assigned to the stop's trigger box, it will play if it's selected from the Detour stop drop-down list, otherwise no announcement will play.
- There will be new trigger box location for this new stop ID and associated announcement.
- There will be new outbound message to the vehicle "detour-stoplocation".
- In addition to sending out the detour message and turn by turn directions when an operator logs onto a block that has a detour, the stop location that has been modified for the detour will be sent out as well.
- If the user doesn't move a stop location, they can choose which routes are affected by the detour. On the other hand, when the user moves a stop, ALL routes will automatically be set to be affected, and the user cannot pick-and-choose which to include in the detour.
- New detour stop location will be visible on Passenger Information Website and myStop app. Instead of Skipped status it will show a normal current status of a stop that is being serviced, e.g. on time, late, etc.
- These changes are relevant only for the duration of the detour. Once the detour expires, the stop will move to its original location.

3.7. DETOUR MESSAGES FOR THE PUBLIC AND THE OPERATORS

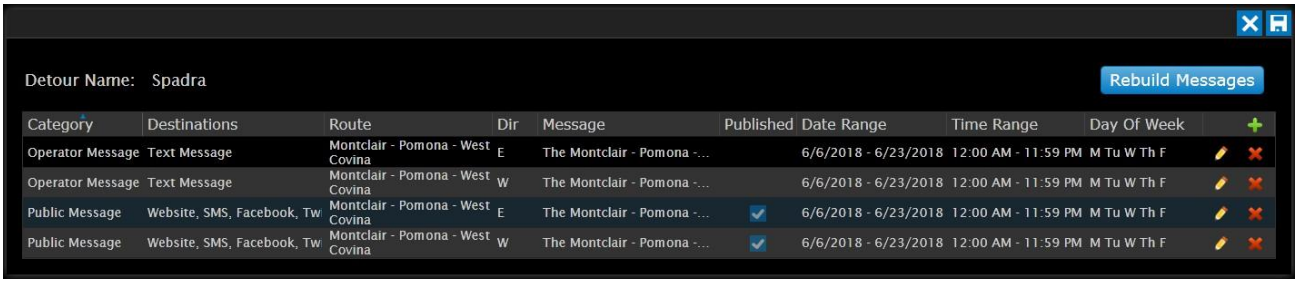
After you save a detour, myAvail adds it to the list in the Active Detours tab. New detours are highlighted in red, as shown below, because they have not been reviewed yet, or saved by the user.



To rebuild these messages, click the Public - Operators Message icon for the Active Detour. This icon opens a popup window that displays all the system generated messages for the detour.

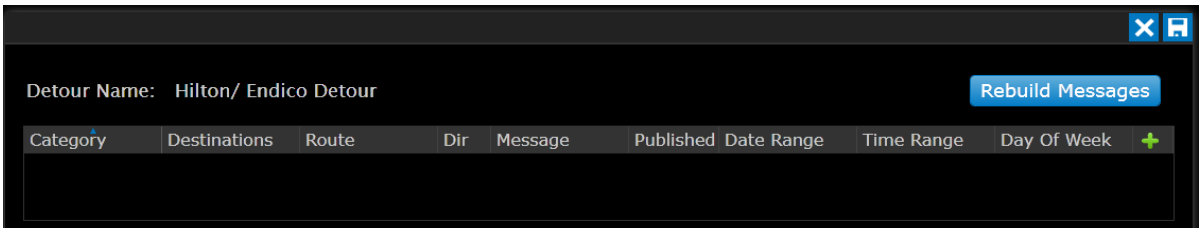
Click the Rebuild Message button to generate the initial set of Public and Operator Messages for the detour. Tip: These notifications use predefined message templates that are already in the system.

The Messages window displays all the messages for a detour as shown below.



Best Practice: Click the edit icon to review, modify as preferred, and save each message.

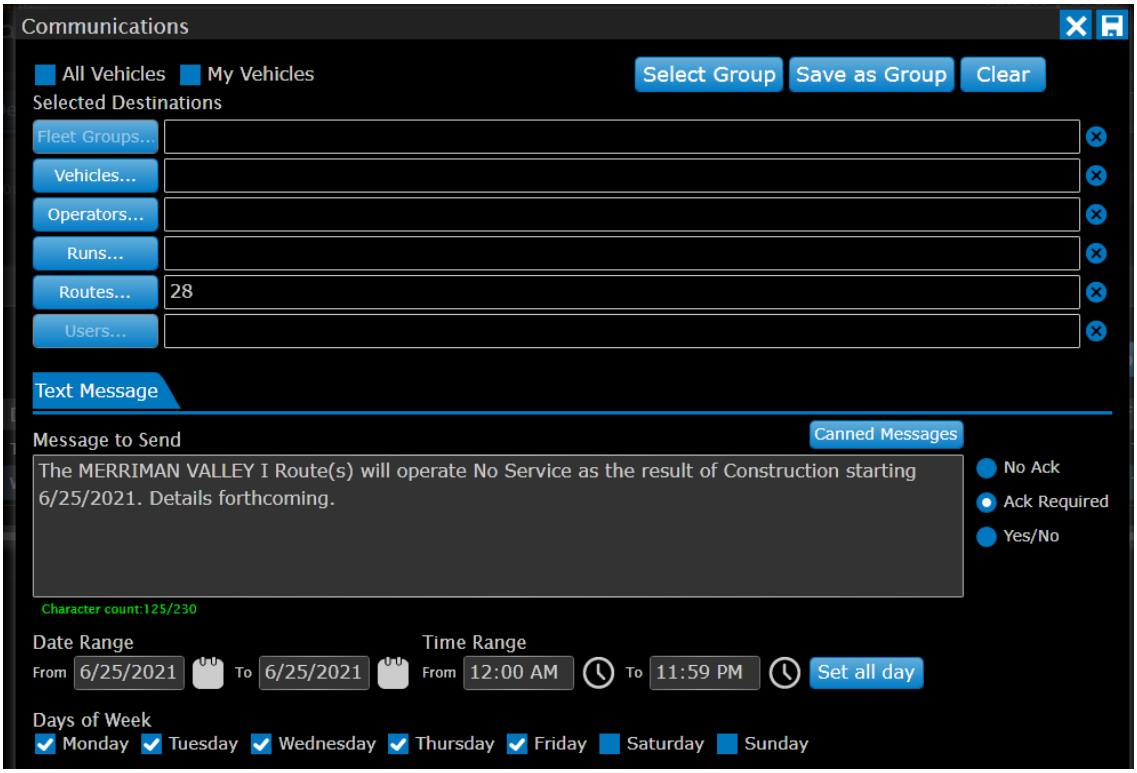
- Click on Rebuild Messages:



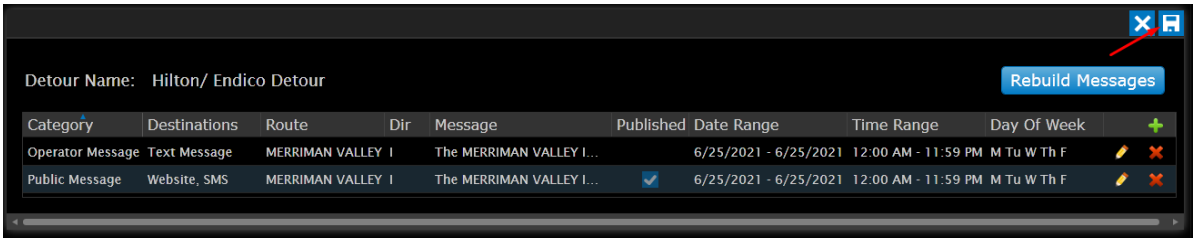
- Next, click the pencil to edit each individual message:

EDIT MESSAGE WINDOW:

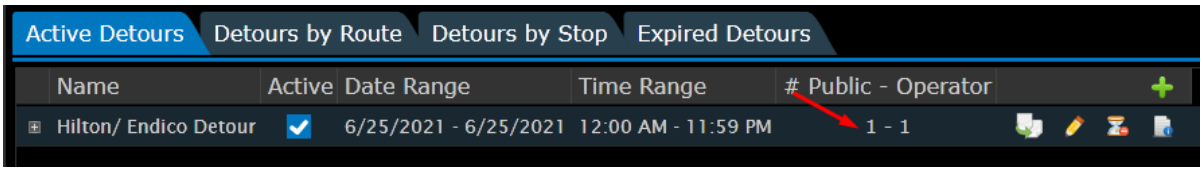
- Review the message then save . Repeat this process for each prebuilt message:



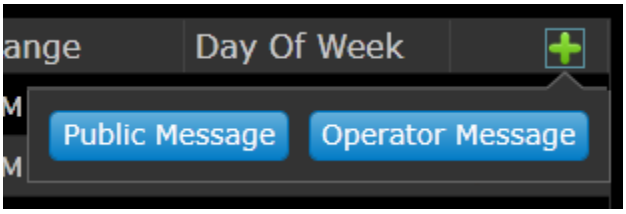
- Click Save again after reviewing all messages:



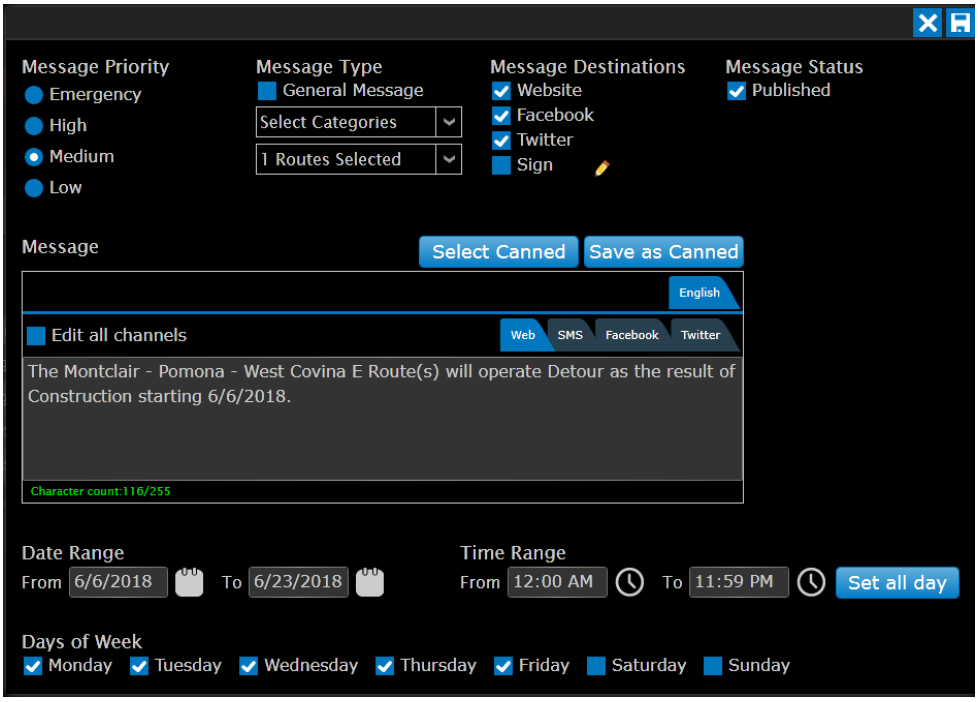
- The value for messages will update from '0' to the number representative of the messages built into the detour:



You may also click the  icon at the top-right of the message grid, and then click either Public Message or Operator Message to manually create a custom message with a system template as a base. You can set all of the usual options on these custom messages.



The Create/Edit Public message window is shown below. The methods for creating and editing detour messages are the same as other messages in myAvail. This User Guide describes those methods in the section about How to Use the Public Messages Tab.



The Create/Edit Operator message window is shown below. The methods for creating and editing detour messages are the same as other Operator Text messages with the Store and Forward option in myAvail. This User Guide describes those methods in the section about Communications Window.

Detour messages in myAvail have the following properties and capabilities:

- myAvail automatically generates an Operator Message and a Public Message for each Route and Direction using the templates. The system creates separate messages for each direction, so you can customize messaging for each direction.
    - No messages are generated for non-public routes.
- By default, the Public Message Date and Time range match the Detour Date/Time Range, but you can set the Public Message range separately. For example, you might want to provide advanced notice of the detour in public messages. You can also use the "Set all day" button to set the message time range for the entire day.
- If the Message Template table defines alternative messages, myAvail can generate different messages for the Web, SMS, Sign, Facebook, and Twitter.
- If a Route is set as not visible (in the Routes tab), myAvail creates an Operator Message but not a Public Message.
- You can edit each notification row to customize settings and messages or delete a message entirely if it is not needed.
- If any of the Stops in the affected Routes and Stops list have a Sign, myAvail creates a separate notification for each Sign using the available templates and the appropriate sign.
- If the message content of an Operator or Public Message exceeds the configured limit, or if any other validation errors exist for the notification, the notification row turns red, and you cannot save the Detour until you resolve all errors.

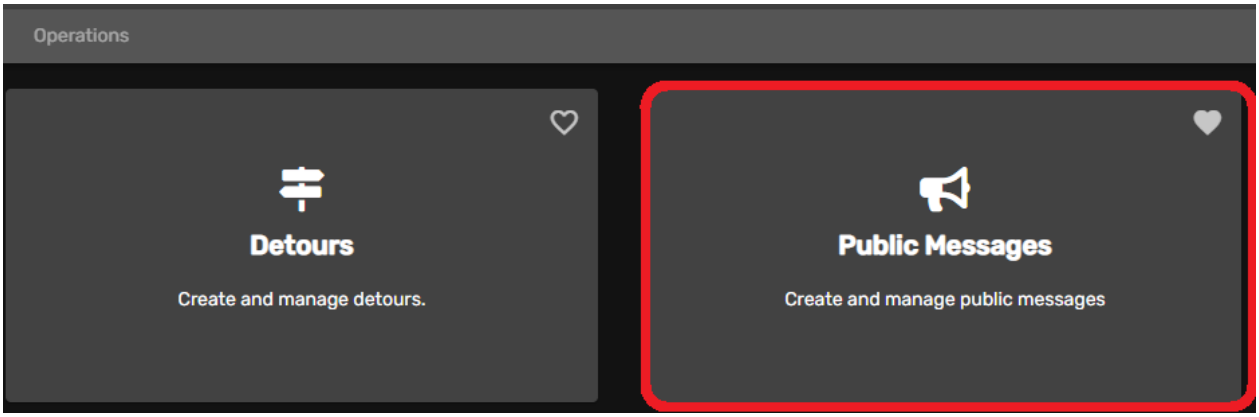
RETURN

4. How to Use the Public Messages Tab

Use the Public Messages functions to disseminate information to the riding public. The distribution methods include the myAvail myStop® web page, signs (LED and LCD), social media (Facebook and Twitter), and subscription alerts via e-mail and Text Messaging (SMS). Properties that have the myAvail IVR package can insert a message into the initial IVR announcement through a text to speech feature.

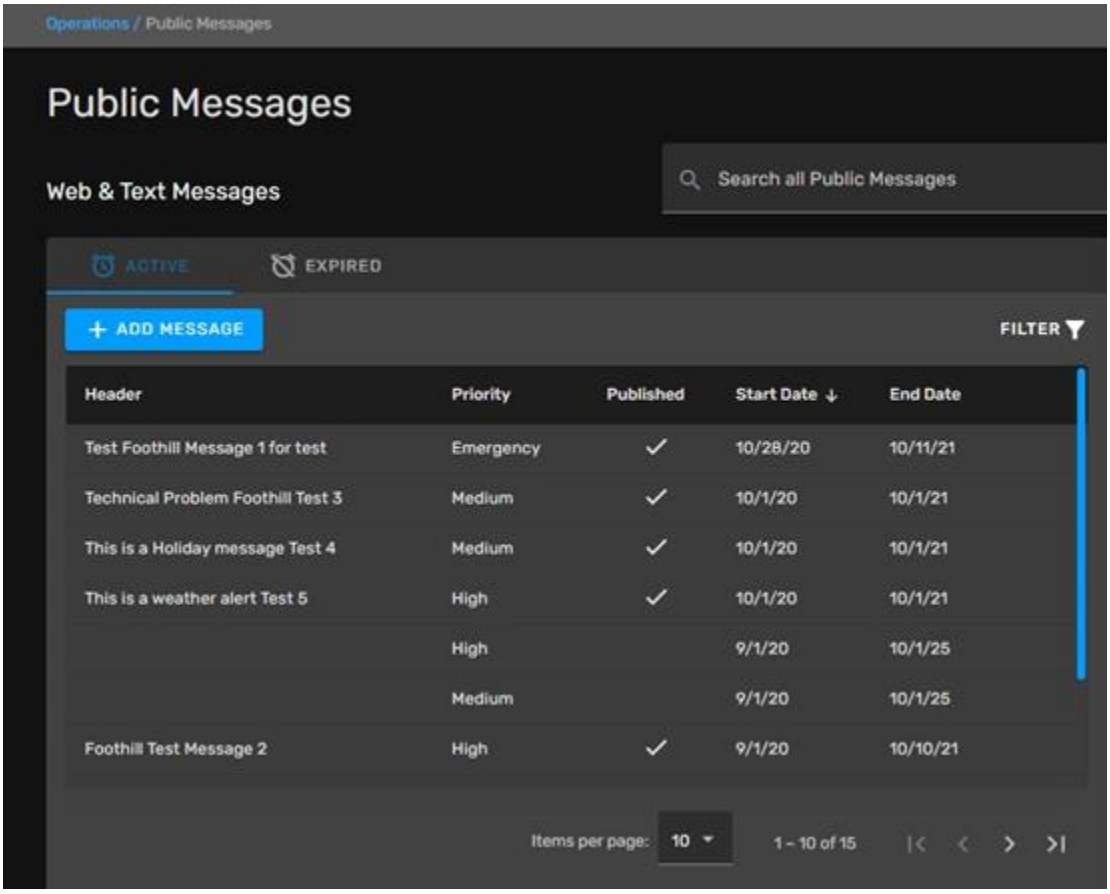
NOTE: For specific agencies, the Public Messages functions are available in Avail's EnterpriseTransit Management Suite (ETMS) beginning with myAvail 7.4.5. To access this functionality,log in to ETMS. From the Product Suite drop-down menu, choose Operations/Public Messages. For these agencies, Ad Hoc vehicle and Sign announcements continue to be available in myAvail on the Public Messages tab.

TIP: Most agencies should use the myAvail 7.4.1 Users Guide, which details Public Messages for the Silverlight version of myAvail.



4.1. Active and Expired Messages

Upon entering Public Messages, you will see a list of active messages. A tab allows you to display expired messages.



Column	Description
Priority	Indicates message priority. See how priority affects message handling.
Published	A check indicates the message is available to the public. NOTE: When this box is not checked, the message is not displayed even during the active date/time range.
Start Date	The first day the message is displayed.
End Date	The last day the message is displayed. NOTE: Messages are not automatically removed at the end of the date range by Facebook, Twitter, e-mail and Text Messages.

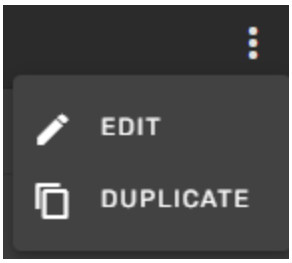
After the end date for a message passes, myAvail no longer displays the message in the Active grid and includes it in the Expired grid. To view the Expired grid, click Expired. Items in the Expired grid cannot be edited. However, you can duplicate an expired message and use it as the starting point for a new message.

Use the search box in the upper-right hand corner of the messages table to search for text in the messages. This process filters the list to show only the messages that contain the

search text. To go back to the full list, delete the text in the search field. This search applies to both the Active and Expired tabs.

Click a message to display it and make edits. See the following section, *Creating a Message*, for guidance about editing message fields.

When you hover the pointer over the three dots on the right end of a message row, a hover menu appears.



In the Active messages table, the hover menu displays options to Edit and Duplicate the message. Alternatively, you can Edit a message by clicking anywhere within its row.

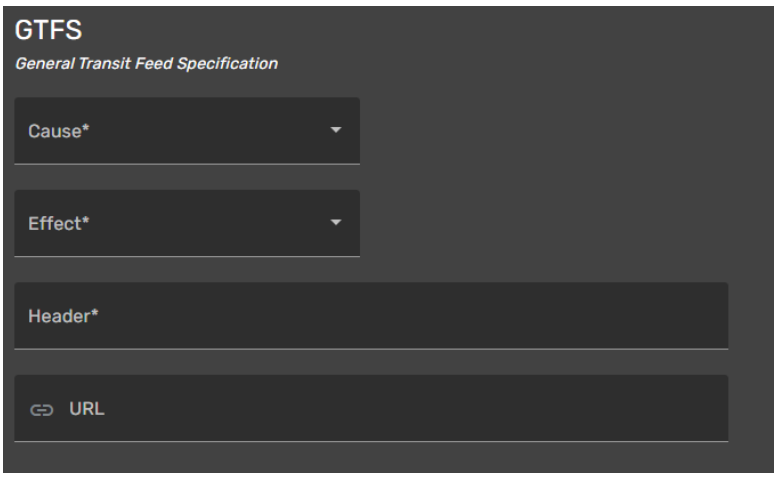
In the Expired messages table, the hover menu allows you to Duplicate the message. This option lets you use an old message as the starting point for a new message.

4.2. Creating a Message

To create a new public message, click the + Add Message button, which displays a window with the following sections.

GTFS

All fields in the General Transit Feed Specification section are required even if your agency does not use GTFS.

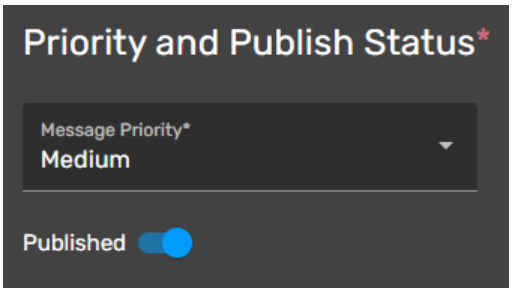


1) In Cause, choose a type of event. Options include events such as Accident, Construction, Demonstration, Holiday,Maintenance, Medical Emergency, etc.
2) In Effect, enter the impact that the Cause has on service. Options include effects such as Additional Service, Detour, Modified Service, Other, Reduced Service,

Significant Delays, Stop Moved, and Unknown Effect.

3) Enter the Header, which identifies the event.
4) Optionally, enter a URL related to the event.

PRIORITY AND PUBLISH STATUS



From the Message Priority drop-down list, choose a priority. The default is medium. As shown below, the channels handle message priorities differently.

Channel	Message Priority Usage
myStop® Website	Messages are ordered first by priority and then by start date. Emergency messages are indicated with a red icon.
User Subscriptions (myRoutes and emails)	Emergency messages are indicated with [Emergency] in the Subjectline. Other message priorities do not have an effect.
User Subscriptions Text Messages (SMS)	Priority does not impact text messages.
Facebook	Priority does not impact Facebook messages.
Twitter	Priority does not impact Twitter messages.

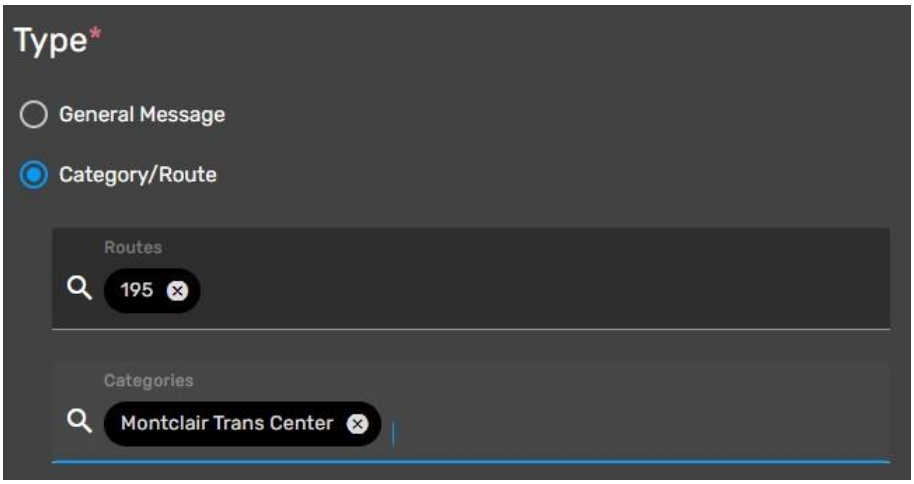
Click the Published slider to toggle between activating and deactivating the announcement.

By default, the status for a new message is set to Published. If you want to create a message but not activate it immediately, deactivate the Published slider. To activate it later, edit the message, click the Published slider, and then click Save.

NOTE: A separate Position Setting permission grants Publish rights. When users cannot set message statuses to Published, the Publish permission has not been set for their position. This permission is useful for cases where a Public Relations department or Supervisor reviews all public messages.

MESSAGE TYPE

Use the Type radio buttons to designate the message as either a General Message or a Category/Route message. Category/Route specific messages are most useful for information that affects only a few routes, such as detour information.



If you choose Category/Route, you must select one or more routes and categories to which this message applies. For Facebook and Twitter, there is no difference between general and category/route messages. These designations pertain only to users of the myStop® website and app who subscribe to text messages and e-mails, as the Subscriber Messages section describes.

On the myStop® website and app, users can select the following choices when viewing Public Service Messages:

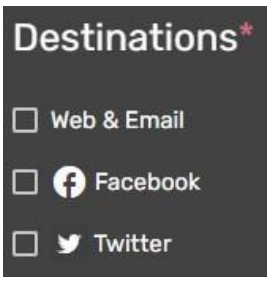
- **All Messages** displays both general and route specific messages.
- **Selected Routes** displays only the route specific messages for routes that the user has selected in the My Subscription tab/Routes section of myStop®.
- **My Routes** displays only the route specific messages for routes that the user has selected in their profile. My Routes is available only when the user is logged into their account.

The website uses a red symbol to indicate route specific messages.

Users who set their Personal Information page to Email and/or Text Message will receive all general messages. Optionally, users can subscribe to specific routes to receive announcements about those routes.

NOTE: The Select Categories drop-down list is an additional method that allows riders to filter text messages they receive. The feature is not commonly used, but the system can populate the drop-down list with message categories (e.g., General, Detours, Board Minutes, …). Riders can select message categories they want to receive while signing up for text messages.

MESSAGE DESTINATIONS



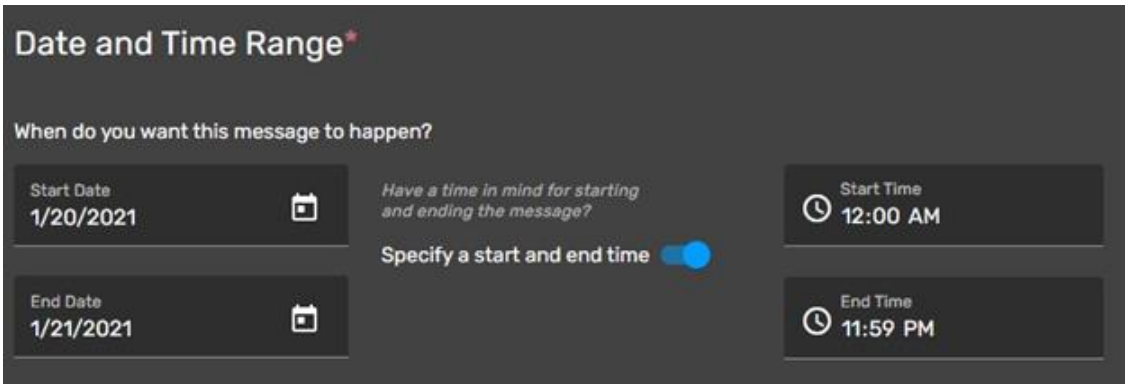
Specify where you want the system to deliver a message. You must select at least one of the following destinations: Web & Email, Facebook, and Twitter. If you select Website & Email, the myStop® website and app displays the message, and the system also sends it to users who have subscribed to receive messages.

DATE AND TIME RANGE

Use this area to set the time frame you want the message to be displayed.

Click the calendar icon to pick the dates or type the numbers into the field. The default date range starts on the current day and continues for a day.

Optionally, click the *Specify a start and end time* toggle switch when you want the message to start and end at specific times. If you use the time range fields, the system begins displaying the message on the start date at the start time and finishes on the end date at the end time.



NOTE: The myStop® website and app uses the start and end times, but it is ignored by Facebook, Twitter and Text Messages.

MESSAGE CONTENT

Enter the text of the public message in this box. This box has three tabs where you can enter messages of different lengths. Additionally, the Rich Text Editor tab allows you to format the text and include images, such as detour maps.

The active tabs depend on the message destinations you select. The various destinations allow a different maximum number of characters. You might need to reword messages for different lengths when you send it by multiple channels.

Message Type	Destinations	Character Limit
Rich Text Editor	Email	Unlimited. Can format textand include images
Long Message	GTFS, Facebook, myStop® website and app	300
Short Message	SMS, Twitter	160

HINT: When you select Website as a destination, remember that the message is also sent to users subscribed to receive the website public messages. Users subscribed to SMS messages receive the text entered in the short message.

CANCEL/SAVE

After you have defined your message, click the Save icon in the bottom-right to save the message. Or click the Cancel icon if you do not want to save the message.

4.3. SUBSCRIBER MESSAGES

The myStop® webpage allows the public to subscribe to message services. This allows the subscriber to enter their profile information, which includes:

- First Name
- Last Name
- Email Address
- Phone #
- Quiet Times
- Notify me by (Email and/or Text Message)

A subscriber can choose to receive messages created for specific routes and/or all Public Messages.

Messages that are sent to the website are also sent to users who are subscribed to public messages. A currently subscribed user receives a new public message at the first opportunity outside of the quiet hours that the user has set. When a new user subscribes to public messages, all of the active messages are sent at the first opportunity outside of their quiet hours.

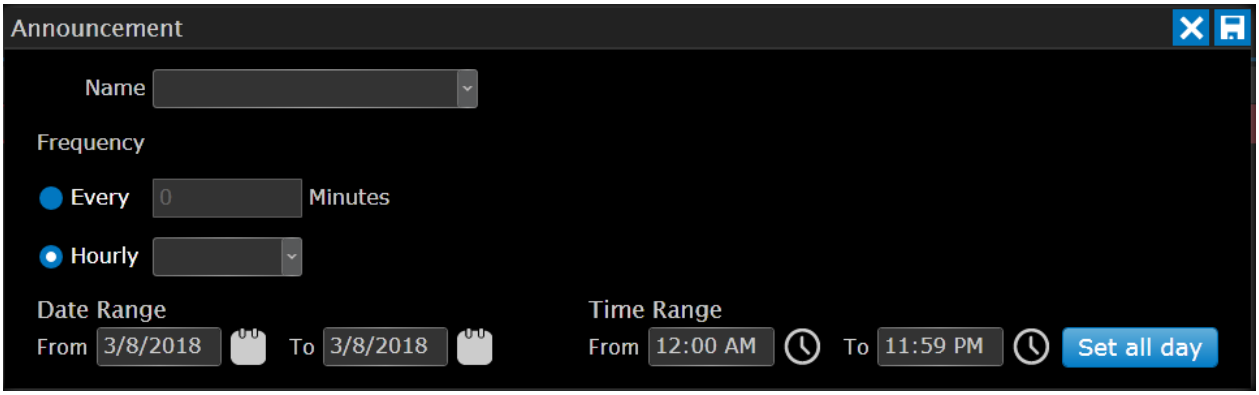
The time range defined for a message does not affect the delivery of public messages to subscribed users. Therefore, if a time range is pertinent to the message (e.g. that a detour is in effect from 8:00 am to 5:00 pm), consider including that information in the text of the message.
A message is sent to subscribers only one time. If you edit the text of a message, the text is changed on the website and/or sign but it is not resent to subscribers. Consequently, if you need to send the updated information to subscribers, Avail recommends that you expire the current message by setting the "To" date to a date in the past and then create a new message. You can copy the existing message if the changes are minor.

4.4. IN-VEHICLE ANNOUNCEMENTS

Use this tab to define announcements that are made at periodic intervals on all vehicles that have annunciators. Like the Web and Sign Messages tab, the In-Vehicle Announcements tab also displays a list of the Active messages. It indicates the Announcement name, date range, time range, and frequency for each active announcement as shown below.

DEFINING A NEW IN-VEHICLE ANNOUNCEMENT

To create a new periodic in-vehicle announcement, click the add message icon  in the column heading row of the Active message list. This displays the following window.



The following describes all the In-Vehicle announcement parameters that you can define.

NAME

Use this field to select the name of the Announcement you want to make.

FREQUENCY

To define the frequency of the announcement, specify either the number of minutes between announcements or an hourly announcement.

- To specify the number of minutes between announcements, choose the "Every xx Minutes" radio button and enter the number of minutes.
- To specify an hourly announcement, choose the Hourly radio button. Then, use the drop-down list to select when the announcement occurs in the hour. In the drop-down list, 0 means the announcement is made on the hour, 15 means quarter after the hour,etc.

DATE RANGE

Choose the date range for the announcement to be active. You can type in the fields or select the calendar icon. The date range defaults to the current day.

TIME RANGE

Choose the time range for the announcement to be active. You can type in the fields or select the clock icon to choose a time. The time range defaults to all day. If you change the range to something other than all day and want to go back to all day, click "Set all day."

4.5. AD-HOC ANNOUNCEMENTS

Use the Ad-Hoc Announcements tab to create announcements that myAvail sends immediately to vehicles you select. Equipment in the vehicles can present these messages to riders in the following ways:

- Play the text message as speech over the PA system.
- Display the message on internal signs.

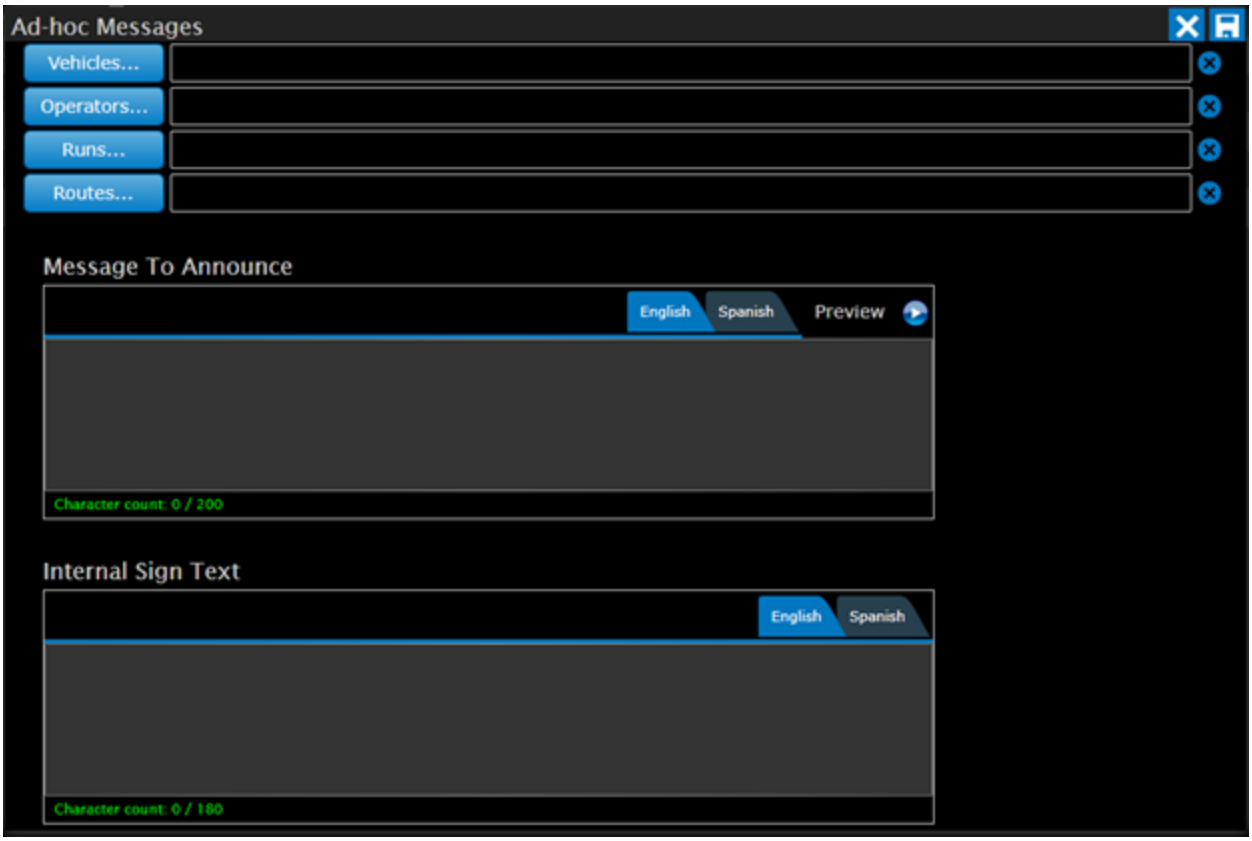
Both types of messages can be in English and/or Spanish.

The Ad-Hoc Announcements tab displays a list of ad hoc messages that have already been sent. The list indicates the destinations, message, and when the message was sent. Items in the list cannot be edited because these messages have already been sent. However, you can copy a message and use it as the starting point for a new message. To copy a previous message, click the copy icon .

NOTE: The ability to send ad hoc announcements requires the Ad-hoc Messages permission on the Position Settings tab.

DEFINING A NEW AD-HOC ANNOUNCEMENT

To create a new ad hoc announcement, click the add message icon in the column heading row of the message list. This displays the following window.



The following describes all of the ad hoc announcement parameters that you can define.

VEHICLES

Click the Vehicles button to select the vehicles to which you want to send the announcement.

OPERATORS

Click the Operators button to select the operators to which you want to send the announcement.

RUNS

Click the Runs button to select the runs to which you want to send the announcement.

ROUTES

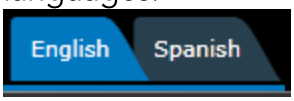
Click the Routes button to select the routes to which you want to send the announcement.

HINT: Selections that you make in Vehicles, Operators, Runs, and Routes are cumulative. The messages are sent to all applicable vehicles across these fields. However, if any vehicles are duplicated across these fields, that vehicle receives the message only once. For example, if you select three routes and three vehicles, the announcement is sent to all vehicles on those routes plus the three specifically identified vehicles. However, if one of the individual vehicles is running one of the routes you select, the message is not duplicated for that vehicle.

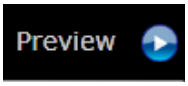
MESSAGE TO ANNOUNCE

Type the message that you want the vehicle's annunciator to say over the PA system.

myAvail has an optional configuration to support English and Spanish. If myAvail displays separate tabs for English and Spanish, you can type the message in one or both languages.



After typing in a message, click Preview to hear the announcement as it will be played in the vehicle. You can preview both English and Spanish messages.



INTERNAL SIGN TEXT

Type the message that you want to display on the vehicle's internal sign.

myAvail has an optional configuration to support English and Spanish. If myAvail displays separate tabs for English and Spanish, you can type the message in one or both languages.

HINT: Use the BIB (Bus In a Box training unit), MTS (Maintenance Training Station), or any vehicle in the yard to test how your message looks and sounds in a vehicle. To test your message, enter the message, select only your test location for the destination, and save the message. This process sends the message to your test location where you can evaluate it. If it is necessary, alter the message and repeat the process. When the message is acceptable, use the copy message function and assigned it to all applicable vehicles, routes, and runs.

INSERTING SPECIAL SPANISH CHARACTERS

To use special Spanish characters in the message, use the Extended ASCII chart below. To insert an extended ASCII character, press the ALT key while you type the character code. You must use the numeric keypad to enter the code.

Extended ASCII Chart (character codes 128 - 255)

128	Ç	143	Å	158	₧	172	¼	186	‖	200	╚	214	╓	228	Σ	242	≥
129	ü	144	É	159	ƒ	173	¡	187	╗	201	╔	215	╫	229	σ	243	≤
130	é	145	æ	160	á	174	«	188	╝	202	╩	216	╪	230	µ	244	⌠
131	â	146	Æ	161	í	175	»	189	╜	203	╦	217	┘	231	τ	245	⌡
132	ä	147	ô	162	ó	176	░	190	╛	204	╠	218	┌	232	Φ	246	÷
133	à	148	ö	163	ú	177	▒	191	┐	205	═	219	█	233	Θ	247	≈
134	å	149	ò	164	ñ	178	▓	192	└	206	╬	220	▄	234	Ω	248	°
135	ç	150	û	165	Ñ	179	│	193	┴	207	╧	221	▌	235	δ	249	∙
136	ê	151	ù	166	ª	180	┤	194	┬	208	╨	222	▐	236	∞	250	·
137	ë	152	ÿ	167	º	181	╡	195	├	209	╤	223	▀	237	φ	251	√
138	è	153	Ö	168	¿	182	╢	196	─	210	╥	224	α	238	ε	252	ⁿ
139	ï	154	Ü	169	⌐	183	╖	197	┼	211	╙	225	ß	239	∩	253	²
140	î	155	¢	170	¬	184	╕	198	╞	212	╘	226	Γ	240	≡	254	■
141	ì	156	£	171	½	185	╣	199	╟	213	╒	227	π	241	±	255	
142	Ä	157	¥														

CANCEL/SAVE

After you have defined your message, click the Save icon in the upper-right to save the message. Or click the Cancel icon if you do not want to the save the message.

NOTE: Ad hoc announcements are sent to the vehicles immediately after you save the message. Only vehicles that are active when you click Save receive the announcement.

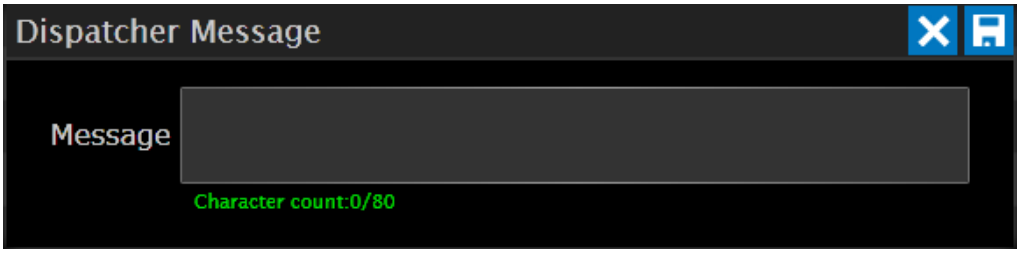
RETURN

5. How to Use the Canned Messages Tab

This chapter describes how to create, edit, and delete canned messages that can be sent from the vehicles to dispatch and sent from dispatch to the vehicles. If you have access to these functions, myAvail displays the Canned Messages top level tab.

5.1. Dispatcher Canned Messages

Click the Canned Messages tab to see a list of defined Dispatcher Canned Messages. To delete an existing message, click the Delete icon next to the message. To edit an existing message, click the Edit icon next to the message. To add a new message, click the Add icon at the top of the list and the following popup is displayed.



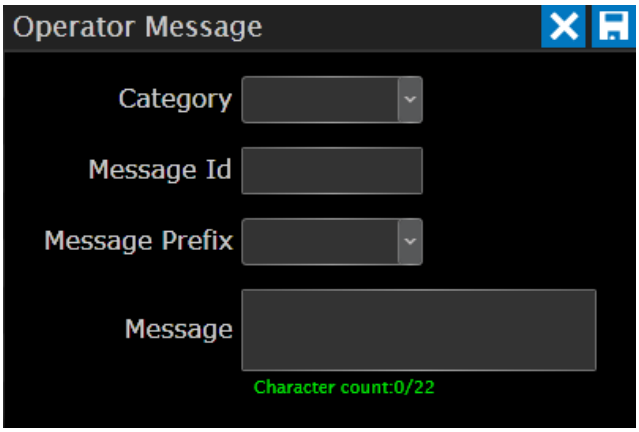
Enter the canned message text and click the Save icon.

To search for an existing message, enter your search text in the Search box in the upper-right hand corner and click the Search icon. This box searches both the Dispatcher Messages and the Operator Messages tabs.

5.2. Operator Messages

To define canned messages from the vehicles to dispatch, click the Operator Messages tab. myAvail displays a list of existing canned operator messages. You can define up to a configurable limit of operator canned messages (40 max) for each category. On these tabs, you can delete and edit existing messages by clicking the appropriate icons next to the message.

To create a new message, click the Add icon at the top of the list. After you click the Add icon, myAvail displays the following popup.



1. Select the category for this message from the drop-down list. Emergency and Common messages are available on all vehicles. Fixed-Route messages are available only on fixed route vehicles. The same type of limitation applies to Paratransit and Supervisor messages.
2. Select the Message ID, which you can use to group messages together. All messages must have unique message IDs.
3. Select a Message Prefix. The message prefix is displayed on the vehicle to link the message to a specific function, such as FBX for farebox.
4. Enter the text of the message. The text can have a maximum of 22 characters.
5. Click the Save icon to add it to the list.

RETURN

6. How to Use the Special Events Tab

A Special Event is any temporary service that a property provides which is not part of an existing route. For example, a shuttle service between parking areas at an event is a special event. The operators log on to the vehicle using a Special Event run/block number. The original Avail implementation team sets up the Special Event run/block numbers and Avail Support can add them.

NOTE: When operators log on to special service using a special block number, but transit personnel have not defined the special event in myAvail, the system does not track pullout information.

6.1. How to Create a Special Service with a Defined Special Event

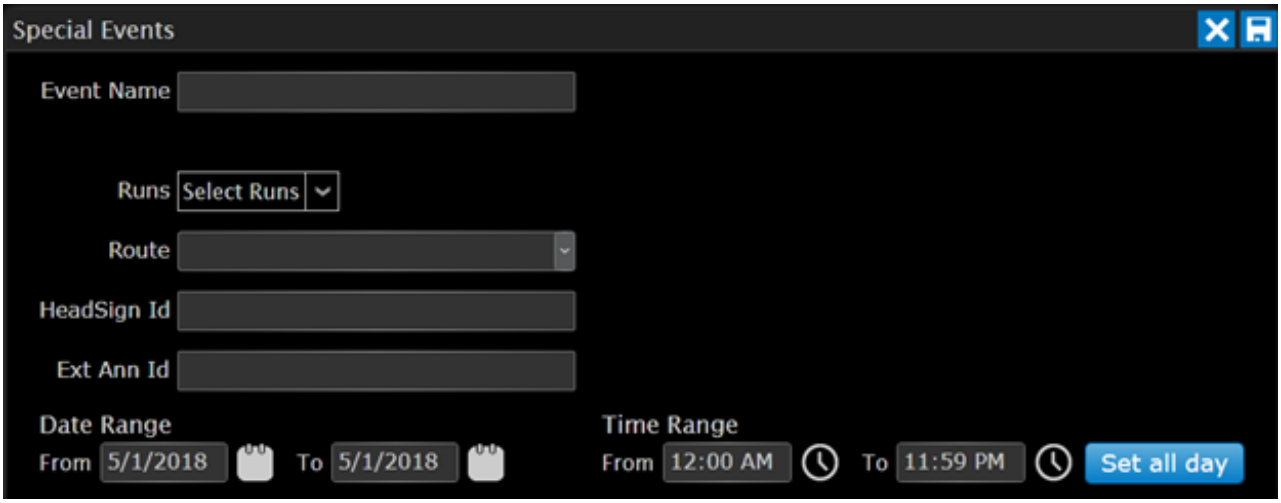
If you have permissions to define special events, myAvail displays the Special Events top-level tab. Creating a defined event adds functionality to the base features.

The additional functionality includes the following:

- Captures APC data during a special event and associates the data with a route number.
- Configure the headsign text.
- Configure an external voice announcement that plays when the door is opened.
- Capture miles and hours associated with a special event.
- Creates Pullout grid records.

After you click the Special Events tab, myAvail displays the list of active Special Events. Click the Expired tab to see past Special Events. The list indicates the event names, talk groups, date range, and time range. You cannot edit these events because they have already occurred.
However, you can copy an event and use it as the starting point for a new event. To copy a previous special, click the copy icon  .

Click the Edit icon to modify an existing Special Event. Add a new Special Event by clicking the Add icon at the top of the list. When you click the Add icon, myAvail displays the following window.



To define a special event, do the following:

1) Enter an Event Name.
2) Select the talk group that you want the vehicles to use.
3) Select one or more Run numbers from the drop-down list. You must select one run number for each vehicle that is part of the special event. This allows myAvail to apply the pullout functionality to vehicles involved with special events.
4) Select the Route. myAvail applies APC counts for the event to this route.
5) Enter the Headsign ID (optional). Vehicles display this text on the external headsign.
6) Enter the External Announcement ID (optional). The vehicle plays this announcement every time the door is opened.
7) Then set up the date and time range applicable for this event. If the date range is for more than one day, then the time range is the start and end time for the Special Eventfor each day.
8) Click the Save icon to save the event.

NOTE: A closed mic system using Voice Over IP (VoIP) does not support open micoperations.

You can cancel your changes by clicking the Cancel icon.

6.2. EXAMPLE OF A SPECIAL SHUTTLE SERVICE

To run shuttles as a special service, define a special event and specify at least one run number and a Route number to associate with the APC counts. Additionally, you can enter a headsign ID and external announcement ID to use during the shuttle.

myAvail includes theses special runs in the pullout table so that vehicle and operator assignments are performed and validated. This requires that the administrator selects one

run number per vehicle being used on that service when defining the special service.

Administrators can define this type of service one day at a time or for a date range with a time range within each day.

6.3. TRAINING AND MAINTENANCE RUNS

Do not use Special Events for maintenance or training purposes. For these types of runs, the operator must logon to an operational run using a special maintenance/training mode logon screen in the MDT. See the In-vehicle User Guide for instruction on how to log on in these special modes. Activating maintenance or training mode determines the text that is shown onthe headsign (e.g. Out of Service, Training) and how the dispatch map displays the vehicle.

If the run occurs close to the scheduled time of the run, the vehicle plays the scheduled announcements. The vehicle also performs the schedule adherence calculations and displays them on the MDT (useful for driver training), but these data are not stored in the database and do not affect reporting. Headsign changes are not made. Instead, the headsign continues to display the defined headsign code for maintenance or training.

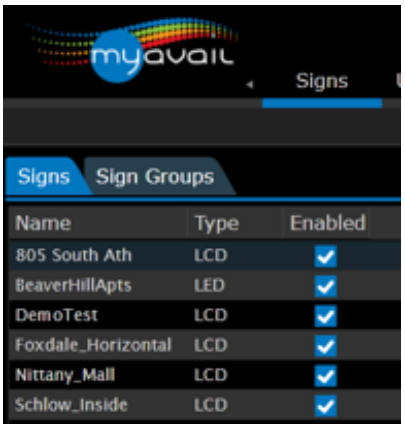
RETURN

7. How to Use the Signs Tab

This chapter describes the functions that manage wayside signs. If you have access to these functions, myAvail displays the Signs top level tab.

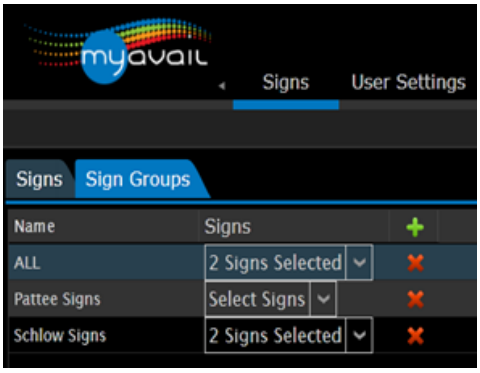
7.1. Enabling/Disabling Signs

When you select the Signs top level tab, myAvail displays the list of defined signs in the system. Use this screen to enable or disable each of the signs by checking or unchecking the Enabled checkbox. Below is an example of this display.



7.2. Grouping Signs

You can group signs together to make it easier to select a group of signs to send a public message to. To group signs, click the Sign Groups tab and myAvail displays the existing sign groups. Click the Delete icon to delete an existing group. Click the Edit icon to edit an existing group. Click the Add icon at the top of the list to add a new group. After you click the Add icon,a new line is added to the list with the name of "new group," as shown below.



Click in the Name field to change the name of the group. Then, click the Select Signs drop-down list and choose the signs that you want to be part of that group. After you finish defining the group, click the Save icon in the upper-right corner.

RETURN

8. How to Use the Routes Tab

Use the Routes tab to define and maintain Passenger and Operational Route Information. This tab displays identification information entered through your scheduling package and defines characteristics of routes that are not available in most scheduling packages.

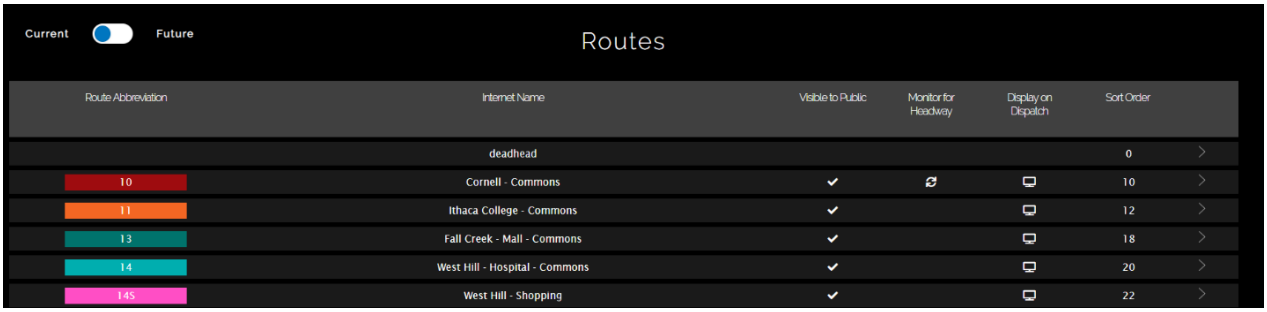
Passenger Information attributes control how the myStop® website and smart phone applications display route information. You can adjust items that are specific to the traveler information components.

Operations Information control how routes are configured for operations. These configurations include tracking headway, vehicle capacity, managing on-time performance allowances, and the ability to manage scheduled routes as headway routes instead.

Selecting the Routes tab opens the Routes screen in an Edge browser window, although that depends on the default browser setting for your PC. While the Routes tab might function correctly in Chrome and other browsers, Avail supports only the Edge browser.

8.1. Initial Route Selection

The Routes tab displays all routes defined in your scheduling package along with the traveler information characteristics. Below is a screen shot of the initial Routes tab.

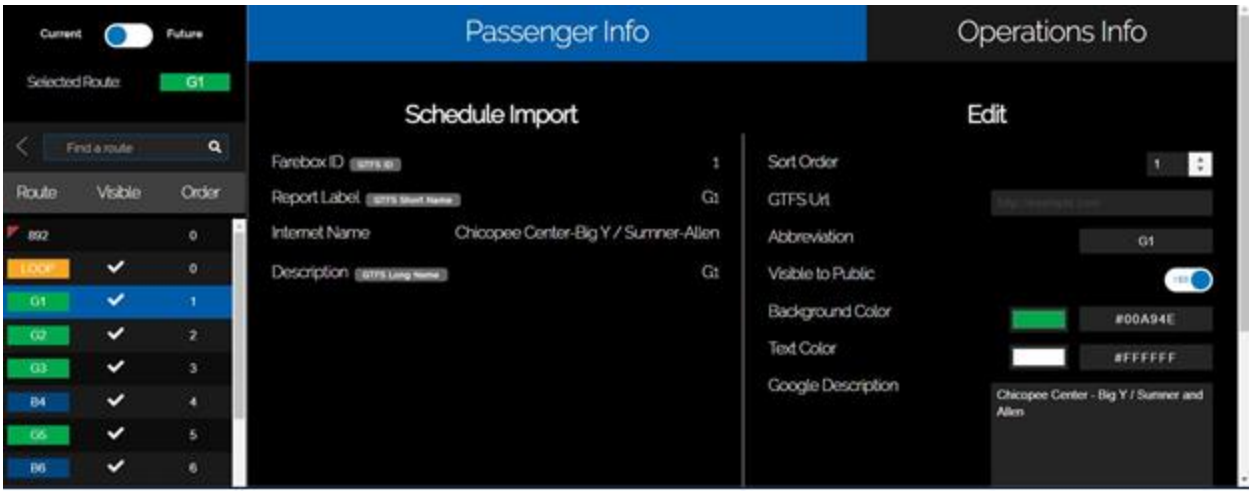


To edit the characteristics for any route, follow these steps:

1) In the upper left corner of the screen, the Current and Future switch specifies which schedule you are editing.

   a. Select Future to apply the edits to the next schedule publish.
   b. Select Current to apply the edits immediately.

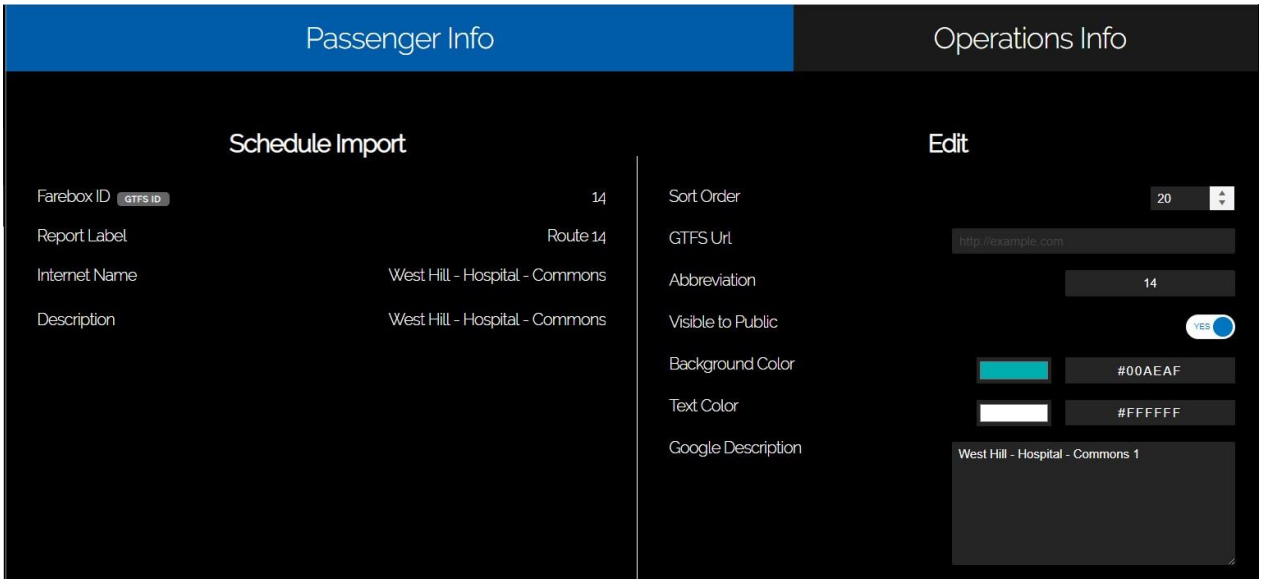
2) Select the route that you need to modify. myAvail displays values that you can edit on a new screen.



Use the left navigation pane to select other routes to modify. You must save or cancel changes for one route before changing another route.

NOTE: For some screen sizes, myAvail hides the left navigation pane to provide more space for the editable fields. When this occurs, click the arrow in the upper-left corner to display the navigation pane.

8.2. EDIT PASSENGER INFO



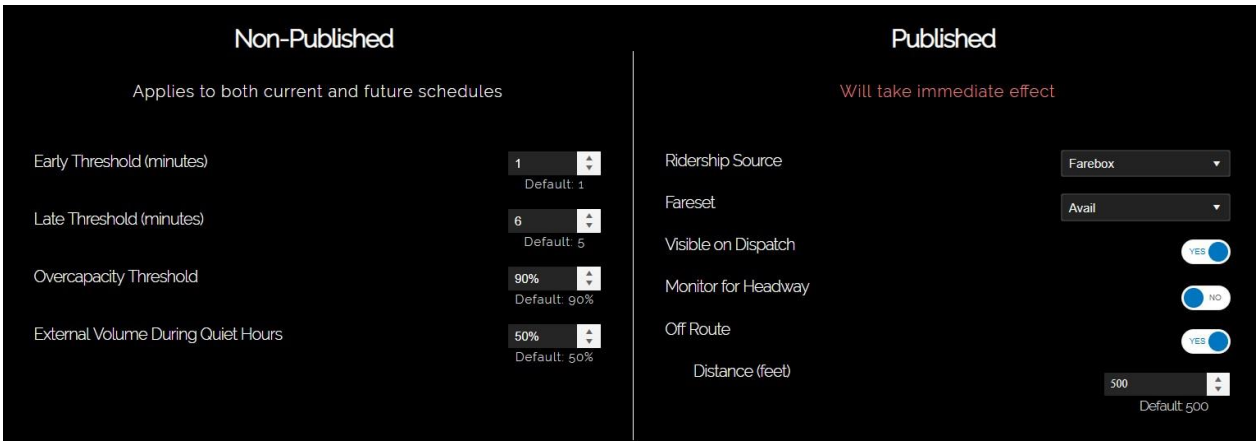
The Schedule Import fields can be edited only in your scheduling package. The Edit side lists fields that you can change in myAvail. Changes to these fields take effect immediately regardless of the Current/Future setting. The fields on this screen are defined as follows:

Field	Description
Schedule Import	
Farebox ID	Your scheduling package defines this field, and it is not editable on this screen.
Report Label	Your scheduling package defines this field, and it is not editable on this screen. This text displays as the route name on the website and the myStop® app.
Internet Name	Your scheduling package defines this field, and it is not editable on this screen. This text displays as the route description on the website and the myStop® app.
Description	Your scheduling package defines this field, and it is not editable on this screen. Only the myAvail IVR system uses this field.
Edit	
Sort Order	Defines the order that the routes list displays the routes.
GTFS URL	Contains the URL of a web page about that this route. This should be different from the agency URL. The value must be a fully qualified URL that includes http:// or https://, and any special characters in the URL must be correctly escaped.
Abbreviation	Text displays as the abbreviation in the route list on the website and the myStop® app. Avail recommends that this be no more than 3 characters. While the website can accommodate up to 6 characters, the myStop® app only uses the first 3 characters.
Visible to Public	Indicates whether this route should be displayed on the website and the myStop® app. If it is not checked, it is not displayed.
Background Color	Defines the color of the route trace on the website and the myStop® app. Click the color bar next to the field to use the color picker. The RGB code for the selected color will be displayed in the field.

Text Color	Defines the color of the text for this route on the website and the myStop® app. Click the color bar next to the field to use the color picker. The RGB code for the selected color will be displayed in the field.
Google Description	This is the route description that will be used in the GTFS feed.

8.3. EDIT OPERATIONS INFO

NOTE: Only changes to fields in the "Published" Operations Info section will take effect on the next publish. All other changes take immediate effect. Changes to the Current schedule are not carried over to the Future schedule publish unless you also make the changes to the Future schedule.



Fields in the Non-Published section update immediately regardless of the Current or Future selection because they exist only as current information. Fields in the Published area have both a current and future value. If the Current/Future setting is Current, then myAvail displays a warning that changes to these values will be immediate. However, if the setting is Future, the changes will take effect at the next publish.

Field	Description
Non-Published	
Early Threshold (minutes)	Enter the number of minutes before the scheduled stop time that a vehicle can leave the stop and not be considered early. When a vehicle is early, the map displays a red vehicle indicator.

Late Threshold (minutes)	Enter the number of minutes after the scheduled stop time that a vehicle can leave a stop and not be considered late. When a vehicle is late, the map displays a yellow vehicle indicator.
Overcapacity Threshold (percent)	Enter a percentage of the total route capacity that is currently in use for all vehicles on the route. When a route reaches this percentage of the capacity, this information is displayed as a Route Status event.
Volume Reduction (percent)	Enter a percentage to reduce the volume of announcements over the PA system during the planned quiet hours. Entering 0 (zero) indicates no volume reduction. 100 mutes the audio completely.

NOTE: Quiet hours are a system wide setting configured at system setup. Please contact Avail Support (814) 234-3394 ext. 1050 or Support@Availtec.com if the start or end of Quiet time needs to be changed.

Field	Description
Published	
Ridership Source	This field is required. There are 3 choices for the source of ridership (i.e. Farebox, Boards or Alights). Farebox refers to a qualified collected fare, which requires a key press by the operator. Boards refers to APC Board, which requires a functional APC unit on the vehicle. Avail recommends consistent selection across routes; however necessary exceptions are possible. While APC Alights is an option its usage is not recommended.
Fareset	This field is required. Each route must be assigned a fareset that the farebox will be set to at the start of each trip. As an example, your property may use a different fareset for urban and rural routes.
Visible on Dispatch	This switch selector refers only to the Operations Tab Map and Route Map windows. Vehicle on routes not selected to be visible will appear in all other Operation Tab windows. However, neither the vehicle nor the route trace display on the map windows.

Monitor for Headway	When this switch selector is checked, the system calculates the intended headway using the stop time schedule. The Route Status window of the Operations Tab will display the route as a headway route including bunching indicators. NOTE: This flag is checked automatically for routes that are scheduled as Headway and cannot be unchecked.
Bunching Threshold (percent)	Enter the minimum percentage of the time interval between this vehicle and the preceding vehicle on the route that is not considered bunching. If the time between these vehicles is less than this percentage, they are 'bunched'. Suppose the assigned or calculated headway on the route is 10 minutes and this value is set to 80%. When the interval is at least 8 minutes, there is no bunching. However, when the interval is less than 8 minutes, the vehicles are bunched. This setting is only visible if the Monitor for Headway field is set to "Yes".
Off Route	This switch selector controls if the vehicle going off the route trace will trigger an Event to Dispatch. Avail recommends this field be "Yes" except for Deadhead routes or routes where deviation from a fixed route is allowed.
Distance (feet)	myAvail triggers an Off Route event using the distance from a specific route pattern associated with a Trip ID. The distance is the number of feet the vehicle must leave the route to trigger the event. The default value is 500 feet. This field only displays if the Off Route field is set to "Yes".

You must save each route before moving on to make changes on another route or close the browser window.

Click the "SAVE" button to save your changes. 

At any point before you save your edits, you can click 

to undo all unsaved changes. If all your edits are saved, clicking the cancel does nothing.

RETURN

9. How to Use the Operations Tab

Use the Operations tab to view current operations, establish communications with the vehicles, and to access many functions to address operations issues. This chapter contains information on all dispatch functions that myAvail provides. However, depending on how your property defines positions, you might not have access to all these functions.

9.1. Who Uses the Operations Tab

While Dispatchers is the obvious answer, it is not the only answer. myAvail allows other staff to use the Operations tab without disrupting the active dispatchers who are monitoring fleet operations.

NOTE: The following examples are optional, and the positions can be configured to meet your needs.

The following examples highlight default positions where the Operations tab is the primary tab:

- **Operations Supervisor:** This position allows supervisors (Supervisor/Manager/Director) to view current operations and step in to provide direction as needed. The configuration of theirOperations tab should be like a dispatcher's configuration.
- **Road Supervisor:** This position allows field staff to access myAvail on a tablet or laptop in theirvehicle. The Operations tab is configured for the resolution of immediate issues and takes the limitations of the portable device into consideration.
- **Customer Service:** Avail designed this position for properties where the Customer Service staff handle complaint resolution and monitor the system for potential problems. For this position, the Operations tab only allows users to view the current operational status and not interact with it.
- **Maintenance:** The Maintenance position leverages vehicle health information to facilitate more efficient operations. In the base configuration, the Operations tab allows Maintenance to monitor the health of the Avail equipment on the vehicle and to assist in locating vehicles that need retrieval or assistance from Maintenance.

myAvail has an optional 'Vehicle Health Monitoring' feature. This feature monitors a variety of maintenance codes that vehicles produce over the J1939 network. The system identifies high priority codes that your property needs to address urgently. The system can send e-mails or text messages directly to the Maintenance staff. This real-time monitoring allows your property to proactively prevent serious problems and to react quickly to problems that do occur to minimize the impact on the schedule.

The Maintenance Queue is described in more detail in Communications, Events, and Maintenance Queues.

9.2. Fleet Group Monitoring

For all functions on the Operations tab, the information displayed is limited to vehicles that are part of fleet groups that you are monitoring. This allows you to focus on vehicles that you are responsible for and doesn't clutter up your screen with vehicles that other dispatchers are monitoring.

When you log on to the myAvail system, the default fleet groups you are responsible for monitoring are assigned to your username. To see the fleet groups that you are currently monitoring, view Personnel Card/Position Settings Tab. Depending on your permissions, you might be able to change the groups that you are monitoring through your position settings.

If no dispatchers are monitoring a defined fleet group, messages from vehicles in that group are automatically displayed for all dispatchers who are logged in. This ensures that all messages are seen by a dispatcher. For example, you are the only dispatcher on site for an hour each morning and you are assigned to monitor only the fixed route fleet. However, both a fixed route fleet and a paratransit fleet group are defined in your system. During this hour, the system displays messages from both fleet groups for you. This ensures that messages from paratransit vehicles can be handled by you during the time that you are the only dispatcher.
When the paratransit dispatcher logs in, you no longer see messages from paratransit vehicles.

This precaution is performed automatically by the system and does not require you to change the fleet group assignment. Consequently, if you see a message from a vehicle in a fleet group that you are not monitoring, recognize that there is no dispatcher monitoring that group.

9.3. Closed-Mic Operation

If your system is a closed-mic private radio system or VoIP system, operators must send a Request to Talk (RTT) or a Priority Request to Talk (PRTT) message via the MDT. Then, you must set up a voice call with the operator before the operator can talk to you on the radio or by VoIP. In a closed-mic system, operators cannot hear each other on the radio and dispatchers control who is on the channel at any time. Use the guidelines developed within your transit agency to determine when a PRTT message is appropriate.

When you set up a voice call, you must select the radio talk group or channel for the call. Using private radio, a maximum duration must be set for the call. Using VoIP, a duration is not required. You can also select multiple vehicles to talk to at the same time. More information on setting up voice calls is provided below in the Voice Call Settings section.

If your system is not a closed-mic system, your radio system operates independently of myAvail and operators do not need to send RTT or PRTT messages before talking on the radio. Consequently, those events do not appear in the Communications Queue for open-mic systems.

NOTE: Voice over IP (VoIP) systems must function as a closed mic system.

9.4. SELECTED VEHICLE

The currently selected vehicle is shown in the bottom-left of the screen. You can select a vehicle by selecting a row in the following Operations Tab windows:

- Status
- Communications
- Events
- Maintenance
- Timeline
- Route Status
- Platform Pullout
- Pullout (See note below)

Alternatively, select a vehicle in the Find Vehicle drop-down menu.

When you select a different vehicle, the map centers on that vehicle automatically. The information displayed in the Vehicle Event History, Text History, Sent Msgs, and Block Info tabs always pertain to the currently selected vehicle.

Additionally, you can select multiple vehicles using the map window. For information about this map function, see Selecting Vehicles.

NOTE: For the Select Vehicle functionality in the Pullout window to work as this document describes, a vehicle must be assigned to the pullout record that you select, and it must be logged on. If both conditions are not true, myAvail does one of the following:
If no vehicle is assigned when you click on a row, myAvail does not change the selected vehicle and it, therefore, does not change the data it displays in the tabs.
If a vehicle ID is assigned to the pullout but that vehicle is not logged in, myAvail selects the vehicle with that ID but it clears the grids.

9.5. OPERATIONS MENU CONTROLS

9.6. WINDOW LAYOUT

The Operations tab can be configured to have up to 4 regions on each of up to 2 screens. If you have permissions to change the layout, the following icons appear in the

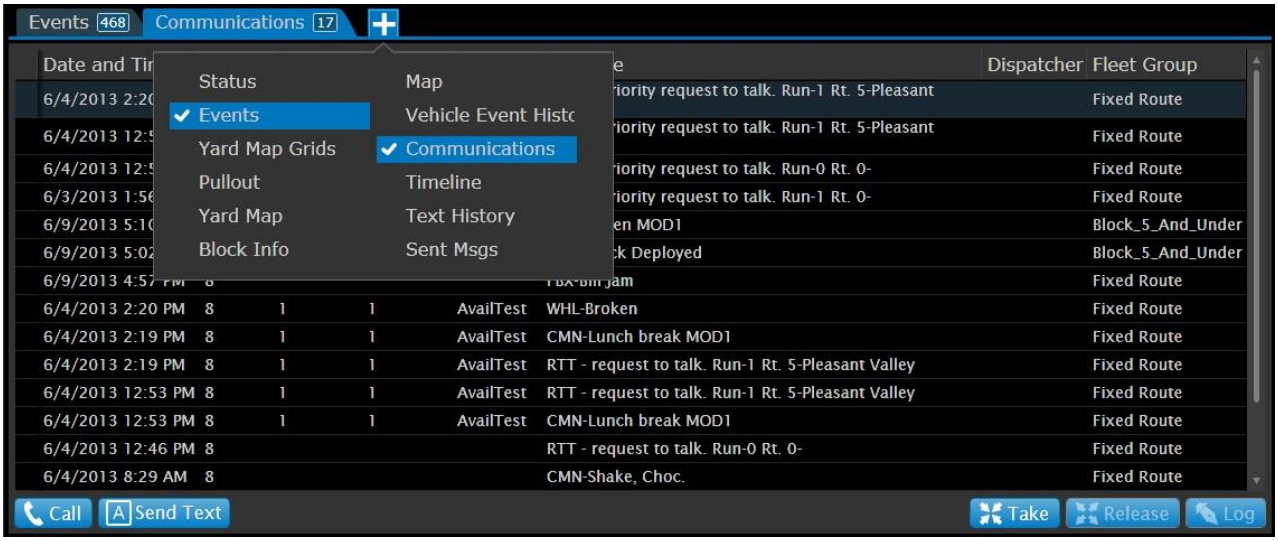
concealable toolbar on the Operations window:

Field	Description
	Edit Regions - enables editing of the tabs that show up in each region of the screen.
	Add Region/Window - allows you to add a region to an existing window or add a second window.
	Reset Layout - resets the layout to factory default.
	Save - saves the current user layout settings as the default dispatcher layout for all myAvail users.

When you log out, the layout of the Operations tab is saved. This layout is displayed the next time you go to the Operations tab.

9.7. EDIT REGIONS

When you select the Edit Regions icon, myAvail adds  icon to each region on the screen. Selecting this icon on the region allows you to select the functions that you want to appear in that region. Below is an example of selecting functions for a region.



Select the functions that you want displayed in that region. Then, click the  icon again to update the region with your selections.

NOTE: A function can only be displayed in one region at a time.

9.8. ADD REGIONS/WINDOW

When you select the Add Regions/Window icon in the concealable toolbar, the "Add Region" and "Add Window" buttons are displayed. If you select "Add Window," a second window is created containing 4 regions. You can position this second window on a second monitor by first clicking the min/max icon in the upper-right to take the window out of full screen mode, then drag the window to the second monitor, then click the min/max icon again to put the window back into full screen mode.

NOTE: It is recommended that you only create a second window if you have a second monitor.

After you have positioned the second window, select Edit Regions and choose the functions that you want to display in each region of the new window.

DELETING REGIONS

You can delete regions if, for example, you only want two regions on your second screen. To delete a region, you first need to move all the functions in that region to another region. You can delete a region only when it is empty. When a region is empty, myAvail displays a delete icon for that region. Click this icon to delete the region and automatically resize the remaining regions.

ADDING REGIONS

If you deleted a region and you want to add it back in, first select the Add Region/Window icon in the toolbar and then click the Add Region button. This displays a depiction of all possible regions (4 in each of 2 windows) and allows you to add back in regions that are not currently displayed. The example below indicates that the upper left region in the second window is not displayed currently and can be added.

RESIZING REGIONS

Resize a region by placing the mouse between the regions, either horizontally or vertically. When the mouse pointer shows a double arrow, click and drag to resize the region.

9.9. RESET LAYOUT

Click the Reset Layout icon in the toolbar to restore the default layout, which is just one window with four regions.

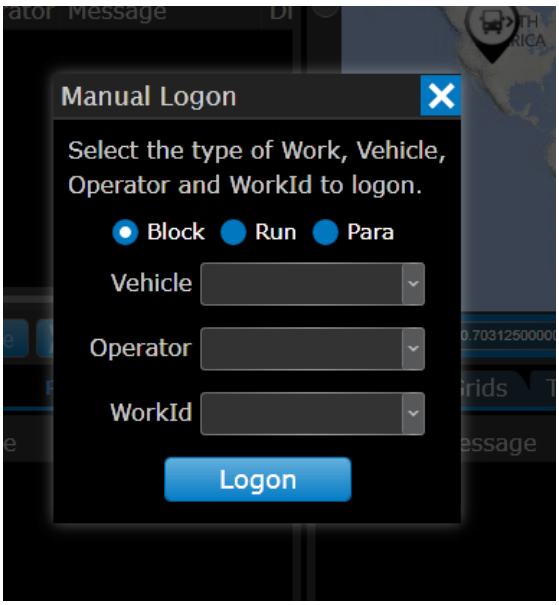
9.10. MANUAL VEHICLE FUNCTIONS

As a dispatcher, you can manually logon a vehicle, logoff a vehicle, or reset the information displayed for a vehicle when you have permissions to access these functions. If you have the required permissions, myAvail displays the following icons in your Operations toolbar.

Field	Description
	Manual Logoff - allows you to logoff a vehicle.
	Reset Vehicle - allows you to reset the information displayed for a vehicle.

MANUAL LOGON

When an operator has trouble logging in, you can log them in from the Operations tab by selecting the Manual Logon icon in the toolbar, which displays the window below.



To logon a vehicle, do the following:

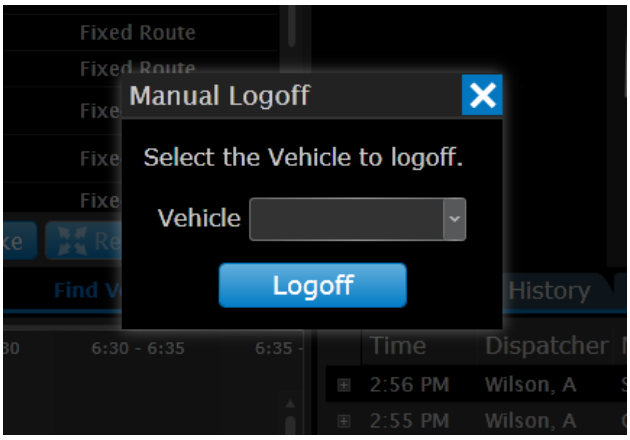
1. From the Vehicle drop-down list, select the vehicle number.
2. From the Operator drop-down list, select the Operator.
3. From the WorkId drop-down list, select the work ID.

4. Click the Logon button.

myAvail does not display vehicles, operators, and work IDs that are currently logged on in the drop-down lists. After you click the logon button, the system sends a message to the selected vehicle with the logon information. The vehicle logs on and the mobile data terminal (MDT) displays the normal pre-trip screens for the operator. If you are logging in a para transit vehicle, please select the para radio button and type in the work.

MANUAL LOGOFF

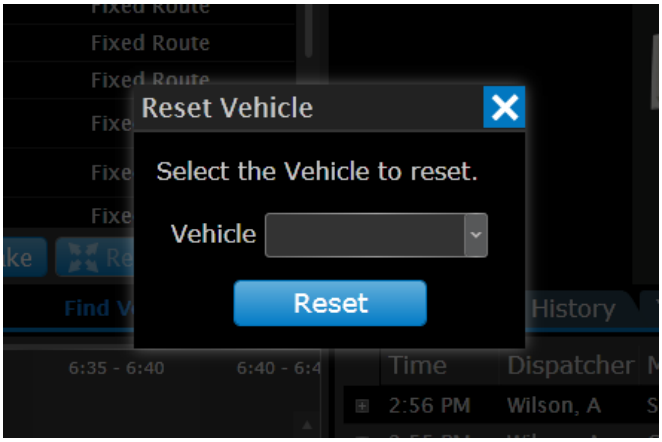
If an operator forgets to logoff at the end of their shift, you can log them off from the Operations workstation by clicking the Manual Logoff icon in the toolbar, which displays the following screen.



Select the vehicle that you want to logoff in the Vehicle drop-down list, and then click Logoff. myAvail only displays vehicles that are currently logged on in the vehicle drop-down list. After you click Logoff, the system sends a message to the vehicle notifying it to log off. This process only works when the mobile data terminal (MDT) in the vehicle is on. The MDT stays on for a configurable number of minutes after the vehicle is turned off. If the MDT is not on, but the vehicle appears as logged in on the status display, reset the vehicle information using the Reset Vehicle function described below.

RESET VEHICLE

As described above, the Manual Logoff works only when the MDT in the vehicle is son. If it is off, and the vehicle is logged in, use the Reset Vehicle icon to log off the vehicle. When you click this icon, myAvail displays the following window.



Select the vehicle that you want to reset in the Vehicle drop-down list, and then click Reset. myAvail only display vehicles that are logged on in the vehicle drop-down list. After you click the Reset button, the system clears the information it displays in the status grid for that vehicle.

NOTE: Do not reset a vehicle that is on the road and in service. Resetting the vehicle clears its information from the status grid. If the vehicle is still operating,some of the status information is set again when new data comes in from the vehicle, but not all the information. For example, the operator is not contained in the data fromthe vehicle. Consequently, the operator information stays cleared. Only reset a vehicle that you know is in the yard and not in service.

9.11. BLOCK FUNCTIONS

Dispatchers can manually logon a vehicle, logoff a vehicle, and reset the information that myAvail displays for a vehicle. If you have the required permissions, myAvail displays the following icons in the Operations toolbar.

Field	Description
	Set Block Delay - allows you to adjust the current schedule status delay of a block.
	Set Block Status - allows you to enable or disable schedule status calculation on a block.

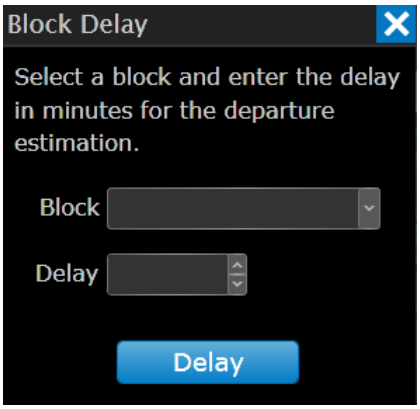
SET BLOCK DELAY

Use a Block Delay to allow myAvail to calculate departure times for the public when vehicles are experiencing significant delays (breakdown, special traffic situation, accident,

etc.).
Dispatchers might need to set the block delay in the following cases:

- An AVL-equipped vehicle will be significantly late in arriving at its next stop. In this case, a dispatcher should enter in minutes how late the vehicle will depart its next stop. After the dispatcher enters the block delay, myAvail automatically adjusts the schedule when the vehicle departs its next stop. Consequently, dispatchers do not need to update the block delay manually unless there are additional significant delays.
- A non-AVL-equipped vehicle is behind schedule. In this case, myAvail has no information about the delay. Dispatchers should enter the number of minutes behind schedule the bus is currently running. However, unlike AVL-equipped vehicles, dispatchers need to make periodic block delay adjustments as the vehicle catches up with its normal schedule because myAvail cannot track its progress. A delay of "0" puts the selected block back "On Schedule."

When you enter a delay, it does not propagate throughout the day. Instead, myAvail assumes that layover times between trips will make-up for the delay. This is the same approach myAvail uses when it automatically determines that a bus is behind schedule. Thus, after one or more trips, even a large delay can be eliminated by skipping layovers.
Below is the block delay screen.

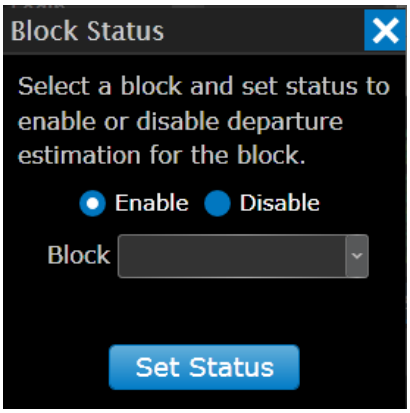


The block field contains a list of blocks for the current day's service level. The delay is a numeric value that you enter in minutes.

SET BLOCK STATUS

Use Block Status to disable and enable blocks in the schedule. The Block Status popup is shown below.

To Disable a block, select a block from the drop-down list. Choose the Disable radio button, and then click Set Status.
To Enable a Block that was previously Disabled, select the Block from the drop-down list. Choose the Enable radio button, and then click Set Status.



If your property cannot perform a block due to driver or equipment shortage, a dispatcher must disable the block. Disabling the block removes all departures for that block from the operational schedule and allows myAvail's departure estimation to exclude the trips and stops that occur during that block. Otherwise, myAvail assumes the block is operating normally and the system displays departures accordingly. Disabling a block is appropriate whenever a delay will cause a vehicle to miss a significant portion of its block. Dispatchers should handle minor delays using Block Delay, as described in the previous section.

Conversely, if the situation changes and a block is re-established, a dispatcher must enable the block. If the block is not enabled, assigning a vehicle to that Block has no effect on the schedule because myAvail assumes the block is still disabled. After the Block is enabled, the departure estimation will be correct after the vehicle's first stop.

The practices described above do not depend on whether the vehicle is AVL-equipped. myAvail assumes that all enabled blocks are on schedule regardless of whether an AVL-equipped vehicle is sending updates. This behavior is an intentional design that handles non-equipped vehicles, equipment failures, radio coverage, and other issues.

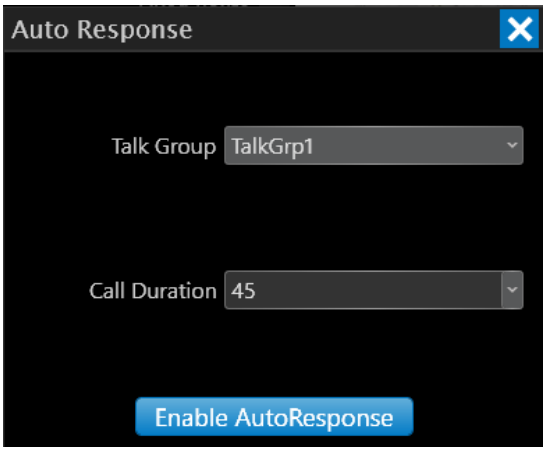
9.12. AUTO-RESPONSE

When you are the only one monitoring specific fleet groups, and you need to leave your station, set your dispatch station to auto-response mode so you can still respond to vehicles that send an RTT or PRTT.

If you are in a closed-mic system, auto-response mode automatically sets up voice calls, and you can communicate with the vehicle using a portable radio.

If you are in a VoIP system, auto-response can work with a properly configured cell phone.

To enable auto-response mode, unhide the toolbar on the Operations tab and select the Auto-Response icon  , which opens the popup window shown below.



Use this dialog box to select the talk group for auto-response and the duration of each call. VoIP systems ignore Call Duration. For closed mic systems, set your portable radio to the talk group you select in this window. In a VoIP system, verify that your cell phone is in the selected talk group.

When you click the Enable Auto Response button, a window appears that indicates your workstation is in auto-response mode and the fleet groups that are in auto-response mode. Only fleet groups that are monitored by you and no one else are put into the auto-response mode.

For example, if you are monitoring both the fixed route fleet group and the paratransit fleet group and another dispatcher is also monitoring the paratransit fleet group, when you go into auto-response mode, only RTTs from vehicles in the fixed route fleet group are responded to automatically because the other dispatcher can handle the paratransit RTT's. If all the fleet groups that you are monitoring are also being monitored by someone else, the system does not allow you to go into auto-response mode.

Auto-Response mode is not available in open-mic systems.

HINT: When users can observe dispatch, but their position does not include the ActiveDispatcher permission, myAvail does not consider them to be monitoring any fleet groups. For more details, please reference the myAvail *System Administrator User Guide*.

9.13. DOCUMENTS

The Documents feature provides a shortcut to files that your property uses frequently. For example, these files can include spreadsheets and other documents that track specific information.

To access these documents, click  on the Operations tab to expand the drop-down menu. Then, click  to open the document location.

Avail configures this feature only at the property's request. Review the documents in this location carefully because they might be redundant with myAvail's features.

9.14. Decision Support

Use the tools in Decision Support to make service adjustments when there have been disruptions or unexpected load issues. See the Decision Support Window for details about how to use these tools.

To access these tools, click  on the Operations tab to expand the drop-down menu.

Then, click  to open the Decision Support window.

Avail configures this feature only at the property's request.

NOTE: Typically, you access Decision Support from a specific line item in an Operations Window or Map vehicle icon by using the right-click menu. This method passes all known information, such as Vehicle ID, Block, Run, Route, and Trip into the Decision Support window.

9.15. Operations Tab Action Windows

9.16. Communications, Events, and Maintenance Queues

The Communications Queue, the Event Queue, and the Maintenance Queue operate very similarly and are described together here.

- **Communications Queue**: Because communications are so important within a transit agency, myAvail displays communication related messages in their own queue. This queue displays Emergency Alarms and text messages from vehicles and, for closed-mic systems, displays RTT(Request to Talk) and PRTT (Priority Request to Talk) messages.

NOTE: Using Voice Over IP (VoIP) requires a closed mic system.

NOTE: Operators occasionally press the RTT or PRTT button multiple times if the dispatcher does not respond immediately. myAvail combines multiple RTT and PRTT requests from the same vehicle into one entry in the Communications Events window.

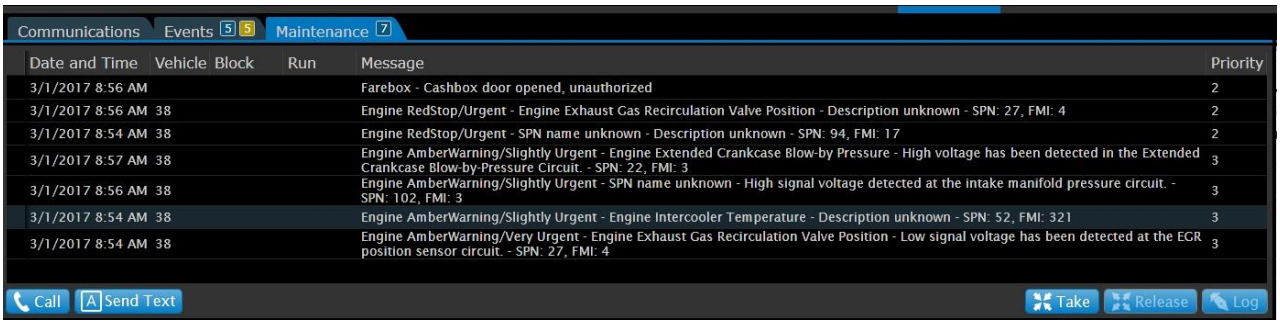
- **Event Queue**: This queue displays operational events from vehicles and system detected events, such as sign communication alarms or Wheelchair Lift Cycle Failure. Operational events include Invalid Log On Attempt, Manual Out of Service, and Vehicle Movement Alarm.

  Critical transfers are a separate set of events. A critical transfer is one where an outgoing vehicle is the last transfer opportunity for a passenger that day. The system allows critical transfers to be handled with a higher level of urgency. myAvail determines whether critical transfers were successful and allows authorized users to define a list of individuals who the system notifies when a vehicle does not wait the prescribed period of time for a transfer using the existing alert scheme.

- **Maintenance Queue**: This queue is part of the Maintenance Position and displays mechanical events. It allows the Maintenance department to manage events related to the health of vehicle equipment. Maintenance can view reported issues, create work orders (if using the Avail Fleet Net® product), log events, and can create incidents from events. When granted permission, Dispatchers can also monitor the Maintenance Queue.

Avail provides events related to the health of the in-vehicle Avail provided equipment to all customers. In addition, there is an optional module "Vehicle Health Monitoring" that can monitor the J1939 system and provide real-time alerts of various vehicle systems to Maintenance. If interested in this feature, please contact your Avail FAST representative.

An example Maintenance Queue is shown below.

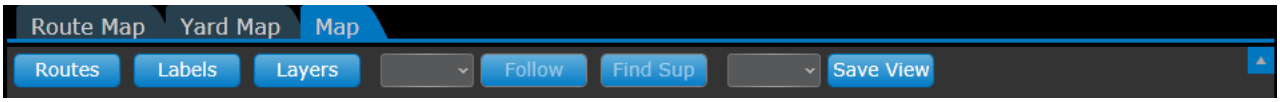


The maintenance manager can use the Find vehicle function to locate the vehicle on the map.

The maintenance position can be configured to:

- Establish a voice call to the vehicle in question.
- Display the location of the vehicle on the map.
  - To track a moving vehicle using the Follow function.
- Check the 'block info' to view the vehicle's schedule.
- Access the Incident screen to edit incidents.
- Find the nearest supervisor using the Find Supervisor function.

The Follow vehicle and Find Supervisor functions are available on the map tab by clicking the blue arrow in the top right corner of the tab.



The maintenance position setup is flexible, which allows you to adapt it to your property's needs. For example, the system administrator can set up the maintenance position so that it is monitored by dispatchers who are also monitoring various other aspects of the fleet or by mechanics who see only the maintenance information.

The Maintenance Position has an optional feature for 'Vehicle Health Monitoring'. To support vehicle health monitoring, your vehicle setup must satisfy both Avail and vehicle hardware requirements. The system monitors vehicle health data that are gathered by vehicle systems that support J1939 such as:

- Engine control unit
- Braking system
- Fire suppression system
- Transmission

This information can also trigger email/text alerts and be stored for reporting. For myAvail to send alerts, the relevant user account profile must include email and cell phone information.

9.17. Handling the Communication, Event, and Maintenance Queues

For events in these queues, a dispatcher or maintenance manager must do the following:

- 'Take' the event
- 'Handle' the event
- 'Log' the event

Taking the event puts your user ID on the event letting other users know you will resolve this issue. To handle the event, some action is usually needed. The action depends on the issue and may or may not require an action using the myAvail system. Logging the event removes it from the queue and files it away for reporting. Your goal is to handle and log the events as quickly as possible to keep the queues uncluttered.

NOTE: All three queues should display only items that require an immediate action. The volume of messages sent to these queues must be manageable. If they receive too many messages, important items will be lost in clutter. When delayed follow-ups, rather than immediate action, are appropriate, those events can be sent directly to storage for later reporting.

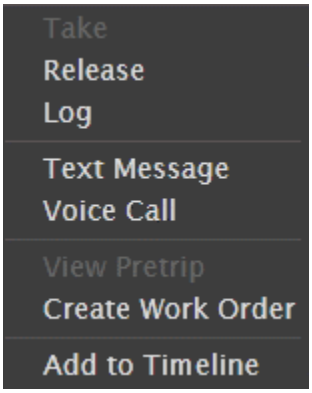
When events populate the queue, myAvail displays the highest priority events at the top and then ordered by time, oldest to newest, within priority levels. The Communications tab, Events tab, and the Maintenance tab display counts that indicate how many events in the queue have not been taken.

NOTE: New queue entries display in white text, which changes to gold after a configurable number of minutes to highlight aging items.

TAKING AN EVENT

You can take an event in several ways:

- Double-click the event.
- Select the event in the queue and then click the Take button.
- Right-click the event and select Take from the menu.



After you take an event, myAvail displays your name in the Dispatcher column for that event, which alerts other dispatchers that you are handling the event. When you take an event, no other dispatcher can take it.

After taking an event, you should handle it in the appropriate manner. Depending on the event, the process often involves either calling the vehicle or sending a text message to the vehicle. If you take the event by double-clicking it, a window opens that allows you to perform one of these actions. For example, if you double-click an RTT, a window opens that allows youto make a voice call to the vehicle. More information on making voice calls and sending text messages is provided below.

When you first take an event, this event becomes your active event as indicated by the Active indicator on the left side of the queue. myAvail associates any actions that you take at this point with the event. For example, if you take an RTT event from vehicle 1, and then set up a voice call to vehicle 1, then set up a voice call to vehicle 2, then call vehicle 1 back, myAvail associates all three actions with the RTT event from vehicle 1.

You can take another event before logging a previous event that you had taken. When you

take the second event, it becomes your active event, although your name is still displayed next to the previous event. To make the previous event active again, you must select Take on it again. You can select multiple events and click the Take button to take all the selected events. In this case, the top event in the list becomes the active event.

RELEASING AN EVENT

If you have taken an event but want to release it so that another dispatcher can handle it, select the event and click the Release button, or right-click the event and select Release from the menu. When you release an event, your name is removed from the Dispatcher column for that event.

9.18. WAYS TO 'HANDLE' AN EVENT

9.19. TEXT MESSAGES

You can send a text message in response to an event in the Communications queue, Event queue, or Maintenance Queue by right clicking the event and selecting Text Message. This displays the Communications window, populates the Vehicle field, and selects the text tab. Also, double-clicking a text message from a vehicle in any queue automatically takes the eventand opens the Communications Window and populates the vehicle information. You can also select multiple events, right-click, and select Text Message. This automatically takes the events, opens the Communications Window, and populates the vehicle list appropriately. See below for more information on the Communications Window.

You can also send a text message to a vehicle, or group of vehicles, at any time by clicking Send Text. This button displays the Communications window with all Selected Destinations fields blank.

NOTE: The action that happens after a user double-clicks an event is configurable. To change this configuration, please contact Avail Support (814) 234-3394 ext.1050 or Support@Availtec.com.

9.20. VOICE CALLS

If you have a closed-mic system, you must initiate all voice calls to drivers. Drivers can indicate that they want to talk to you by pressing the RTT button on their mobile data computer. This shows up as an RTT event in your Communications queue. To respond to this event, set up a voice call. You can do this in one of the following ways:

- Double-click the RTT event in the Communications queue.
- Right-click the RTT event and select Voice Call.

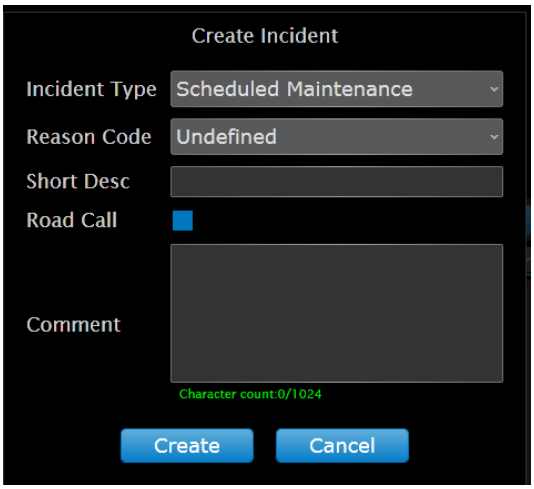
Either action takes the event and displays the Communications window with the selected vehicle pre-populated in the Vehicle field. See below for more information about the Communications Window.

Additionally, you can call any vehicle, or group of vehicles, when there are no events in the queues by clicking the Call button. This displays the Communications window but leaves the Selected Destinations fields blank.

9.21. CREATE INCIDENT

You can create an incident in response to an event in the Communications queue, Event queue, or Maintenance Queue by right clicking the event and selecting Create Incident. You can also right-click the Status window, Route Status, and the map to create an incident.

Choose Create Incident in the right-click menu to display the following window.



After you create an incident, the data is available through the Incident tab in myAvail for one day. After a day, myAvail passes the data into a separate Incident Management system for storage and reporting. For more information, see Incident tab.

To create an incident, complete the following fields.

- **Incident Type**: Choose the type of incident from the drop-down menu. Incidents can trigger myAvail to send email and text alerts to specific users. To learn how, see E-Mail/Text Alerts in Personnel Card/Position Settings Tab.
- **Reason Code**: Choose the reason from the drop-down menu. These reasons are a fixed list of values. If you need to add or change the selections, please contact Avail Support (814) 234- 3394 ext. 1050 or Support@Availtec.com.
- **Short Description**: Type a brief description that makes it easy to identify a particular incident in a list of incidents.
- **Road Call**: Check this box if a mechanic or a supervisor was or will be dispatched to the vehicle's location.

- **Comments:** Describe the incident in as much detail as needed. Use a maximum of 1024 characters.

9.22. LOCATION TEXT

You can send a generic text message to a user's smart phone. This action is useful when you need to dispatch maintenance to check out a transit vehicle. Only destinations under Users can be selected to receive this type of message. See below for more information about using the Location Text feature in the Communications window.

Recipients must have a text message capable cell phone and their user account must include the cell phone number.

Send Location Text messages by right clicking any of the following:

- A Status window entry
- A location or vehicle on the main Map window
    - For example, right-click a map location to have someone meet a vehicle at a location where it will be soon, rather than where it is now.
- A Route Status specific vehicle line

9.23. ADD TO TIMELINE

You can add a vehicle to the timeline in response to an event in the Communications queue, Event queue, or Maintenance Queue. To add a vehicle to the timeline, right-click the event and select Add to Timeline. You can also right-click the Status window and the map to add a vehicle to the timeline.

Avail recommends that dispatchers use this feature to observe a vehicle in the context of its full workday. This feature allows you to observe how the vehicle was running earlier in the day and how it might affect the future, such as transfer connections, driver reliefs, and schedule adherence. This feature allows you to monitor the timeline and watch only vehicles of interestor when events occur that you need to address.

Vehicles appear on the timeline because dispatchers add them manually or because defined events add them automatically.

For more information, see Timeline.

9.24. VIDEO TAGGING

Video tagging allows you to bookmark a portion of video that a vehicle records. These segments can correspond to an event in the Communications queue, Event queue, or Maintenance Queue. To tag a vehicle, right-click the event and select Video Tag. You can also right-click the map or status icon to tag a video segment.

Many properties equip their vehicles with video cameras and Digital Video Recording (DVR) systems. These systems monitor and record activity in and around the vehicle and are usually active when the vehicle ignition is on. Dispatchers and supervisors can tag the video using myAvail when the DVR supports remote video tagging and the property

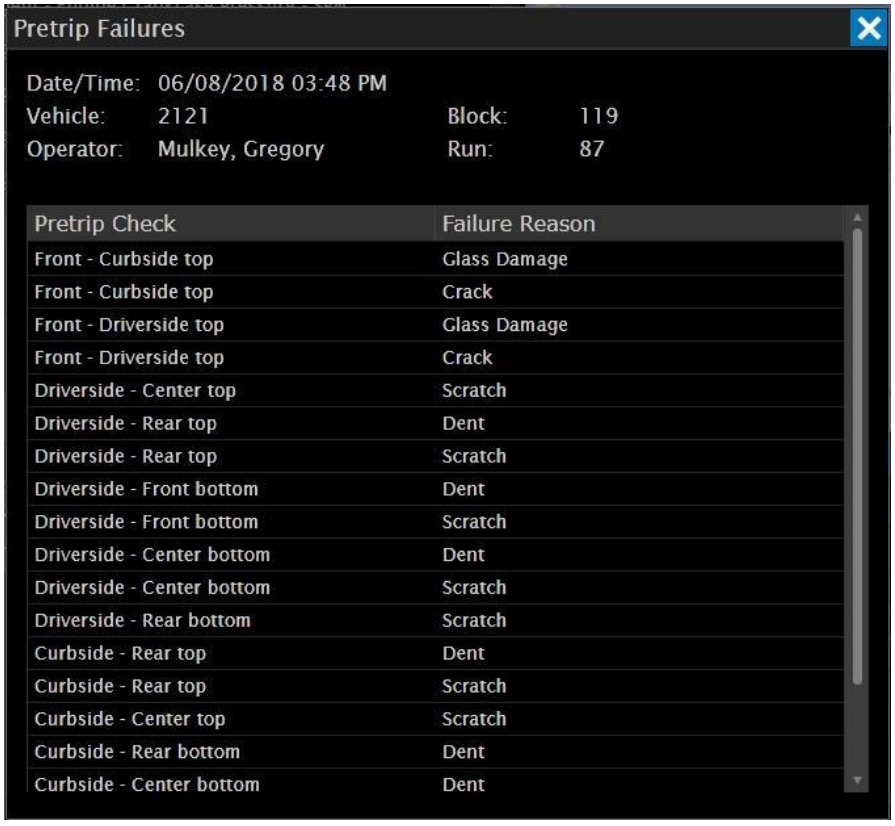
contracts Avail to connect to the DVR system. Video tagging facilitates the quick retrieval of important video segments when the vehicles return.

When you choose Video Tag, nothing visible happens on your monitor, but the system saves the appropriate video timecodes.

NOTE: myAvail displays the Video Tag menu item for properties that have at least one vehicle connected to a DVR that supports video tagging. Additionally, for properties that have the correct hardware in only some of its vehicles, myAvail greys out Video Tag for the vehicles that are not connected to compatible DVRs.

9.25. View Pre-Trip

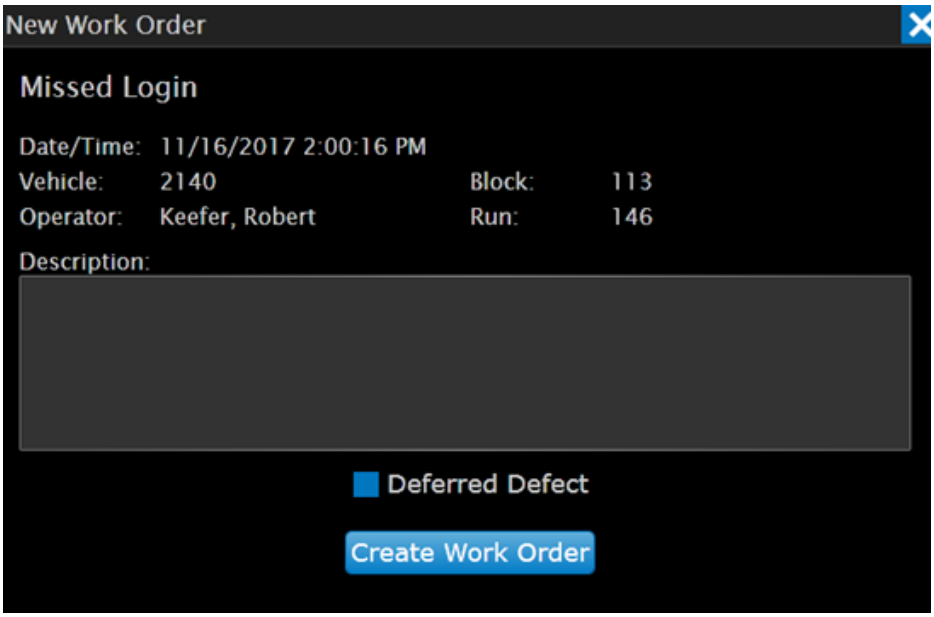
Properties that require operators to record pre-trip inspection results using the MDT in the vehicle can allow myAvail users to view these inspection results in the Operations tab. To display pre-trip failures, right-click an event in any of the queues and choose View Pretrip from the menu that appears. myAvail displays the following window, which lists only the recorded failures.



9.26. Create Work Order

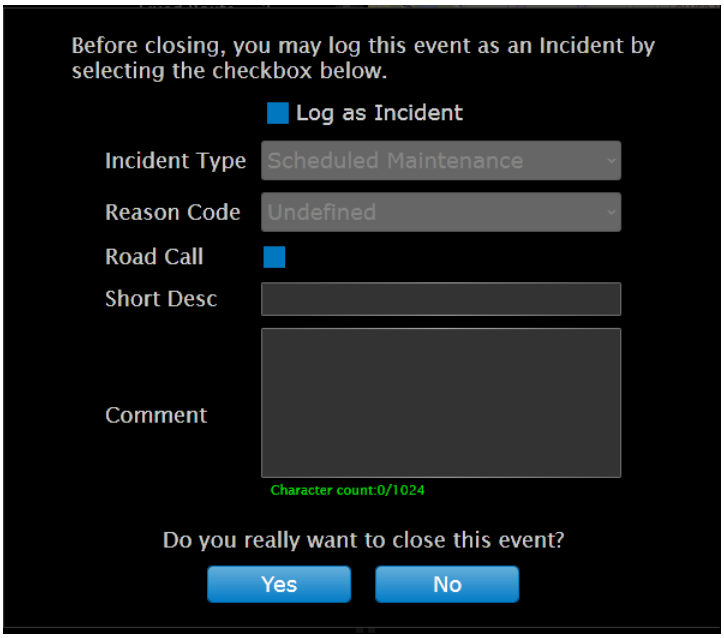
Properties using Avail's Maintenance tracking software (Fleet Net®) can start the work order process by right clicking an event in any of the queues. The date/time, vehicle ID,

Operator, and a free form description are passed to the Fleet Net® software work order process to minimize the data entry process.



LOGGING AN EVENT

After handling an event, you must log the event, which removes it from the queue. You can only log events that you have taken. To log an event, select the event and click the Log button,or right-click the event and select Log in the menu. These actions display the popup box shown below.

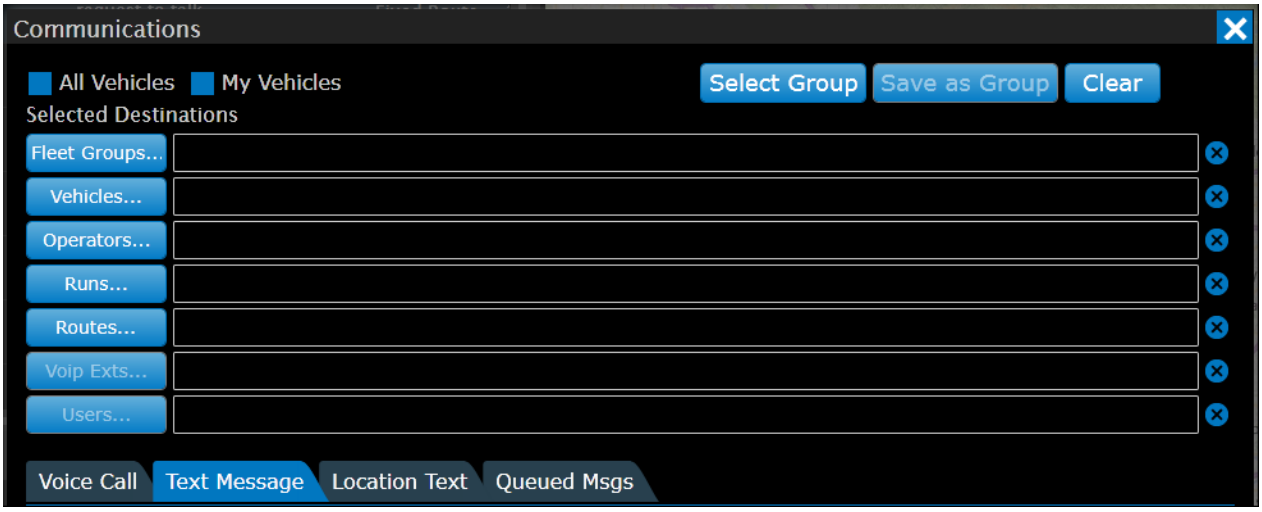


When you log an event, determine whether you need to log the event as an incident. Read the How to Use Incident Process chapter to learn more about this decision. If you need to log an event as an incident, check the **Log as Incident** box in the popup.

You can select more than one event from the queue individually with the <cntl> key or ranges of entries with the shift key and log them simultaneously. When you select multiple events, you cannot log the events as an incident.

9.27. COMMUNICATIONS WINDOW

When you set up a voice call, text, or location text message, myAvail displays the Communications Window.



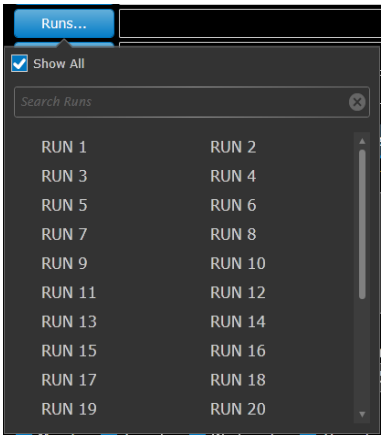
When you set up a voice call, the window opens with the Voice Call tab active. For Text Messages, the Text Message tab is active. When you open the window by selecting an event in the Communications or Events queue, myAvail pre-populates the Vehicles field with the relevant information.

SELECTING DESTINATIONS

Use the Selected Destinations fields to specify where you want your text message or voice call to go. You can select destinations by Vehicles, Operators, Runs, or Routes, or any combination of the above except for Users. When you select any of these categories a window opens allowing you to select the items you want. The window also contains a search box to find itemsin the list.

For Operators, Runs, and Routes, the system displays only values that correspond to vehicles that are both currently logged in and are in a fleet group that you are monitoring. However, the Vehicles list always displays all vehicles. Click the X at the end of each row to clear selections in that row or click the Clear button to clear all destinations in the window.

By default, the destinations for Operators, Runs and Routes only show the active data in use at the time. To show all data for these destinations, check the “Show All” checkbox, which is useful for Store & Forward messaging.



Check the All Vehicles checkbox to send to all vehicles, or the My Vehicles checkbox to send to all vehicles that you are monitoring. The Fleet Groups box allows you to send to all vehicles within a chosen fleet group. To select a fleet group, you must first clear any selections in the other categories.

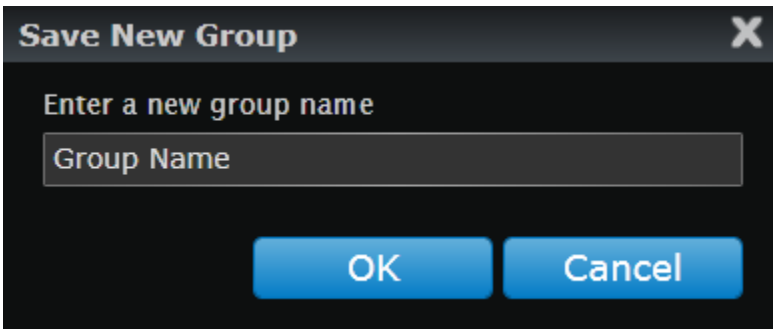
When using the Location Text tab to send a message, only the Users destination option is available.

If you send messages to the same set of destinations frequently, save that set as a group. To select a saved group, click Select Group.

To clear all selections and start over, click Clear.

SAVING A DESTINATION GROUP

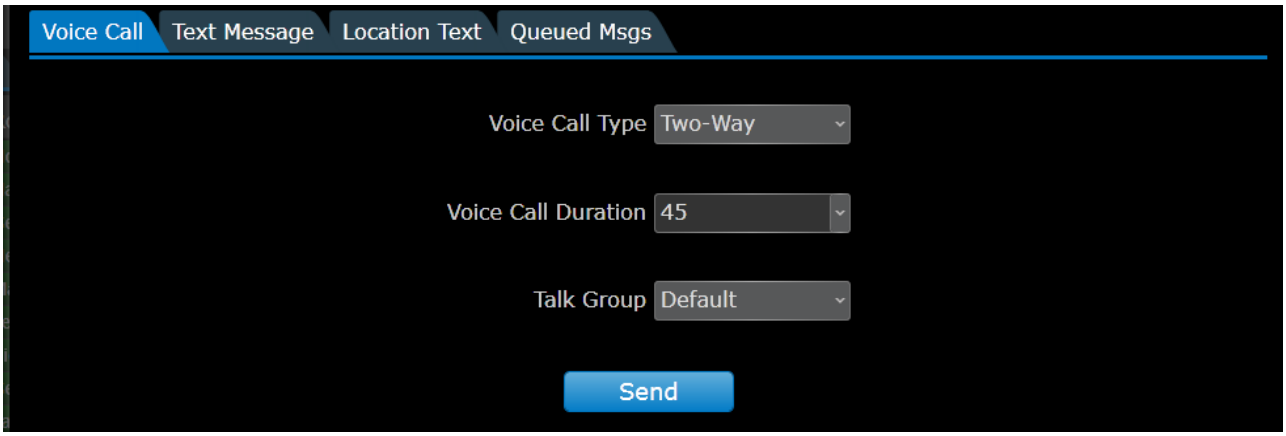
Select the destinations that you want to include in the group, then click Save as Group. In the next window, enter a name for this group and click OK.



Choose this group by clicking the Select Group button, and then select the name of the group. Delete any group that you've created by clicking Select Group, and then click the X next to the group name that you want to delete.

VOICE CALL SETTINGS

When you set up a voice call, the Voice Call tab displays three settings: Voice Call Type, Voice Call Duration, and Talk Group.



The Voice Call Type can be either One-Way or Two-Way. To talk back and forth with the operator, select Two-Way. A One-Way call does not allow the operator to respond. One-way calls are most useful when you need to call many vehicles to make an announcement, and you don't need the operators to respond.

Voice Call Duration is how long the voice channel is open on the vehicle. At the end of this specified duration, the voice channel is shut down. If you still need to talk to the operator after that time you must set up another voice call.

NOTE: Voice Call Duration is NOT displayed in a VoIP system.

The Talk Group identifies the radio talk group that the call goes out to. The default group is the talk group that you set up in your settings. However, if you need to use a different talk group, select it with the drop-down list.

When your destinations and settings are correct, click Send to initiate the voice call. This sends a data message to the selected vehicles that instructs them to put the radio in voice mode on the selected talk group. Additionally, a tone and a light indicator on the mobile data computer informs the operator that they need to pick up the handset. At this point, your conversation can begin.

When you click Send, a call status indicator appears on the bottom of the screen. It first indicates "Connecting" while it is trying to reach the vehicle with the data message. After the vehicle receives the message, the status changes to indicate the call duration. Use this to determine when the call is about to time out. If the system is not able to reach the selected vehicle after 40 seconds, the system stops trying and the Connecting indicator and the End Call button disappear.

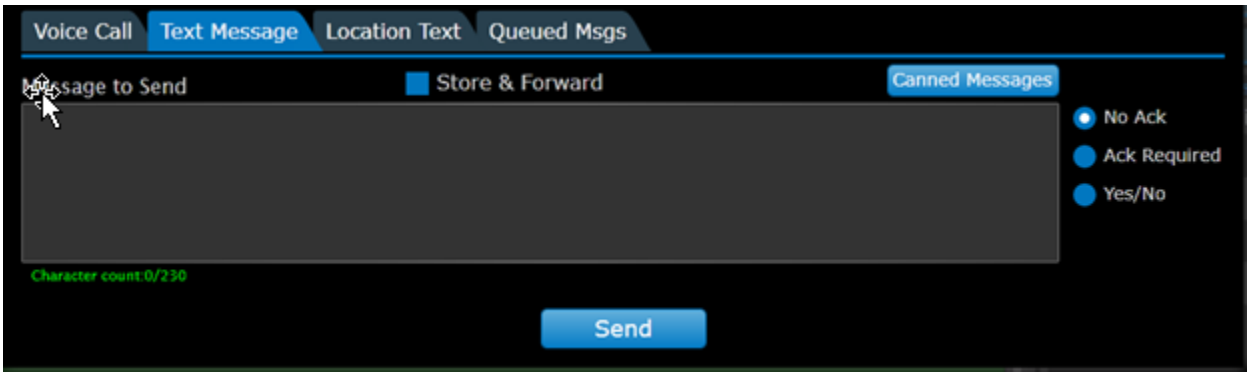
If the operator hangs up the handset before the end of the call duration, the call is ended. You can also end the call at any time by clicking the End Call button next to the time duration indicator.

NOTE: When you click End Call, it ends the call from your side. However, the radio in the vehicle stays in voice mode until either the operator hangs up the handset or the time duration ends. Consequently, if you immediately set up a voice call to another operator, the first operator might hear a part of your conversation.

If you try to set up a voice call on a talk group that another dispatcher is currently speaking to, or to a vehicle that another dispatcher is currently speaking to, the system notifies you that your voice call cannot be set up as specified.

TEXT MESSAGE SETTINGS

To send a text message, type the message you want to send in the Message to Send box. Your message can be up to 230 characters long. The character count field at the bottom of this box indicates how many characters you have used. You can also select from a list of Canned Messages by clicking the Canned Messages button. Use search in the window to help find the message you need. After you select a canned message, you can edit it in the Message to Send field. For more information on creating and managing canned messages, See How to Use the Canned Messages.



Specify that the operator must respond to your message by choosing Ack Required (acknowledgement required) or Yes/No. Both options tell operators that you require a response and they cannot delete the message until they respond. You can see responses in the Sent Msgs tab described below.

After you select the destinations and enter the text message, click Send. If the vehicle does not receive the message, the Communications queue indicates that the message failed. The Sent Msgs tab also displays this status.

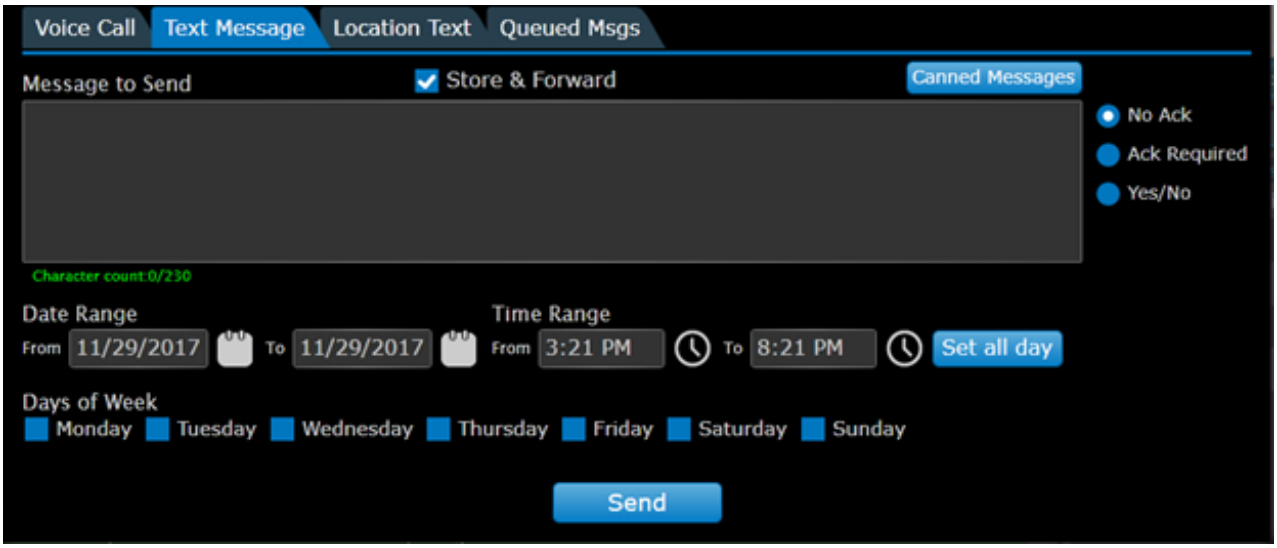
STORE & FORWARD TEXT MESSAGES

Check the Store & Forward box to create a text message that myAvail can send immediately and in the future.

Store and Forward messaging sends messages to recipients that match the criteria you specify in destinations (e.g., route, operators, etc.) during the time period you indicate. The system records the recipients to ensure all pertinent destinations receive it.

For example, if an event affects route 10 from 1PM to 5PM, myAvail can automatically send a message to vehicles on route 10 during that time period. If a vehicle runs a different route until 4pm and then switches to route 10, myAvail knows to send it a message because it tracks the recipients.

The setup for this type of message is the same as a normal text message except for the Date/Time range and Days of Week. Check "Store & Forward" to display this functionality. The system automatically sends the text message to the selected destinations during the Date/Time range and Days of Week you specify. When myAvail sends the message, it appears in the Sent Messages tab. An example of the screen with the selection of "Store & Forward" is below.



DATE RANGE

This area allows you to set the start and end date that you want to display the message.

Pick the date by clicking the calendar icon  . Or click in the field and type in a date. The default date range starts on the current day and continues for a month.

TIME RANGE

This area allows you to set the start and end time range that you want to display the

message. myAvail displays the message only during this time range each day. The default time range is all day. If you change the time range and want to set it back to all day, click Set all day. To change the times, click the clock icon  . Or click in the field and type in a time.

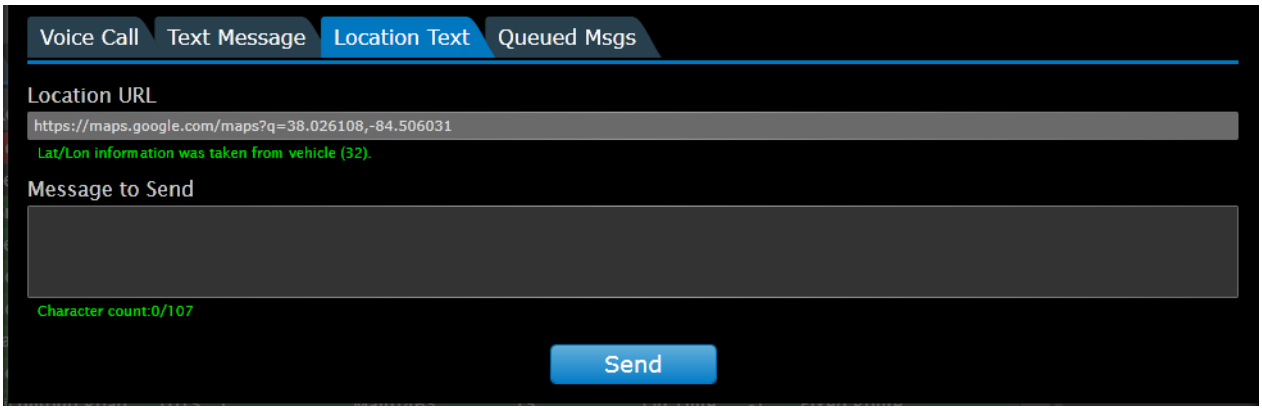
DAYS OF THE WEEK

These check boxes allow you to select which days of the week that you want to display the message. myAvail displays the message only on the selected days of the week within the Date Range. The default is that all days are checked.

Clicking Send saves the message for future delivery to the selected destinations.

LOCATION TEXT

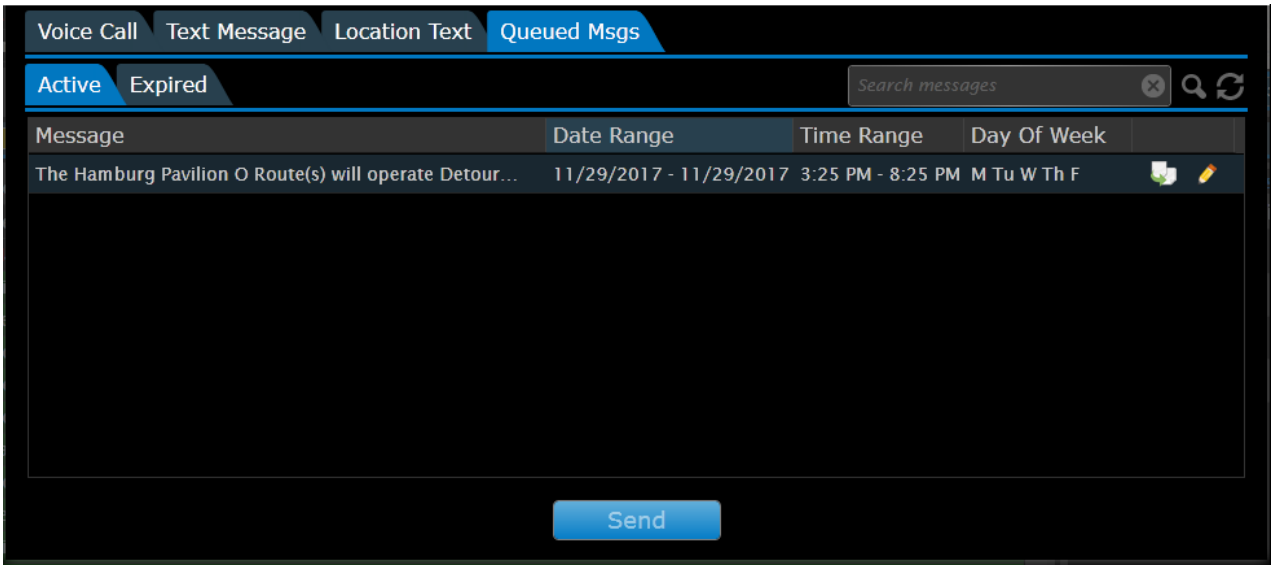
myAvail provides the location URL. Enter text that explains why the recipient is receiving this location information. Then, click Send.



STORE & FORWARD QUEUED MESSAGES

The Queued Msgs tab allows the user to view Active and Expired Store & Forward messages. The user can Copy or Edit existing active messages and Copy expired messages. At the end of each Active row, there are two icons that allow you to Copy  and Edit  that message.

When the user selects either the Copy or Edit, myAvail returns to the Text Message tab and populates a message that is ready for modification. Users can use search to find a specific message.



At the end of the date range, the Active grid no longer displays the message, but it is listed in the Expired grid. To view the Expired grid, click Expired. Items in the Expired grid cannot be edited, but you can copy them to use as the starting point for a new message. In the upper-right hand corner of the screen, the search box allows you to search for text in a message. To perform a search, enter the text and then click the search icon  . This filters the list to show only the items that contain the search text. To revert to the full list, click the cancel icon  within the search field. This search applies to both the Active and Expired tabs. The refresh icon  reloads the list, which allows you to see any new messages createdby someone else.

LOCATION TEXT SETTINGS

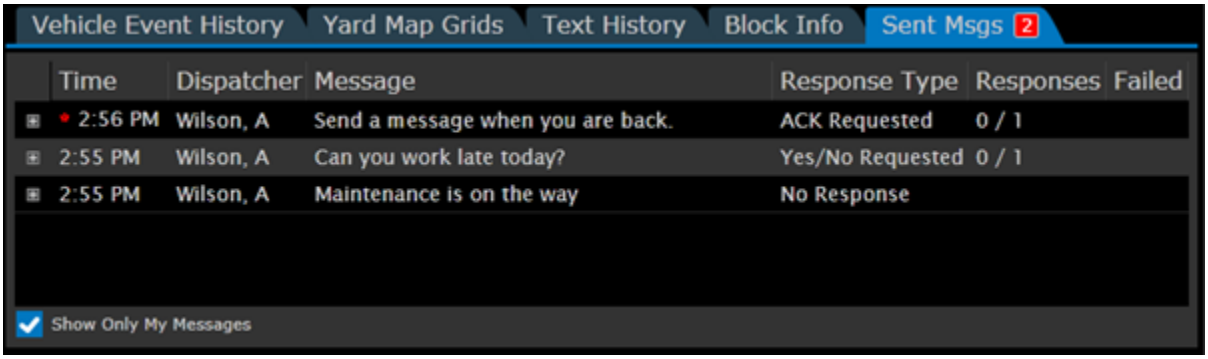
If the Location Text tab is launched from either the Status queue or Map windows, the dialog box includes a Google Maps URL with location information for a specific vehicle. When the userclicks on this URL on their smart phone, it launches a web browser or a Google Maps application. The URL provides location and direction information to help the user find the vehicle.

The only active message destination on this tab is the Users field. This field only displays myAvail users who have their Phone 2 field filled out in the Users Settings tab.

9.28. OPERATIONS INFORMATION WINDOWS

9.29. SENT MESSAGES

The Sent Messages tab shows the text messages that you have sent today and responses to those messages. Following is an example of the Sent Msgs display.

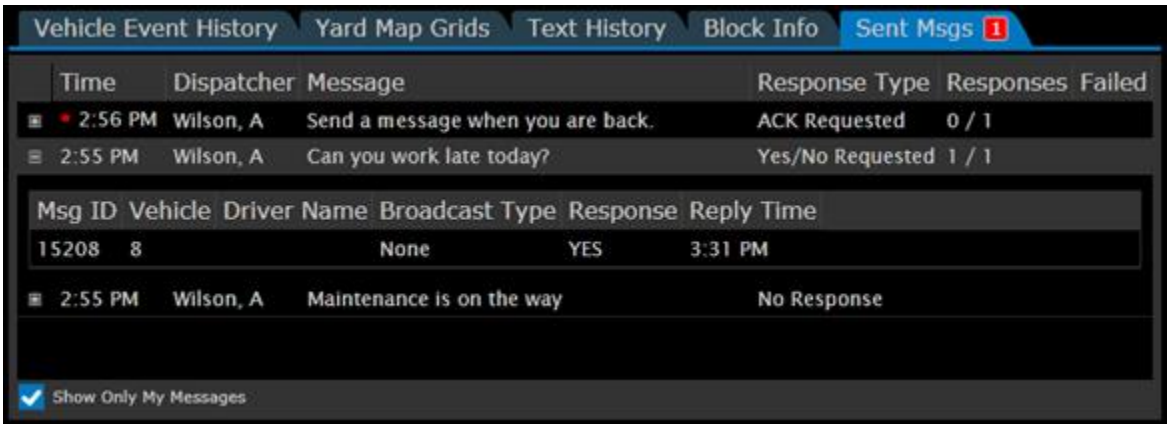


Check or uncheck the Show Only My Messages checkbox to display either only the messages that you sent today or messages sent by all dispatchers. For each message, myAvail displays the following information:

Field	Description
Time	The time the message was sent.
Dispatcher	The dispatcher that sent the message.
Message	The text of the sent message.
Response Type	The type of response that was requested.
Responses	The responses received, e.g. 0/1 indicates that 0 responses were received out of 1 expected response.
Failed	The count of vehicles that failed to receive the message.

An asterisk (*) at the beginning of the row indicates a message that was sent or a response that was received since you last viewed this display. The count in the red badge on the Sent Msgs tab indicates the number of outstanding responses (i.e., expected responses that have not yet been received.)

To view the responses, click "+" at the beginning of the row to expand the message. The expansion grid contains one row for each vehicle that the message was sent to and indicates the response from that vehicle. Below is an example.



The response row shows the Msg ID, the Vehicle that the response is from, the Operator that sent the response (if the vehicle is logged in), whether this was a broadcast message, what the response was, and the time of the reply.

9.30. TIMELINE

Use the timeline to watch specific vehicles over time. This feature allows you to see how the vehicle was running earlier in the day and how it might affect the future, such as transfer connections, driver reliefs, and schedule adherence. This differs from that status screen because you can see historical information for the day. For example, instead of seeing only that the vehicle is currently running late, you can see that it's been late for the last (x) numberof time points and act if needed. To do this, use the scroll bar at the bottom of the timeline togo either forward or back in time. Click the Now button to return to the current time.

The timeline works by letting you manually add a vehicle to the timeline or by having events automatically place the vehicle onto the timeline. This feature allows you to monitor the timeline and watch only vehicles of interest or when events occur that you need to act upon. You can take actions directly from the timeline screen, so you do not need to worry about finding the event in the events window or communication window. You are also able to makevoice calls and send text messages directly from the timeline.

ADD VEHICLE TO TIMELINE

You can add vehicles to the timeline by doing the following:

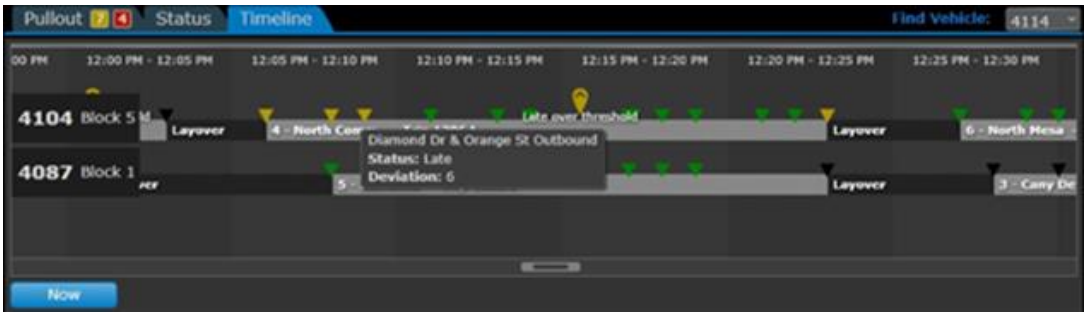
1. Right-click the status panel and select "Add to Timeline."
2. Right-click the event panel and select "Add to Timeline."
3. Set the event to auto place the vehicle on the timeline.

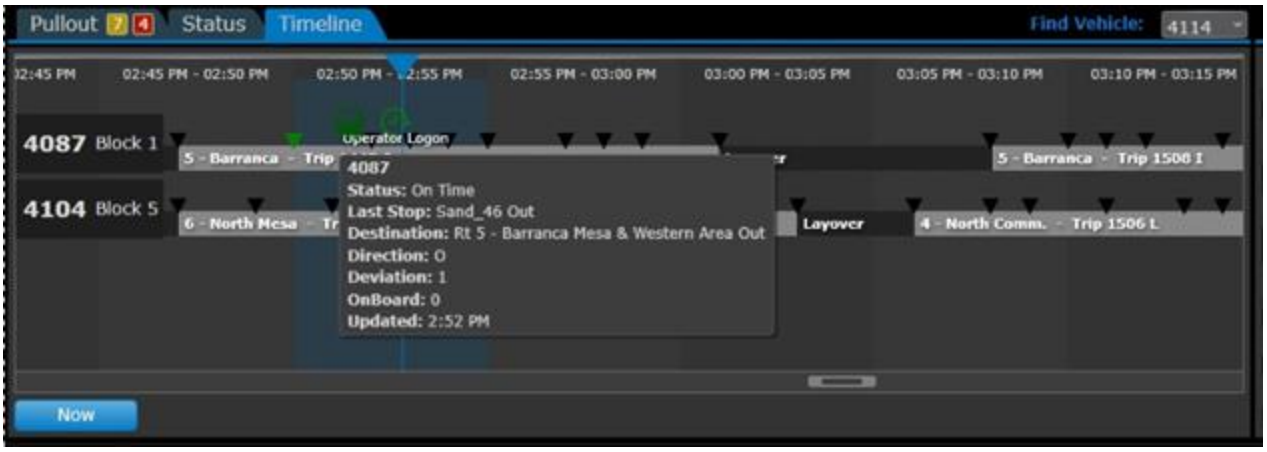
REMOVING VEHICLE FROM TIMELINE

Remove a vehicle from the timeline by right clicking the vehicle on the timeline and selecting "Remove from Timeline."

VIEW TIMELINE STATUSES

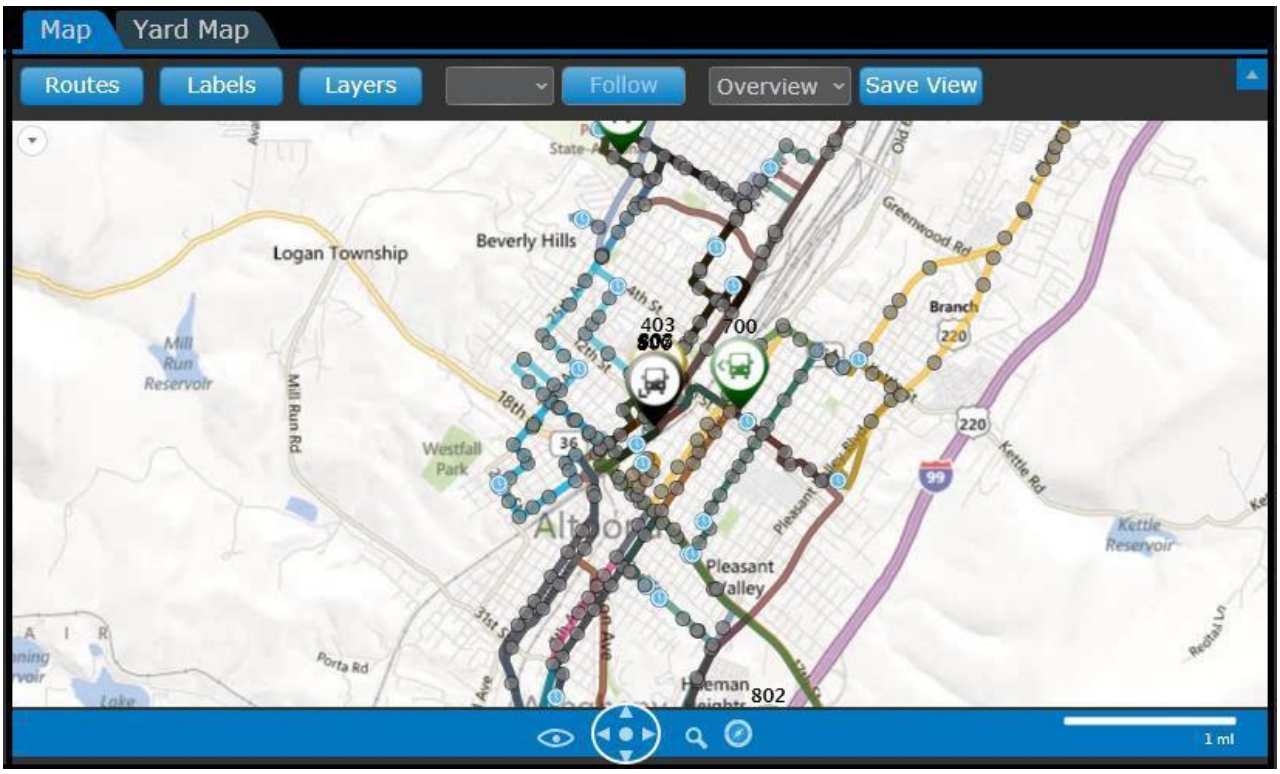
The timeline allows you to hover over events, stops, and vehicles. While hovering over the icon, you can view more detailed information about the event.





9.31. MAP

The Map tab displays the current location of vehicles that you are monitoring along with route traces, stops, and time points. An example of the map display is below.



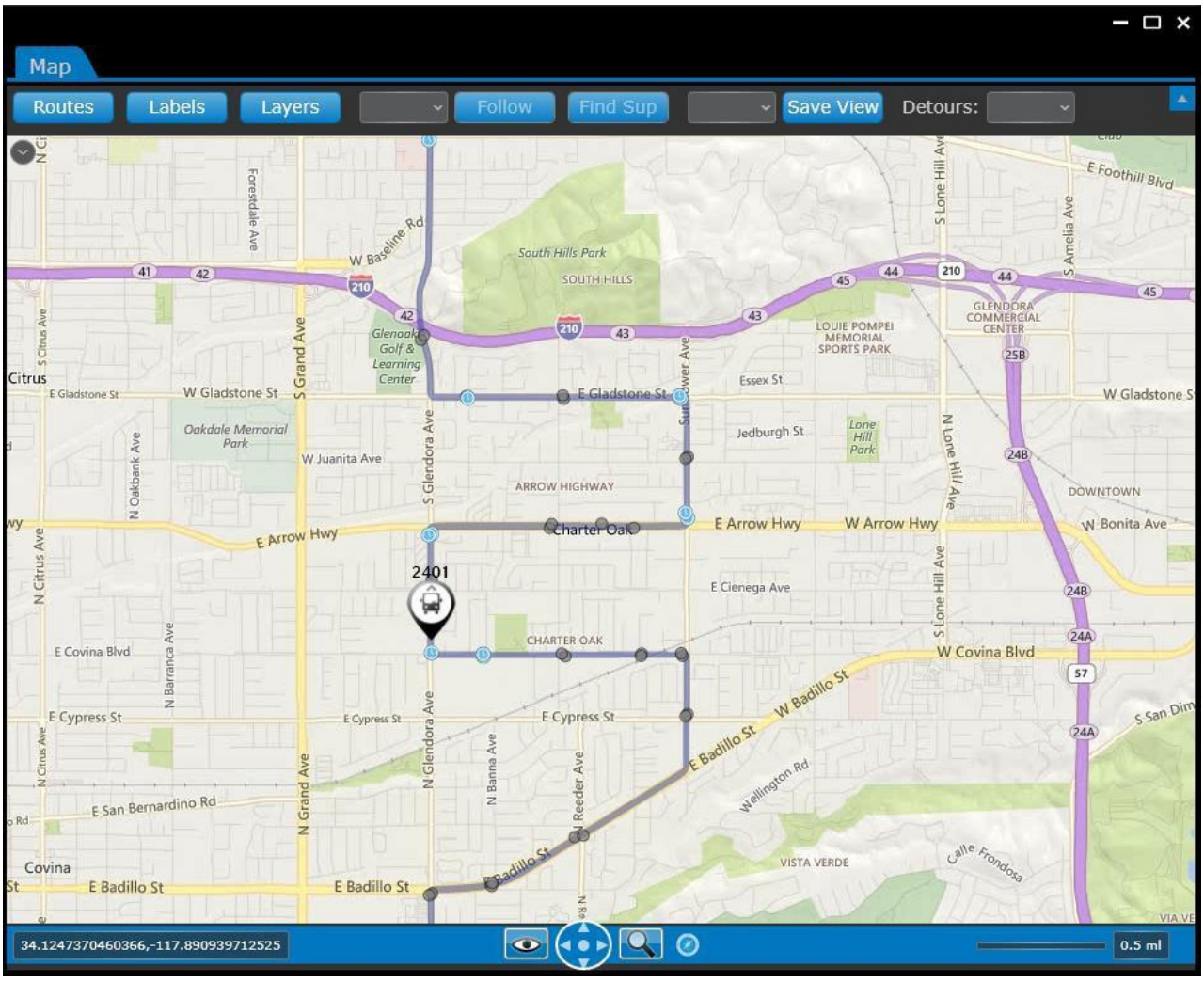
The toolbar above the map is concealable. To unhide the toolbar, click the blue down arrow in the upper right-hand corner of the Map window. To hide the toolbar, click the same button (which is now an up arrow).

HINT: If the map does not display vehicles that you expect to see, ensure that your settings are correct. For the map to display a vehicle, you must both monitor the vehicle's fleet group and select its route. To determine which fleet groups you monitor, click the gear icon on the top-right of the screen. Then, click the Routes button in the map toolbar and check the proper routes. myAvail remembers your selections for future sessions.

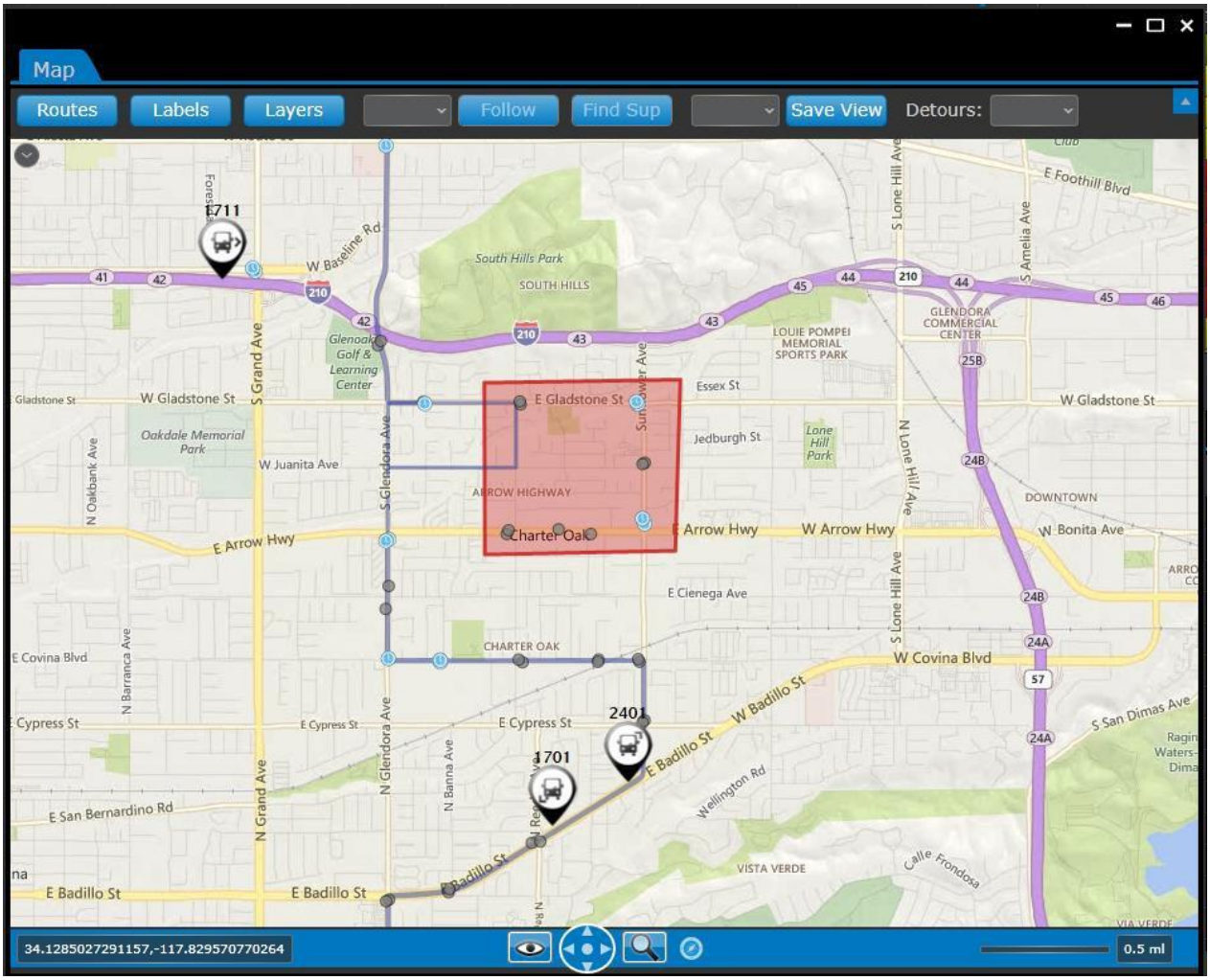
DETOUR DISPLAYS

For many reasons, you might need to create temporary detours of fixed routes. You can define these detours on the Detour tab. When there are active detours, the map displays the detour zones that affects the routes along with the detour route traces. The map removes the regular route traces while detours are active. The following is an example of an active detour.

This is how it appears before the detour:



This is how it displays with the detour:



PANNING AND ZOOMING

You can pan the map in two ways:

- Click, hold, and drag the mouse. The map pans while you are dragging the mouse.
- Click one of the four arrows under the map. The map pans in the direction of the arrow.

Change the zoom level of the map by clicking the magnifying glass below the map and selecting the zoom level you want or by using the scroll wheel on your mouse. You can also zoom in by holding down the shift key and using the mouse to draw a rectangle on the map, which zooms in to that rectangle.

DISPLAYING THE OVERVIEW MAP

A small overview map can be displayed by clicking the down arrow in the upper left corner of the map. This displays a small overview map with a rectangle that shows the area displayed by the larger map in the context of the larger surrounding area.

DISPLAYING LAYERS

There are two types of layers on the map. The first are base map layers such as satellite, aerial view, and traffic. To turn these layers on and off, click the "eye" icon  under the map and select the layers you want to see. The other types of layers are route layers, such as route traces, vehicles, stops, and time points. To turn these layers on and off, click the Layers button in the map toolbar and select the layers you would like to see.

SELECT ROUTES

To enable the routes that you see on your map, click the Routes button in the map toolbar and select the routes that you want to view. After you select a route, the map displays the route trace, the stops on the route, and the vehicles on the route according to the rules below.

myAvail filters the vehicles that it displays on the map using the fleet groups you monitor and the routes you select. To determine which fleet groups you monitor, click the gear icon on the top-right of the screen.

The map displays routes traces and vehicles using the following rules:

- If you select a route that you monitor, the map displays the route traces, stops, and vehicles.
- If you select a route that you do not monitor, the map displays the route trace and stops, but it does not display vehicles on the route.
- If you do not select a route, the map does not display route traces, stops, or vehicles on that route regardless of whether you are assigned to monitor that route.

An exception to these rules occurs when a vehicle is outside the yard area and the operator has not logged in. myAvail displays these vehicles to all users monitoring the Operations map.

SET LABEL

Use the Set Label button in the map toolbar to control the information that is displayed in the label for a vehicle. You can choose from:

- Vehicle ID
- Operator
- Block
- Run

You can select more than one item to include in the vehicle label.

9.32. FOLLOWING A VEHICLE

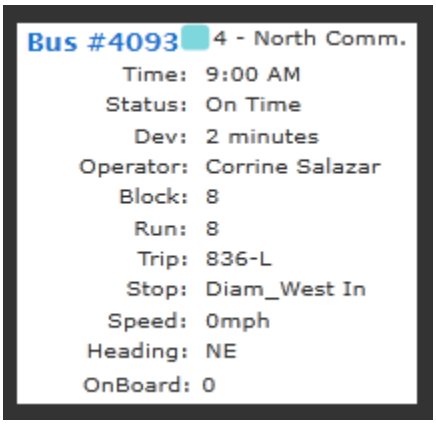
You can select to follow a specific vehicle on the map which ensures that the selected

vehicle is always visible on the map by automatically panning the map. To select a vehicle to follow, select the vehicle from the Vehicle drop-down list and click the Follow button. To stop following this vehicle, click the Unfollow button.

9.33. VEHICLE INFORMATION

Vehicles are displayed on the map using icons based on the vehicle type. The color of the vehicle reflects the current schedule adherence status of the vehicle - on time, early, or late. The map contains a legend that shows the icons and colors. You can display the legend by clicking the legend button  . An example of the legend is below.

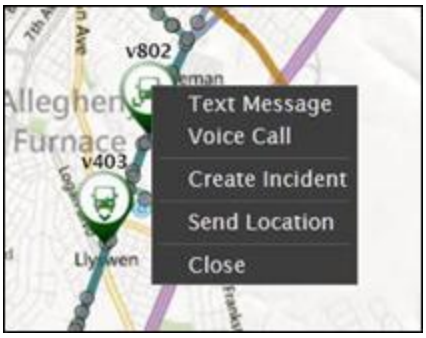
Click a vehicle to display more information about it in a bubble, as shown below.



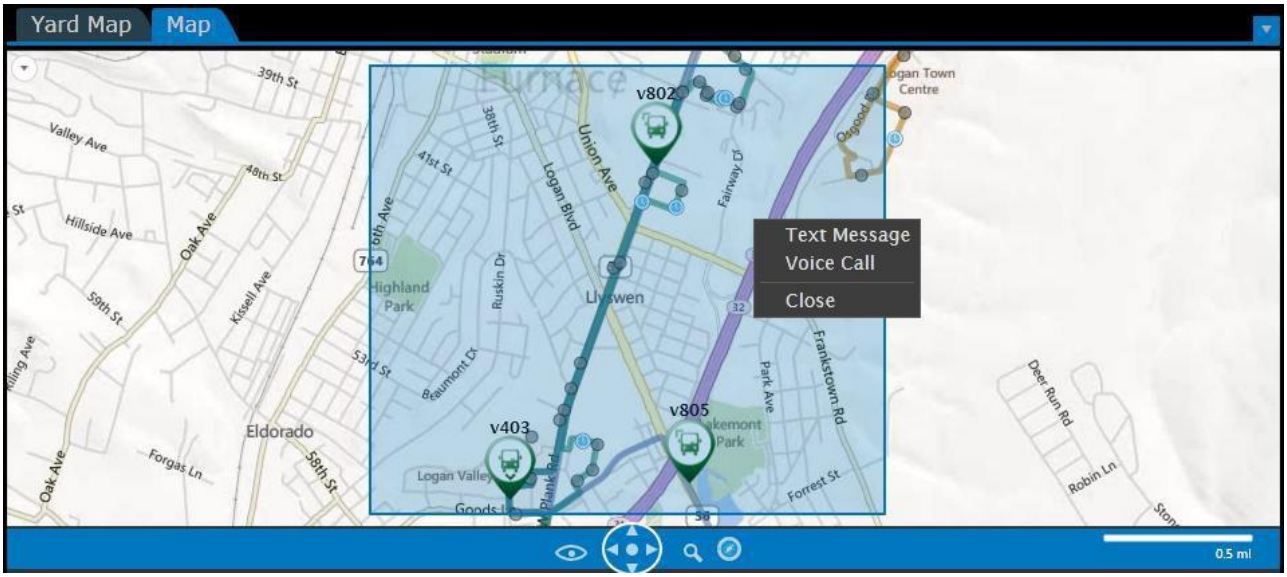
If a vehicle is travelling at an excessive speed, its icon flashes. When speed limit information is available, myAvail compares the vehicle's speed to the speed limit. However, speed limit information is not always available, particularly for secondary roads. In this case, the system compares the vehicle's speed to a fixed value, such as 35 mph.

SELECTING VEHICLES

The map provides a context menu for sending vehicle messages and creating incident reports.



Right-click a vehicle icon to display the context menu that is shown above. Select an option in the context menu to pass the vehicle information on to the next dialog.



Use the map to select multiple vehicles in a map region, as shown above. To define a map region, do the following:

1. Press the CTRL key.
2. Click and hold the left mouse button.
3. Select the map region that includes multiple vehicle icons.
4. Right-click the region.
5. Select an option in the context menu.

All vehicles inside the map region are passed along to the next dialog.

9.34. VIEWS

Views allow you to define a view of the map, to save that view, and to return to that view at any time. The definition of a view includes:

- The center point of the map
- The zoom level of the map
- The selected routes

DEFINING A MAP VIEW

To define a view, pan and zoom the map to the desired location and zoom level. Ensure that the routes you want to view are selected in the Select Routes list. Click the Save View button in the map toolbar. Enter the name for this view and click Save As New.

To change an existing view, pan and zoom the map to the desired location and zoom level, select the routes to display, click the Save View button, and click Resave.

To see a different view, select the view from the View drop-down list. The view that is active when you log out will be active at your next login.

9.35. STATUS DISPLAY

The Status Display shows the most recent status of the vehicles that you are monitoring. Below is an example of the status display. For instructions on how to modify the grid layout see How to Configure Screen Layout.

CONTEXT MENU

Right-click a vehicle in the Status Display to display the context menu. The context menu presents options that apply to the selected vehicle. If you choose an option in the context menu, myAvail passes the relevant vehicle information to the next dialog box. The options are the following:

- Text Message: Send a text message to the vehicle.
- Voice Call: Establish a voice call with the vehicle.
- Create Incident: Start an Incident Report for the vehicle.
- Decision Support: Launch the Decision Support page.
- Send Location: Send a text message that contains the vehicle's current location to recipients that you choose.
- Add to Timeline: Track the vehicle on the Timeline tab.
- Video Tag: Bookmark the current time point on the vehicle's DVR.

STATUS INFORMATION

Generally, the table displays only vehicles that are logged on. To display the logged off

vehicles, check the "Show Logged Off Vehicles" checkbox. The fields in the table are described below:

Field	Description
Time	The time of the most recent report from the vehicle. If this field is blank that indicates that we have not heard from this vehicle today.
Vehicle	The vehicle number
Block	The block the vehicle is currently operating. Displayed for vehicles on fixed routes.
Run	The run the vehicle is currently operating.
Operator	The operator that is currently logged in to this vehicle
Route	The route that the vehicle is currently operating. Displayed for vehicles on fixed routes.
Trip	The current trip number. Trip numbers correspond to the start time of the trip, in military time. Displayed for vehicles on fixed routes.
Direction	The direction of the current trip. Displayed for vehicles on fixed routes.
Stop	The stop that the vehicle most recently departed. Displayed for vehicles on fixed routes.
Onboard	Approximate count of passengers currently onboard the vehicle. Displayed for vehicles on fixed routes.
Status	See the table below: Status - Possible Values.
Dev	Deviation in minutes from the schedule. Displayed for vehicles on fixed routes.
Fleet Group	Identifies the vehicle's fleet group. If this vehicle is in more than one fleet group, myAvail displays only one of the groups.
Empl Num	The employee number of the Operator.
Pullout	The time that the block/run piece starts.
Pullin/Relief	The time that the block/run piece either finishes for the day or that the operator is relieved, and a new run starts for the block.
Relief Loc	The location (usually a stop or vehicle yard) where the operator relief happens.

Status – Possible Values

Status Name	Description	RGB Color
Bad Comms	The system has received no communications from the vehicle for a defined number of minutes (default 10).	101,132,7

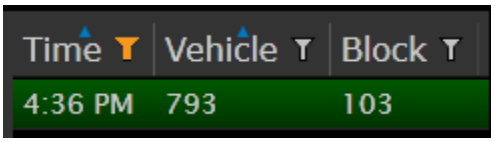
Bad GPS	The vehicle has received no GPS signal for a defined number of minutes (default 10).	7,88,132
Off Route Excessive Idle	The vehicle is off route and has been idling over the threshold (usually 5 minutes).	98,114,114
Driver Off Bus	The operator pressed a button on the MDT indicating they were getting off the vehicle.	145,0,109
Off Route Stationary	The vehicle is off route and has been stationary over the threshold (usually 5 minutes).	98,114,114
Off Route	The vehicle is off the route by a defined number of feet off (default 500).	219,112,147
Excessive Idle	The vehicle has been idling for longer than the defined number of minutes (default 5).	5,158,44
Stationary	The vehicle has been stationary for longer than the defined number of minutes (default ?).	76,131,220
Discharge Only	The operator has placed the vehicle in the Discharge Only mode. Passengers cannot board the vehicle.	145,0,109
Early	The vehicle is ahead of schedule by a defined number of minutes (default 0).	178,23,0
Late	The vehicle is behind schedule by a defined number of minutes (default 5).	178,151,0
Estimated Late	The vehicle is behind schedule based on regular stops instead of timepoints.	178,151,0
Headway Bunched	The interval between two vehicles on a headway route is shorter than the scheduled interval by a customer defined percentage.	145,0,109
Headway Gapped	The interval between two vehicles on a headway route is longer than the scheduled interval by a customer defined percentage.	159, 127, 156
Manual	The operator is making announcements manually.	145,0,109
OOS Logged In	The operator placed the vehicle in an Out of Service mode.	86,96,112
Special	The operator logged in with a Special Route number.	144,144,144
Training	The operator is performing training runs. The outside signs display “Training” while the inside signs and announcements work normally.	63,208,160

Maintenance	The operator is performing Maintenance testing. The outside signs display "Maintenance" while the inside signs and announcements work normally.	85,204,204
Headway	On a headway route in Discharge Only Mode.	Transparent
Trip Start	The vehicle has not left the first stop of the trip.	Transparent
On Time	The vehicle is not early or late.	00,59,00
Headway On Time	A headway route vehicle is neither bunched or spread.	126,104,153
Driver On Bus	The status when the driver returns to the bus but has not departed a timepoint or trip change to change status.	145,0,109
Logged In	The operator is logged in, but the vehicle has not reached the first stop.	00,00,00
In Service	When receiving only AVL reports.	Transparent
OOS Not Logged In	The vehicle was changed to an Out of Service mode after the operator logged off.	144,144,144
None	A status is not provided on stored and forward records.	120,120,120
Inactive	The vehicle is past the last stop of the defined block.	Transparent

The status of the vehicle determines the color of both the row in the status display and the vehicle on the map. By default, the status display presents the most important statuses first. However, you can re-sort the display by clicking any of the column headers. The first click sorts a column from low to high. A second click reverses the order, so it is from high to low.

The Status tab displays badges that indicate the counts of early vehicles (red), late vehicles (yellow), and vehicles with Bad Comms (pea green).

You can filter the status screen by clicking the filter icon. An orange filter icon indicates that myAvail is applying a filter, as shown below:



9.36. DECISION SUPPORT WINDOW

The Decision Support window helps your property perform recovery actions to restore service to an on-time status after a disruption. Decision Support has the following three components:

- **Operations**: Identify disruptions and take restorative actions.

- **Passenger information**: Manage how the system presents information about the disruptions and the results of the restorative actions (e.g. departure estimation) to the passengers.
- **Reporting**: Generate reports that describe the differences between the scheduled service and the provided service.

You can launch Decision Support by clicking  to expand the top menu and then clicking this  icon. However, you will most frequently access Decision Support by right-clicking agrid item or a map and selecting Decision Support in the right-click menu.

You can access Decision Support on the following Operations tab windows:

- Status
- Map
- Route Status
- Route Map
- Events
- Communications
- Maintenance

NOTE: The default web browser for the workstation must NOT be MS Internet Explorer.

DECISION SUPPORT LAYOUT

Decision Support opens as a freestanding HTML5 web page. The page requires a vehicle ID. If you use the right-click menu, myAvail automatically passes the appropriate vehicle ID to Decision Support. On the other hand, if you launch Decision Support using the icon in the top menu, you must select the vehicle from the Selected Vehicle drop-down list.

The Decision Support window has two main sections. The top third of the screen displays information relevant to all functions. The window displays the following information:

- **Selected Vehicle**: The vehicle that the Decision Support action will assist. This vehicle is preselected when you use the right-click menu to access Decision Support. However, if you use the icon on the top menu of the Operation tab, you must select a vehicle fromthe drop-down menu.
- **Operator**: The operator currently logged on to the vehicle.
- **Status**: The operational status of the vehicle and any known schedule deviation.

- **Onboard**: The last reported passenger count and the capacity of the vehicle. For myAvail to know the vehicle's capacity, Seating Capacity must be entered during vehicle setup.
- **Last Stop**: The last stop that the vehicle departed.
- **Route/Block/Run**: The last reported values from the vehicle.
- **Vehicle Schedule Grid**: Displays the full day's schedule for the block the selected vehicle is currently logged on to. Showing the following information:
    - Trip
    - Route Name
    - Stop Number
    - Stop Name
    - Scheduled Departure Time (SDT)
    - Estimated Departure Time (EDT)
- **# Vehicles Available**: The number of active vehicles that are not currently logged on to a run, including those scheduled for maintenance.
- **# Operators Available**: The number of Extra-Board operators that are currently checked in but not logged into a vehicle.

NOTE: The top area is static. If you leave this window open for an extended time, the information becomes out of date. Close and reopen the window to obtain updated information.

DECISION SUPPORT ACTIONS

Use the lower two-thirds of the screen to specify corrective actions. You can choose from the options below.

These actions have the following shared properties:

- These functions send the appropriate information to the GTSF real-time feed.
- The Messages fields are optional.
- Create Incident fields are required.
- If you click Back, the entries are cleared, and you return to the list of actions.
- You must click Submit to commit the actions.
- When you click Submit, the window remains open so you can perform other actions.

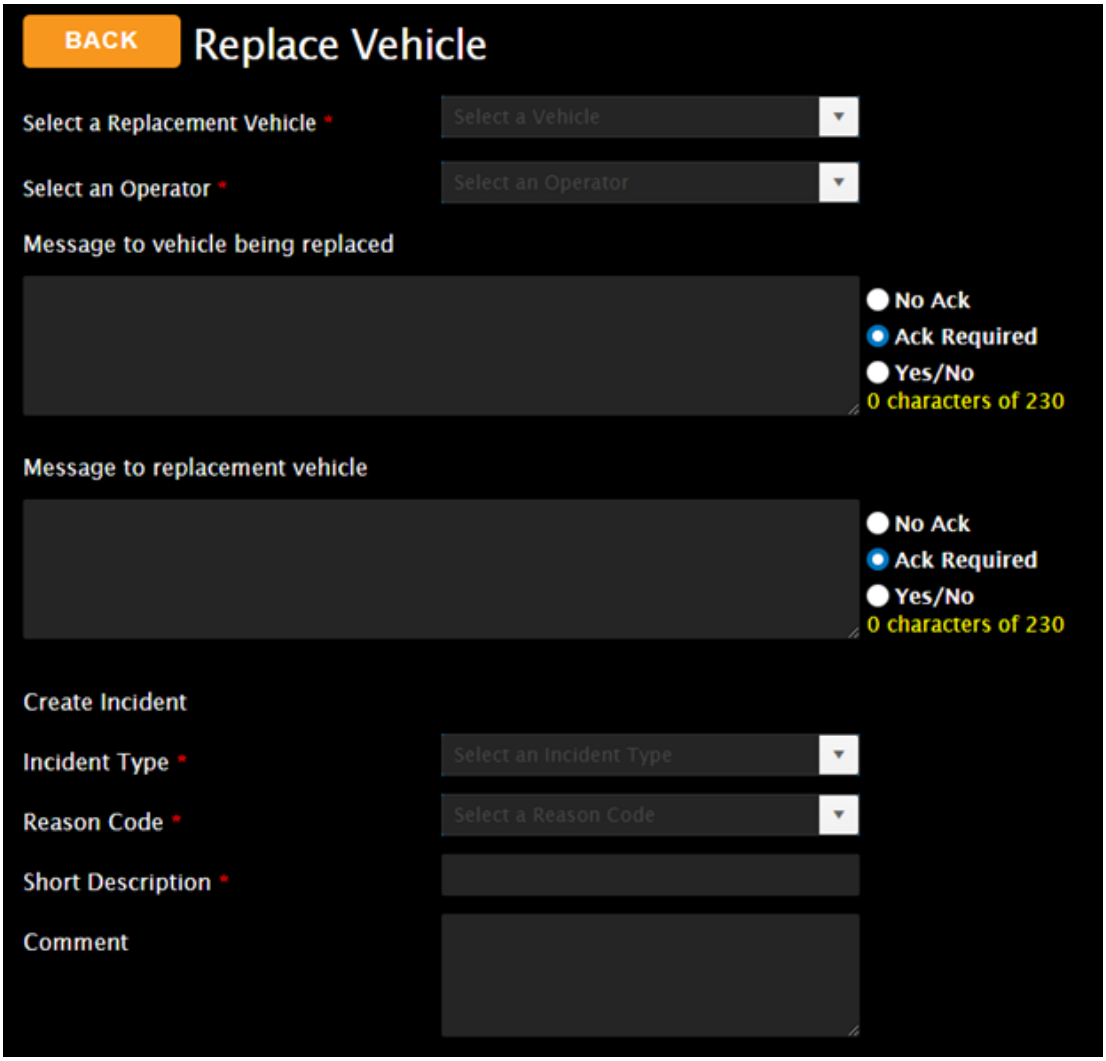
HINT: The system sends Decision Support messages to the vehicles you specify immediately after you click the Submit button. Consequently, ensure that the operators in the target vehicles are logged on before you click Submit or the messages will fail. For replacement, helper, and platoon vehicles, you must wait for the operator to power up the support vehicle, which in turn powers up all the myAvail devices that are onboard. Depending on the equipment, this process can require up to 5 minutes.

Replace Vehicle

Use this option when you need to pull a vehicle off a block. This option allows you to select the replacement vehicle, select a replacement operator (if needed), enter messages for both vehicles, and open an Incident.

A red asterisk indicates the field is required.

Selecting a replacement operator is required. However, selecting the current operator is allowed.



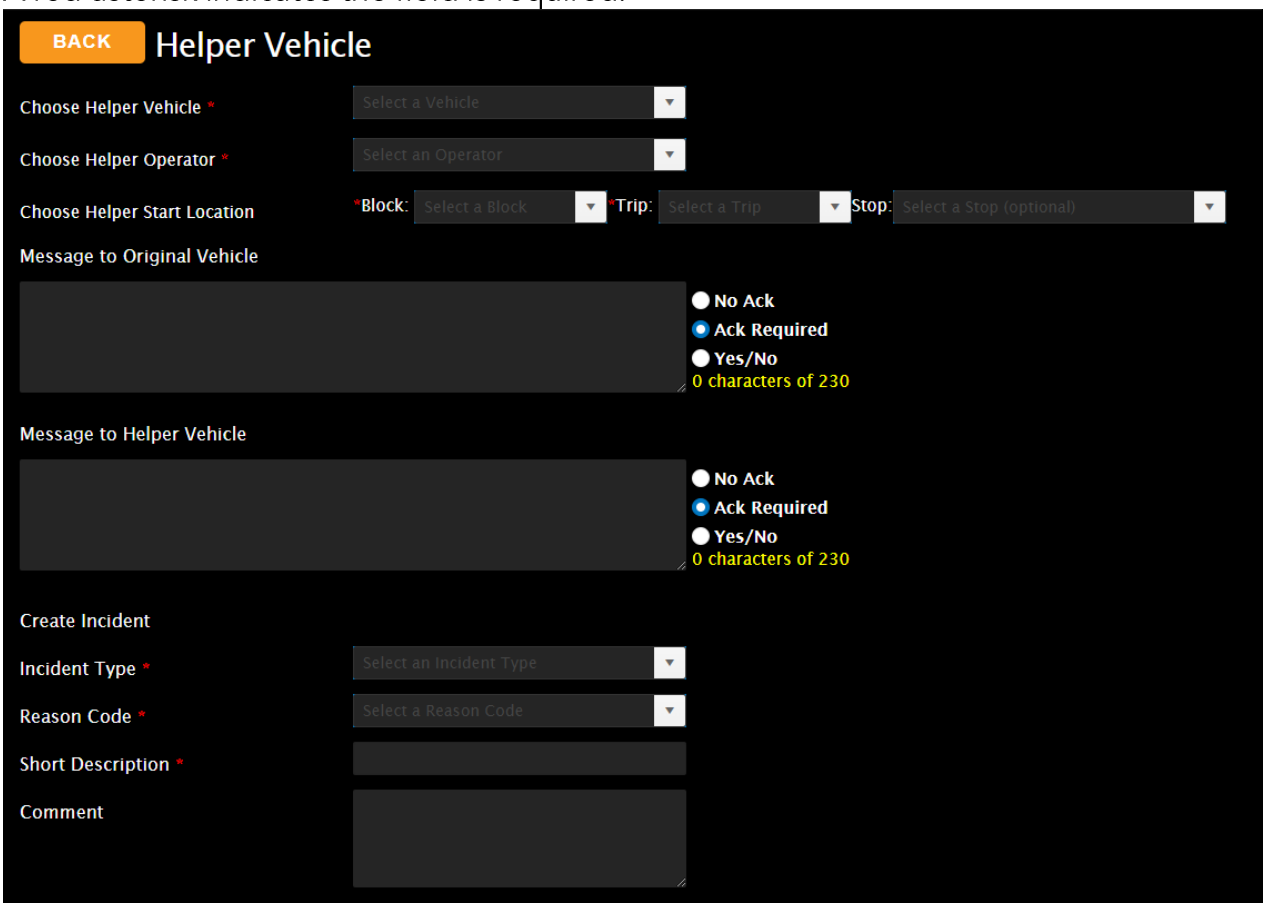
Helper Vehicle

Use this option when a vehicle is falling behind schedule to the point where service might be missed. Helper Vehicles can return the service to schedule. The helper vehicle is dispatched to a stop ahead of the regular vehicle to continue on-time service. In the meantime, the regular vehicle completes service to the end of its trip and can then drop one or more trips as needed to get back on schedule.

This window allows you to select the helper vehicle, select a helper operator, select the trip and stop for the helper vehicle to start service, enter messages for both vehicles, and to open an incident.

In the window, myAvail filters the Trip and Stop fields by the selected block and trip, respectively.

A red asterisk indicates the field is required.

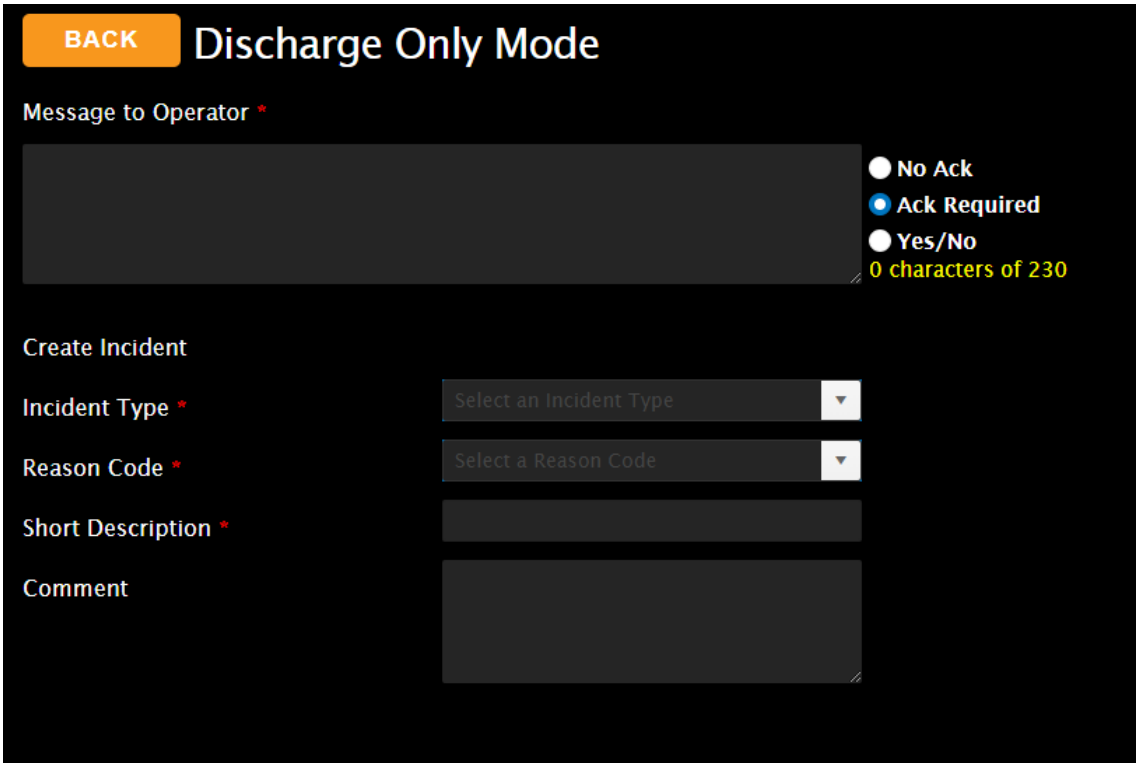


NOTE: After you assign the helper bus, myAvail sets the block deviation to on-time beginning with the stop that the helper vehicle starts providing service.

Discharge Only

Use this option when multiple vehicles are servicing a route and one of the vehicles is near capacity. In this situation, you might want the nearly full vehicle to go into discharge only. This option allows you to message the operator to place the vehicle in Discharge Only mode and to open an Incident. Dispatchers often use this option in conjunction with the Helper Vehicle and Platoon Tripper options.

A red asterisk indicates the field is required.



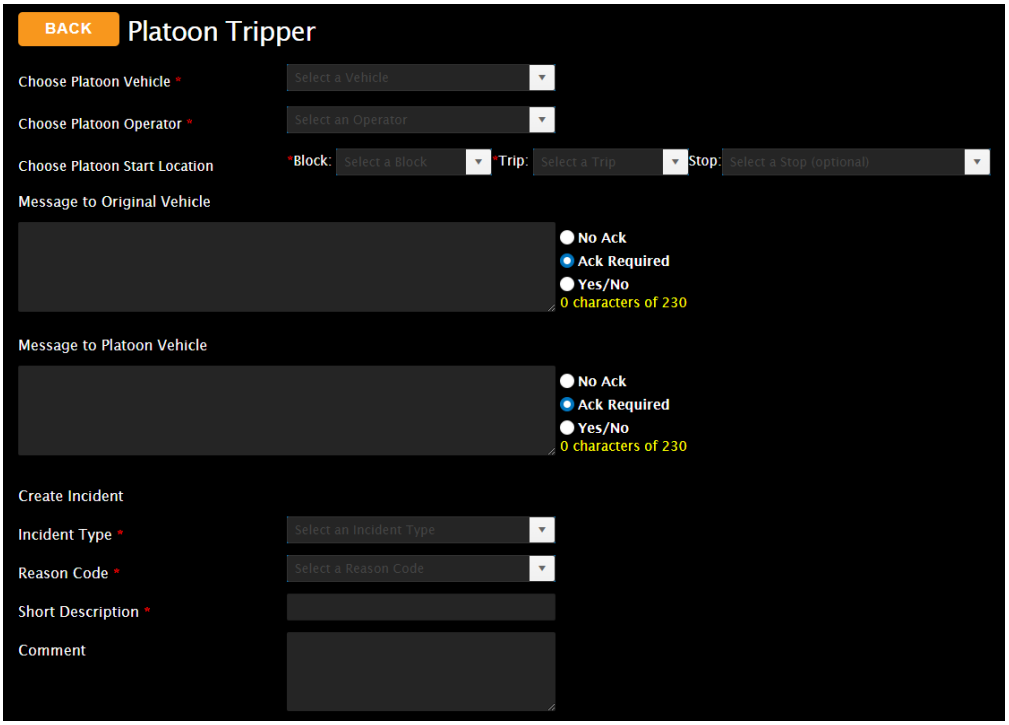
Platoon Tripper

Use this option when a vehicle is nearing capacity. Add a Platoon Tripper to provide additional capacity. Typically, you assign a Platoon Tripper to the same trip as the nearly full vehicle and it runs 'nose to tail' with that vehicle. This vehicle adds capacity to the trip, but it does not change the block's deviation.

This window allows you to select the platoon vehicle, select an operator, select the trip and stop for the vehicle to start service, select the trip and stop for the vehicle to stop service, entermessages to both vehicles, and to open an Incident.

In the window, myAvail filters the Trip and Stop fields by the selected route and trip, respectively.

A red asterisk indicates the field is required.



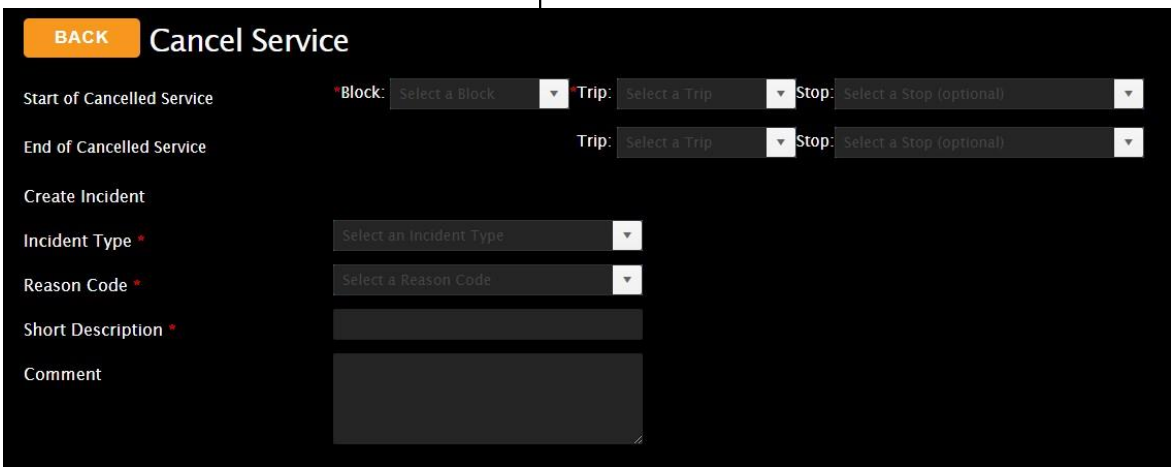
Cancel Service

Use this option when you need to cancel scheduled service. You might need to use this option for events such as a lack of equipment or operators, inclement weather, or unexpected traffic that makes it impossible to provide the scheduled service. This option allows you to communicate about the cancelled service on public information outlets.

This window allows you to select the trip and stop for the start of service cancellation, select the trip and stop for the resumption of service, enter messages for the vehicle, and to open an Incident.

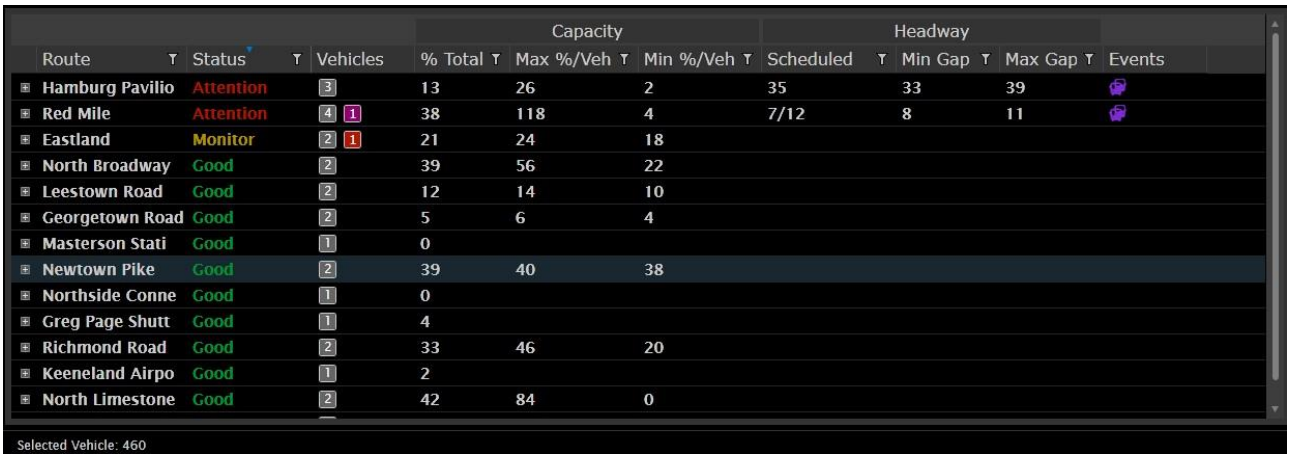
In the window, myAvail filters the Trip and Stop fields by the selected route and trip, respectively.

A red asterisk indicates the field is required.



9.37. ROUTE STATUS GRID

The Route Status Display shows a summary of selected routes. You can expand each route to display the status by Route direction, and then expand each direction to see individual vehicles. Below is an example of the route status display grid.



			Capacity			Headway			
Route	Status	Vehicles	% Total	Max %/Veh	Min %/Veh	Scheduled	Min Gap	Max Gap	Events
Hamburg Pavilio	Attention	3	13	26	2	35	33	39	
Red Mile	Attention	4 1	38	118	4	7/12	8	11	
Eastland	Monitor	2 1	21	24	18				
North Broadway	Good	2	39	56	22				
Leestown Road	Good	2	12	14	10				
Georgetown Road	Good	2	5	6	4				
Masterson Stati	Good	1	0						
Newtown Pike	Good	2	39	40	38				
Northside Conne	Good	1	0						
Greg Page Shutt	Good	1	4						
Richmond Road	Good	2	33	46	20				
Keeneland Airpo	Good	1	2						
North Limestone	Good	2	42	84	0				

Selected Vehicle: 460

The screen displays a route when at least one vehicle is logged onto the route. The grid contains the following information:

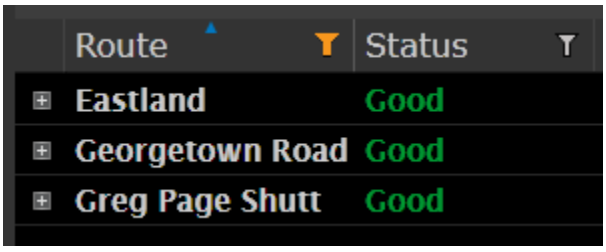
Field	Description
Route	Displays the Report Label as shown in the Routes tab. This field can be edited only through DataPoint setup Route Information - Update.
Status	Displays the overall route status: • Attention - An event, that administrators have defined as being worthy of investigation, has occurred. • Monitor - One or more vehicles are off schedule • Good - All vehicles are on schedule
Vehicles	Displays the number of vehicles logged onto the route. The gray badge indicates the total number of vehicles. A red badge indicates the number of those vehicles that are early. And a gold badge indicates the number that are late.
Capacity	
% Total	The percentage of the total route capacity that is currently in use across all vehicles on the route.
Max %/Veh	The maximum percentage of capacity for an individual vehicle on this route. How full is the fullest vehicle?
Min %/Veh	The minimum percentage of capacity for an individual vehicle on this route. How full is the least full vehicle?

Headway	
Scheduled	The planned headway between vehicles on the route, which can be either a declared value in a headway schedule or a calculated value in a fixed time schedule.
Min Gap	The minimum time gap between any two-consecutive vehicles on the route.
Max Gap	The maximum time gap between any two-consecutive vehicles on the route.
Events	A badge in this column indicates that a vehicle event on this route requires attention. Hover the mouse over the badge to display a description of the event.

HINT: myAvail can calculate a headway value for any route with service provided by multiple vehicles. The route does not need to be scheduled as headway to use the headway feature. Go to the Routes tab to set myAvail to monitor a route for headway.

HINT: myAvail calculates a vehicle's capacity from a value included on the vehicle definition entered through DataPoint. If that field is empty or zero, then a general default value is used, which is configurable by property. The default on this parameter is 50.

Filter the Route Status screen by clicking a filter icon in the heading row. When a user applies a filter, the filter icon is orange, as shown below:



DETAILS SECTION

To display the details for a route, click the + sign next to that route.

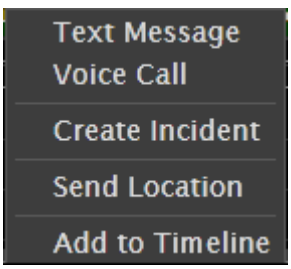
Field	Description
Time	The time of the most recent report from the vehicle. This field is blank when the vehicle has not yet sent a report today.
Vehicle	The vehicle number.
Pullout	The time that the block/run piece pulled out.
Block	Displays the current block for vehicles on fixed routes.
Run	Displays the run the vehicle is currently on.
Empl Num	The employee number of the Operator.
Operator	Displays the operator currently logged in to this vehicle.
Route	Displays the current route for vehicles on fixed routes.
Trip	Displays the current trip number for vehicles on fixed routes. Trip numbers correspond to the start time of the trip in military time.
Direction	Displays the direction of the current trip for vehicles on fixed routes.
Stop	Displays the most recent stop that a vehicle has departed for vehicles on fixed routes.
Events	A badge in this column indicates that a vehicle event on this route requires attention. Hover the mouse over the badge to display a description of the event.
Stop Order	The order of the stop in the Route Stops list. In DataPoint Setup, select Routes Information - View, on the selected route pick the stops option. On the Route Stops page, pick the direction and this number corresponds to where the stop is in that list.
Actual Headway	Calculated interval since the preceding vehicle left the last stop completed by this vehicle. NOTE: This is only calculated if the route is being monitored for Headway.
Headway Status	The status of the vehicle relative to the headway of the preceding vehicle. NOTE: This is only calculated if the route is being monitored for Headway.

Onboard	Displays the approximate count of passengers currently onboard for vehicles on fixed routes.
Status	Current vehicle status. For vehicles on fixed routes, myAvail displays the schedule adherence status - Early, Late, On Time, and Out Of Service (OOS). For paratransit or supervisor vehicles, myAvail displays Logged On when someone is logged on to the vehicle. This column also displays the following: • Bad GPS when the vehicle is not in GPS coverage. • Bad Comms when the system has not heard from the vehicle for several minutes. • Bunched when the vehicle is bunched in a headway route. • Off Route when the vehicle has deviated from the route pattern associated with the Trip ID.
Dev	Displays the deviation in minutes from the schedule for vehicles on fixed routes.
Pullin/Relief	The time that the block/run piece either finishes for the day or that the operator is relieved and a new run starts for the block.
Relief Loc	The location (usually a stop or vehicle yard) where the relief happens.

The color of the row indicates the status of the vehicle and matches the color of the vehicles on the Status window and map. By default, myAvail sorts the display by stop order. However, you can click a column header to sort the display by that column instead. The first time you click a column header, the sort order is from low to high. A second click reverses the order so it is from high to low. A third click returns the screen to the default order.

CONTEXT MENU

Right-click a vehicle in the Route Status to display the context menu shown below. The context menu allows users to send a vehicle message, establish a voice call, create an incident report, and send a location text. Selecting an option in the context menu passes the vehicle information to the next dialog box.

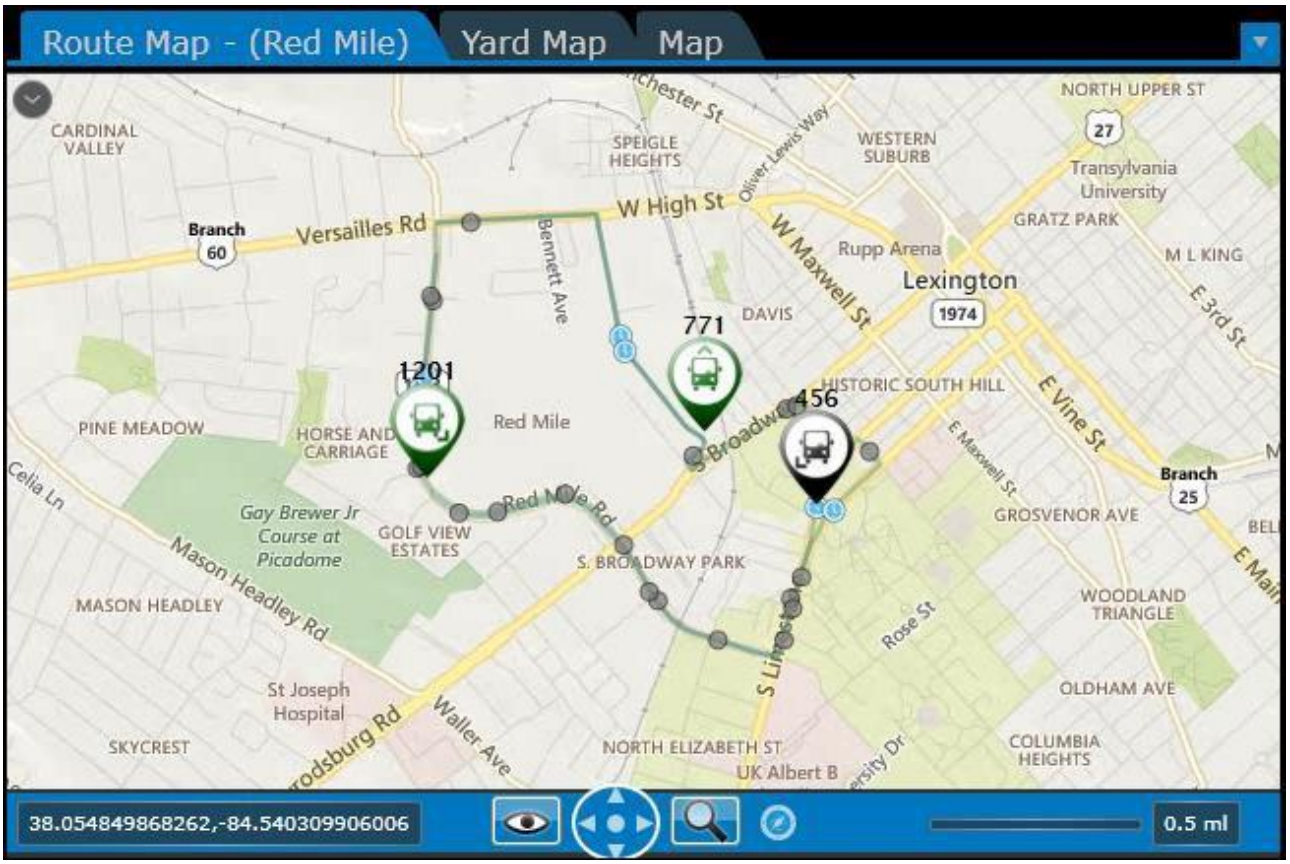


USES FOR THE ROUTE STATUS DISPLAY

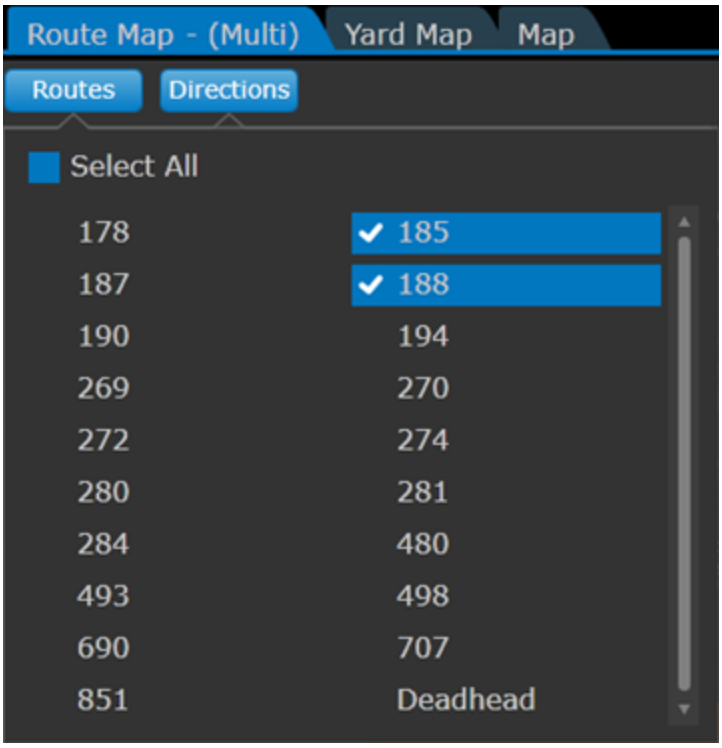
The Route Status display provides a summary view of the current operational status. The presentation style allows the user to see at a glance whether issues are occurring primarily on one or two routes or across the service area. The window helps dispatchers monitor their high-volume ridership routes to ensure consistent service. Additionally, the display quickly providesthe information necessary to understand whether a capacity problem is confined to one bus or whether the entire route is at capacity. This knowledge helps the dispatcher make the correct adjustment before a service disruption occurs.

9.38. ROUTE STATUS MAP

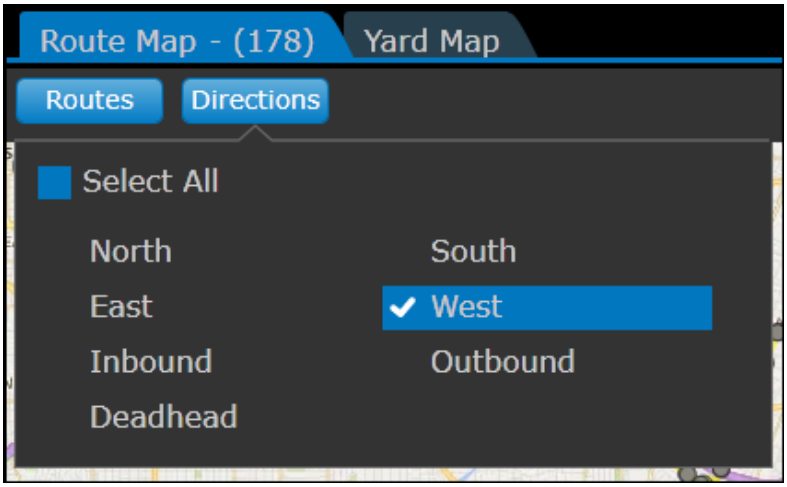
The Route Status Map shows the activity of a single selected route. The tools and controls at the bottom of the map are the same as the operations Map.



Select a route or route direction in the Route Status grid and the map automatically displays that route. You can also click the blue drop-down arrow in the upper-right corner of the Route Map window to choose routes from there. If you need to display multiple routes on the map simultaneously, click multiple routes in the Route Map window. The map displays the routes after you click the routes selection button to close the window.



In addition to being able to manually select routes, the user can also filter by direction. The direction filter is useful to quickly assess the spacing of vehicles for a given route and direction.



NOTE: When using the auto-select feature from the Route Status Grid, myAvail applies the direction filter when you select a direction specific line or specific vehicle. If you select the general route line, the map displays all directions.

9.39. MOBILE PERSONNEL TRACKING

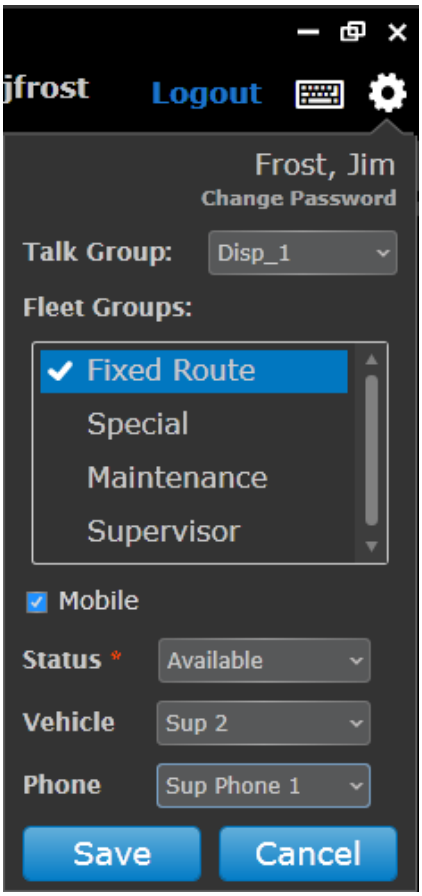
Mobile personnel tracking provides dispatchers with information about the location and status of on duty supervisors.

To use this feature, an administrator must assign the proper security permissions to both the mobile personnel and dispatchers.

MOBILE PERSONNEL

A system administrator must assign the Mobile Personnel function to the appropriate mobile users/positions. This action adds the mobile features to the Gear Menu for these users, which allows them to select their status, vehicle, and phone.

Users can find the Gear Menu in the top-right of the window as shown below.



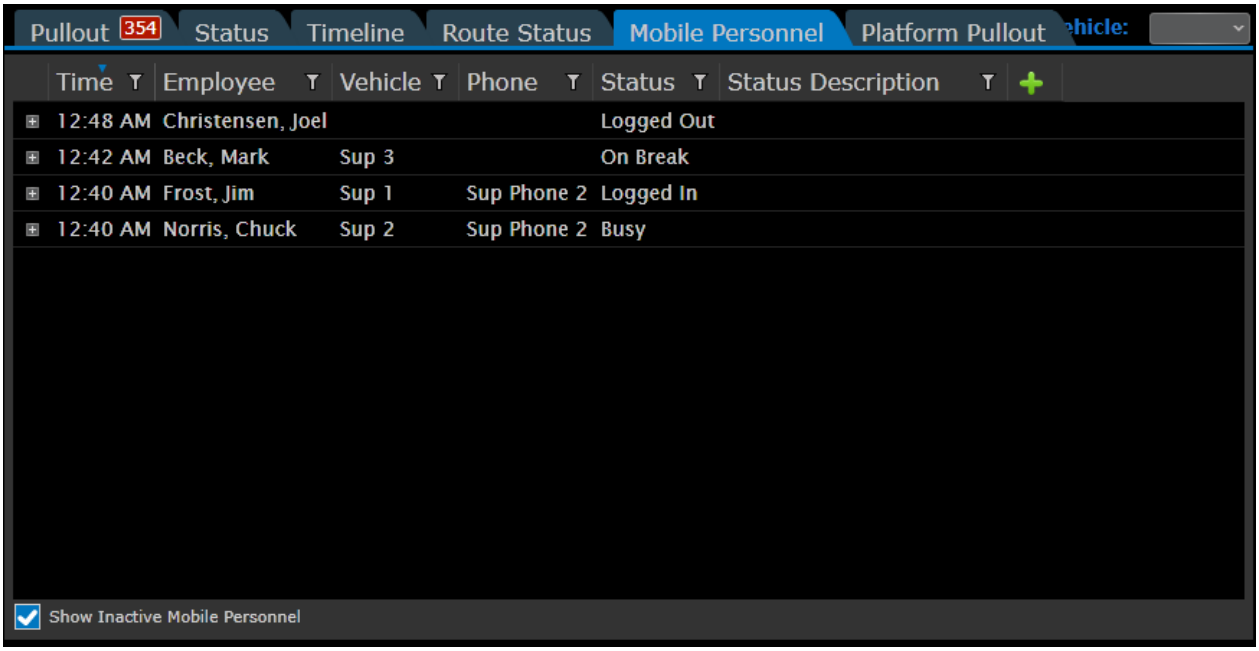
Mobile users can manually change their Status, Vehicle, and Phone by choosing from the drop-down lists in the Gear Menu.

To enable automatic status updates, mobile users must check the Mobile checkbox In the gear menu. In this mode, myAvail automatically updates the status to Logged In and Logged Out without any additional action on the user's part. In automatic mode, mobile users can manually change their status.

DISPATCHERS AND THE MOBILE PERSONNEL WINDOW

A system administrator must assign the Mobile Personnel Grid permission to dispatchers that need to access the Mobile Personnel window in the Operations Tab. This permission also grants the ability to designate users as mobile personnel regardless of their current status andto change the status of existing mobile users. Dispatchers can add new mobile personnel and update statuses without any action on the part of those employees.

The Mobile Personnel window is shown below.

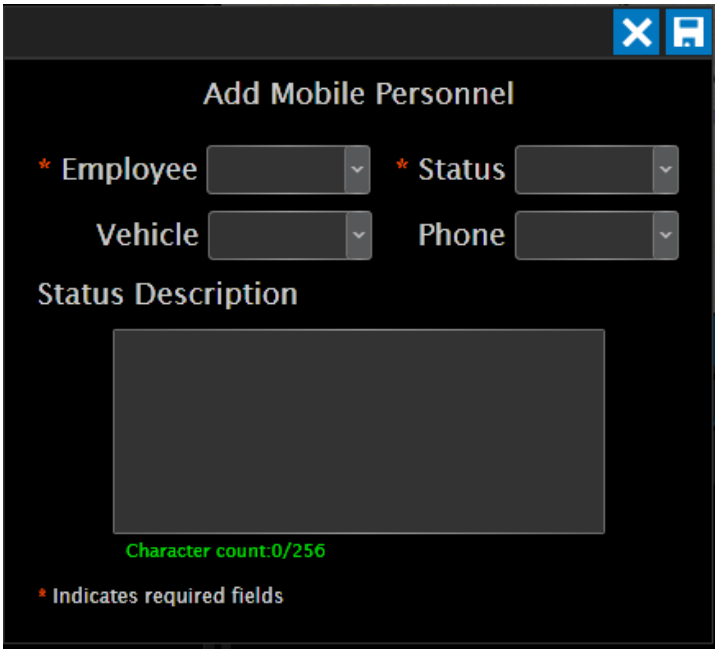


The table displays the time of the most recent update for each mobile employee along with their vehicle, phone, status, and status description. By default, the window displays all active mobile personnel starting with the employee that has the most recent status update.

NOTE: For Android phone users, an app can provide the location of their phones.

Click the column headers to base the sort order on a particular column. Check the "Show Inactive Mobile Personnel" checkbox at the bottom to display all personnel regardless of their status. This checkbox is useful when you want to identify off duty personnel to call in.

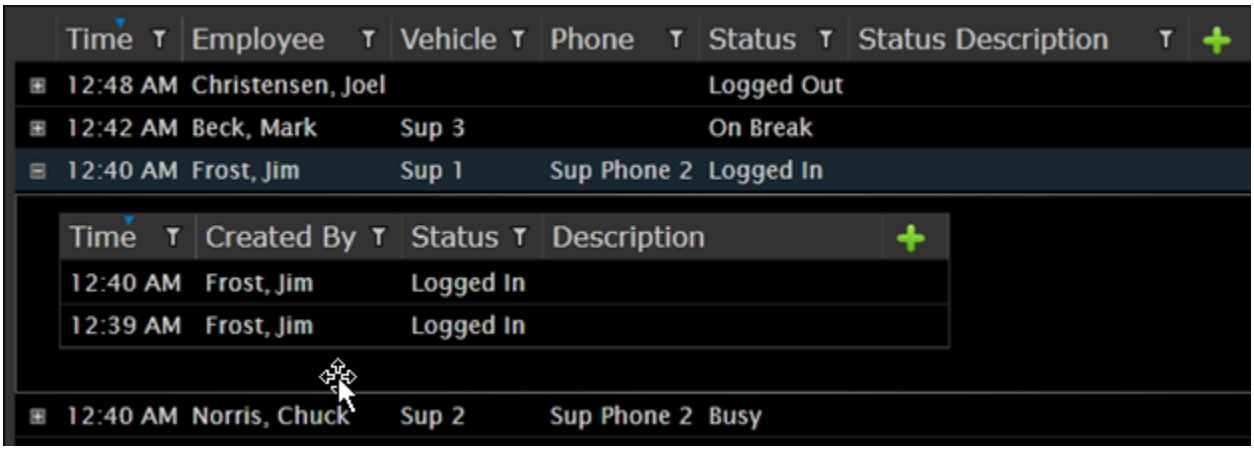
Click the icon in the table heading row to add new mobile personnel to this list. Clicking this icon displays the popup window below.



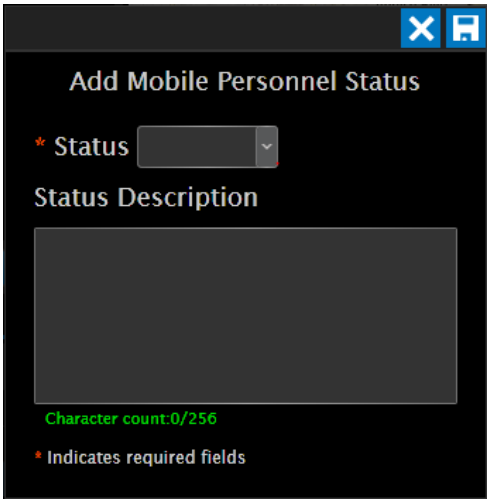
Choose an employee from the Employee drop-down list and set their status. Dispatchers can choose from all employees regardless of their mobile and logged in statuses. Optionally, specify their assigned vehicle, phone, and status description.

myAvail does not add new mobile personnel to the list until you click the Save button. Click the Cancel button at any time to discard your changes.

Dispatchers can also update the vehicle, phone, status, and status description of mobile personnel that are already on the list. To do this, click the ⊞ to expand a user's row. The expanded view displays the times for all entries, the user who made the changes, and the statuses over time.



Then, click the ➕ icon in the expanded section to add an update for a user. In the popup window below, dispatchers can change the status and add a description.



myAvail does not update the status until you click Save. Click Cancel at any time to discard your changes.

NOTE: Mobile users who can only access the mobile features on the gear menu cannot add or edit the status description.

9.40. PLATFORM MANAGEMENT

This optional feature facilitates the on-time departure of vehicles from a selected stop. To accomplish this goal, Platform Management presents authorized users with a list of the scheduled pullouts from a designated platform stop while myAvail tracks all vehicles with work schedules that include any of these pullout times at this designated stop. Platform supervisors can use Platform Management to reassign vehicles from one block of work to a different block.This process can help ensure on-time departures and minimize vehicle time at the platform.

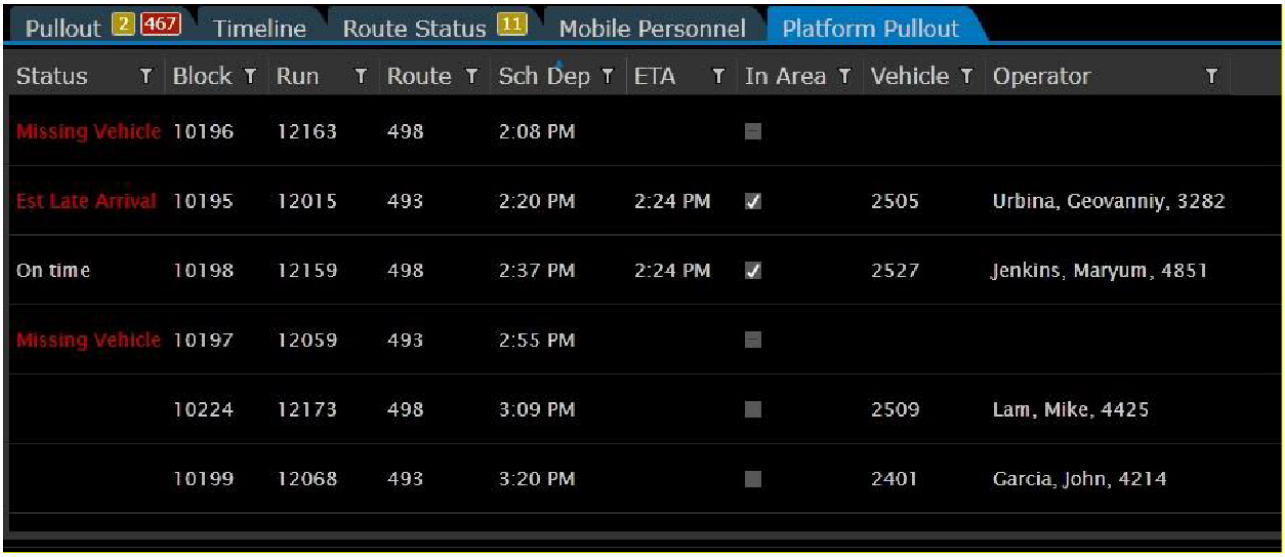
For example, suppose it is 3:10 PM and the vehicle that is currently scheduled for the 3:15 PM pullout is 10 minutes away from the platform. However, another vehicle with a later pullout time is already at the platform. The supervisor can use Platform Management to change the assignment for the vehicle currently at the platform to the 3:15 PM pullout to permit an on-time departure. The vehicle that was initially scheduled for the 3:15 PM pullout is unassigned from that pullout and can be reassigned as needed.

Avail designed this feature to support a downtown transit facility that provides commuter service to suburban Park & Ride lots. The vehicles arrive without riders; therefore, the block reassignment has no impact on the riders and only a small impact on the operators. If your property is interested in this feature, please contact your Avail FAST representative.

HINT: Access to both Platform Management related Operations Windows is granted with a single security permission.

PLATFORM PULLOUT

This window displays the status of scheduled pullouts from the designated platform stop.



- **Status**: myAvail calculates the status value a configurable number of minutes prior to the scheduled departure time for the block. The possible status values:
  - **On-time**: The vehicle is expected to leave the stop on-time.
  - **Missed Departure**: The scheduled departure time is past and the vehicle for this block has not yet departed.
  - **Missing Vehicle**: A configurable time prior to the scheduled departure has passed and no vehicle has logged on to the scheduled block.
  - **Est Late Arrival**: The estimated arrival time (ETA) is later than the scheduled departure time.
  - **Departure Complete**: The vehicle on the scheduled block has exited the platform stop.
- **Block/Run/Route**
  - The values assigned to this scheduled departure.
- **Sch Dep**: The scheduled departure time
- **ETA**: Estimated Time of Arrival at the platform stop.
- **In Area**:
  - This box is checked when the vehicle has entered an area defined by a configurable radius of the platform stop. NOTE: This radius is used to calculate the ETA.
- **Vehicle**: The vehicle logged on to the block associated with the specific scheduled departure time.
- **Operator**: The operator of the vehicle.

PLATFORM VEHICLES

This window displays the status of vehicles that have logged on to a block of work which

includes a pullout from the designated platform stop.

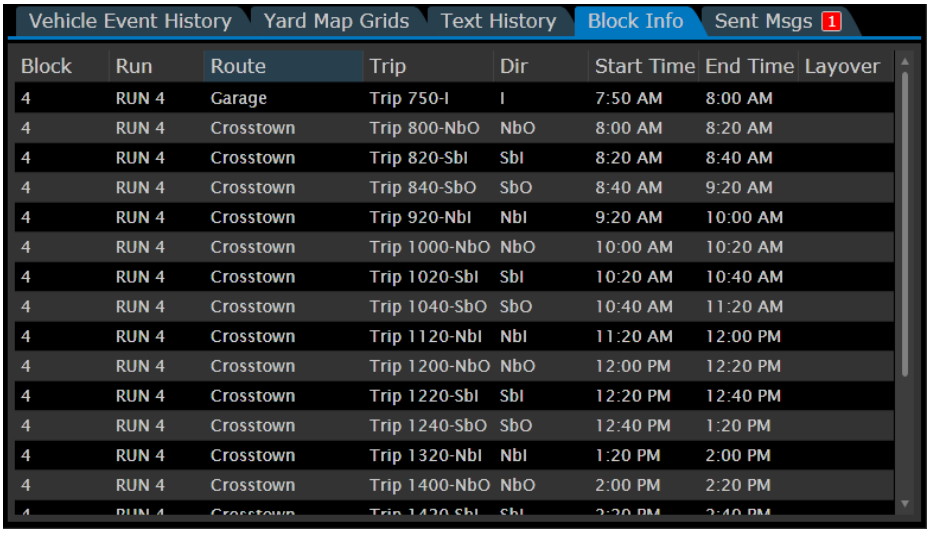
- **Reassign**: Allows a user to change the block assignment of this vehicle.
  - To change the assignment, click a row in the Platform Pullout window to highlight the row. Then, click the Reassign button for the vehicle you need to assign to the selected pullout.
  - When you click the Reassign button, myAvail sends a log off/log on message to the vehicle receiving the new assignment. If a vehicle has already logged on to the reassigned block, myAvail clears it in the Platform Vehicles display.
- **Status**: The status column relates to the "Reassign" process. The possible values are thefollowing:
  - **Reassignment Sent**: The log off/log on has been sent to the vehicle.
  - **Reassignment Ack**: The vehicle has acknowledged the receipt of the log off/logon request.
  - **Reassign Failed**: The vehicle was not able to complete the log off/log on request.
  - **Reassignment Pending**: The log off/log on is in progress.
  - **Log on complete**: The vehicle has completed the log off/log on process.
  - **Manually Reassign**: The vehicle operator is manually logging off and logging on to the reassigned block.
- **Vehicle/Operator**: The values logged on to this block.
- **Sch Dep**: The Scheduled Departure from the platform stop for that block.
- **ETA**: Estimated Time of Arrival for that vehicle to the platform stop.
- **Est Dep**: The estimated number of minutes after the vehicle's estimated arrival time that it is scheduled to depart. NOTE: A negative number indicates an estimated late arrival.
- **Block/Run/Route**
  - The values assigned to this vehicle.

9.41. VEHICLE INFORMATION AND HISTORY

This section discusses the Block Info, Text History, and Vehicle Event History tabs. The information displayed in these tabs is always related to the selected vehicle for the current day. See the Selected Vehicle section above in the Overview for information on how a vehicle becomes the selected vehicle.

9.42. BLOCK INFO

The Block Info tab contains the list of trips that make up the block for the selected vehicle as shown below.

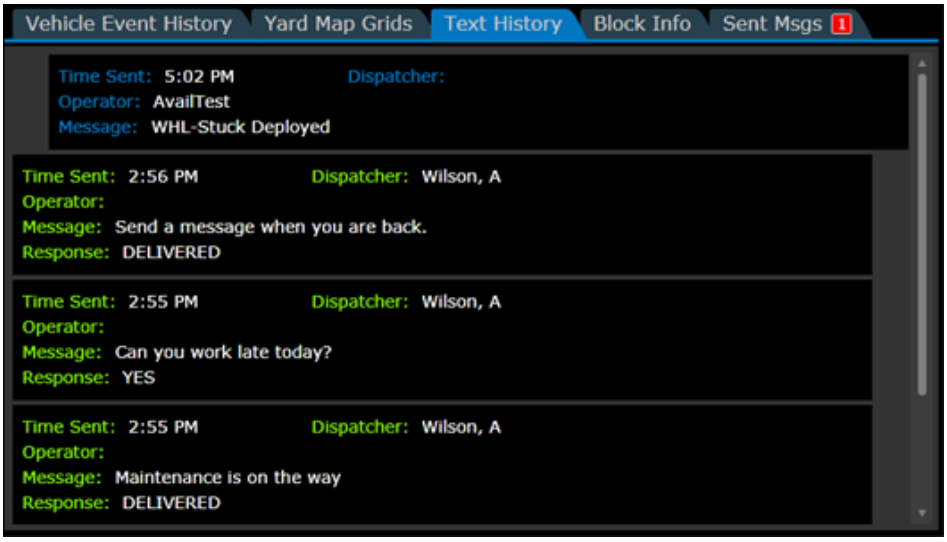


Block	Run	Route	Trip	Dir	Start Time	End Time	Layover
4	RUN 4	Garage	Trip 750-I	I	7:50 AM	8:00 AM	
4	RUN 4	Crosstown	Trip 800-NbO	NbO	8:00 AM	8:20 AM	
4	RUN 4	Crosstown	Trip 820-SbI	SbI	8:20 AM	8:40 AM	
4	RUN 4	Crosstown	Trip 840-SbO	SbO	8:40 AM	9:20 AM	
4	RUN 4	Crosstown	Trip 920-NbI	NbI	9:20 AM	10:00 AM	
4	RUN 4	Crosstown	Trip 1000-NbO	NbO	10:00 AM	10:20 AM	
4	RUN 4	Crosstown	Trip 1020-SbI	SbI	10:20 AM	10:40 AM	
4	RUN 4	Crosstown	Trip 1040-SbO	SbO	10:40 AM	11:20 AM	
4	RUN 4	Crosstown	Trip 1120-NbI	NbI	11:20 AM	12:00 PM	
4	RUN 4	Crosstown	Trip 1200-NbO	NbO	12:00 PM	12:20 PM	
4	RUN 4	Crosstown	Trip 1220-SbI	SbI	12:20 PM	12:40 PM	
4	RUN 4	Crosstown	Trip 1240-SbO	SbO	12:40 PM	1:20 PM	
4	RUN 4	Crosstown	Trip 1320-NbI	NbI	1:20 PM	2:00 PM	
4	RUN 4	Crosstown	Trip 1400-NbO	NbO	2:00 PM	2:20 PM	

You can use the block info view to quickly see upcoming relief times and layovers, or when the current trip ends.

9.43. TEXT HISTORY

The Text History tab shows all the text messages that have been sent to and from this vehicle. Therefore, it displays not only messages that you have sent to this vehicle but also displays messages that other dispatchers have sent to this vehicle. For messages sent from a dispatcher, it also displays the status of the message - whether it was received by the vehicle and, if applicable, the operator's response to the message. This tab also shows all messages received from the vehicle. The messages are shown in time order, most recent at the top, as shown below.

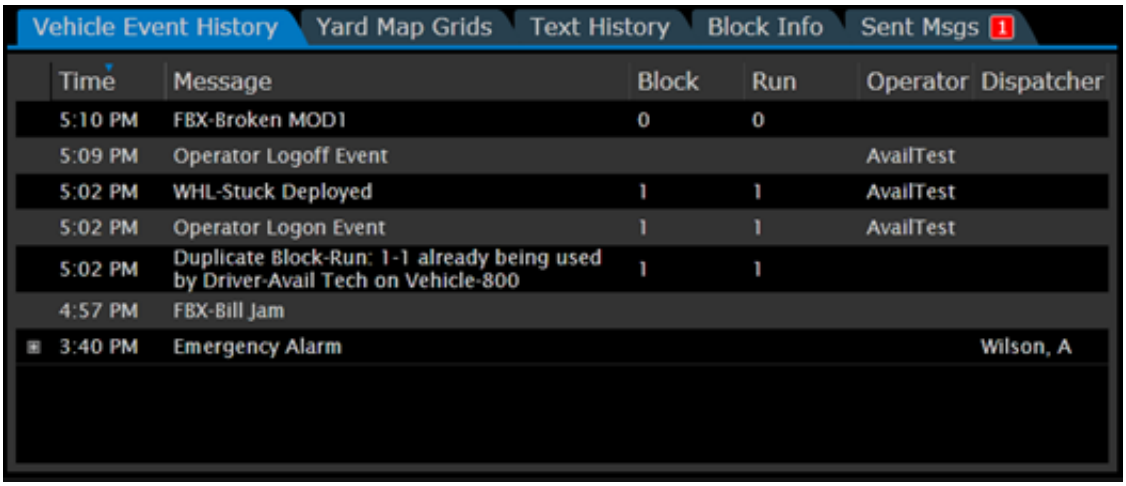


Messages sent from the vehicle have blue labels. Messages sent by a dispatcher to the vehicle have green labels.

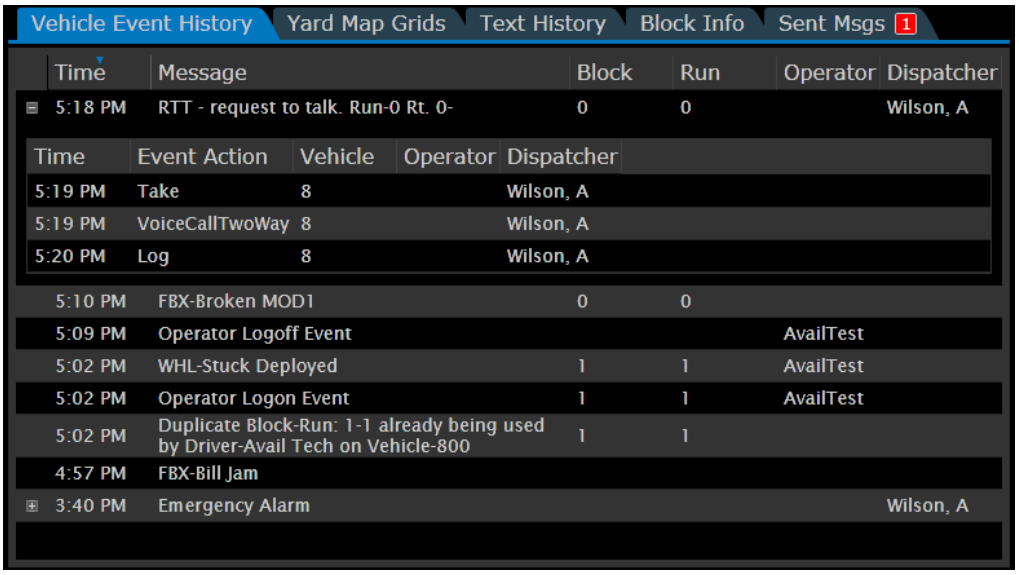
9.44. VEHICLE EVENT HISTORY

This tab shows all the activities of the selected vehicle for today. These activities include check-in and login time as well as other events detected for this vehicle, such as off-route, early, and transfer in jeopardy. This tab gives you a method to quickly view what events have occurred with this vehicle earlier in the day, which can help you better understand a current issue.

An example of the Vehicle Event History tab is below.



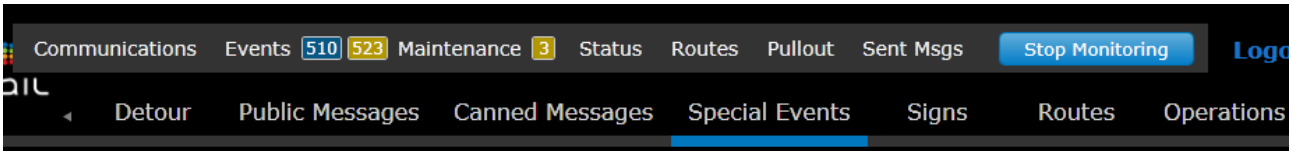
You can expand an event by clicking the "+" next to the event to view any actions that occurred while that event was an active event. See the "Taking an Event" section in the Communications, Events, and Maintenance Queues section for more information on active events. The following example shows an expanded event and the actions that occurred.



9.45. CONTINUE/STOP DISPATCHING

If you are on the Operations top level tab and you select a different top-level tab that takes youaway from the Operations tab, myAvail asks whether you want to end your operations session. If you click Yes, the system no longer considers you to be monitoring your fleet groups. Events from vehicles in your fleet groups go to another dispatcher and you do not receive emergency alarms from the vehicles. The system no longer considers you to be a dispatcher.

If you click No, that you don't want to end your operations session, then a window drops down from the top of the screen that displays important information from the Operations tab. This window displays information such as how many untaken events are in the Communications queue, and the number of early and late vehicles showing in the Status grid. Also, if an emergency message arrives, you receive the audible and visual alarm notifications. In this manner, you can continue to monitor the vehicles in your fleet group and quickly go back to the Operations tab if an event occurs that you need to address. Below is an example of the drop-down window.



If you decide that you want to stop dispatching, click Stop Dispatching button, and the system no longer considers you to be monitoring your fleet groups as described above. If you go back to the Operations tab, the small window at the top is no longer displayed.

RETURN

10. YARD MANAGEMENT

10.1. HOW TO USE THE YARD MAP OPERATIONS TAB

In the Operations top-level tab, the Yard Map displays the current location of vehicles in the yard. Use this information to assign vehicles to blocks and to tell operators where their assigned vehicle is located. Place vehicles in the correct location using the Vehicle Locations tab described below. An example yard map is below.

The color of the vehicle indicates its status:

- Gray - assigned to a block
- Green - unassigned
- Red - unavailable due to maintenance
- Orange - unavailable due to being offsite

Your property may have more than one yard. To view other yards, select the blue arrow in the upper-right to reveal a control panel which contains a Yard Maps drop-down list.

Assign vehicles to blocks from the yard map by dragging and dropping the vehicle from the yard map to the pullout group, which is described above in the Reassigning Operators and Vehicles section.

After a vehicle pulls out, myAvail no longer displays it on the yard map.

10.2. How To Use the Vehicle Locations Tab

If you have permissions to enter vehicle locations in the yard, myAvail displays a Vehicle Locations top-level tab. When you click this tab, myAvail displays the yard map.

To add a vehicle to a location, click the location in the grid. This displays a popup window as shown below.

In the Vehicle # field select a vehicle from the drop-down list or type the vehicle number.

In the Status field, select Available, Maintenance, or Offsite. The initial status that the popup window displays depends on the grid you are working in. For example, grids located near maintenance, the initial status is Maintenance. Consequently, you do not need to change the status in most cases. After you enter this information, click Add Vehicle to add the vehicle to this location in the grid.

If the vehicle you added was already located elsewhere on the grid, myAvail moves it to this new location. When the yard map displays the incorrect vehicle in a grid location, myAvail provides the option to change the vehicle number or to clear the vehicle when you click that location.

To view a different yard map, select the yard map you want to view in the drop-down list in the lower right-hand corner.

After every change you make, myAvail displays the "Saving Changes" and "Changes Saved" indicators in the lower-right hand corner.

RETURN

11. COVERT EMERGENCY ALARM

If the vehicles in your system have a covert emergency alarm button, when the operator hits this button, the system notifies dispatchers of the event using an audible sound and an alert display as shown below.

When you move the mouse, the alarm indication disappears, and the Emergency Alarm event appears in the Communications Queue. The audible alarm continues to play until a dispatcher takes the event. A vehicle in Emergency Alarm mode will not receive text messages, and systems using VoIP or closed mic radio system will not accept standard radio requests.

If your vehicles are equipped for covert monitoring, available with Closed Mic radio and VoIP systems, set up a covert call to the vehicle in emergency mode by double-clicking the Emergency Alarm event in the Communications Queue. A window appears that allows you to select the Talk Group for the covert call. Click the Call button to monitor audio on the vehicle on the selected Talk Group.

When you click the call button, the call status indicator at the bottom of the screen indicates a Covert Call. To end the covert call, click the End Call button.

NOTE: When a covert call is set up in a radio system, there is a break every 30 seconds. These breaks allow the vehicle to enter data mode for a few seconds to send location data, after which it returns to voice mode. Consequently, you will hear a break in the monitoring every 30 seconds. After clicking the End Call button, the covert call ends after the current 30-second interval.

RETURN

12. How to Use Incident Process

Incident Process describes how information is gathered and reported for incidents that agency policy requires tracking and reporting.

When an incident occurs, the data collection process can begin by the following methods:

- Logging a Communication, Maintenance, or Event queue item as an incident.
- Right clicking a Status grid line or a Map vehicle bubble and using the context menu.
- Manually entering the information through the Incident Tab.

HINT: myAvail pre-fills all available incident information when you create the incident from a queue item, status line, or map vehicle bubble. This feature reduces the amount of data entry. To learn how to log an event as an incident, see Logging an Event in the Operations chapter.

Initially, you can access (or enter) the incident data through the Incident tab in myAvail. However, this data is available through this tab only during the first day. Every evening an automated process clears this screen and passes the data to a separate Incident Management sub-system for storage and reporting.

Avail offers two options for the long-term storage and reporting of incidents:

- Avail's Incident package (a.k.a. SplendidCRM)
- TransTrack, a third-party product

NOTE: If your property uses a different incident management product for storing and reporting incidents, please contact your Avail FAST representative.

Avail's integrated Incident Management package (a.k.a. SplendidCRM) provides reports about events that were logged as incidents. These reports can include GPS location, driver name, run, route, trip, speed, time, heading, event type, short description, long description, names of others involved, actions taken, and comments. myAvail archives this information in its SplendidCRM incident package or in the TransTrack system. You can track changes and perform searches in these systems.

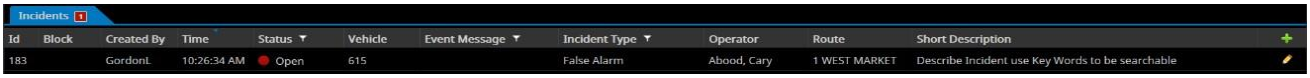
12.1. How to Use the Incident Tab

To access the Incident tab, a user's position must grant access to the tab. System administrators can grant four levels of access to the Incident Tab:

MyAvail User Guide

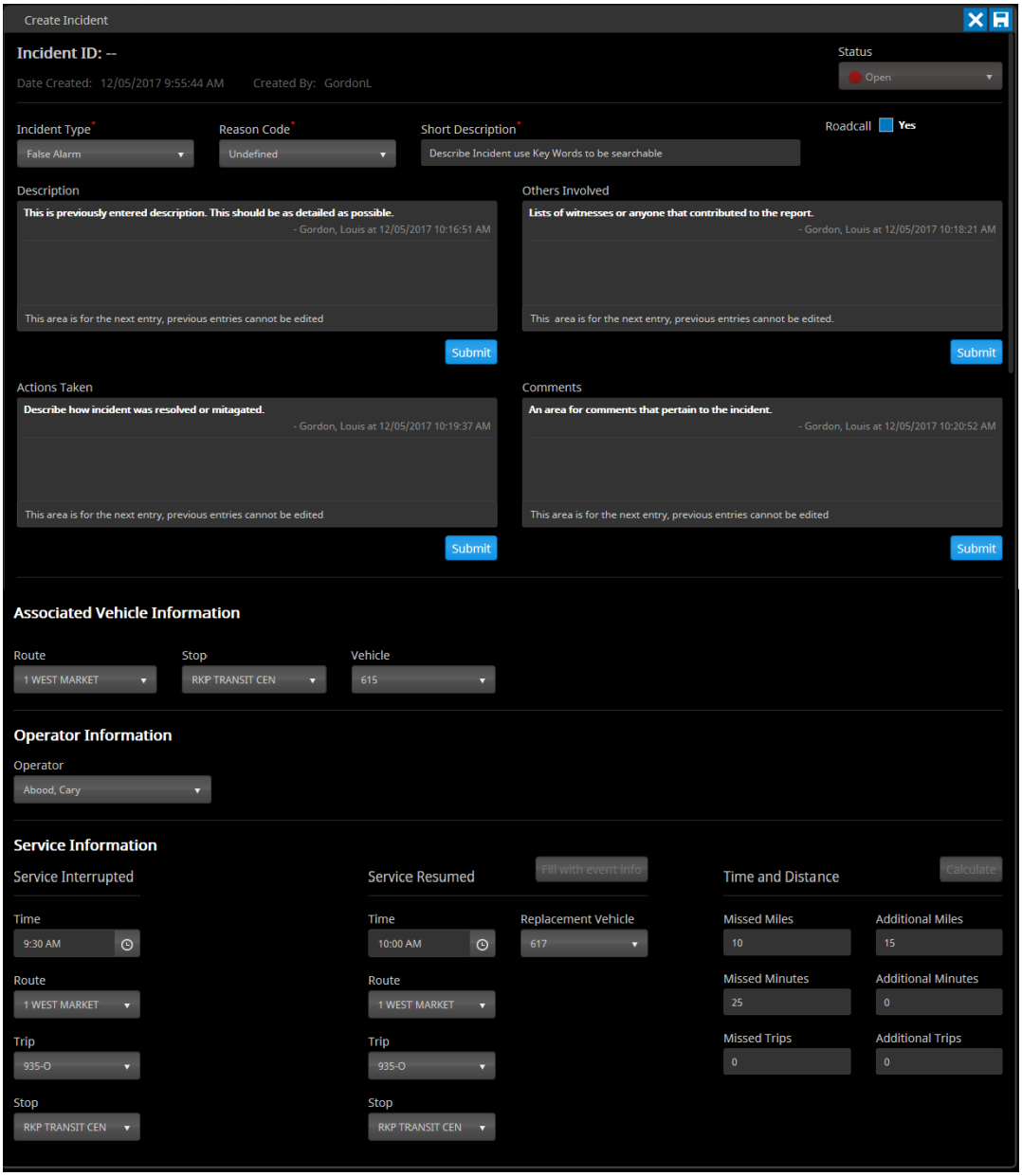
- View
- Create
- Edit
- Close/Reopen

When a user selects the Incident main menu, myAvail displays a list of existing incidents:



The red badge in the Incident tab indicates how many incidents are available. Click the  icon to add a new incident entry. Click the  icon to edit an existing incident.

Clicking either of these icons displays the following screen:



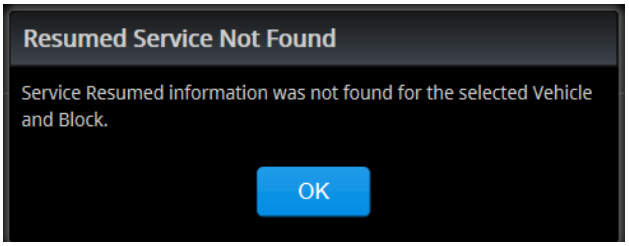
Field	Description	Comments
Incident ID:	The system assigns the ID value and it cannot be edited.	When creating an incident entry, the field is blank until you save it.
Status	A drop-down list that contains the choices of Open and Closed.	Only an open incident can be edited. Security permission is needed to change a closed status back to open.
Incident Type	A drop-down list that the property configures.	Users select an incident type from this list when creating the incident (e.g. when an event is logged as an incident).
Reason Code	A drop-down list that the property configures.	
Short Description	A short, recognizable, and searchable description.	The incident packages provide key word searches of this field.
Road call	Check this field if a maintenance person travelled to the vehicle in the field.	NOTE: When checked a drop-down appears for the selection of a reason.
Description	Provide a detailed description of the incident.	This field can be appended to the record but not edited. myAvail tags the entry with the user who created the entry* and when. Type new entries at the bottom of the field. New entries are not applied until the user clicks the Submit button. *The user is identified by log on, which is the reason why each user should have a unique log on.
Others Involved	List others involved in the incident and their position.	This field can be appended to the record but not edited. myAvail tags the entry with the user who created the entry and when. Type new entries at the bottom of the field. New entries are not applied until the user clicks the Submit button.

Actions Taken	Describe how the incident was resolved.	This field can be appended to the record but not edited. myAvail tags the entry with the user who created the entry and when. Type new entries at the bottom of the field. New entries are not applied until the user clicks the Submit button.
Comment	Include information that does not fit in the previous fields.	This field can be appended to the record but not edited. myAvail tags the entry with the user who created the entry and when. Type new entries at the bottom of the field. New entries are not applied until the user clicks the Submit button.
Associated Vehicle Information		
Route	The route the vehicle was on when the incident occurred.	myAvail can automatically load this information.
Stop	The nearest stop to the incident.	myAvail can automatically load this information.
Vehicle	The vehicle involved in the incident.	myAvail can automatically load this information. NOTE: The vehicle must have an associated block for the system to find service resumption information.
Operator Information		
Operator	User must select from a drop-down list that contains all active operators.	The operator ID is stored for later retrieval.
Service Information		
Time	The time when the incident caused a service interruption.	myAvail can automatically load this information. Users can edit system generated values.
Route	The Route that the incident impacted.	myAvail can automatically load this information. Users can edit system generated values.

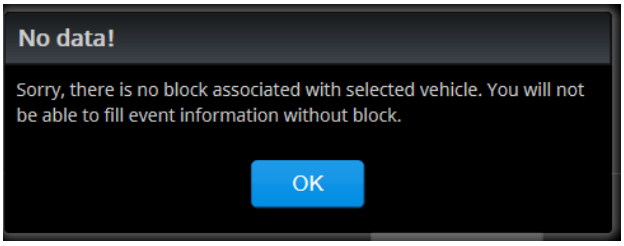
Trip	The Trip that the incident impacted.	myAvail can automatically load this information. Users can edit system generated values.
Stop	The last stop that the vehicle completed before the incident.	myAvail can automatically load this information. Users can edit system generated values.
	Service Resumed.	myAvail can fill these fields or users can manually enter the information. Users can edit system generated values.
Fill with event info	Clicking this button prompts myAvailto use the vehicle block to find if/when service resumed and loads the following Service Resumed fields.	NOTE: A gray button indicates that it is disabled because there is insufficient information to identify service resumption. In this case, users must enter the information in these fields manually.
Time	The time the service on the interrupted block of work resumed.	
Route	The route where service resumed.	NOTE: If the block is interlined, the resuming route might be different from the disrupted route.
Trip	The trip where service resumed.	
Stop	The Stop where service resumed.	Service is always resumed at a stop.
	Time and Distance.	myAvail can fill these fields or users can manually enter the information. Users can edit system generated values.
Calculate	If the information is available, this button calculates and fills in the Time and Distance fields.	NOTE: A gray button indicates that it is disabled because there is insufficient information to calculate the values. In this case, users must enter the information in these fields manually.
Missed Miles	Miles of service not provided.	
Missed Minutes	Minutes of service not provided.	
Missed Trips	Trip not provided.	
Additional Miles	Miles of extra service provided.	This situation can occur when the

		agency adds a second vehicle to the block due to overcrowding.
Additional Minutes	Minutes of extra service provided.	
Additional Trips	Extra trip provided.	

If the 'Fill with event info' button is active (Blue), but myAvail was not able to identify service resumption, the following error is displayed:

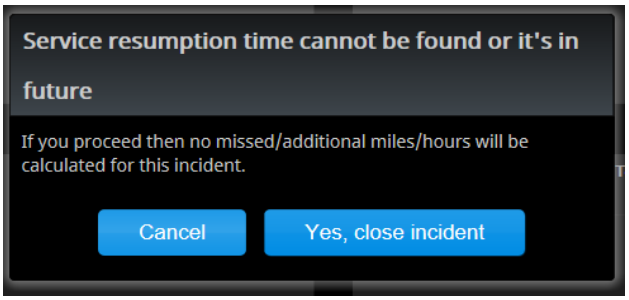


If the vehicle ID is manually entered or manually changed, and the following message is displayed, myAvail disables and greys out the 'Fill with event info' button.



After beginning data entry, users can cancel the current operation by clicking the cancel button  in the upper right corner of the window.

After all the incident information is identified and recorded, an authorized user should close the incident by using the Status drop-down. If the adjustment miles/hours are not completed before the incident is closed, myAvail displays the following warning:



To save the information, the user must click the save button  .

12.2. How to Use the SplendidCRM Package

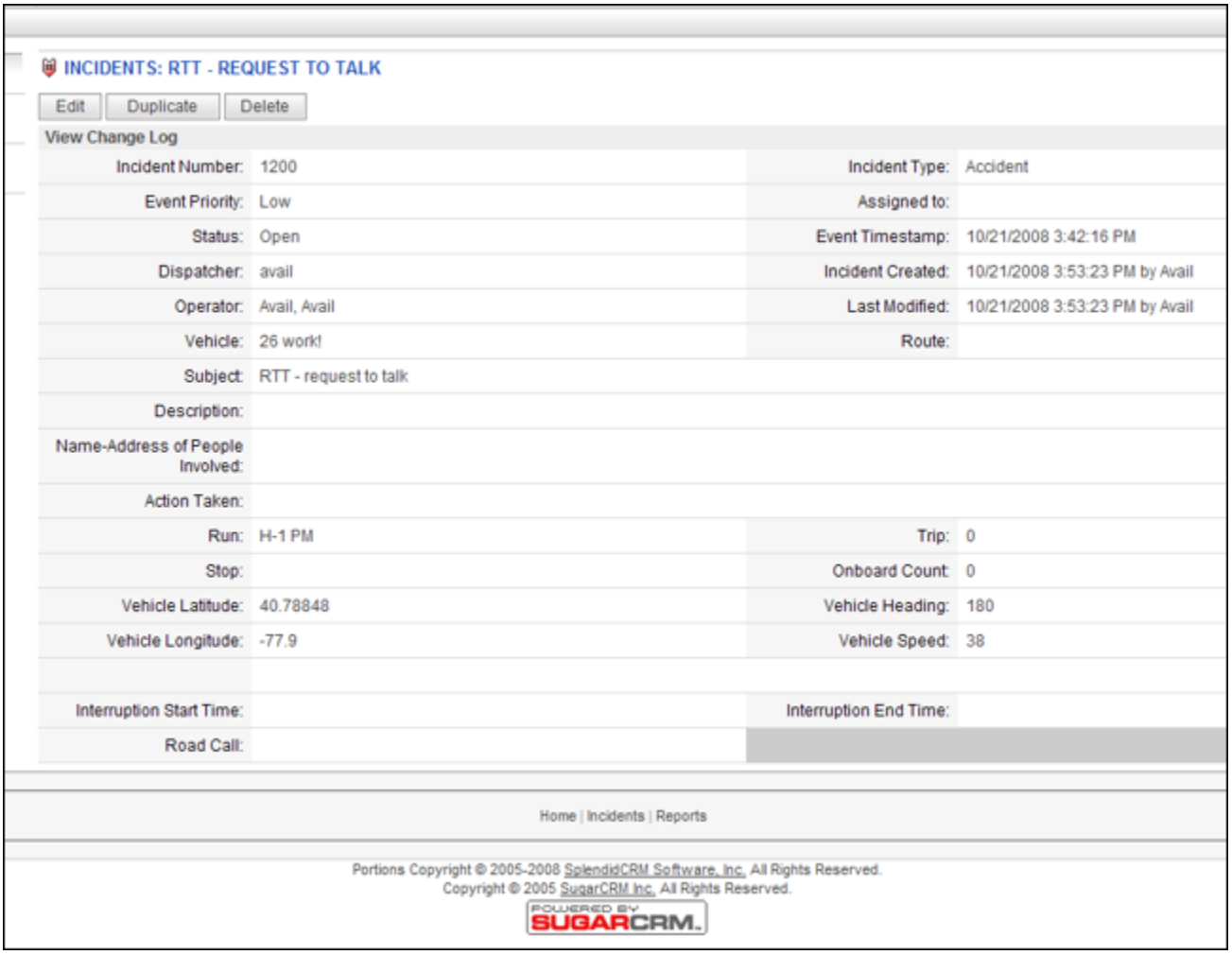
LOGGING IN

If your system is configured to use domain login, you are automatically logged into the SplendidCRM package using your domain name. If your system does not use domain login, you are prompted to login the first time you log an event as an incident.

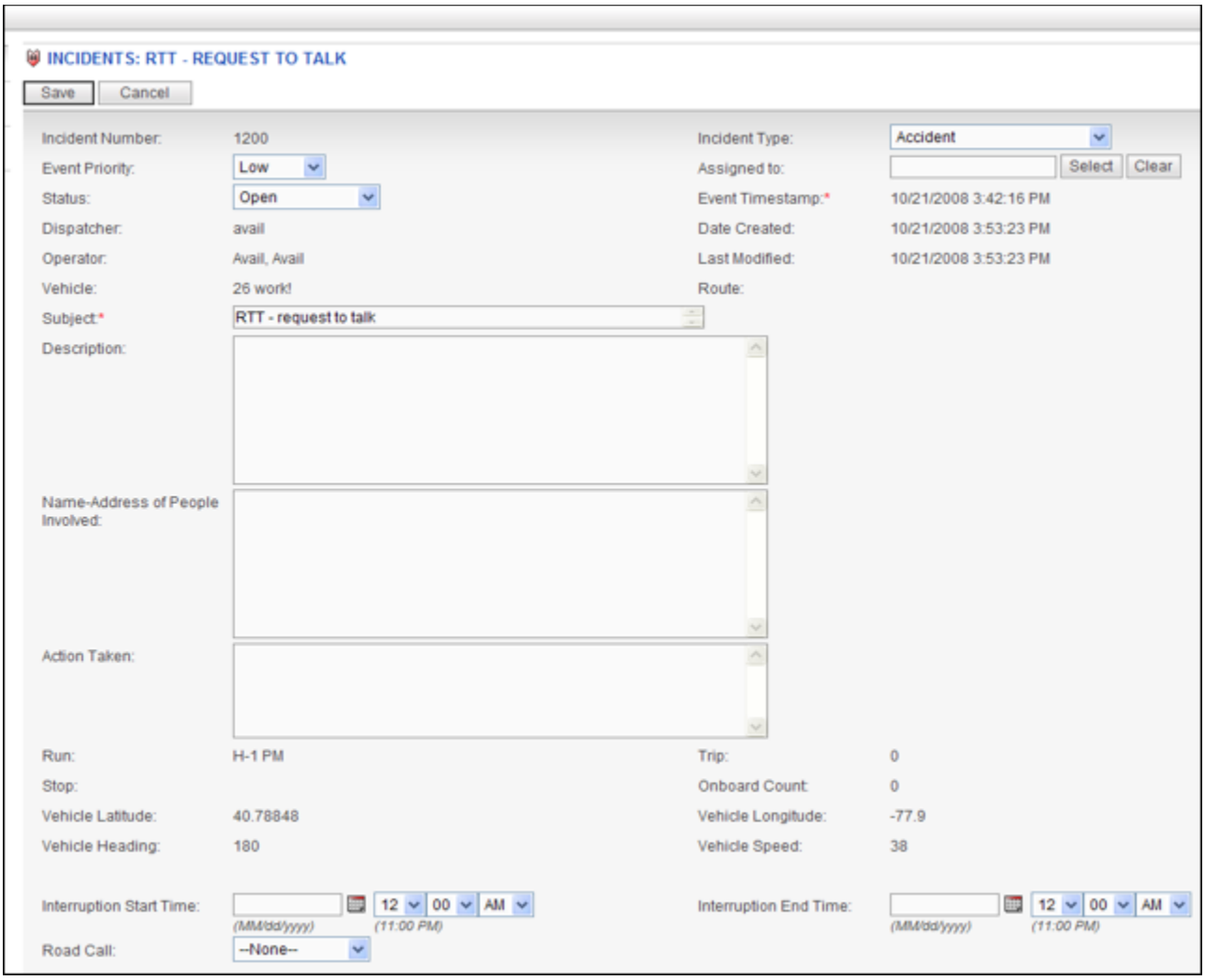
- Use the same username and password assigned to you for myAvail.
- Do not close the SplendidCRM window after you are logged in. If you close the window, you will need to log back in whenever an incident is created.

Below is an example of the login screen.

LOGGING AN INCIDENT



When you log an event as an incident, the system loads the corresponding incident page with the pre-populated fields (shown above). This page allows you to view information from the vehicle and add additional information to the incident. To add additional information, click the Edit button. After you click Edit, the fields become editable. However, fields populated by the system cannot be edited. When you finish entering additional information, you must click Save. Below is a picture of the incident report in edit mode.



VIEW CHANGES

After an incident has been changed, an option to view the changes is available. To view the changes, click the "View Change Log" below the edit button. This page displays any changes to the incident over time and indicates which user changed the field, when the field was changed, and what it was changed to. This information can be useful when tracking incidents. Below is an example of the change log.

LOGGING OUT

When you log out or shut down myAvail you should log out and close the SplendidCRM window. This requires the next dispatcher that logs in to also log in to SplendidCRM so that the system associates their actions within SplendidCRM to the correct user.

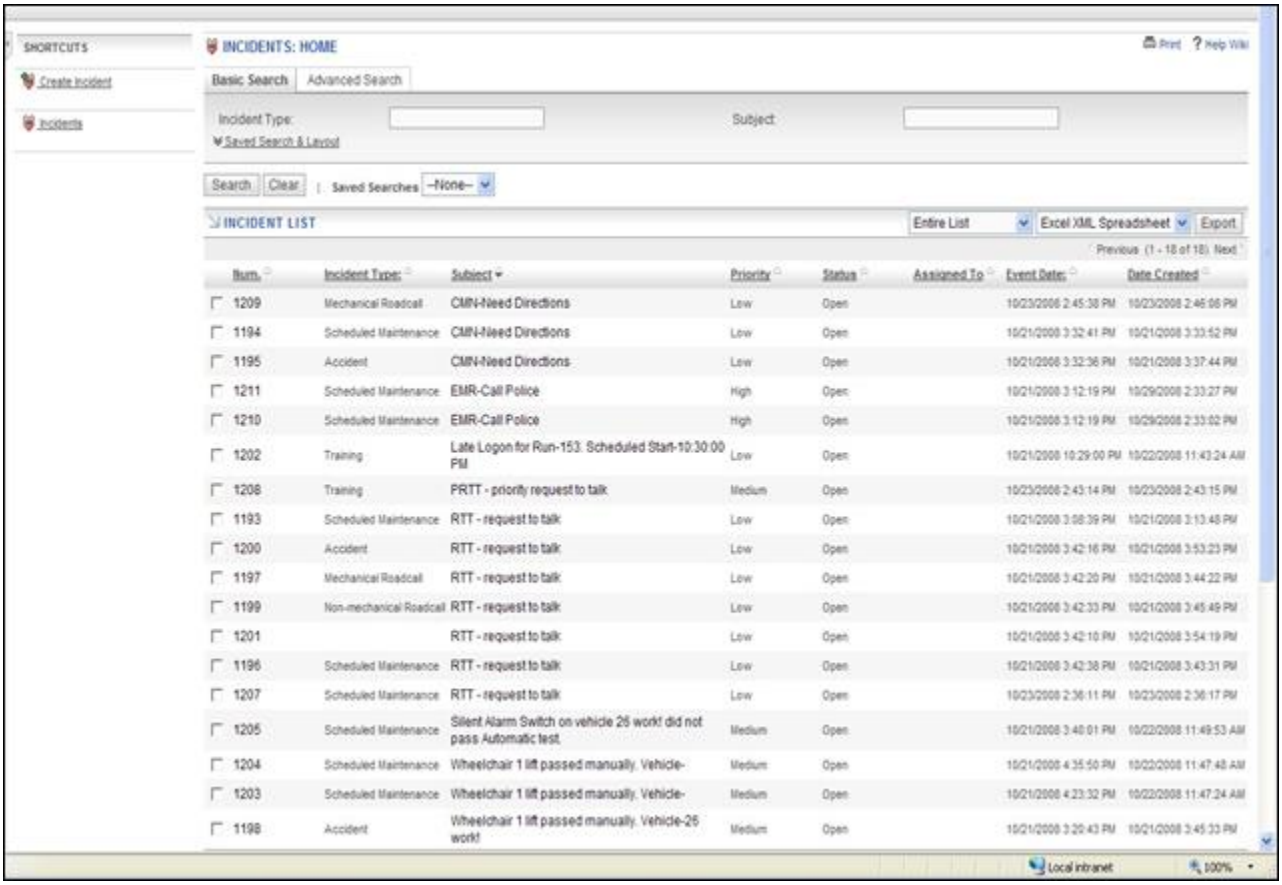
12.3. SEARCHING FOR INCIDENTS

This section provides information on using SplendidCRM to search for incidents using specified criteria.

BASIC SEARCH

Two types of search are available: a basic search and an advanced search. To perform a basic search, in the Search sub-panel enter values for one or more fields and click **Search**. All matching records are then displayed in a series of paginated lists.

To find specific incidents you can simply enter information into the incident type field or subject. Then click the Search button to perform the search. The following screen shows the Basic Search fields.

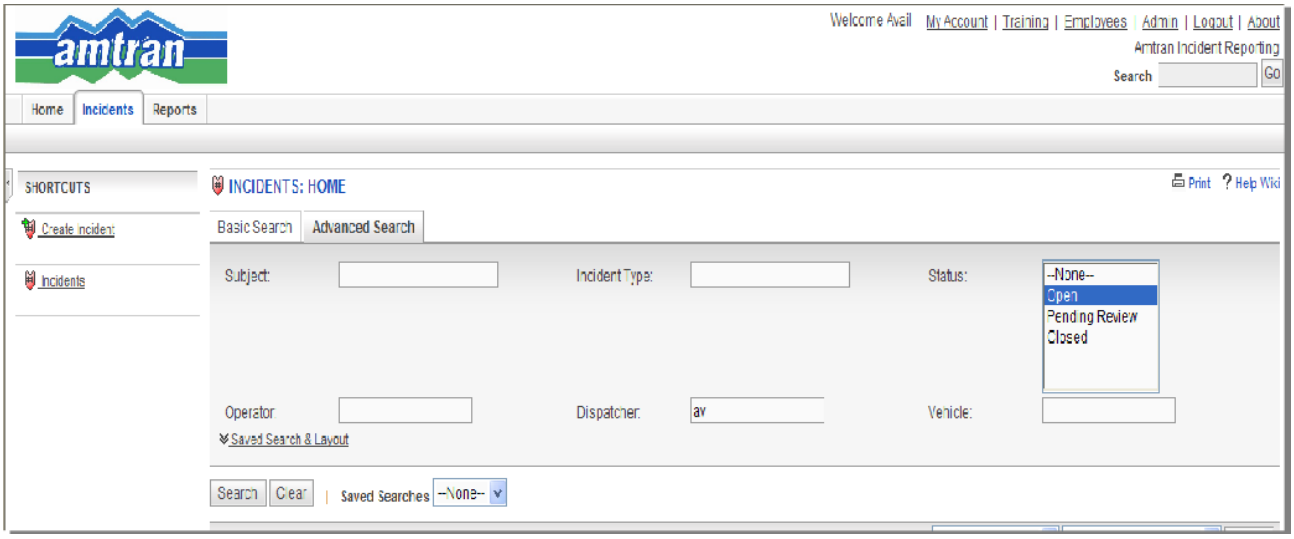


When you type a character in a field, the system performs a quick search of possible values and presents a list of values starting with that character. Typing additional characters restricts the resulting list.

Text entered in search fields must match from the beginning of the value stored in each record unless the wildcard character is prepended. If text is entered in more than one search field, then a record must match all those fields to be included in the filtered list. In other words, searching for "fred*" produces matches for first names like "Fred*erick" or other "Fred" names containing the asterisk (*) character. Numeric searches can match anywhere in a field. These rules also apply to advanced search.

ADVANCED SEARCH

To further filter the search results, click the **Advanced** link below **Search**. The system displays additional fields that you can use to find incidents.



SAVING SEARCH RESULTS AND LAYOUT

After performing a search, you can customize and save the layout along with the search results for future use. For example, display or hide details, such as the date created or the assigned user. You can also sort the results in ascending or descending order.

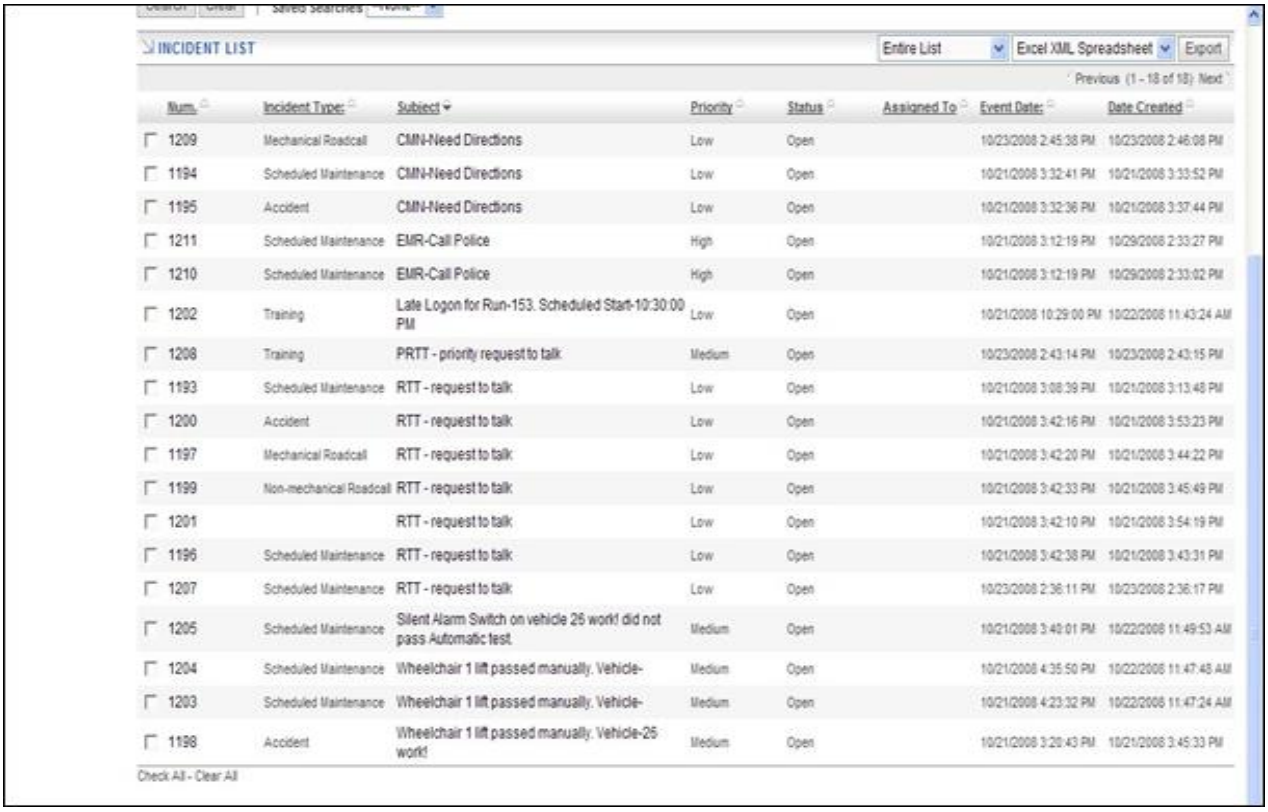
You can save an unlimited number of search results. Saved searches display in the Select drop-down list, with the last saved search at the top of the list.

To save and manage search results

2. Click the Saved Search & Layout link to display the fields used to define a saved search. Enter a name for the search results in the Save this search as field and click Save. The name now displays in the Saved Searches drop-down list and the system displays the search results on the Advanced Search tab.
3. To view a saved search, click the Advanced Search tab select the search name from the Saved Views drop-down list. The system displays the results on the Advanced Search tab.
4. To update a saved search such as changing the order of the records, make the changes on the Saved Search & Layout section and click Update.
5. To delete a saved search, select it in the Saved Views drop-down list and click Delete and then click OK to confirm the deletion.

SORTING THE INCIDENT LIST AREA

To sort the incident list area, click a column header to sort the information in the list by that column. Only one column can be sorted at a time. Click the column again to reverse the sort order. The arrow beside the column header indicates the sort order. The screen below shows the list sorted by Subject.



INCIDENT LIST

Entire List | Excel XML Spreadsheet | Export

Previous (1 - 18 of 18) Next

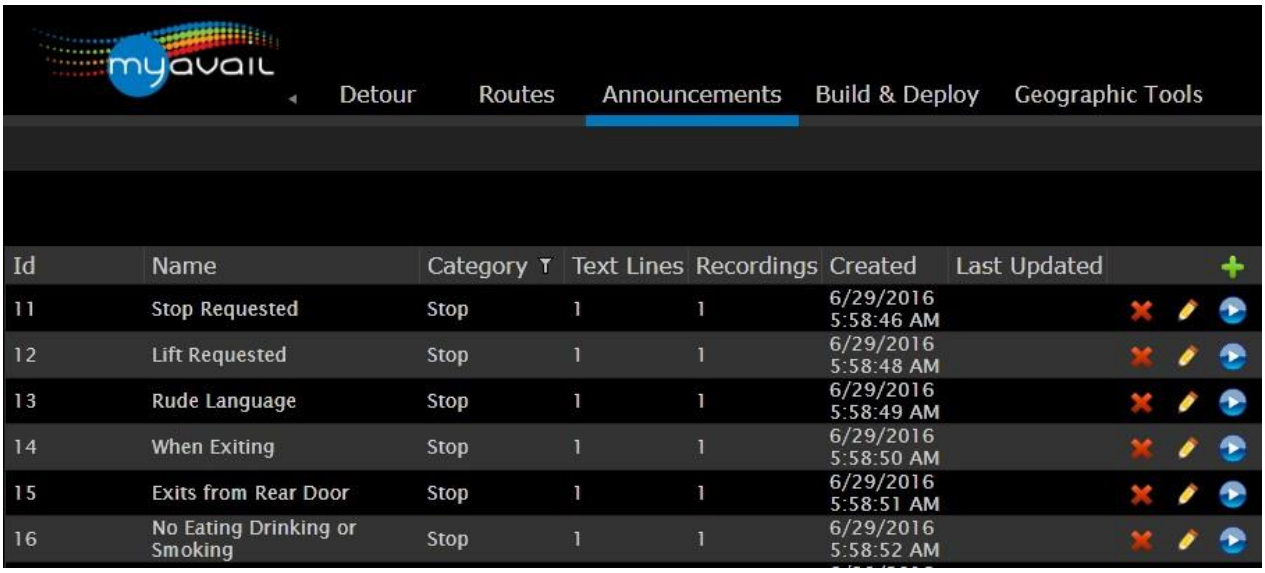
Num.	Incident Type:	Subject	Priority	Status	Assigned To	Event Date:	Date Created
1209	Mechanical Roadcall	CMN-Need Directions	Low	Open		10/23/2008 2:45:38 PM	10/23/2008 2:46:08 PM
1194	Scheduled Maintenance	CMN-Need Directions	Low	Open		10/21/2008 3:32:41 PM	10/21/2008 3:33:52 PM
1195	Accident	CMN-Need Directions	Low	Open		10/21/2008 3:32:36 PM	10/21/2008 3:37:44 PM
1211	Scheduled Maintenance	EMR-Call Police	High	Open		10/21/2008 3:12:19 PM	10/29/2008 2:33:27 PM
1210	Scheduled Maintenance	EMR-Call Police	High	Open		10/21/2008 3:12:19 PM	10/29/2008 2:33:02 PM
1202	Training	Late Logon for Run-153. Scheduled Start-10:30:00 PM	Low	Open		10/21/2008 10:29:00 PM	10/22/2008 11:43:24 AM
1208	Training	PRTT - priority request to talk	Medium	Open		10/23/2008 2:43:14 PM	10/23/2008 2:43:15 PM
1193	Scheduled Maintenance	RTT - request to talk	Low	Open		10/21/2008 3:08:39 PM	10/21/2008 3:13:48 PM
1200	Accident	RTT - request to talk	Low	Open		10/21/2008 3:42:16 PM	10/21/2008 3:53:23 PM
1197	Mechanical Roadcall	RTT - request to talk	Low	Open		10/21/2008 3:42:20 PM	10/21/2008 3:44:22 PM
1199	Non-mechanical Roadcall	RTT - request to talk	Low	Open		10/21/2008 3:42:33 PM	10/21/2008 3:45:49 PM
1201		RTT - request to talk	Low	Open		10/21/2008 3:42:10 PM	10/21/2008 3:54:19 PM
1196	Scheduled Maintenance	RTT - request to talk	Low	Open		10/21/2008 3:42:38 PM	10/21/2008 3:43:31 PM
1207	Scheduled Maintenance	RTT - request to talk	Low	Open		10/23/2008 2:36:11 PM	10/23/2008 2:36:17 PM
1205	Scheduled Maintenance	Silent Alarm Switch on vehicle 26 work! did not pass Automatic test.	Medium	Open		10/21/2008 3:40:01 PM	10/22/2008 11:49:53 AM
1204	Scheduled Maintenance	Wheelchair 1 lift passed manually. Vehicle-	Medium	Open		10/21/2008 4:35:50 PM	10/22/2008 11:47:48 AM
1203	Scheduled Maintenance	Wheelchair 1 lift passed manually. Vehicle-	Medium	Open		10/21/2008 4:23:32 PM	10/22/2008 11:47:24 AM
1198	Accident	Wheelchair 1 lift passed manually. Vehicle-26 work!	Medium	Open		10/21/2008 3:20:43 PM	10/21/2008 3:45:33 PM

Check All - Clear All

RETURN

13. How to Use the Announcements Tab

This chapter describes how to define in-vehicle announcements in the myAvail system, which includes stop announcements, external route announcements, and public safety announcements. If you have permissions to define announcements, myAvail displays the Announcements top level tab, which is shown below.



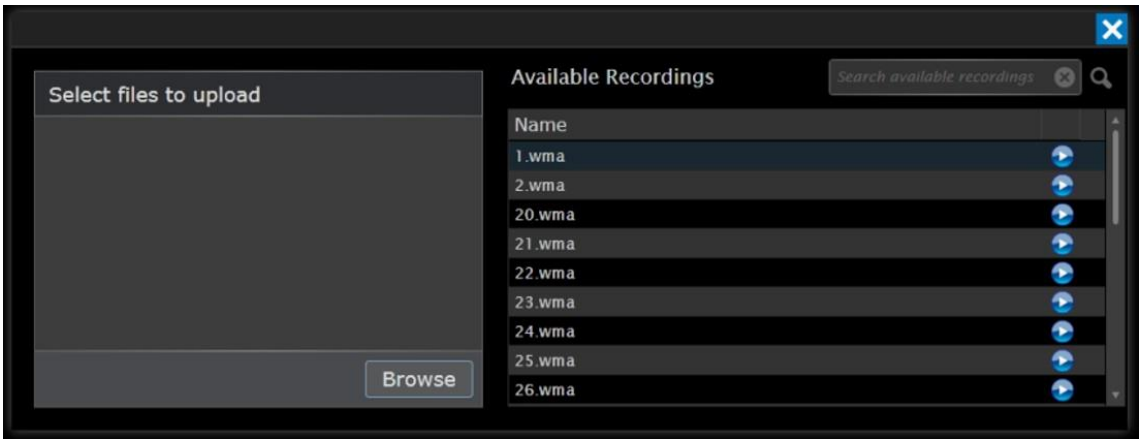
myAvail defines an announcement as one or more linked audio recordings and sign text that it associates with an ID number and a name. Each announcement belongs to a category. The following table describes each category.

Field	Description
Route	Route announcements are the announcements that are played on the external speaker of the vehicle when the door is opened. Generally, these announcements include the route name and its destination. These announcements allow riders boarding the vehicle to be sure it is the correct vehicle.
Safety	Safety announcements are announcements that are stored in the vehicle and can be played at any time by the operator by selecting the announcement on the mobile data computer. Safety announcements generally have corresponding text that displays on theinternal sign.
Stop	Stop announcements are the announcements played in the vehicle as the vehicle is approaching a major stop or transfer point. These announcements generally include the location of the stop (such as Main & 1st Street) along with transfer information and/or points of interest. These announcements can also include a preamble such as "Now approaching". Stop announcements generally have corresponding text that displays on the internal sign.

13.1. IMPORTING RECORDINGS

Before defining announcements, you must import the set of recordings that you will use to create the announcements. You can import WAV files, MP3 files, or WMA files. Generally, properties make these recordings in a studio using a professional voice actor for best results. Recordings are made in snippets and you piece these snippets together to make full announcements. In this way, you do not need to record the same thing, e.g. "Main", for each stop on Main Street, such as Main and 1st, Main and 2nd, etc. Avail recommends making a list of the full announcements that you need and then we can help you break them down to the appropriate snippets for recording.

To import recordings, click the Import Recordings icon  , which displays the following window.



The Available Recordings is the list of recordings that have already been uploaded. Use the search box to find a recording. Click the Play icon  to play a recording.

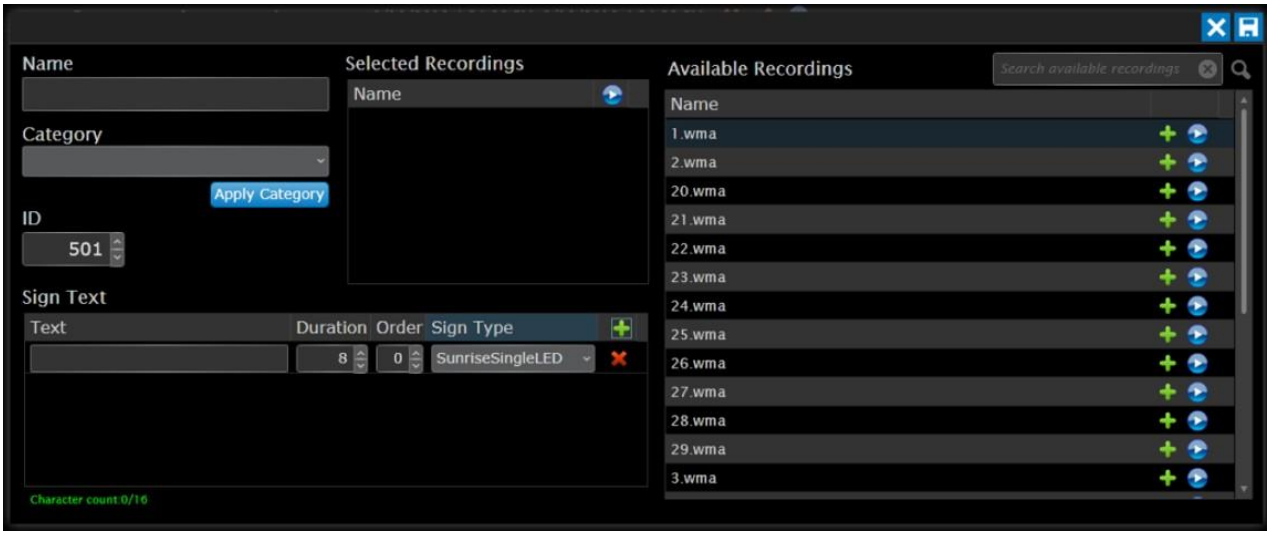
To upload additional recordings, click Browse. This displays a screen that you can use to navigate to the directory containing the files you need. Select the required files and click Open.The selected files are displayed in the left-hand list as shown below.

To complete the upload process, click Upload. The upload progress for each file is shown on its line along with the total progress in the progress bar at the bottom of the list. Part of the upload process includes normalizing and converting the files to the WMA format (if necessary). Consequently, you might see the total progress bar stop for several minutes while this conversion process completes.

After the upload is complete, upload additional files or close the window by clicking the Close button in the upper-right.

13.2. DEFINING ANNOUNCEMENTS

After you click the Announcements top-level tab, myAvail displays the list of existing announcements, as shown at the beginning of this chapter. Click Play next to an announcement to listen to that announcement. Click Edit to edit an existing announcement. Click the Delete to delete an existing announcement. To define a new announcement, click the Add icon at the top of the list, which displays the following screen.



To define a new announcement, select the announcement category and click the Apply Category button. If your property has standard features for a particular category of announcements, such as always including the audio snippet of "Now approaching" at the beginning of every stop announcement, or the "Now approaching" text on the sign for every stop, you can define these common elements in the system. If you do so, myAvail automatically adds these elements to the announcement or sign sections after you click Apply Category.

After selecting the category, enter a name for the announcement. This name should describe what the announcement says. Each announcement must have a unique name. Then enter an announcement ID. Announcement IDs are used, for example, when assigning stop announcements to trigger boxes in Geographic Tools. Each announcement must have a uniqueID. You might want to set aside a range of IDs for each announcement category.

To string together the recordings for this announcement, select the recording in the

Available Recordings list and either drag it to the Selected Recordings box or click the Add button next to the recording. You can drag the recordings within the Selected Recordings box to rearrange their order. To play an individual recording, click the Play icon next to the recording. To play the completed announcement, click the Play icon in the Selected Recordings box.

If you want to define sign text to display with this recording, click the Add icon in the Sign Textbox. This icon adds a line to the Sign Text list. Type in the text for this line. If you enter more than 16 characters, the text scrolls on that line. If you want to display more than 16 characters and want it to page rather than scroll, then add multiple lines. Duration specifies how many seconds the sign will display that line. Order specifies the sequence to display the lines. In the Sign Type field, select the type of sign that you have in your vehicles. You can delete any line by clicking the Delete icon on that line.

When you are done defining the announcement, click the Save icon in the upper-right of the window. You can cancel at any time by clicking the Cancel icon.

13.3. EXPORTING ANNOUNCEMENTS

To distribute announcements that you created, you must export them.

Click the Export Announcements icon  . A popup window indicates that myAvail will create an export package. After the system creates the export package, contact Avail Supportat (814) 234-3394 ext. 1050 or Support@Availtec.com. Support will move all necessary files to the appropriate locations on the deployment server.

NOTE: myAvail's in-vehicle solution supports three generations of announcement hardware. The export function generates files that the hardware in your fleet requires. Avail Support will work with your IT group to ensure that the proper permissions to move files between servers have been granted and that your Wi-Fi network has sufficient capacity to distribute the files to all vehicles in the time available.

After the export is complete and Avail Support notifies you the announcement file transfer is complete, use the Deploy features in the Build and Deploy tab to distribute the announcements to the vehicles.

RETURN

14. How to Use the Fleet Groups Tab

Use the Fleet Groups top-level tab to separate your vehicles into groups for monitoring by dispatchers.

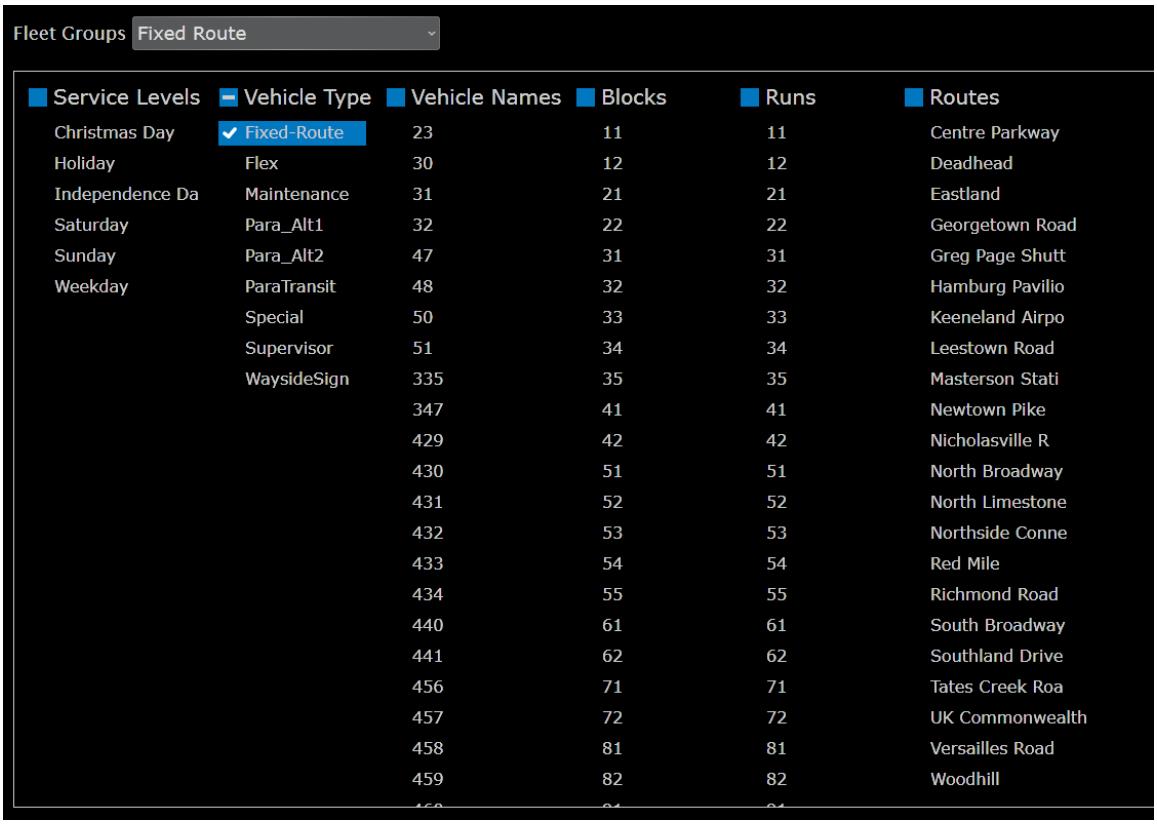
When assigning the Dispatcher position to a user, you select the default Fleet Group or Groups for that dispatcher to monitor. Dispatchers see information only for vehicles in the fleet groups that they are monitoring. In this manner, you can divide your fleet so that each dispatcher monitors only a subset of the fleet.

As a safety feature, if information arrives from a vehicle in a fleet group that no dispatchers are monitoring, myAvail displays that information for all dispatchers. This feature ensures that someone can handle the request from that vehicle.

HINT: myAvail does not consider users who can observe dispatch but do not have the Active Dispatcher permission to be monitoring any fleet groups. For more details, please see the *myAvail System Administrators Guide*.

14.1. Defining Fleet Groups

When you select the Fleet Group top-level tab, myAvail displays the following screen.



14.2. CRITERIA FOR DEFINING FLEET GROUPS

You can use different criteria to define fleet groups. To define a fleet group, select values from one or more criteria lists. Because some of the criteria are valid only when an operator is logged in to a vehicle (such as the block/run or route that the vehicle is operating on), myAvail defines a default fleet group for each vehicle in the system. This default group ensures that all vehicles belong to a fleet group.

SERVICE LEVELS

For each fleet group that you define you may select which service level that definition is applicable to. If the service level definition is left blank, then the Fleet Group applies to all service levels, check the Service Levels check box to select all service levels.

NOTE: If one or more service levels is selected and the operational day's service level is not one of those selected then the fleet group is ignored.

HINT: When building fleet groups, simple is best. It is recommended to select from the most general category as possible and to use a single category. If selections are made from multiple categories a match on any will include the vehicle in the fleet group.

VEHICLE TYPE

Vehicle Type refers to the operating type of a vehicle and can change based on the work being performed by that vehicle at that time. For example, a body on chassis vehicle that is normally used for paratransit work would be considered a paratransit vehicle type when the operator logs in with a paratransit run number. However, if that vehicle needs to be used on a fixed route for a day, and the operator logs in with a fixed route run number, then the vehicle type for that vehicle, while it is logged in to the fixed route run number, is Fixed-Route vehicle. A vehicle's type can change based on the run number used at logon. When nobody is logged on to that vehicle, it has a default vehicle type which is defined when the vehicle is assigned to the system.

VEHICLE NUMBERS

This category lets you separate your vehicles into fleet groups by vehicle number.

BLOCKS

This category lets you group block numbers into fleet groups to allow a dispatcher to monitor a group of blocks.

RUNS

This category lets you group run numbers into fleet groups to allow a dispatcher to monitor a group of runs.

ROUTES

This category lets you define a fleet group as a group of routes, so that one dispatcher can monitor one group of routes while another dispatcher monitors another group of routes.

14.3. ADDING A FLEET GROUP

To define a new fleet group, unhide the toolbar and click the Add icon  . This prompts you to enter the fleet group name. After you enter a name, select the criteria you want to use to define that fleet group. Be sure to select the Service Level for the fleet group is valid.

14.4. VIEWING AND EDITING A FLEET GROUP

To view the information for an existing fleet group, select the fleet group from the Fleet Group drop-down list. Change the definition of that fleet group by selecting or un-selecting criteria. Once you have completed your changes, click Save. At any time, click Cancel to discard your changes.

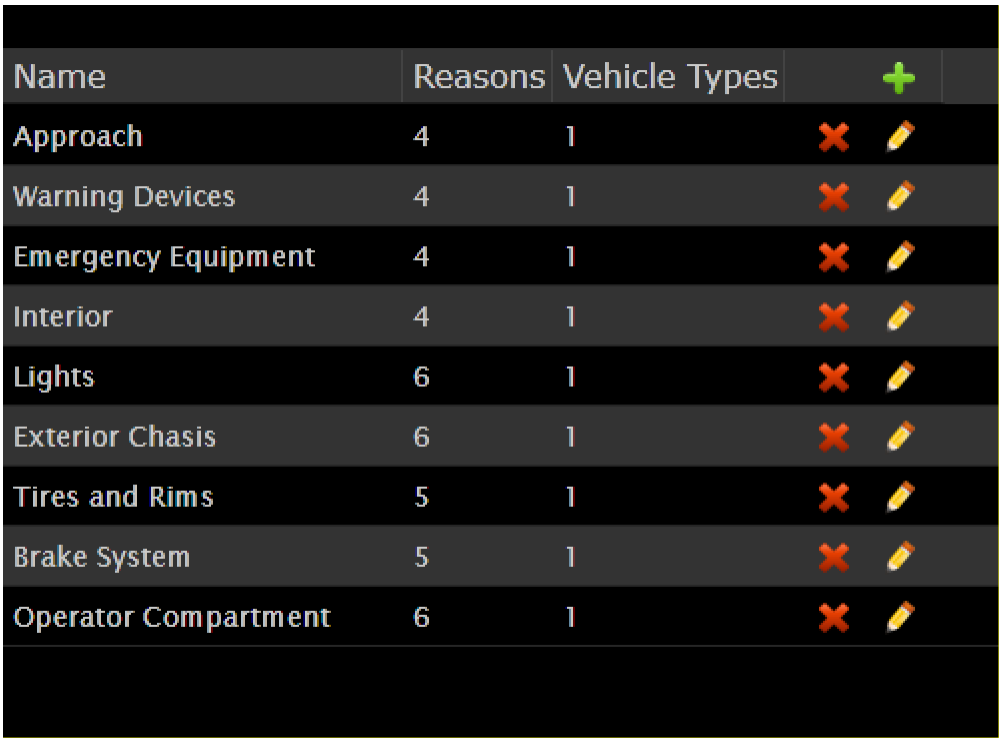
RETURN

15. How to Use the Inspection Settings Tab

Use the Inspection Settings top-level tab to configure myAvail's In-vehicle pre-trip screens. The system can allow vehicle operators to save the results of the pre-trip vehicle inspection. If the results are saved, myAvail can include them in reports for the Maintenance Department to review. This tab allows the property to specify which inspections are required, list the possible outcomes, and arrange the groupings of the checks.

15.1. Checks

The Checks tab allows the property to set the inspection areas for the vehicles.



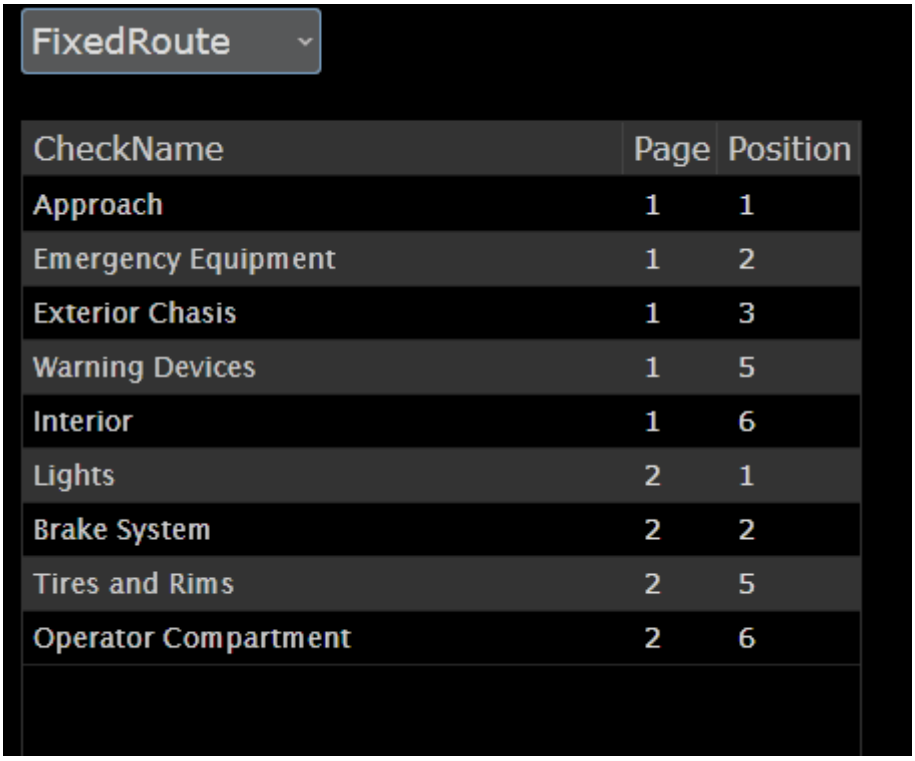
Name	Reasons	Vehicle Types
Approach	4	1
Warning Devices	4	1
Emergency Equipment	4	1
Interior	4	1
Lights	6	1
Exterior Chasis	6	1
Tires and Rims	5	1
Brake System	5	1
Operator Compartment	6	1

- Click the delete icon  to remove an area to check.
- Click the edit icon  to edit the Check.
- Click the add icon  to add a new area to check.
- Clicking either the edit or add icon displays the following window:

- Check Name
  - Enter a descriptive name for the area to be checked.
- Vehicle Type(s)
  - Check the vehicle type(s) that should undergo this type of inspection.
  - This list is specific to each property. Your list might differ from this example.
- Failure Reason(s)
  - This list presents the possible reasons that an inspection can fail. The operatorchooses a reason from this list when a vehicle fails an inspection.
  - Click the add icon to add a new Failure Reason.
  - Click the delete icon to remove a Failure Reason.

15.2. MDT LAYOUT

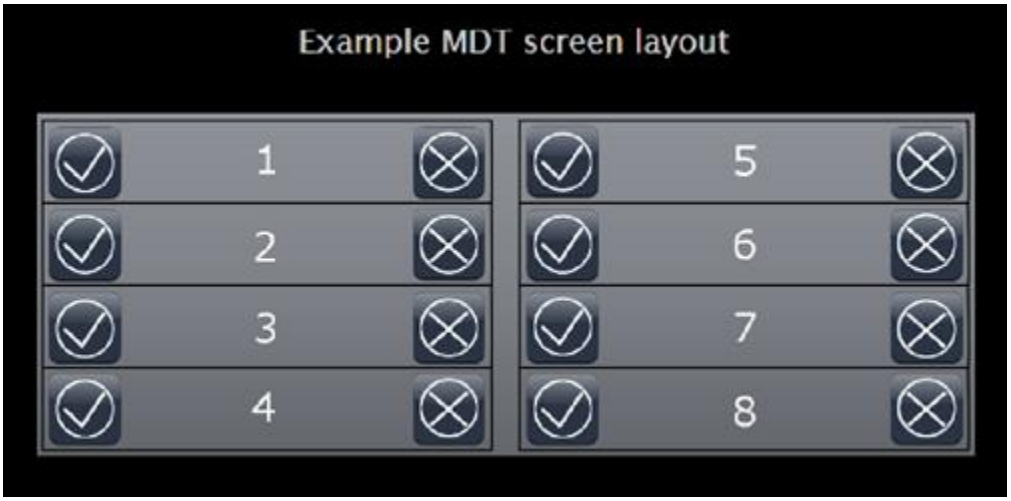
Use the MDT Layout tab to arrange the layout of the inspections on the vehicles' MDT screens. You must assign all the inspections on the Checks tab to a page and position on the MDT screens. Each type of vehicle can have its own layout.



Choose the vehicle type, and then start entering page and position numbers for all Check Names. The page numbers must be sequential. For example, you cannot assign a check name to page 3 before assigning at least one entry to pages 1 and 2. The positions on the page do not have to be sequential, nor does the page need to be filled.

HINT: Avail recommends limiting the number of pages used to two or three.

There can be up to 8 positions on a page. The order of the positions is shown below:



15.3. BODY DAMAGE

The entry screens for recording vehicle body damage are special purpose where the operator selects a vehicle body area as defined during system configuration and assigns a 'Body Damage Reason' as needed.

Click the add icon to add a new body damage reason.

Click the delete icon to remove a body damage reason.

RETURN

16. How to Use the Pullout Management Process

Use myAvail's Pullout Management feature to perform the following functions:

- Operator to run assignments
- Vehicle to block assignments
- Operator and Extra-board check-in process
- Notifications for late or missed check-ins, logins, and pullouts
- Manage Trippers (Additional or make-up service)

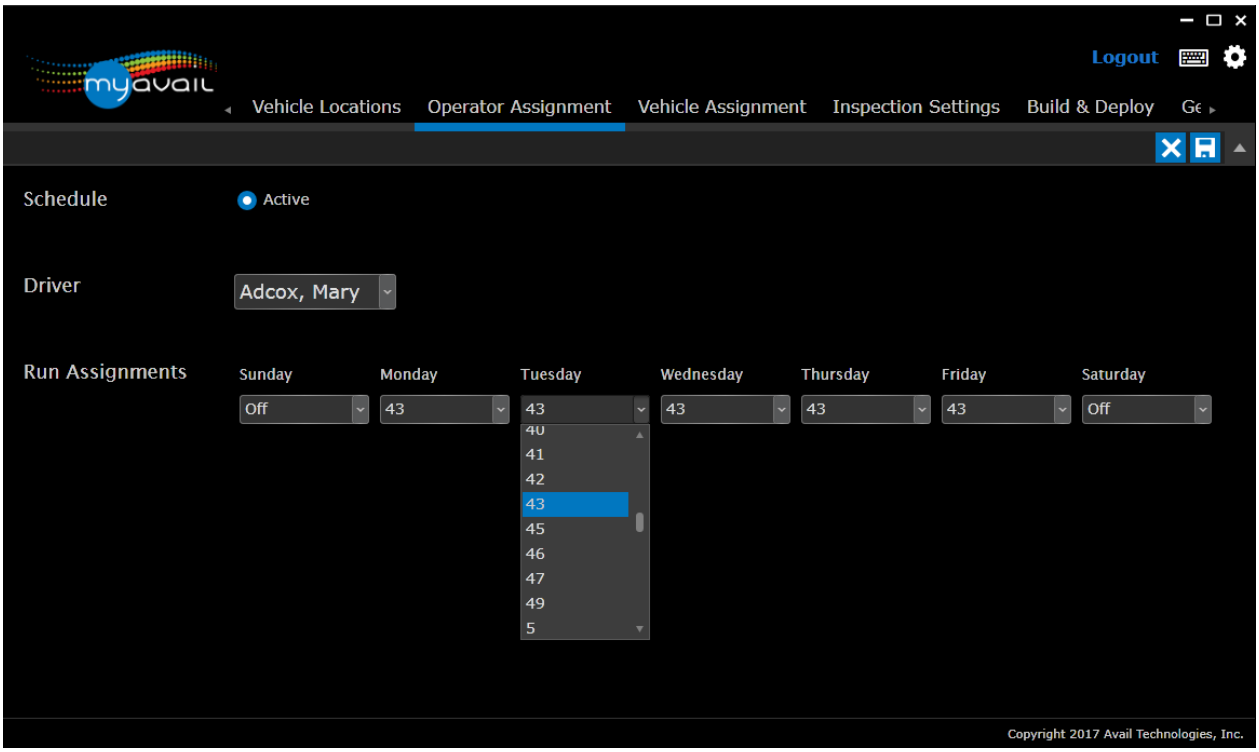
These functions are provided by two sections on the Operations tab - Pullout Grid and Yard Map Grids - and two top level tabs - Operator Assignment and Vehicle Assignment. If the pullout management feature is included in your system, your assigned position determines which Operations windows and supporting tabs you can access.

This chapter describes each of these functions and how to use these screens to help manage vehicle pullouts.

NOTE: myAvail includes a Yard Management feature that dispatchers often use in conjunction with Pullout Management. Yard Management provides the ability to enter the location of vehicles in the yard and to identify vehicles that are down for maintenance. This feature includes drag and drop functionality that you can use to assign vehicles to Pullout Management.

16.1. How to Use the Operator Assignment Tab

When an agency creates a pullout grid (described below) every morning, myAvail uses the information that authorized users enter in the Operator Assignment tab to derive the operator assignments that the pullout grid displays. If you have permissions to edit operator assignments, myAvail displays the Operator Assignment top-level tab. When you click this tab, myAvail displays the following screen.



Typically, you will edit operator assignments after each bid period when you know which operator performs each run. To edit an operator's assignment, select the operator in the Driver drop-down field - you can also type directly into this field to find an operator. Then, select the proper run for each day of the week for the selected operator. If the operator is not working on a day, select "Off".

HINT: You can type into the run drop-down field so if an operator is assigned to "RUN 6" for Monday - Friday you can start in the Monday drop-down list and type "6," which should select run "6," then click the Tab key which moves you to the Tuesday drop-down field and type 6 again and Tab to Wednesday and continue this to quickly fill out each day for this operator.

You can edit multiple operators before clicking the Save button in the upper right-hand corner of the screen, although you should click the Save button periodically to prevent the loss of your work. If you try to navigate away from this screen with unsaved changes, you are asked whether you want to navigate away and lose your changes or cancel the navigation so that you can click the Save button to save your changes.

When you save your changes, the system validates the assignments to ensure that you are assigning only one driver to a run for a day of the week. If you assign multiple drivers to a run on the same day, an error message displays the run, the day of the week, and the multiple drivers assigned to that run. You must correct this error before you can save your data.

NOTE: If you have multiple vehicles scheduled for a single run, use the Tripper function in the Pullout window to assign a second driver and vehicle to the run.

Use this screen to make typical run assignments based on the bid. For unusual changes to the run assignments based on operators being out sick or on vacation, make those changes on that day using the pullout grid, as described in the Reassigning Operators and Vehicles section.

All changes made on the Operator Assignment tab go into effect the next time the pullout grid is built (usually the next morning). You cannot make changes for a new bid until after the new schedule is published. Consequently, on the first day of a new schedule, you might need to adjust the operator assignments in the pullout grid. Then, adjust the assignments on the Operator Assignment tab, which takes effect for the rest of that bid period.

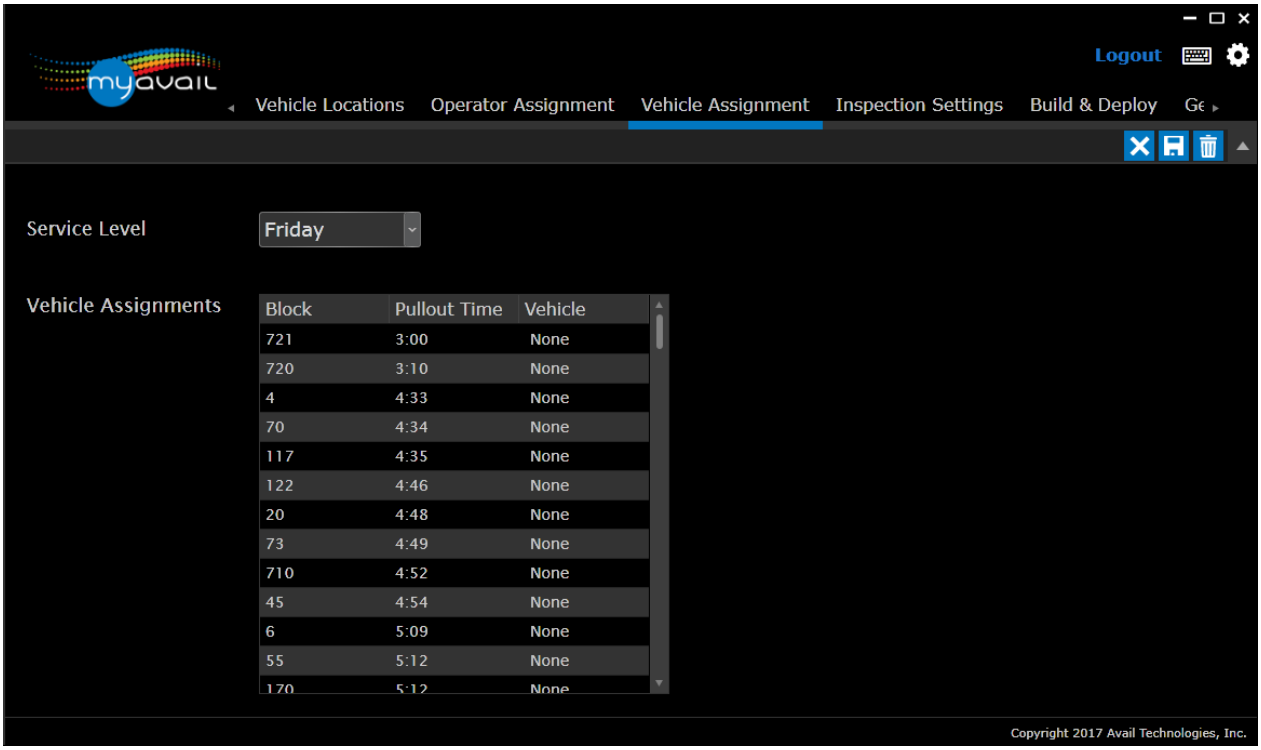
16.2. How to Use the Vehicle Assignment Tab

Some properties have a Yard Coordinator that identifies the location of all vehicles and assigns a vehicle to each block of work for the next service day. If your property uses this approach, use the Vehicle Assignments tab to set up the assignments. myAvail uses the information that you enter in this screen to create the pullout grid for each morning's vehicle assignments.

NOTE: myAvail includes a Yard Management feature that is often used in conjunction with Pullout Management. The Yard Map in Yard Management displays the current location of vehicles in the yard. Use this information to assign vehicles to blocks, tell operators where their assigned vehicle is located, and identify vehicles that are down for maintenance. This feature includes drag and drop functionality that you can use to assign vehicles to Pullout Management.

If your dispatchers assign different vehicles to each block every day based on where the vehicle is parked in the yard/garage or when the driver arrives, then you might need to assign all of your vehicles each morning using the yard map and pullout grid, which is described in Reassigning Operators and Vehicles.

If you have permissions to create vehicle assignments, myAvail displays the Vehicle Assignment top-level tab. After you click this tab, the screen below is displayed.



To create standard vehicle assignments, first, select the service level that you want to work on from the Service Level drop-down list. After you select a service level, myAvail populates the Vehicle Assignments grid with the blocks that are active on that service level and orders them by pullout time. Clicking in the Vehicle column displays a drop-down list of all vehicles from which you can select a vehicle. Alternatively, type in the vehicle number.

After you have all the assignments made for this service level, click Save in the upper-right hand corner. If you have the same vehicle assigned to more than one block in this service level, myAvail displays an error that indicates which vehicle and blocks are in error. You must correct these errors before you can save the data. If you try to navigate away from this tab with unsaved changes, myAvail asks whether you want to navigate away and lose your changes or cancel the navigation so you can click the Save. You must complete the assignments for all service levels in your schedule.

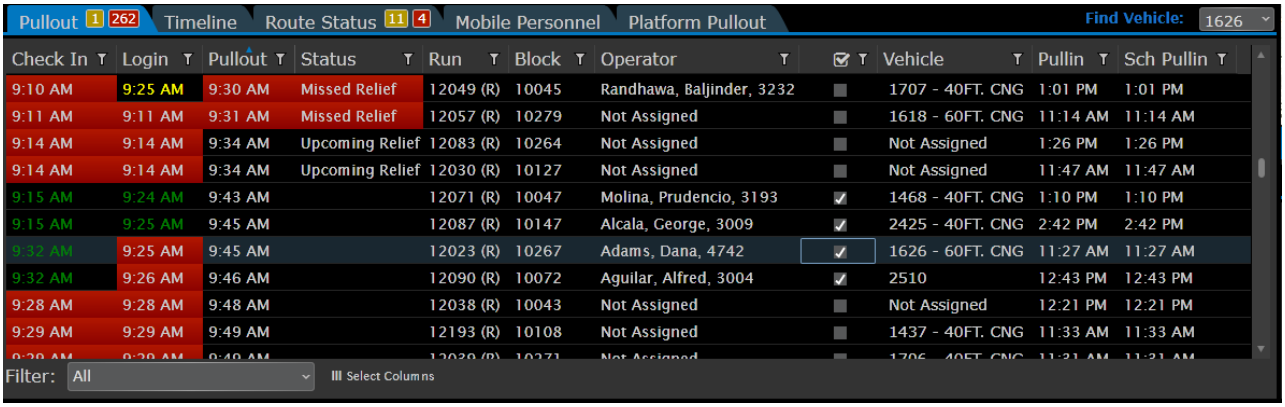
NOTE: If you have multiple vehicles scheduled for a single block, use the Tripper function in the Pullout window to assign a second vehicle to a given block/run.

All changes that you make to vehicle assignments go into effect the next time myAvail creates the pullout grid (usually the next service day). The blocks shown for each service level are based on the current schedule only. Consequently, all vehicle assignments that need to change due to schedule change in the future schedule must be made after the schedule is published.

If you need to make many vehicle assignment changes, clear all the current assignments first by clicking the Clear icon in the upper-right hand corner. Clear sets all the vehicle assignments to "None" for the service level that you selected.

16.3. How to Use the Pullout Grid

The main screen for pullout management is the Pullout Grid, which is shown below. For instructions on how to modify the grid layout see How to Configure Screen Layout.



This grid shows each run piece scheduled for the day. In the Run column, myAvail displays an (R) to indicate relief run pieces and a (T) for tripper runs. For run pieces that are the first piece of a block, the table shows the scheduled check-in, scheduled login, and scheduled pullout time. myAvail calculates the scheduled check-in and scheduled login times using the scheduled pullout time in conjunction with configurable parameters for how many minutes before the pullout time the check-in and login should occur.

The grid also displays the operator assigned to that run, the vehicle assigned to that block, and the location of the vehicle in the yard. The grid can also be set to display the time the run piece will end (Pull In). This feature is helpful for displaying when an operator or vehicle will be available for unscheduled work. The status column indicates the status of the run piece, which are described below.

For relief run pieces, the Scheduled Pullout column displays the start time of the run piece. Not scheduled check-in or login times are displayed for relief run pieces. Relief runs are explained later in this section.

Tripper runs are created manually and are described in detail later in this guide.

Users can configure the Pullout grid and control which columns are displayed, the width of the columns, and the order of the columns. Please see How to Configure Screen Layout for detailed instructions.

The following columns are available for display:

Column	Description
Pullout	Displays the scheduled pullout time until the actual pullout occurs, then display the actual time. This shared column displays different types of times, which allows you to hide the other Pullout columns and save screen space. See below for appearance rules.
Login	Displays the scheduled login time, which is a parameter driven number of minutes before the pullout time until the actual login occurs, then display the actual time. This shared column displays different types of times, which allows you to hide the other Login columns and save screen space. See below for appearance rules.
Check In	Displays the scheduled operator check-in time, which is a parameter driven number of minutes before the pullout time until the actual check-in is entered, then display the actual time. This shared column displays different types of times, which allows you to hide the other Check In columns and save screen space. See below for appearance rules. NOTE: You can edit the actual time.
Run	Displays the Run label. Run is the key value. Operators are assigned to Runs. Vehicles are assigned to blocks and runs are mapped to blocks.
Block	A block is a collection of trips based on work for a vehicle. A block can have more than one pullout.
Sch Check In	The time the operator is scheduled to begin work.
Actual Check In	The actual time the operator begins work.
Sch Login	The time the operator is scheduled to log on to their vehicle.
Actual Login	The actual time the operator logs on to their vehicle.
Sch Pullout	The time the vehicle is scheduled to leave the bus yard.
Actual Pullout	The actual time the vehicle leaves the bus yard.
Status	The status of the individual pullout. See Pullout Status Summary.
Operator	The operator assigned to this pullout.
	Clicking this checkbox enters the current time in the "Actual Check In" field.
Vehicle	The vehicle assigned to this pullout.
Yard	The location in the bus yard of the assigned vehicle. See Yard Management.
Sch Pullin	The time the vehicle is scheduled to return to the bus yard.

Est. Pullin	The estimated time the vehicle will return to the bus yard.
Pullin	This field displays the Scheduled Pullin time until myAvail calculates an estimated pull in time or until the actual pull in occurs. myAvail displays the estimated pullin time a configurable number of minute before the scheduled pullin. This shared column displays different types of times, which allows you to hide the other Pullin columns and save screen space. See below for appearance rules.
Actual Pullin	The actual time the vehicle returned to the vehicle yard or relief point.

The 

button is below the Pullout table. When you click it, myAvail displays the list of columns that can be displayed in the Pullout table. Users can uncheck the field to hide columns, as preferred. Also, use this control to determine whether your table displays dedicated time columns or shared columns for particular types of events, as described below.

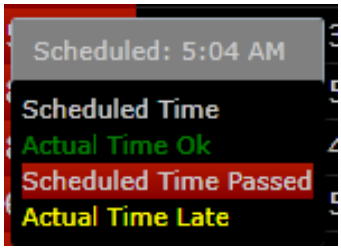
myAvail displays both the scheduled times and actual times for Check In, Login, Pullout, and Pullin. In addition, Pullin has an estimated time. There are two ways you can display this information for each type of event. Display the scheduled, estimated, and actual times in:

- Separate, dedicated columns.
- A single shared column. This column displays the different types of times at different points using a set of rules.

For example, if you want to use dedicated columns for Pullout, in the select columns list, check both Sch Pullout and Actual Pullout and uncheck Pullout. However, if you want to use a shared column, check Pullout and uncheck the other two columns.

The shared columns allow you to save horizontal space in your table by using one column to represent two or three columns of times. If you use shared columns, please note the following **appearance rules**:

Hover over the grid to reveal the menu shown below:



White: Before the scheduled time
Green: Actual check-in was on time
Red: Scheduled time has expired, or passed
Yellow: Actual check-in time was late

CHECKING IN AN OPERATOR

Use the check-in checkbox  in the Pullout Grid to check-in an operator. You can check this box after an operator reports in. This action records the current time in the Actual Check In and the combined Check In column. Then, tell the operator which vehicle they are assigned to and where that vehicle is located in the yard.

NOTE: If there is a delay between when the operator checks in and when you check the box, you can edit the check-in time to correct it.

Before a check-in is to occur, the status displays "Waiting for Check In" as shown below. This alerts you that an operator should check in soon. This alert occurs a configurable number of minutes before the scheduled pullout time.

Pullout	Login	Check In	Run	Block	Status	Operator	☑	Vehicle	Yard
6:56 AM	6:46 AM	6:36 AM	154	154	Expired Pullout	Not Assigned	☐	Not Assigned	
7:02 AM	6:52 AM	6:42 AM	147	147	Expired Pullout	Not Assigned	☐	Not Assigned	
7:02 AM	6:52 AM	6:42 AM	148	148	Expired Pullout	Not Assigned	☐	Not Assigned	
7:25 AM	7:15 AM	7:05 AM	155	155	Expired Pullout	Not Assigned	☐	Not Assigned	
10:49 AM	10:39 AM	10:29 AM	53	53	Expired Pullout	Not Assigned	☐	Not Assigned	
1:15 PM	1:05 PM	12:55 PM	212	212		Not Assigned	☐	Not Assigned	
1:30 PM	1:20 PM	1:10 PM	172	172		Not Assigned	☐	Not Assigned	
1:50 PM	1:40 PM	1:30 PM	35	35	Waiting for Check in	Addison, Connie	☐	50	
1:59 PM	1:49 PM	1:39 PM	123	123		Not Assigned	☐	Not Assigned	

If an operator has not checked in within a configurable number of minutes after the scheduled check-in time, then myAvail highlights the combined Check In and Actual Check In cells in red.The Status column changes to Missed Check In and is highlighted red as shown in the third line below. This alerts you that someone has missed their check-in.

Pullout	Login	Check In	Run	Block	Status	Operator	☑	Vehicle	Yard
6:56 AM	6:46 AM	6:36 AM	154	154	Expired Pullout	Not Assigned	☐	Not Assigned	
7:02 AM	6:52 AM	6:42 AM	147	147	Expired Pullout	Not Assigned	☐	Not Assigned	
7:02 AM	6:52 AM	6:42 AM	148	148	Expired Pullout	Not Assigned	☐	Not Assigned	
7:25 AM	7:15 AM	7:05 AM	155	155	Expired Pullout	Not Assigned	☐	Not Assigned	
10:49 AM	10:39 AM	10:29 AM	53	53	Expired Pullout	Not Assigned	☐	Not Assigned	
1:15 PM	1:05 PM	12:55 PM	212	212		Not Assigned	☐	Not Assigned	
1:30 PM	1:20 PM	1:10 PM	172	172		Not Assigned	☐	Not Assigned	
1:50 PM	1:40 PM	1:30 PM	35	35	Missed Check in	Addison, Connie	☐	50	
1:59 PM	1:49 PM	1:39 PM	123	123		Not Assigned	☐	Not Assigned	
2:05 PM	1:55 PM	1:45 PM	202	202		Not Assigned	☐	Not Assigned	

If you check in someone after their scheduled check-in time, myAvail records it as a late check-in by displaying a yellow check-in time as shown below.

Pullout	Login	Check In	Run	Block	Status	Operator		Vehicle	Yard
6:56 AM	6:46 AM	6:36 AM	154	154	Expired Pullout	Not Assigned	☐	Not Assigned	
7:02 AM	6:52 AM	6:42 AM	147	147	Expired Pullout	Not Assigned	☐	Not Assigned	
7:02 AM	6:52 AM	6:42 AM	148	148	Expired Pullout	Not Assigned	☐	Not Assigned	
7:25 AM	7:15 AM	7:05 AM	155	155	Expired Pullout	Not Assigned	☐	Not Assigned	
10:49 AM	10:39 AM	10:29 AM	53	53	Expired Pullout	Not Assigned	☐	Not Assigned	
1:15 PM	1:05 PM	12:55 PM	212	212		Not Assigned	☐	Not Assigned	
1:30 PM	1:20 PM	1:10 PM	172	172		Not Assigned	☐	Not Assigned	
1:50 PM	1:40 PM	1:30 PM	35	35	Missed Login	Adkins, Edward	☐	47	F-1
1:59 PM	1:49 PM	1:42 PM	123	123		Addison, Connie	☑	50	
2:05 PM	1:55 PM	1:45 PM	202	202		Brinegar, James	☐	32	
2:40 PM	2:30 PM	2:20 PM	133	133		Arnold, Valerie	☐	Not Assigned	

If you check the check-in checkbox several minutes after the operator reports in, you can edit the actual check-in time by clicking in the combined Check In or Actual Check In cell and entering the correct check-in time.

CHECKING IN AN EXTRA-BOARD OPERATOR

Because extra-board operators are not assigned to a run, they do not show up in the Pullout Grid. However, an operator designated as an extra-board operator is listed in the Extra-Board Operators list in the Yard Map Grids tab shown in the bottom left of the picture below. The Check In checkbox and Check In Time columns work the same as in the Pullout Grid. When you check the Check In checkbox the current time is recorded in the Check In Time column. You can manually edit the Check In Time column if the time recorded is not the correct time.

Information about the Yard Map and the other lists in the Yard Map Grids tab is provided in the Yard Map section below.

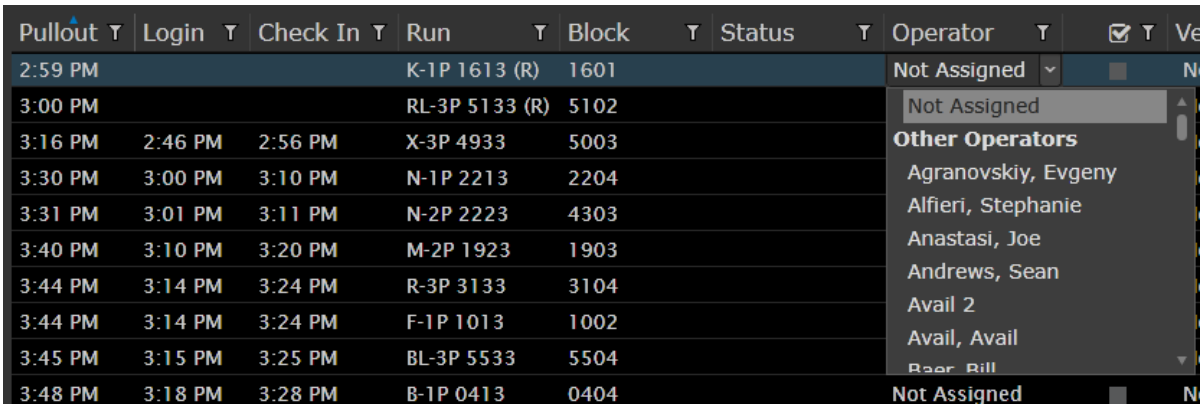
REASSIGNING OPERATORS AND VEHICLES

If an operator fails to check-in or calls in sick, reassign the run to a different operator.

To reassign an operator, do the following:

1. In the pullout grid, click the Operator field that you want to change, and a drop-

down list appears, as shown below. The list displays checked-in extra-board operators at the top and the other operators are below them.

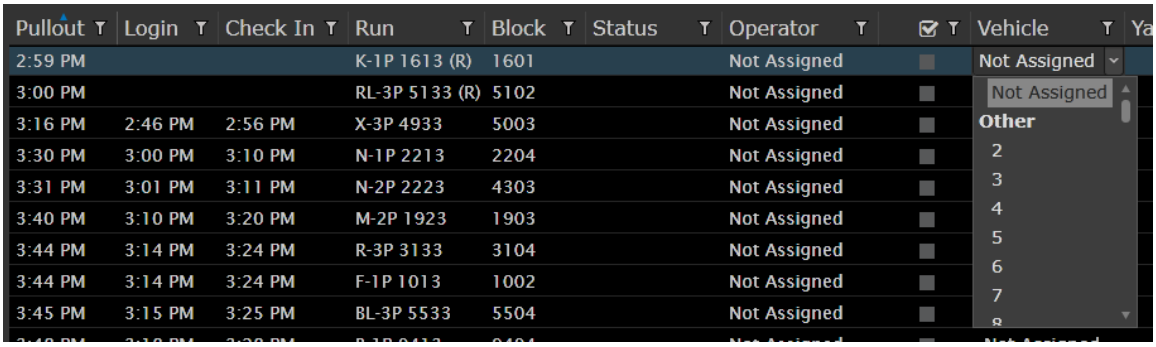


2. Scroll through the list to find the operator you want or start typing the name.
3. Click an operator to reassign him to this run piece.
4. Click elsewhere in the grid to indicate that you are finished. myAvail displays a "SavingChanges" indicator in the bottom-right corner of the grid.

myAvail reassigns all future pieces of this run to the operator that you just selected. Past pieces of this same run are not reassigned. If you assign this run piece to an extra-board operator who has already checked in, the Actual Check In time for this run piece is set to that operator's check-in time.

To reassign a vehicle to a block, do the following:

1. In the pullout grid, click the Vehicle field that you want to change, and a drop-down list appears, as shown below.



2. Scroll through the list or start typing the vehicle that you want.
3. Click the vehicle that you want to reassign to this block.
4. Click elsewhere in the grid to indicate that you are finished. myAvail displays a "Saving Changes" indicator in the bottom-right of the grid.

Alternatively, use the Yard Map's drag-and-drop functionality to reassign vehicles. To use this method, do the following:

1. In the Yard Map, left click the vehicle that you want to reassign, and continue to hold

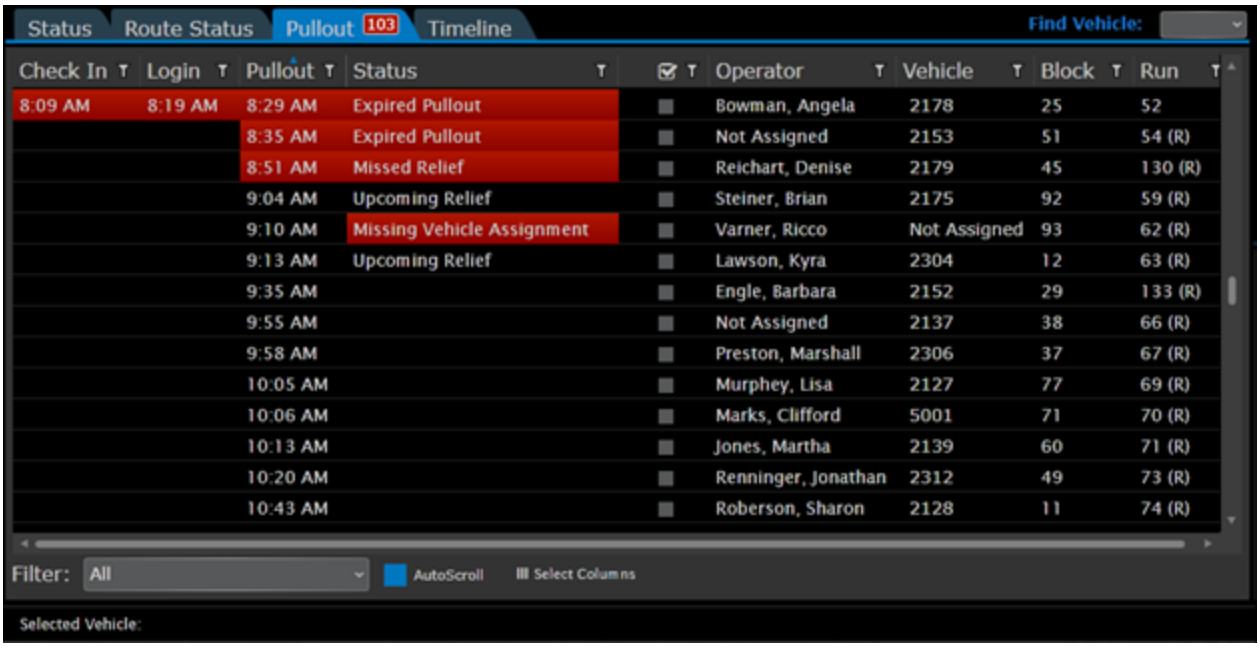
down the mouse button.

2. While holding down the mouse button, drag the vehicle to the appropriate cell in the pullout grid.
3. Release the left mouse button.

Using either method of reassigning vehicles, myAvail reassigns all future run pieces to the vehicle that you just selected. Past pieces on the same block are not reassigned.

Create standard operator and vehicle assignments using the Operator Assignment and Vehicle Assignment tabs. The system automatically applies these assignments in the Pullout Grid every morning. If there is no typical operator or vehicle assignment, the Pullout Grid displays no operator or vehicle assignments initially. In this case, you must assign operators and/or vehicles to each run piece before the scheduled check-in time.

When a run piece does not have an operator or a vehicle assignment a configurable number of minutes before the scheduled check-in time, myAvail displays a status of "Missing Operator Assignment" or "Missing Vehicle Assignment" and highlights the status field in red to indicate that dispatch needs to make an assignment, as shown in the second line below.



MONITORING LOGIN AND PULLOUT

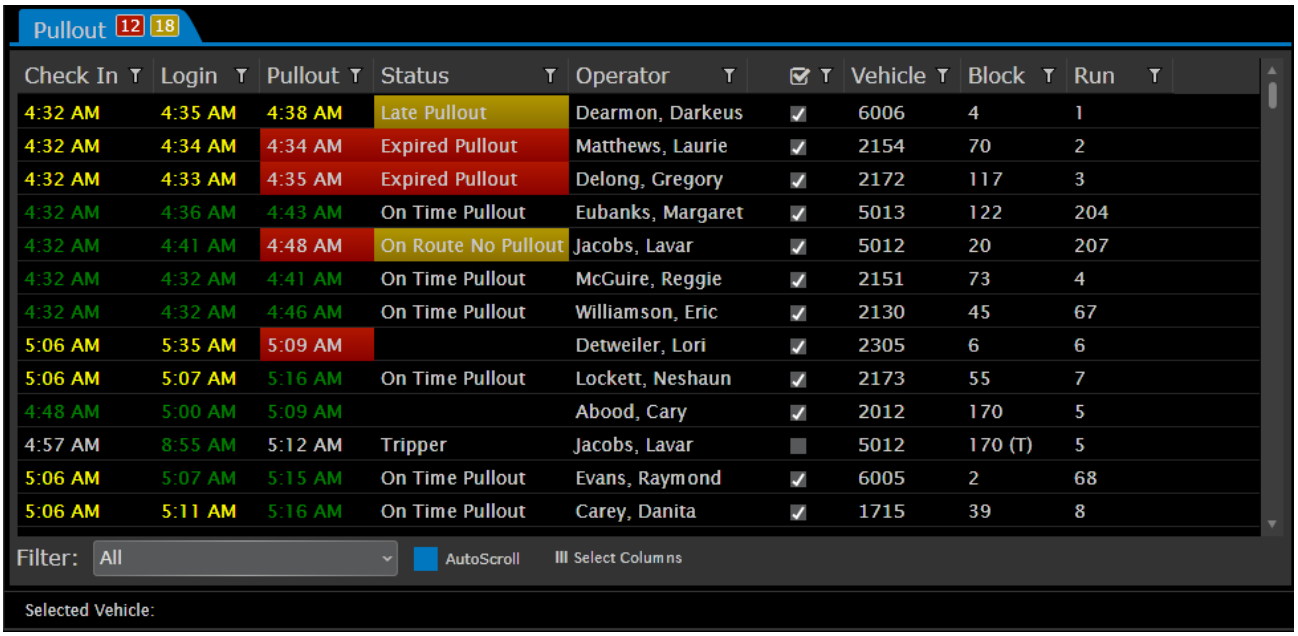
After operators check-in, they should log into the vehicle to update the status. The Scheduled Login time is set as a configurable number of minutes before the Scheduled Pullout time.

When the operator logs into their vehicle, myAvail displays the login time in the Actual Login field. If the operator has not logged into their vehicle by the Scheduled Login time, the system highlights the fields in red and displays "Missed Login." This status is shown in

the screen shot above. If the operator logs in after this time, the login time is displayed in the Actual Login field and this field is highlighted in yellow. A missed login or late login can alert you to the potential for a missed or late pullout.

After an operator logs in, the status changes to Waiting for Pullout. The Scheduled Pullout time is the time indicated in the schedule data for the first stop of the run piece. When the vehicle departs this stop, the Actual Pullout Field displays the time of departure and the status changes to On Time Pullout. The text in this row also changes to a grey color to indicate that this pullout is complete.

If the vehicle has not departed the first stop within a configurable number of minutes after the scheduled pullout time, the Actual Pullout field is highlighted red and the status changes to Missed Pullout. The number of minutes after the scheduled time can be set to zero. If the vehicle departs the first stop sometime after that time, the actual pullout time displays and the status changes to Late Pullout and both the Actual Pullout and the Status fields are highlighted in yellow as shown below.

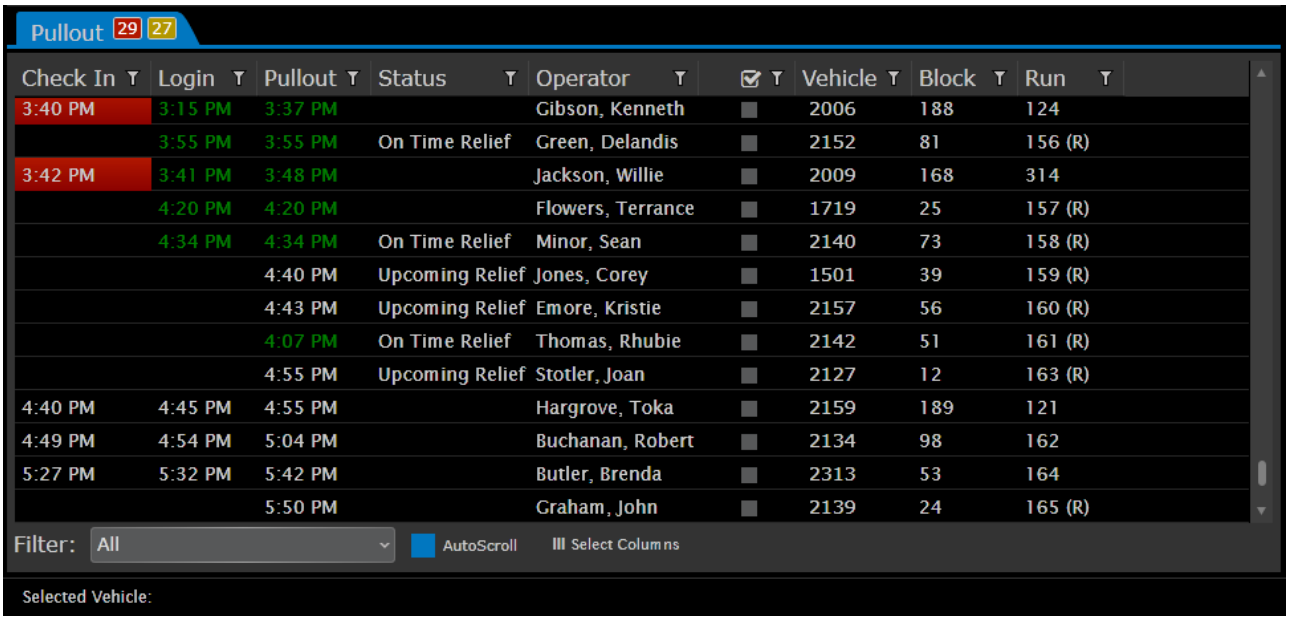


If a vehicle departs but the vehicle's first stop report is not for the first stop of the run piece, the status changes to "On Route No Pullout". This indicates that the vehicle is out on the route but myAvail did not detect the pullout. This can occur if the operator is not logged into the vehicle when he leaves the first stop or if there is a problem with either the schedule data or the trigger box data. However, at this point, myAvail considers the pullout to be complete because the vehicle is out on the block.

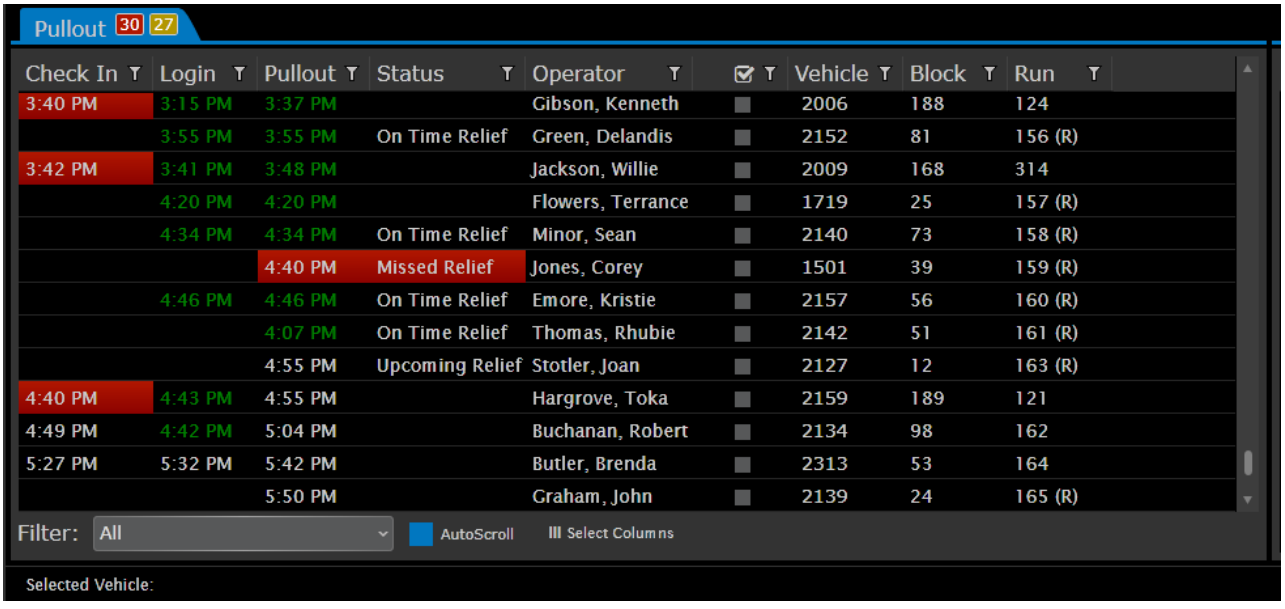
RELIEF RUNS

Because relief runs often occur within just a couple of minutes, the system does not calculate or monitor them against a scheduled check-in or scheduled login time. However, there is still ascheduled pullout time for each relief run piece. This time is the departure

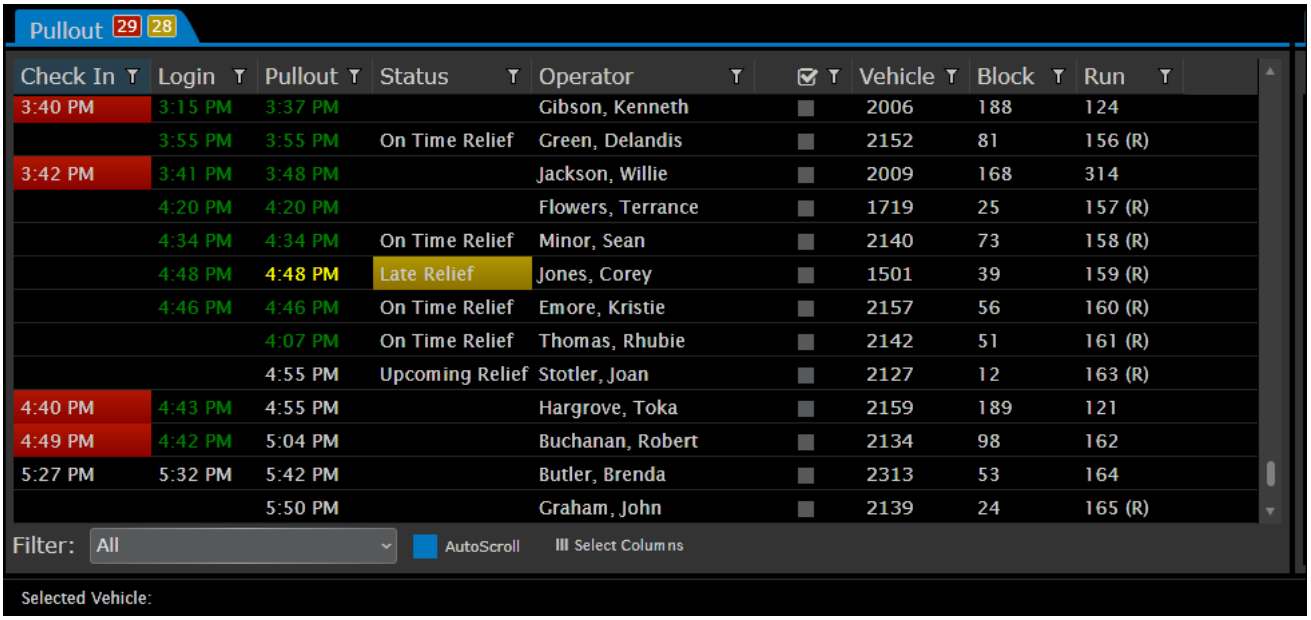
from the first stop on that run piece. The status Upcoming Relief is displayed a configurable number of minutes before that time. If the vehicle departs this stop within a configurable number of minutes after the scheduled time, then the status field displays On Time Relief. If the vehicle does not depart the stop within this time, the combined Pullout and Actual Pullout field is highlighted red and the status changes to Missed Relief. If the vehicle departs the first stop sometime after that time, the actual pullout time is displayed, the status changes to Late Relief, and the fields are highlighted in yellow. These statuses are shown below:



Missed Relief example:



Late Relief example:



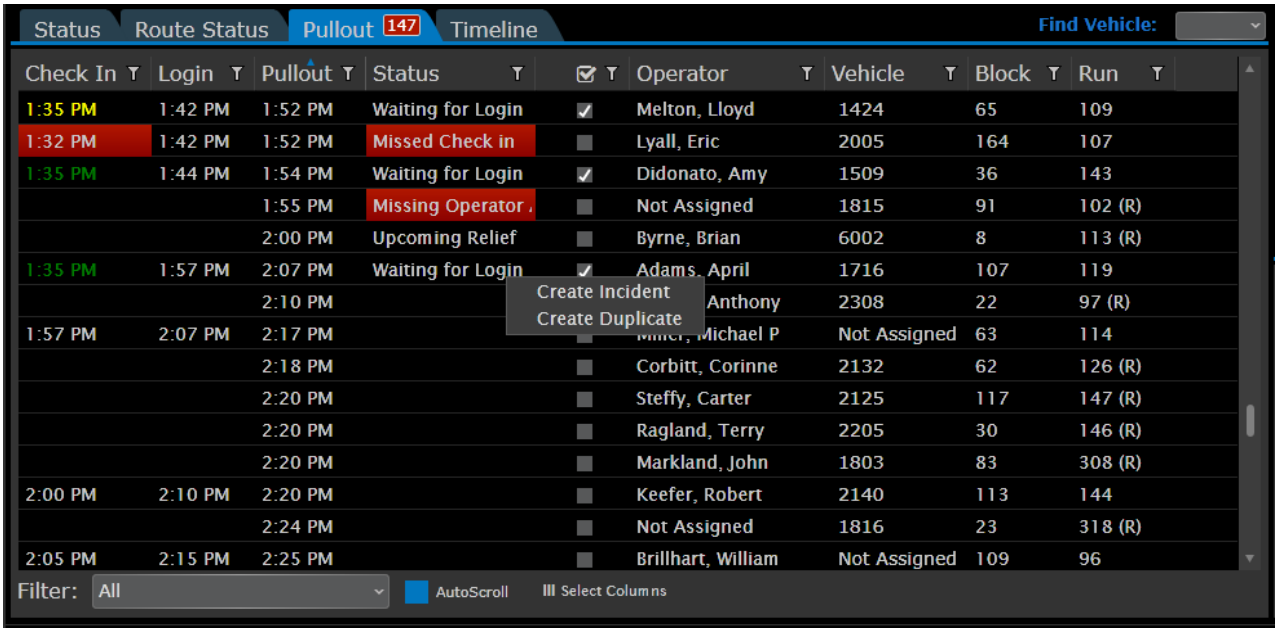
TRIPPER RUNS

In myAvail, a "tripper" is an additional vehicle assigned to an already active block of work. Use tripper runs in scenarios such as the following:

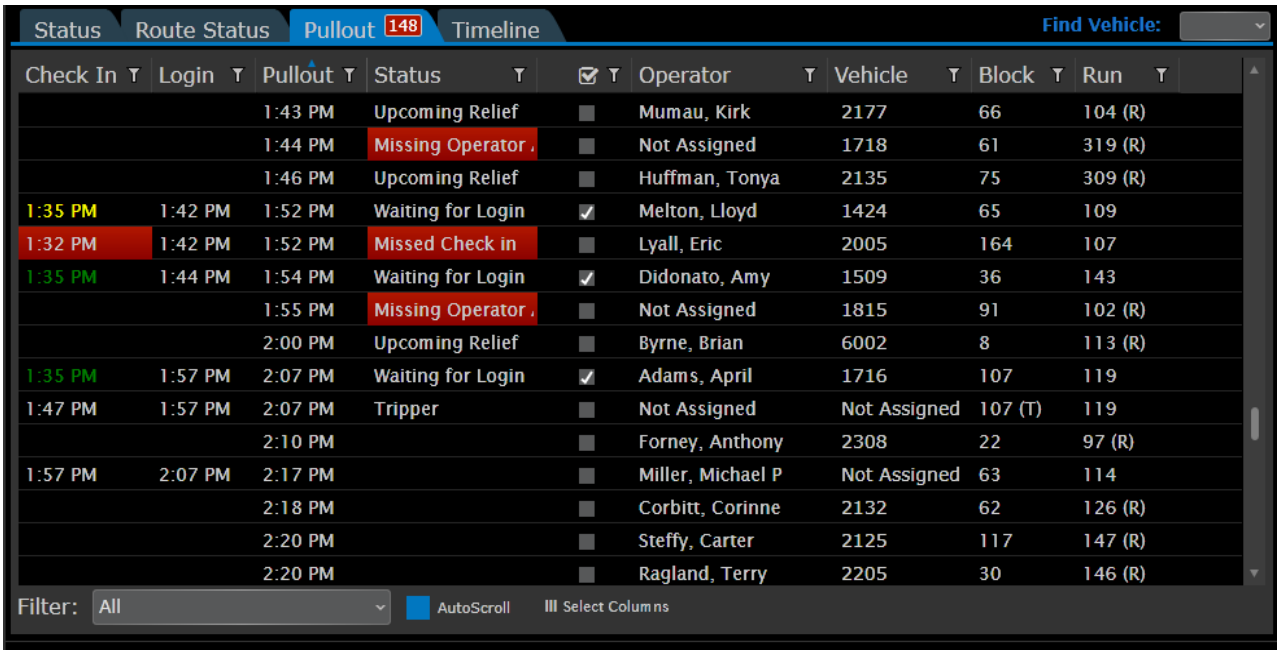
- Ridership of a given block of work normally exceeds the capacity of a single vehicle. Consequently, two vehicles are scheduled to run "nose to tail".
- Ridership is running heavier than normal. The second vehicle is sent out so the full vehicle can go into "Discharge Only" mode.
- A vehicle is behind schedule and dispatch sends another vehicle to cover a trip or two, which allows the regular vehicle to get back on schedule.

NOTE: The Operator Assignment tab and the Vehicle Assignment tab do not allow duplicate entries. The Pullout tab must be used to create a Tripper pullout and to assign an operator and vehicle.

To create a "Tripper" pullout, right-click the row you want to duplicate:



Click Create Duplicate in the context menu. The new entry appears without an operator or vehicle assignment, with a (T) after the Block, and the status of "Tripper".



16.4. YARD MAP GRIDS

The grids shown below in the Yard Map Grids tab indicate Unassigned Vehicles and Unavailable Vehicles in a tabular format. This display is especially useful when you have multiple yards because all vehicles in all yards are shown in these tables. You can assign vehicles in the Unassigned Vehicles list by dragging and dropping the vehicle from the list to the Pullout Grid.

To learn how to use the Extra-Board Operators grid, see the Checking-In an Extra-board Operator section.

16.5. PULLOUT STATUS SUMMARY

The following table lists all the Pullout Status Codes. The list includes the order of precedence when multiple statuses apply to the pullout record, exceptions, and overrides to that order.

Order	Status	Meaning	Notes	Hi-Light
1	Tripper	This Pullout Row was manually created (duplicate) to assign a second vehicle for the same block as a scheduled pullout.	This status is the only value that is displayed for this vehicle. Other events can be generated but only this status is displayed. Due to the nature of Trippers, the other statuses are questionable.	None
2	Missing Operator Assignment	There is no operator assigned to the pullout and the Missing Operator Assignment parameter is true.	If the Missing Operator Assignment parameter is false, this status is not presented. Otherwise, this status takes precedence over all until the pullout has expired.	Red
3	Missing Vehicle Assignment	There is no vehicle assigned to the pullout and the Missing Vehicle Assignment parameter is true.	If the Missing Vehicle Assignment parameter is false, then this status is not presented. Otherwise, this status takes precedence over all except Missing Operator until the pullout has expired.	Red

4	Invalid Vehicle Assignment	A vehicle is assigned to a run and that vehicle is now tagged as unavailable.	This holds precedence even after pullout.	Red
5	Duplicate Vehicle Assignment	The same vehicle is assigned to overlapping runs.	This applies to all duplicated vehicle assignments unless the vehicle has left the yard, is active on route, or the pullout has expired.	Red
6	Waiting for Check-in	The current time is within a configurable number of minutes of the scheduled pullout time so the operator check-in should be occurring soon. NOTE: This status is no longer displayed after a check-in happens, an operator logs on, the vehicle pulls out or the vehicle is on route.	There is an associated configuration parameter. NOTE: None of the check-in parameters require a vehicle assignment. A pullout record cannot be "Checked In" unless an operator is assigned, but if the Missing Operator Status is false, this check ignores operator assignment.	None
7	Missed Check-in	Check-in has not occurred within a configurable number of minutes after the scheduled check-in time. NOTE: This status is no longer displayed after an operator logs on, the vehicle pulls out or the vehicle is on route.	NOTE: Check-In has a separate allowance parameter in addition to the late Check-In Allowance. (See Status Notes)	Red
8	Late Check-in	Check-in occurred after the scheduled check-in plus the configurable late check-in allowance time.	Due to the allowance parameter, an operator can check in after the scheduled check-in time and still not be considered late.	Yellow

9	Waiting for Login	Operator check-in has occurred so login should be occurring soon.	There is a parameter to determine the number of minutes prior to scheduled log in to display the status as waiting.	None
10	Missed Login	Login has not occurred by the scheduled login time.	NOTE: The late allowance is not used when determining a missed login.	Red
11	Late Login	Login occurred after the scheduled login time.	There is an allowance parameter that determines how long after the scheduled log-on time an operator log-on is still considered on time, which means a status can change from Missed Login to either Waiting for Pullout or Late Login.	Yellow
12	Waiting for Pullout	Operator login has occurred so pullout should be occurring soon.	There is a parameter to determine the number of minutes prior to scheduled pull out to status as waiting.	None
13	On Time Pullout	The pullout occurred on time (within a configurable number of minutes of the scheduled pullout).	There is an allowance parameter that determines how long after the scheduled pull-out time a vehicle pull-out is still considered on time. NOTE: The Operator must have logged on to have an On-Time Pullout.	None
14	Missed Pullout	Pullout has not occurred within a configurable number of minutes after the scheduled pullout time. NOTE: This status is no longer valid if the vehicle is detected on Route.	NOTE: The late allowance is not used when determining a missed pullout.	Red

15	Late Pullout	Pullout occurred after the scheduled pullout time plus the configurable late pullout allowance time.	There is an allowance parameter that determines how long after the scheduled pull-out time a pull-out is still considered on time. NOTE: The Operator must have logged on to have a Late Pullout.	Yellow
16	Expired Pullout	A specified time has elapsed since the scheduled pullout time and the vehicle has not pulled out.	This status takes precedence over Missed Check In, Missed Log In, and Missed Pull Out after this timer has expired. This parameter can be replaced by On Route No Pullout depending on timing.	Red
17	On Route No Pullout	A vehicle has exited the first stop of a specific block/run, but no pullout from the yard was detected.	NOTE: This status checks block, run, and vehicle to determine the pullout row to update. This status indicates the driver did not log on before leaving the yard.	Yellow
18	On Time Relief	The relief start has occurred on time (within a configurable number of minutes of scheduled time).	There is an allowance parameter that determines the minutes after the scheduled relief that relief is still considered on time.	None
19	Late Relief	The relief start occurred after the scheduled relief time plus the configurable late pullout allowance time.		Yellow
20	Pull In At Risk	A vehicle out on an earlier run is at risk of not returning for a later run assigned to the same vehicle.	This risk is based on an estimated arrival time at its last stop.	Yellow

NOTE: The late allowance for Check In, Login or Pullout should not be set less than 1 minute. If there is not at least 1 minute of allowance the system could display the same value for scheduled and actual on a status of late if the event happened 1 second after the scheduled time.

16.6. IMPACT OF LOG ON PARAMETER COMBINATIONS

Pullout Parameters control the validation of operator vehicle log on. myAvail always validates both the Operator ID and the vehicle ID. However, there are additional pullout parameters that can ensure the operator is logging on to the correct run on the correct vehicle. The following describes those parameters and the grid defines how they interact:

- Enable Operator Validation - True means Operator ID must match between Log on and Pullout rows.
- Enable Operator Logon with No Assignment - True Overrides Enable Operator Validation if the operator ID in the Pullout row is NULL.
    - If Enable Operator Validation is false, then this parameter is ignored.
- Enable Vehicle Validation - True means Vehicle ID must match between Log on and Pullout rows.
- Enable Vehicle Logon with No Assignment - True Overrides Enable Vehicle Validation if the operator ID in the Pullout row is NULL.
    - If Enable Vehicle Validation is false, then this parameter is ignored.

Table of Possible Parameter Combinations

Case #	Operator Validation	Vehicle Validation	Operator Update with No Assignment	Vehicle Update with No Assignment	Result
Case 1	FALSE	FALSE	FALSE	FALSE	The pullout row is selected by Block and Run and it takes the first pullout row it finds that is not already logged in. All valid runs have a pullout row.
Case 2	FALSE	FALSE	FALSE	TRUE	*Enable Vehicle Logon with No Assignment ignored. Same as Case 1.*
Case 3	FALSE	FALSE	TRUE	FALSE	*Enable Operator Logon with No Assignment ignored. Same as Case 1.*
Case 4	FALSE	FALSE	TRUE	TRUE	*Enable Operator Logon with No Assignment and Enable Vehicle Logon With No Assignment ignored. Same as Case1.*
Case 5	FALSE	TRUE	FALSE	FALSE	The Vehicle ID of the logon must match a pullout row to be validated. The Operator ID is not checked.
Case 6	FALSE	TRUE	FALSE	TRUE	The Vehicle ID of the logon must match a pullout row or be NULL to be updated. The Operator ID is not checked.
Case 7	FALSE	TRUE	TRUE	FALSE	*Enable Operator Logon with No Assignment ignored. Same as Case 5.*
Case 8	FALSE	TRUE	TRUE	TRUE	*Enable Operator Logon with No Assignment ignored. Same as Case 6.*

Case 9	TRUE	FALSE	FALSE	FALSE	The Operator ID of the logon must match a pullout row to be validated. The vehicle ID is not checked.
Case 10	TRUE	FALSE	FALSE	TRUE	*Enable Vehicle Logon with No Assignment ignored. Same as Case 9.*
Case 11	TRUE	FALSE	TRUE	FALSE	The Operator ID of the logon must match a pullout row or be NULL to be updated. The vehicle ID is not checked.
Case 12	TRUE	FALSE	TRUE	TRUE	*Enable Vehicle Logon with No Assignment ignored. Same as Case 11.*
Case 13	TRUE	TRUE	FALSE	FALSE	The Operator ID and Vehicle ID of the logon must math a pullout row to be validated.
Case 14	TRUE	TRUE	FALSE	TRUE	The logon Operator ID must match a pullout row and Vehicle ID of the logon must match the pullout row or be NULL to validate.
Case 15	TRUE	TRUE	TRUE	FALSE	The Operator ID of the logon must match a pullout row or be NULL and the logon Vehicle ID must match the pullout row to be updated.
Case 16	TRUE	TRUE	TRUE	TRUE	The Operator ID and Vehicle ID of the logon must match a pullout row or be NULL to be validated.

RETURN

17. How to Use the Build and Deploy Tab

Use the Build & Deploy top-level tab to import schedule data, validate schedule data, build the vehicle run files, and deploy the files that a schedule change requires. myAvail distributes these features across four sub-tabs that you must use in sequence to deploy a new schedule. The sub-tabs are the following:

- **Data Import**: Imports schedule data from your scheduling package and places the data into an interim database for the initial validation.
- **Validate**: Identifies problems in the future schedule and provides recommendations for resolving them.
- **Build**: Initiates the build process for the vehicle block files and the general transit files.
- **Deploy**: Specify the deployment date for the future schedule to become the current, active schedule.

NOTE: Data Import can only import schedule data into the Future schedule. Therefore, myAvail can only validate, build, and publish schedule changes in the Future schedule. If your property requires a correction to the current schedule, please contact Avail Support (814) 234-3394 ext. 1050 or Support@Availtec.com.

17.1. How to Use the Data Import Tab

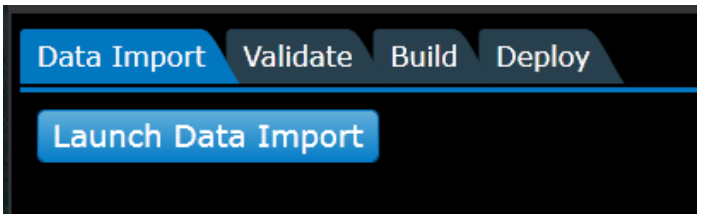
You must first use your scheduling package to export the schedule data files. Then, use the Data Import tab in myAvail to import the data. After importing the data, you must resolve all initial validation problems before you can proceed to the Validate, Build, and Deploy tabs.

NOTE: The Data Import function supports TMS, FleetNet®, VPR, REMIX, Hastus, and TrapezeTM validations. See Appendix B for all import validations.

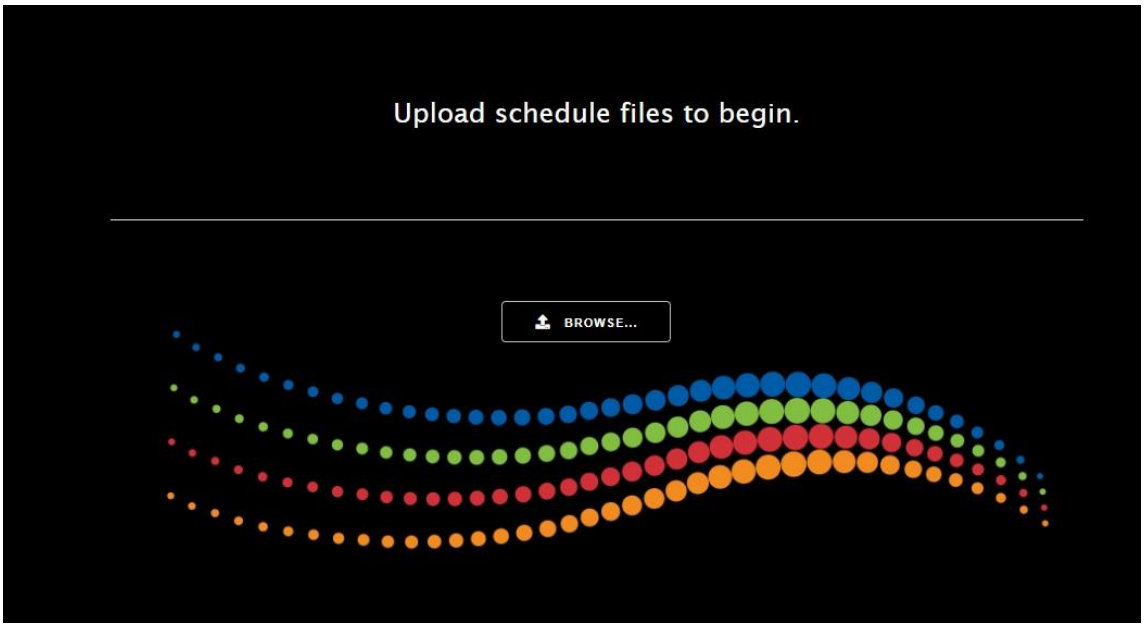
The following procedure describes the import process using myAvail. Please refer to your schedule export package's documentation to learn how to create the export files.

To import a future schedule, do the following:

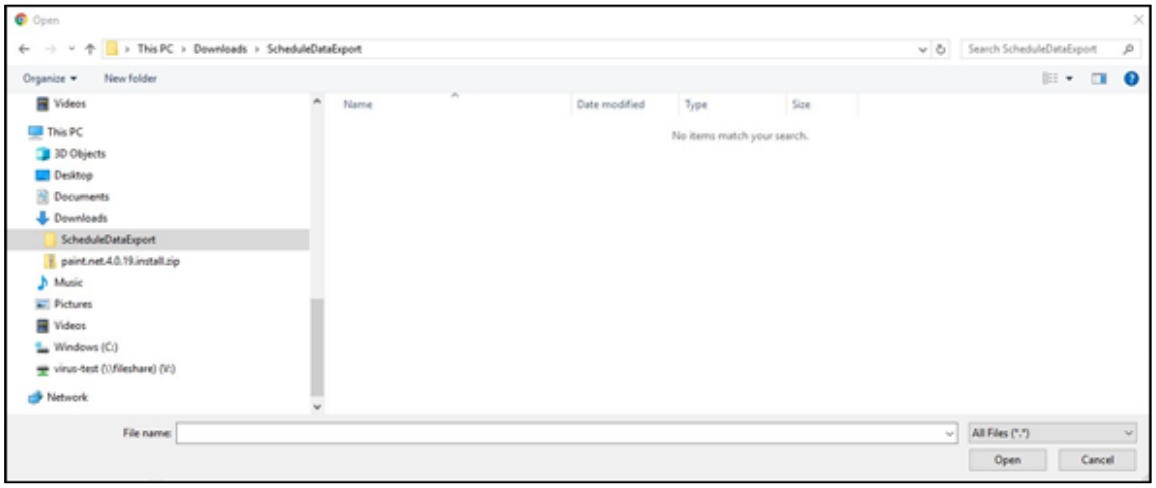
1. Within the Build and Deploy tab, click the Data Import tab.
2. Click Launch Data Import to open the process in a new browser window.



3. In the new window, click Browse to open the standard MS Windows file select window.



4. In the Browse window, navigate to the folder where the scheduling package exports its data files, and select all files. myAvail remembers the location for the previously imported files to help you find the correct folder. This window supports multiple file selection with the Windows standard method of using the CTRL or SHIFT keys.

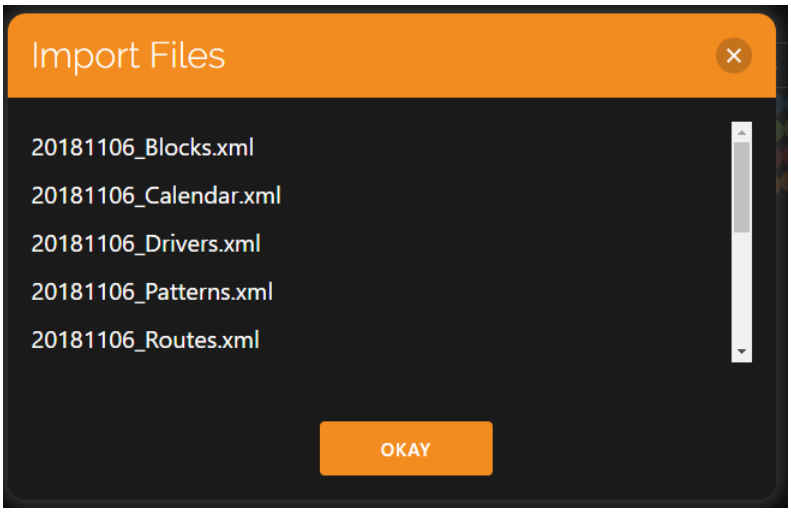


5. After you select the files, click Open. myAvail moves all the files you selected to the appropriate import directory in myAvail.

NOTE: Always select all schedule data files that are in the export directory. Clicking Open moves all the files you select into myAvail, and then the software deletes all remaining files from the export directory.

After myAvail moves the schedule files to the import directory, the screen displays a view option.

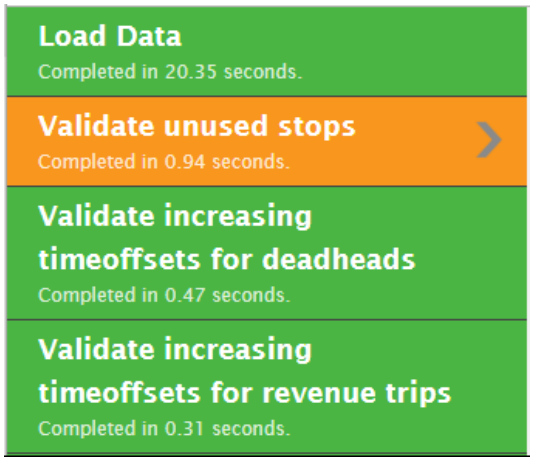
6. Click the View Files button to display the files that are ready to import.



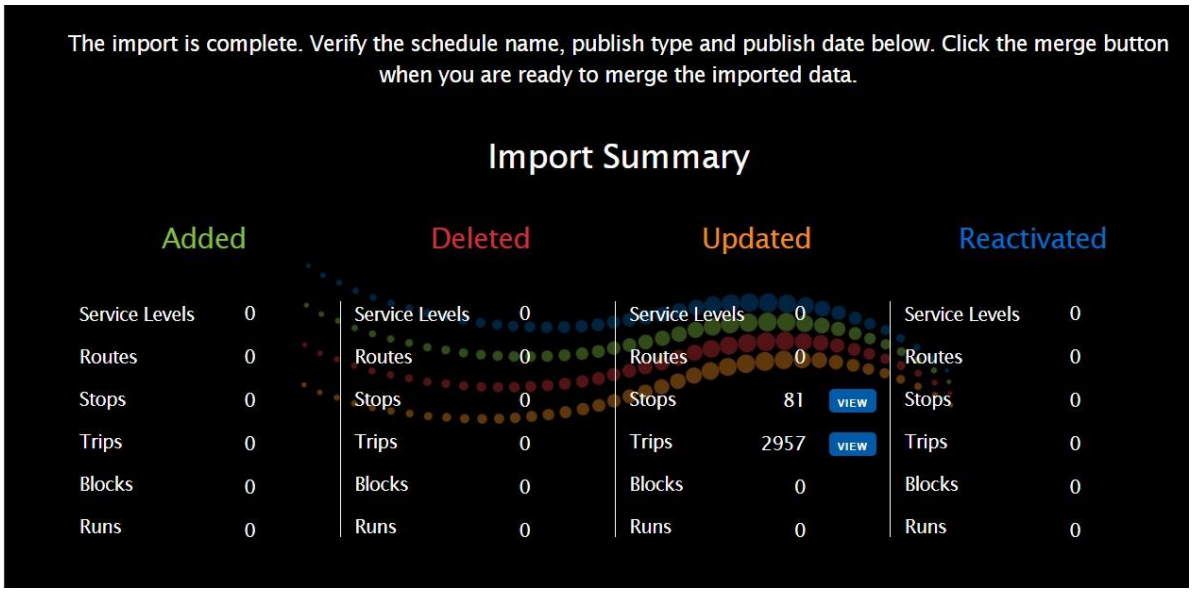
7. When you are certain that all required files are in the import directory, click the Import button. myAvail imports the schedule data into an interim database and performs the initial validation.

The left-side of the screen displays a status of all the validations using the following color code:

- Green indicates success.
- Orange indicates warnings.
- Red indicates critical failure.



The main section provides the status of the import.

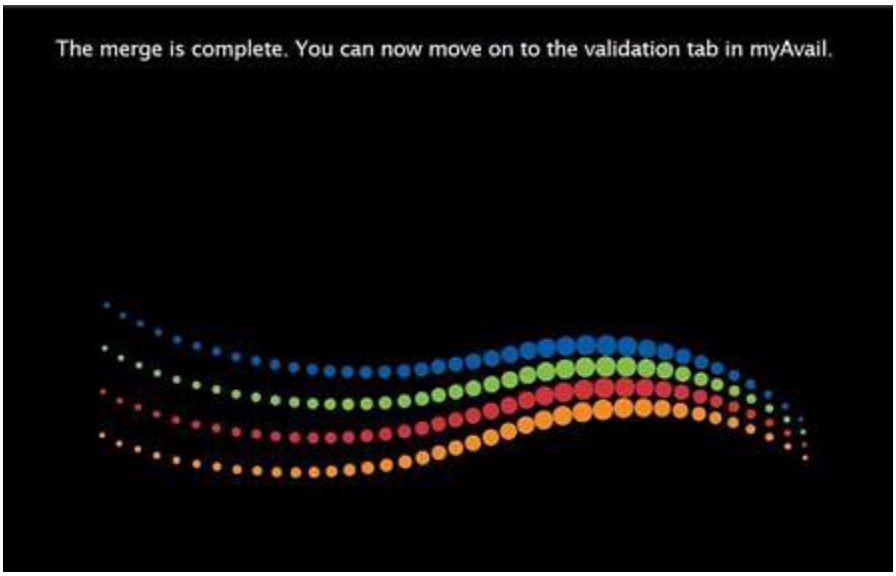


8. Verify the schedule name, publish type, and date. Use the tools shown below to edit these values if necessary.

9. If there are errors or other corrections you need to make, click the CLEAR button. Then, make the changes in your scheduling package and re-start this process.

NOTE: The Clear button deletes the information generated by the validation process. When you re-start the import process, clicking the Open button in the browse window clears all files from myAvail's import folder to avoid conflicts between import attempts.

10. If there are no errors, click the Merge button.



11. When the merge is complete, click the Clear button and continue to the Validate tab.

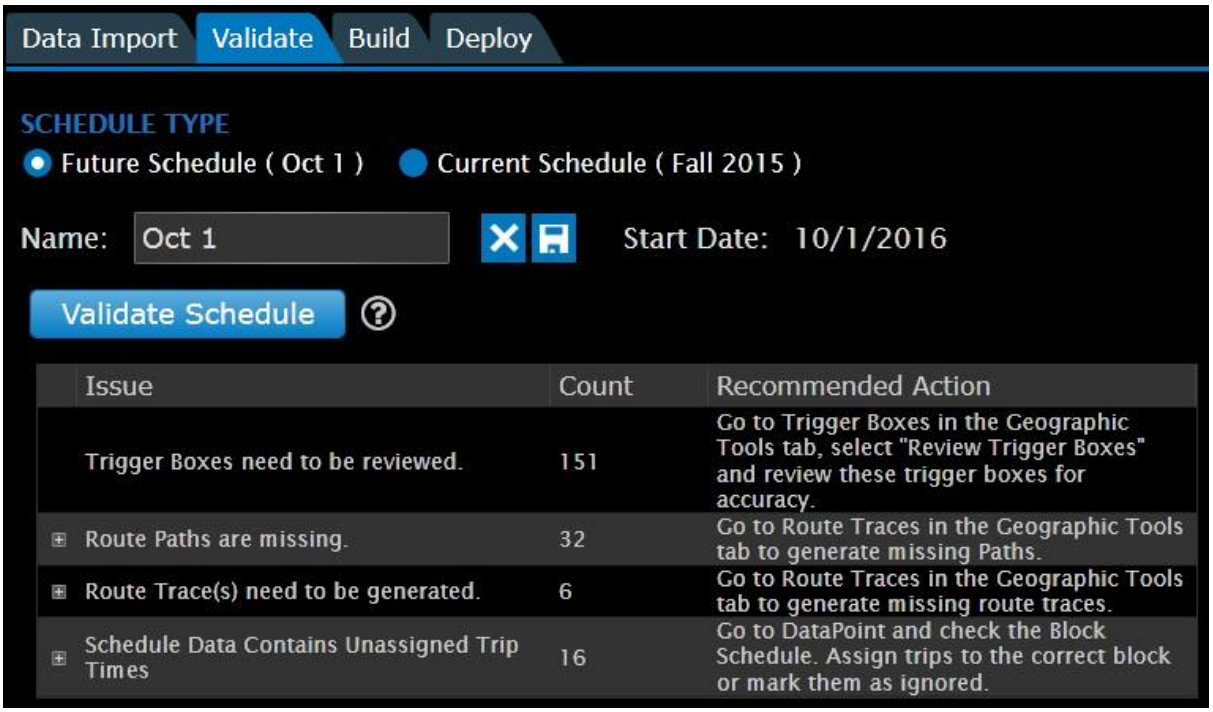
The Clear button removes the records that the Merge button added to the database to ready the system for the next data import.

The steps described above are for the manual import process. Starting with myAvail version 7.4.13, new functionality is introduced that enables an automatic import process for schedule data files. The automatic import setup is currently only managed by Avail staff. This feature is disabled by default, so each customer will have to determine if they want to enable it. In the case the automatic setup is preferred, the agency should contact Avail's Support Team for help. If enabled, the system is configured to look at the designated folder for schedule files to be placed. After the user places files in the folder, the system looks at the folder every 60 mins (configurable), and if it detects new files it starts the import process automatically. Once completed, the user receives an email or an SMS message that the process is complete (the user needs to be set up to receive this alert). The user will also be given a link to the Import tab in Avail's ETMS. After the import, merging or clearing the schedule has to be done manually.

17.2. How to Use the Validate Tab

Before you can build a schedule, you must validate and resolve all problems with the schedule. To validate a future schedule, do the following:

1. Within the Build and Deploy tab, click the Validate tab.
2. Choose Future Schedule.
3. Click Validate Schedule to begin the validation process. myAvail displays issues that must be corrected before you can build the schedule.
    - The **Issue** column indicates flagged items.
    - The **Count** column indicates how many issues are flagged.
    - The **Recommended Action** column presents recommendations for resolving each issue.



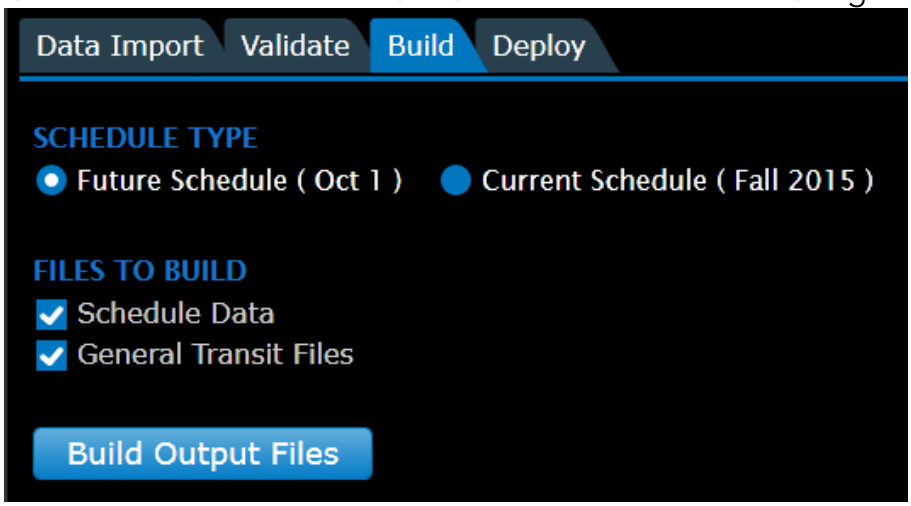
4. Perform the recommended actions and then click Validate Schedule to re-validate. After you correct all issues, proceed to the Build tab.

17.3. How to Use the Build Tab

When there are no unresolved issues in the future schedule, proceed to the Build sub-tab. The build process creates the schedule data and general transit files on the server. To build a schedule, do the following:

1. Within the Build and Deploy tab, click the Build tab.
2. Choose Future Schedule.
3. Check the boxes for the files that you wish to build.
    - **Schedule Data:** MDTs use these files when an operator logs in.

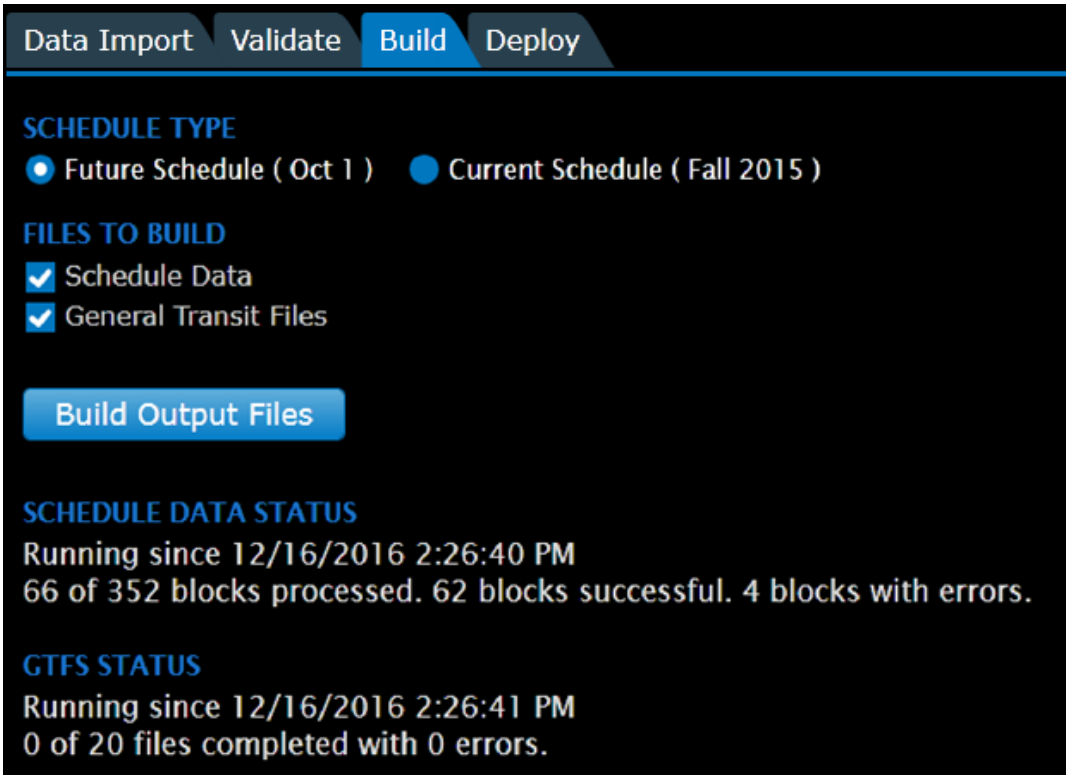
- **General Transit Files:** The GTFS files are submitted to Google Transit.



4. Click Build Output Files to begin building the files on the server.

   You can leave the tab or log out and check the status later. myAvail displays the build statuses below the Build Output Files button. There are separate statuses for Schedule Data and General Transit Files.

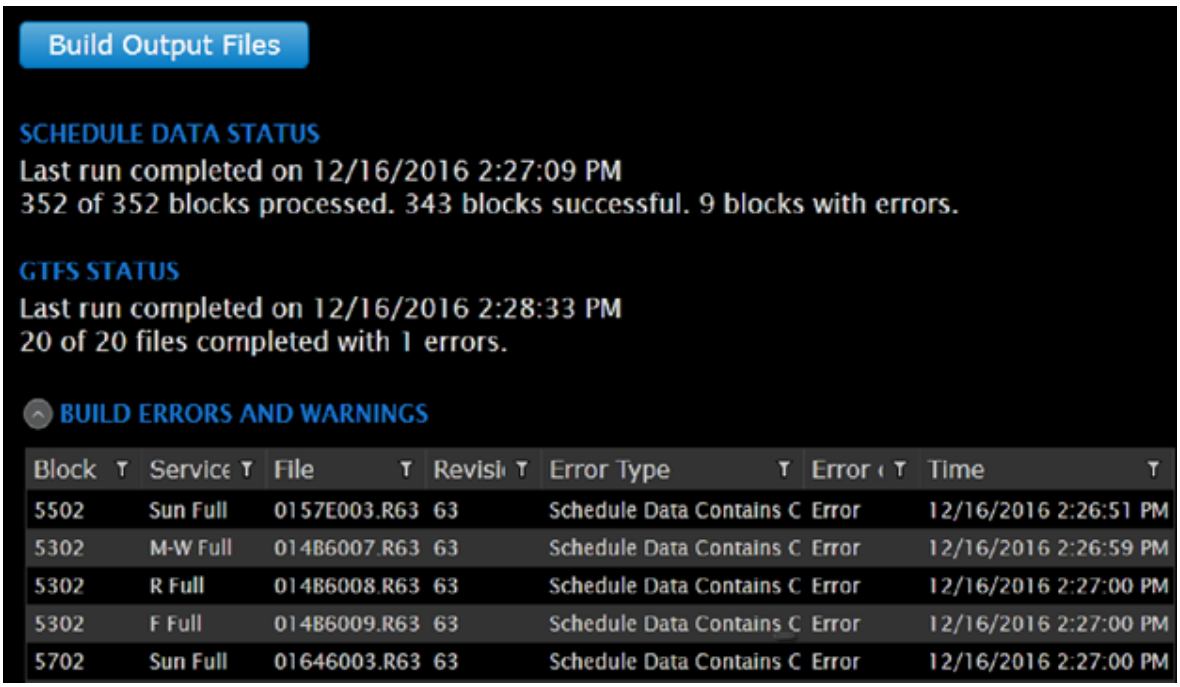
NOTE: Google requires that your agency has a Google Transit Account before processing your General Transit Files. See How to Create a Google Transit Account.



NOTE: The building process is not complete until the status displays, "Last run completed on…." If the status begins with the words "Running since…," the build is not complete even though it displays a status update.

ERRORS LIST

If either file build statuses indicate that errors are present, myAvail describes them in the BuildErrors and Warnings table after the build process is complete. Hover the mouse pointer over a row in the table to display more information about the error. You must correct the errors, re-validate the schedule, and then build the schedule again. When all files build successfully with zero errors, proceed to the Deploy tab. Notice the schedule below has 1 error:



17.4. How to Use the Deploy Tab

When there are no unresolved issues in the file build process, you can deploy the schedule. The Deploy tab allows you to schedule the deployment of the future schedule data to the vehicles.

1. Within the Build and Deploy tab, click the Deploy tab.
2. Choose your deployment type:
    - **Schedule Data**: Choose to deploy block files, annunciator files, GTFS files, and route traces.
    - **Other Files**: Choose to deploy annunciator files, route traces, Avail Fare Screens or Pre-Trip Inspections without new schedule files.

- NOTE: Avail Fare Screens and Pre-Trip Inspections are optional features not commonly deployed.

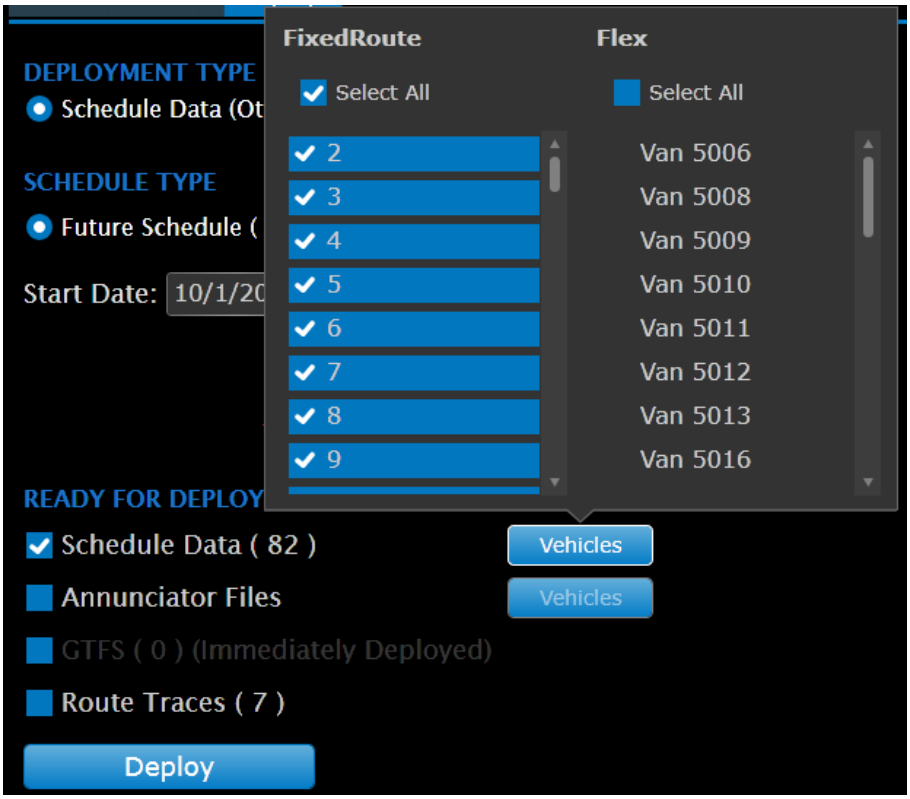
3. Confirm that Future Schedule is selected.

NOTE: While it is possible to select Current Schedule to re-deploy current schedule files, Avail recommends that you make all changes in the Future Schedule, and then deploy that schedule with the changes to make them current. Typically, you deploy the Current Schedule when trigger boxes are changed in the Current Schedule and they need to be redeployed.

4. Confirm the Start Date. The new schedule goes into effect very early in the morning on the start date.

5. Check the Correction box if the changes are a correction to the previous schedule publish and they should have been effective since that date. If Correction is not checked, the schedule becomes effective on the Start Date.
   - If you are publishing a correction, the start date is when the vehicles and backend begin using the corrections.
6. In the Ready for Deployment section, check the boxes for the files you need to deploy. The number in parentheses indicates the number of new files to be deployed.

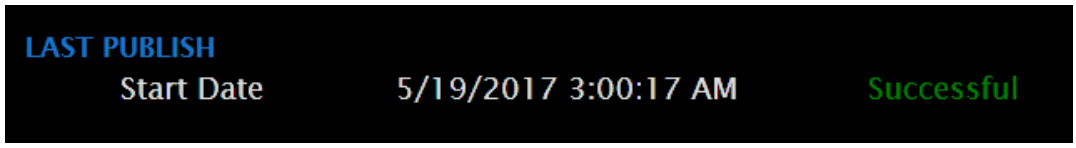
7. Click the Vehicles button next to the file types you plan to deploy to display a list of vehicles. Then, select the vehicles that you want to download the files to via the WLAN.



8. Confirm your selections and click Deploy to schedule the files for immediate download.

HINT: You should schedule files to deploy AT LEAST 5 days before the start date to allow enough time for all vehicles to cycle through the WLAN access point and receive the files.
Verify that all GFI data have been imported and all exceptions have been processed up to the day before the start date of the new schedule.

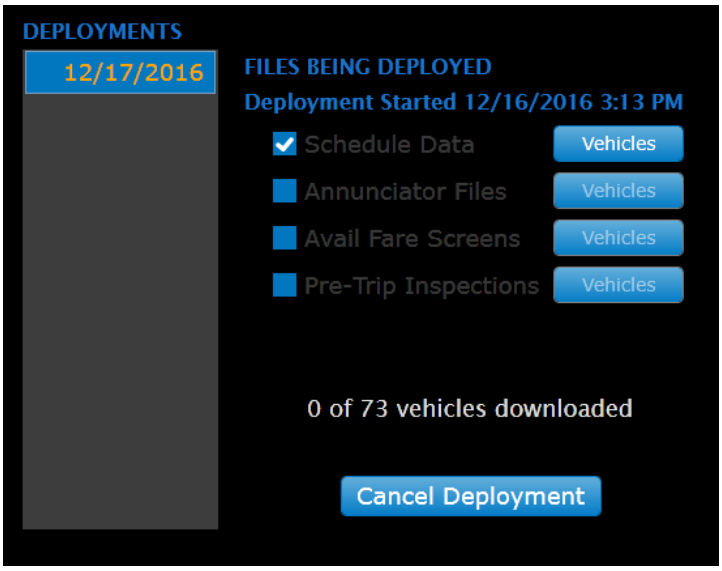
HINT: On a morning when a new schedule becomes active, verify that the last publish successfully occurred the previous night.



This information is on the Deploy tab.

MONITOR DEPLOYMENT

The deployment history is listed on the right side of the Deploy tab. The dates represent past deployments. Click the date to see which files were deployed and the total number of vehicles that received the deployment. Click the Vehicles button to see the specific vehicles that have received the download.

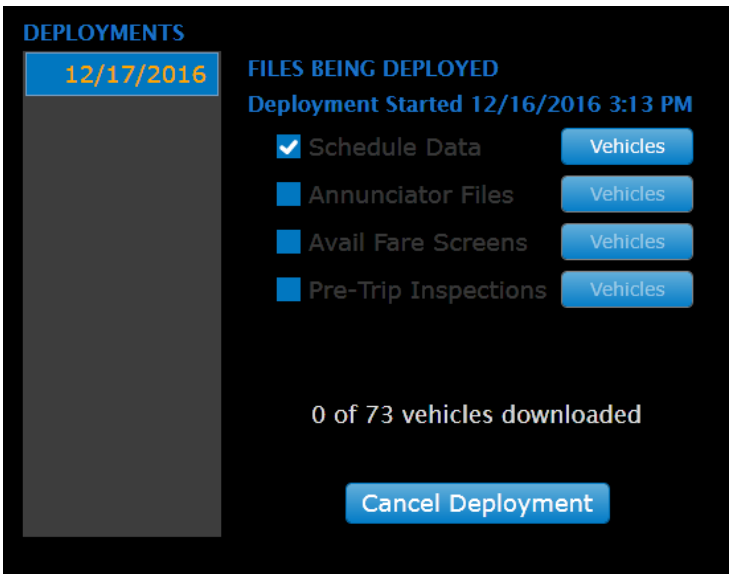


CANCEL DEPLOYMENT

To cancel a deployment:

- Click the date.
- Click Cancel Deployment.

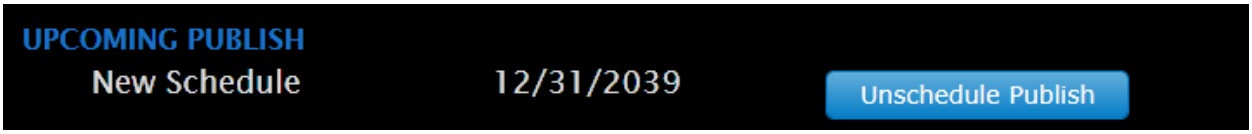
This process prevents the future schedule from becoming the active schedule.



UNSCHEDULE PUBLISH

To remove the publish date, click Unschedule Publish.

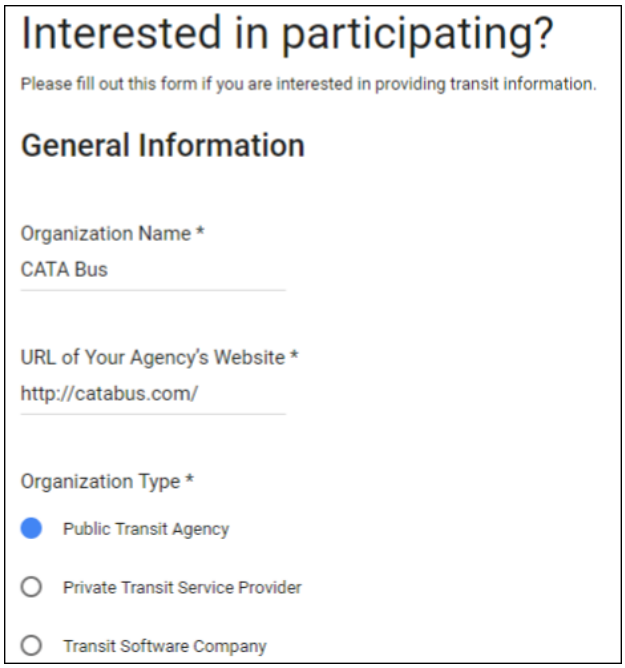
This performs the same functions as Cancel Deployment to prevent the future schedule from becoming the current schedule. The difference is that this option is available after the Build step is complete and before the Deploy button is clicked.



17.5. How to Create a Google Transit Account

To start the Google Transit process, follow the steps below using Google:

1. Create a Gmail account and record the email address and password. Then, share this information with Avail Support (814) 234-3394 ext. 1050 or Support@Availtec.com.
2. Go to this URL: https://support.google.com/transitpartners/
3. Click "Contact Us" on the top right.
4. Click "Email Support".
5. When asked "Describe your issue:", click "I am a transit agency and would like to participate."
6. Fill out the required fields and click submit at the bottom of the screen.
    - In the "Interested in participating" section, answer the questions as shown below:

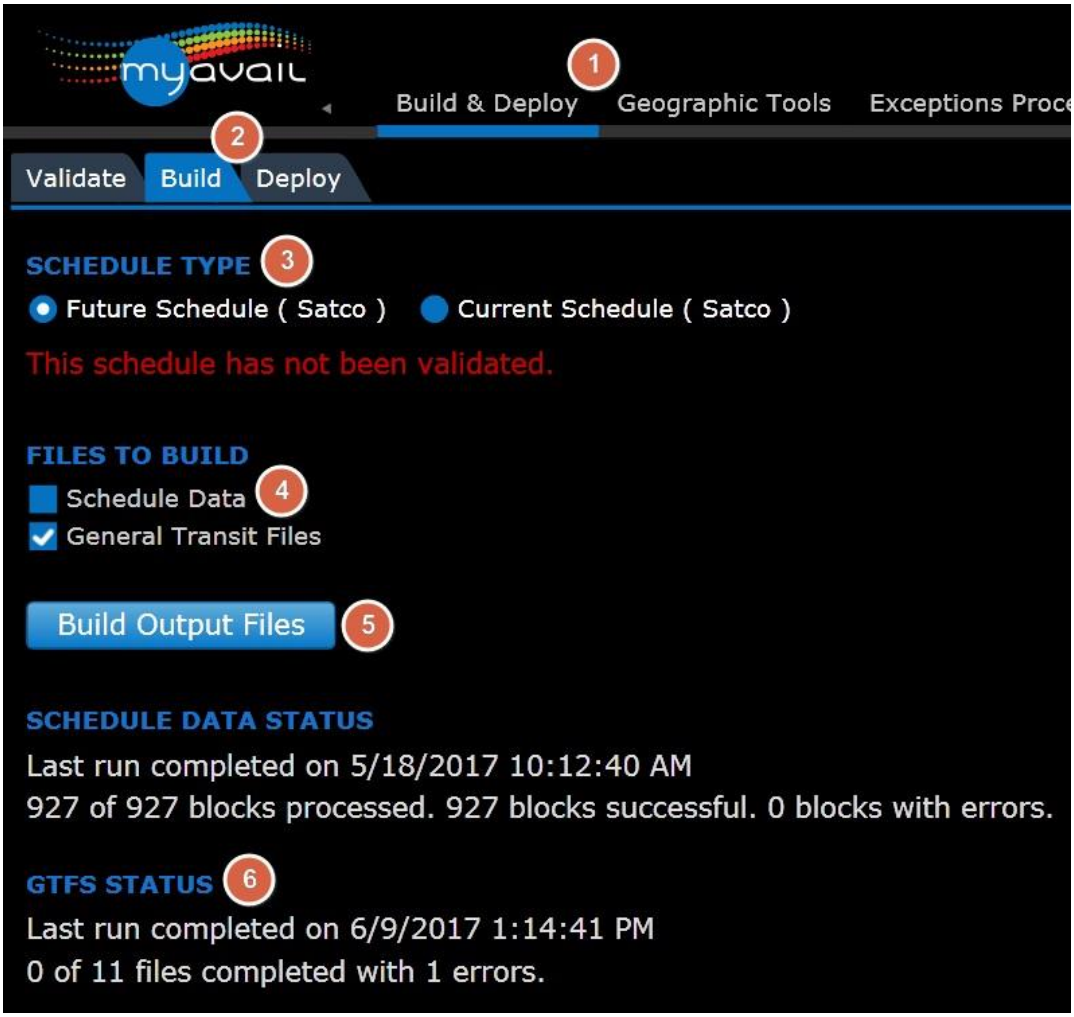


Wait for Google to create your dashboard. In the past, it has taken Google as much as two weeks and as little as one day to create dashboards. When Google creates the dashboard, they will send you a confirmation email and we can continue this process.

17.6. How to Create the GTFS Feed

Any time your agency updates its schedule data, you must submit the updated GTFS files to Google. Failure to do so causes Google to display inaccurate data on Google Transit.

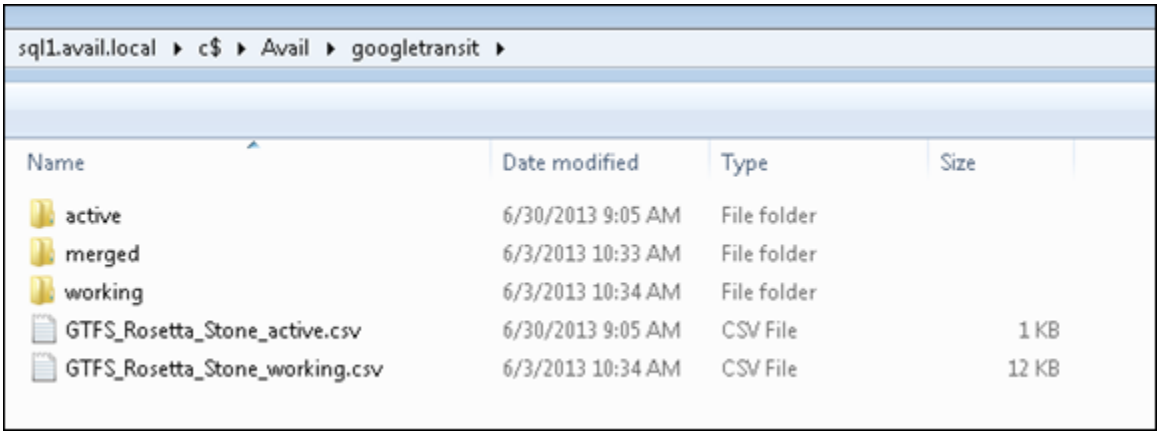
To create the updated feed, log on to myAvail. Use the myAvail icon on your desktop. If you do not have access, please contact your IT group or Support@Availtec.com.

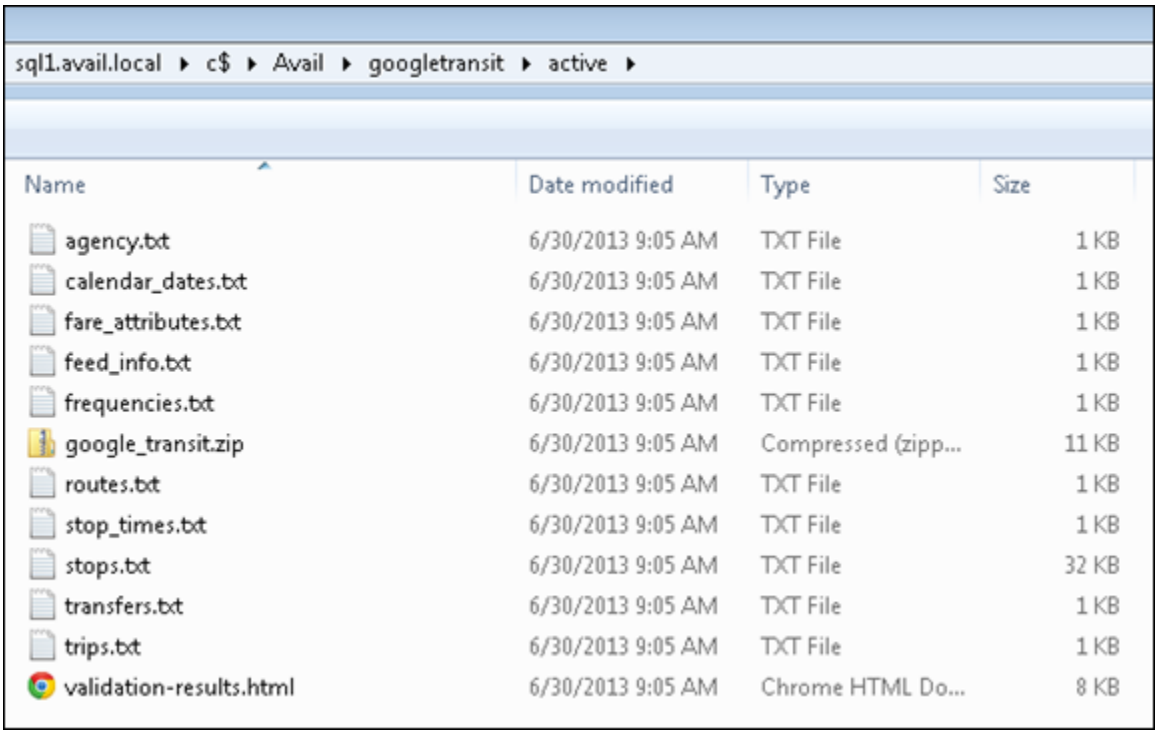


1. Click the Build & Deploy top-level tab.
2. Click the Build sub-tab.
3. Select Future Schedule or Current Schedule.
4. Deselect Schedule Data.
5. Click Build Output Files.
6. Monitor the GTFS Status.
7. When the process is complete, myAvail saves the files on your database server.

Typically, you can find them in this directory folder: c:/avail/*[property name]*/. If you do not know how to access this folder, please contact Avail Support (814) 234-3394 ext. 1050 or Support@Availtec.com.

8. If you clicked Current Schedule earlier, myAvail places your new files in the "Active" folder. If you clicked Future Schedule, your new files are in the "Working" folder.





The screenshot displays the files that myAvail saves in the Active or Working folder.

- The Google_transit.ZIP file contains all the TXT files in the folder. Submit this file to Google.
- Each TXT file contains a portion of your schedule data. You do not need to submit the individual TXT files to Google. If you want to learn more, visit this site: https://developers.google.com/transit/gtfs/reference

- myAvail runs the GTFS validator against your ZIP file. You can find the results in Validation-results.html.

17.7. How to Validate the GTFS Data

The validation process in myAvail sends the schedule data through Google's validation tool. myAvail saves the results in the appropriate folder as shown above. To view this file, open the folder, and then open the "validation-results.html" file.

If you would like to validate the Google Transit feed manually, you must install the Google Transit Feed Validator on your workstation. You can find the validator at: https://github.com/google/transitfeed/wiki/FeedValidator

To install, unzip the contents of the file and extract the contents to a folder, such as: c:\Avail\googleFeedValidator. You must have administrator rights on your computer to write to this folder. If you do not, please contact your IT/Network Administrator to allow you access.

To validate your feed, do one of the following:

- Drag a GTFS zip file or directory onto feedvalidator.exe. A window will pop up with the result of the validation test. Or,
- Double-click feedvalidator.exe. A window will pop up and ask you to enter the location of your feed file or directory. You can type it in, or just drag a GTFS file or directory into the window and hit Enter.

If you have a larger GTFS feed, it might take up to one minute for the validation to complete. When the validator is finished, the result opens automatically in a browser window.

You must correct all errors that the validator identifies for Google to accept the schedule data. Additionally, you must correct all warnings when your property is going through Google's Quality Assurance testing. Note: After your transit agency completes the Quality Assurance testing, Google allows warnings in the feed.

Common Validation Errors

The Google Transit Validation Tool finds the following errors frequently. Below each error is a brief explanation on how to correct the problem.

- Transit Center (ID 400) isn't used in any trips.
    - The stop is not assigned to any pattern in any trip and is considered unused. Verify the stop is no longer used and delete it out of the schedule (remove from schedule data package or DataPoint). If it should be used in a trip, review your pattern information and insert it where it belongs.

- This feed will soon expire, on January 23, 2011.
    - The schedule that was generated for Google will expire soon. Generally, Google expects at least 365 days of service for a feed. To correct this problem, assign more service levels for *at least* one year within Service Level Definitions in DataPoint setup or your scheduling package.
- The stops Transit Center (ID 400) and Downtown Transit Center (ID 500) are 0.00m apart and probably represents the same location.
    - According to the geographic location of these stops, they are so close that they appear to be the same stop. If these stops are indeed the same, they should be combined into one stop. On the other hand, if they are separate stops on opposite sides of the street, update the geo locations to make them farther apart. If you receive this error and do not know how to proceed, contact the Avail Customer Support Department.
- There are 114 consecutive days, from 2011-09-08 to 2011-12-30 without any scheduled service. Please ensure this is intentional.
    - There is a range of dates in the Google export that do not have any service level associated with them. To correct this problem, assign these dates service levels for *at least* one year within the service level definitions in DataPoint setup or your scheduling package.
- The first (or last) stop time in trip 924883797 is missing times.
    - The first (or last) stop in this particular trip and pattern combination is not marked as a timepoint. To fix this issue, use the Rosetta Stone file to get the pattern and trip information. After that information is known, look at the pattern in DataPoint setup and ensure that the stop in that pattern is a timepoint. You will have to make that stop a timepoint in DataPoint's Stop Information table, or in your scheduling package.

THE ROSETTA STONE FILE ASSISTS WITH TROUBLESHOOTING

Google Transit defines a trip uniquely by service level and by trip. For this reason, using the IDs within the Avail system is not possible. Instead, Avail uses record IDs for the trip, service level, pattern, and run to define a trip ID for Google Transit. The Rosetta Stone file is created during GTFS feed generation in myAvail, and it is saved in this folder: C:\Avail\googleTransit\GTFS_Rosetta_Stone_{Active,Working,Merged}.csv.

The file name depends on whether the GTFS feed was generated in the active, working, or merged schedule set.
When the validation process detects errors and warnings, this file can help you identify the patterns that have problems. You can open this file in Microsoft Excel. Below is a screenshot of a Rosetta Stone file.

GTFS_trip_id	Trip_Record_Id	SL_Record_Id	Pattern_Record_Id	Run_Record_Id	Route_N	ne	Run_Name	Work_Id	SL_ID	Service_description	Pattern_Name	Trip_Name
t4146-sl2-p21719-r19	4146	2	21719	19	B23		23-02	2302	1	10s Westfield Ctr	76-S*0	0717-S
t4143-sl3-p21719-r8	4143	3	21719	8	B23		23-01	2301	2	10s Westfield Ctr	76-S*0	0617-S
t4146-sl3-p21719-r19	4146	3	21719	19	B23		23-02	2302	2	10s Westfield Ctr	76-S*0	0717-S
t4143-sl4-p21719-r8	4143	4	21719	8	B23		23-01	2301	3	10s Westfield Ctr	76-S*0	0617-S
t4146-sl4-p21719-r19	4146	4	21719	19	B23		23-02	2302	3	10s Westfield Ctr	76-S*0	0717-S

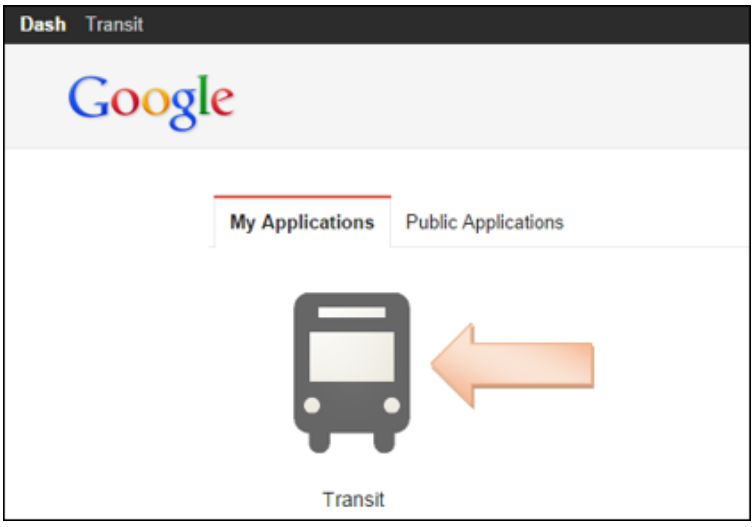
- The column highlighted in blue is the GTFS_Trip_ID. You can find this ID in the feed validator and in the "trips" and "stop_times" TXT files.
- The columns highlighted in red are the Avail Database record IDs. Note: Use these IDs only when you are reviewing the schedule data in the TransitAuthority database
- The columns highlighted in green are schedule data report labels and IDs that you can find in DataPoint.

17.8. How to Submit the Files to Google Manually

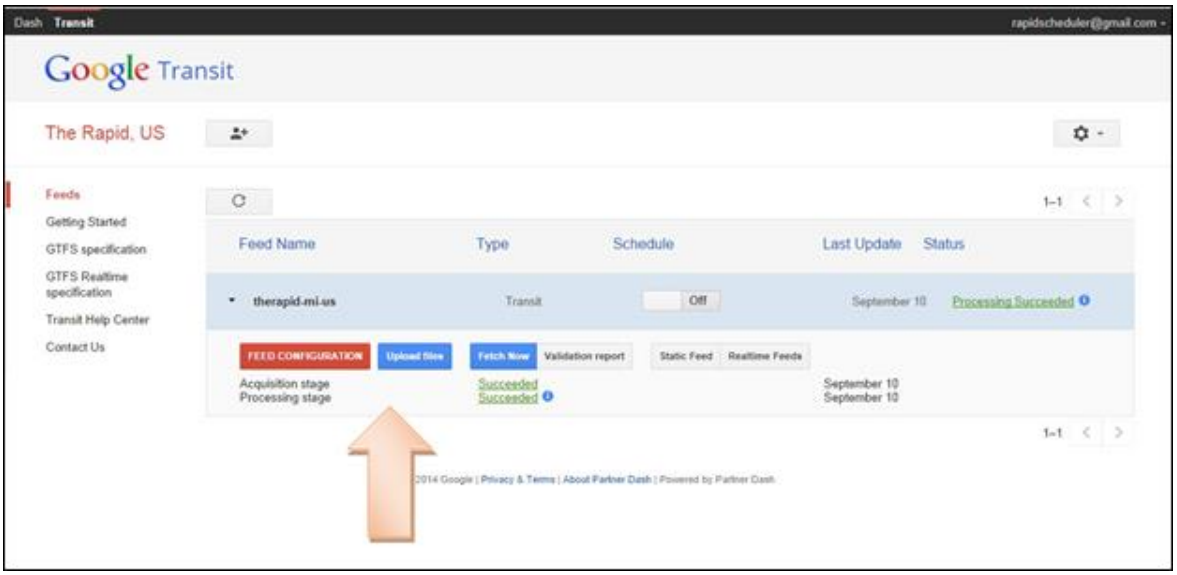
Your property must submit the Google Transit zip file to Google to show up on Google.com/maps. myAvail can be configured to submit newly updated Google_transit.ZIP files automatically. However, if you do not have this functionality configured, you can submit the file manually using the procedure below.

Google has a weekly publish schedule to display updated feeds on their maps. If you submit files by 5PM on Friday, the updates usually become active on Wednesday or Thursday of the following week. To submit the files manually, follow the steps below:

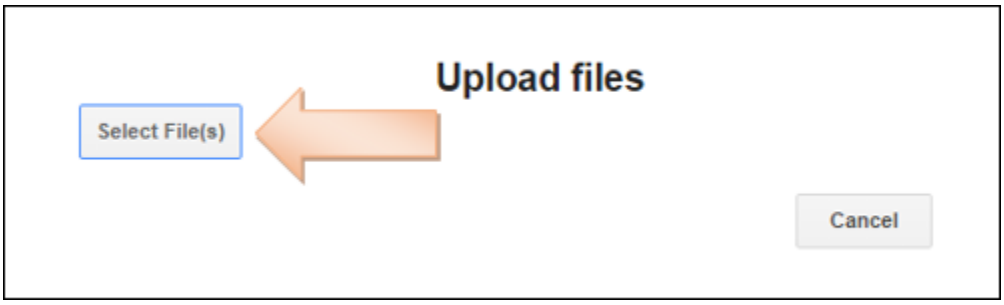
1. Locate your validated ZIP file as described in the How to Create the GTFS Feed section.
2. Log into your Gmail account: www.gmail.com
3. In a different browser tab, open the partner dashboard and click the Transit button: http://partnerdash.google.com



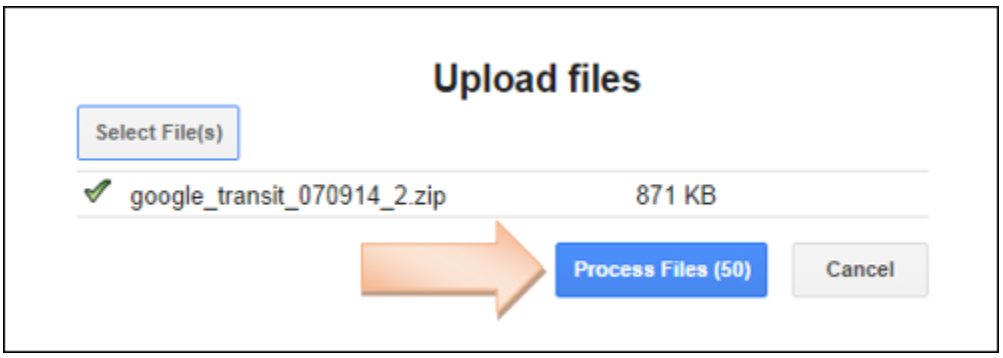
4. Below is an example of a partner dashboard. To upload the updated Google Transit file, click Upload Files.



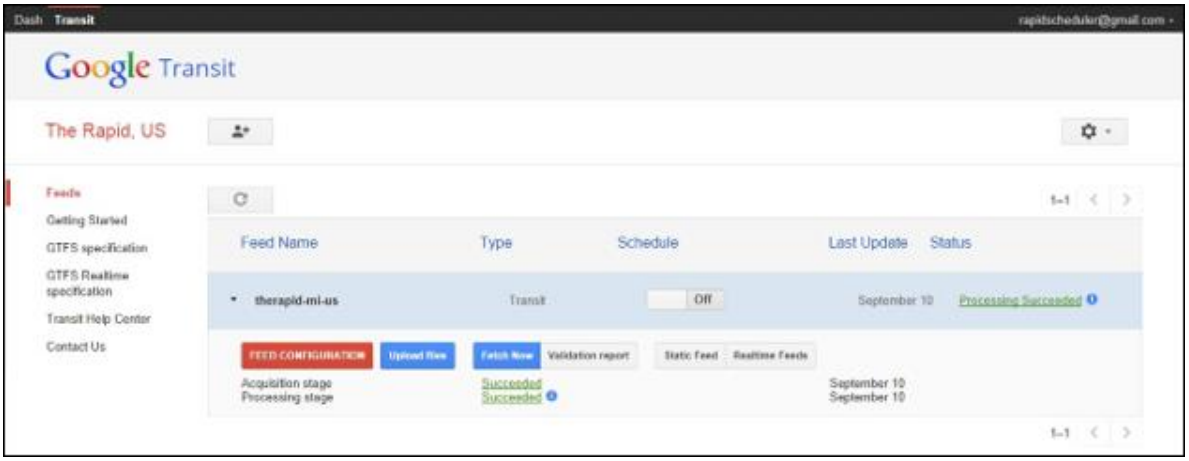
5. Click Select File(s) and browse to the ZIP file.



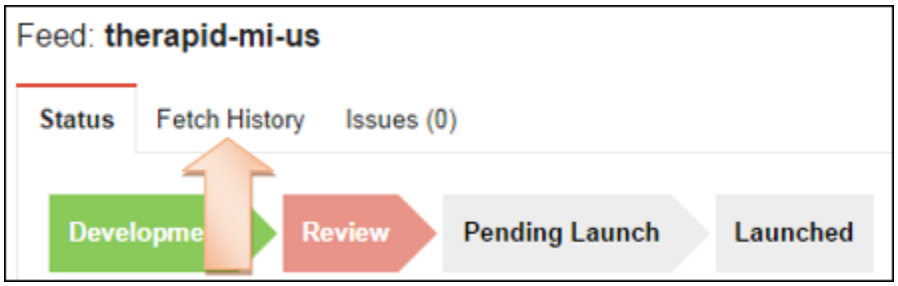
6. Click Process Files or wait 60 seconds and it will automatically process your files.



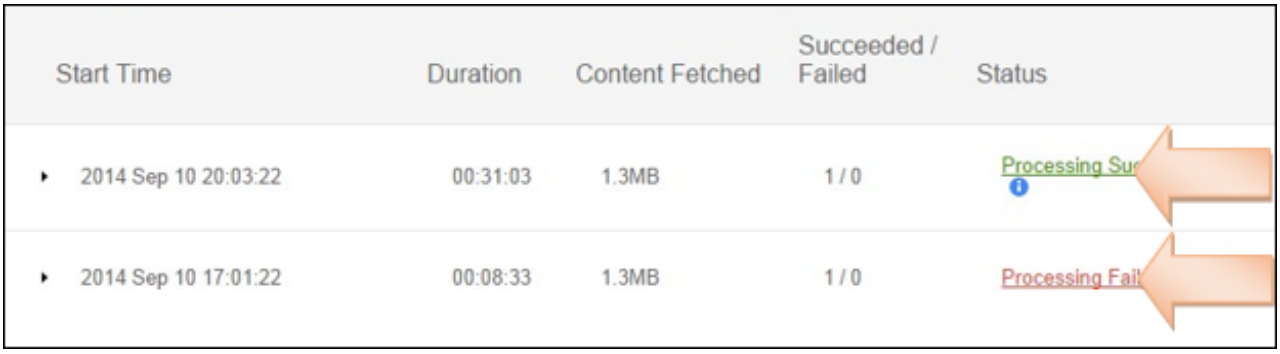
7. To ensure your files are processed successfully, do the following:



a. Click Static Feed.
b. Click the Fetch History tab.



c. Look at the Status column and you'll see one of the following:
   - In Progress - Google is still processing your files, please wait.
   - Processing Succeeded - Google successfully processed your files and they will go active for the next publishing cycle.
   - Processing Failed - Google failed to process your files. Usually this message indicates there are validation errors or warnings that you must correct before Google can successfully process your files.



17.9. OPTIONAL: GOOGLE TRANSIT REALTIME

After your agency completes the Google Transit Quality Assurance process, you can post your GTFS Realtime feed to Google. The Realtime feed is a URL hosted on your InfoPoint website that Google hits every 30 seconds to receive real time updates for stop departures. myAvail produces three feeds, but Google Trip Planning utilizes only the "trip update" and "alert" portions currently. To learn more about the three feeds, please go to this link: https://developers.google.com/transit/gtfs-realtime/

1. To let Google know that your agency is interested in submitting a GTFS Realtime Feed, send an email to transit-partners@google.com that is similar to the example below (Note: update the yellow text with your feed name and the green text with your InfoPoint URL):

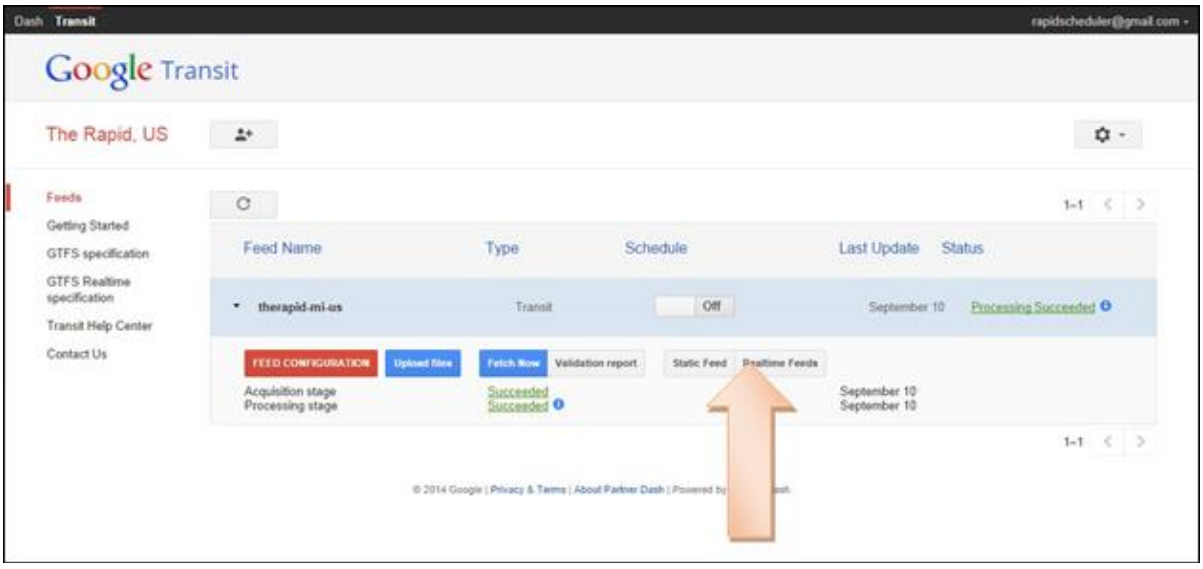
   Hello,

   We are interested in starting the GTFS Realtime QA process and would like to go live as soon as possible. Our agency name is: "therapid-mi-us". We would like to submit the "trip updates", "vehicle locations", and "service alerts" feeds. The URLs can be found below:

   http://connect.ridetherapid.org/infopoint/GTFS-Realtime.ashx?&Type=TripUpdate
   http://connect.ridetherapid.org/infopoint/GTFS-Realtime.ashx?&Type=VehiclePosition
   http://connect.ridetherapid.org/infopoint/GTFS-Realtime.ashx?&Type=Alert

   Thank you!

2. Google will start setting up your Realtime feed dashboard. When your dashboard is set up, Google sends a confirmation email. To access your Realtime dashboard, login to your transit dashboard and click Realtime Feeds.

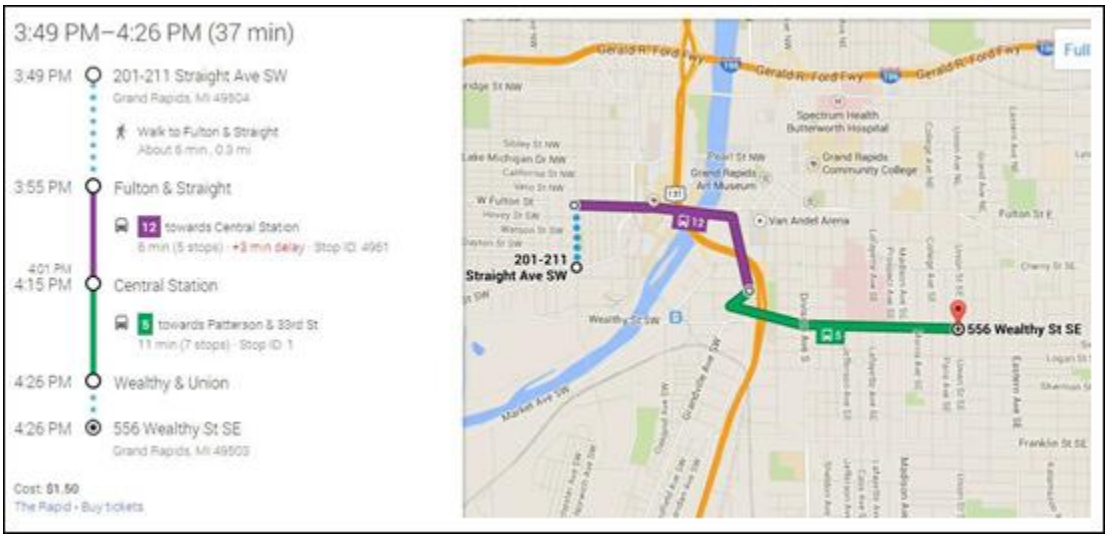


3. In your Realtime dashboard, find your GTFS Realtime stats. The most important statistic to look at initially is the "Stability" portion. Google pulls updates every 30

seconds, and they monitor the success rate. If your success ratio is less than 95%, contact Avail Support at (814) 234-3394 ext. 1050 or Support@Availtec.com.

Trip Updates	Debug snapshot
Report generated	Oct 27, 2014 - 2:34:51 PM
Launch status	Live
Routing result annotation	Live
Stability	
Feed stability	**Good**
Success ratio	98.88%
Successful vs All Feed Updates	2,822 / 2,854
Configuration	
Feed name	us-mi-therapid-updates
Delivery method	Fetch
Encoding	ProtoBuffer
Realtime data source	http://connect.ri...TripUpdate
Fetch interval	30 seconds
Feed details	
Last update	Oct 27, 2014 - 2:34:51 PM

4. When you can access your dashboard, you are also able to access the Google Transit Realtime preview. This preview displays the Realtime data in Google Maps while you are logged into your Gmail account.



5. Over the next week, spot check the data in Google Maps to confirm accuracy. When you are ready, email Google and let them know that you want to allow public access to your agency's Realtime feed. Google will work with you to schedule a future "go live" date.

RETURN

18. How to Use the Geographic Tools Tab

The Geographic Tools top-level tab provides three related but distinct functions. These functions are the following:

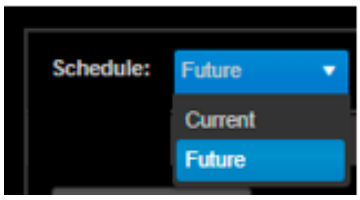
- **Replay**: Use to replay a vehicle's movement on a map and in the data grid.
- **Trigger Boxes**: Use to create the trigger areas that define actions that occur when a vehicle enters a specific area.
- **Route Traces**: Use to define the path between pairs of consecutive stops in the system.

These functions are on one tab because myAvail displays their information on the same map. The functions that you see depend on your access permissions. For example, Customer Service Representatives and Dispatchers might be able to access only Replay. On the other hand, a Planner probably has access to all three functions.

The following features are common to all three major functions.

18.1. How to Use Schedule Choice

Use the Schedule drop-down menu to choose between the future schedule and the current schedule. A future schedule contains changes to the current schedule that myAvail will apply on a future date selected by the user. myAvail displays the Schedule drop-down menu only when you are authorized to access Trigger Boxes or Route Traces.

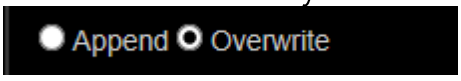


Future is the default choice, and preferred. Making changes in the Future schedule allows the user to manage the data in an 'interim database', to ensure accuracy before deploying the schedule. Typically, you should not select Current because changes to the current schedule are not included when you build the new schedule using the Future schedule.

An exception to this guideline occurs when an error is discovered in the current schedule and you cannot wait until the next Schedule Build & Deploy to correct it. In this scenario, if you need to include the corrections in the future schedule, you must make them in both schedules.

18.2. How to Choose Between Append and Overwrite

Each time you click Load Data, you must choose either to Append or to Overwrite the data that are currently loaded.

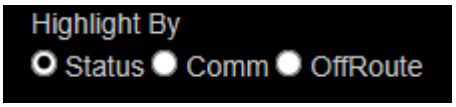


- **Append**: Retains the current data and adds the new data. Use this option when you need to extend the time frame or add additional routes to the original data.

- **Overwrite**: Clears the current data and starts fresh with new data. Use this option when you are investigating a series of independent issues. This is the default option.

18.3. How to Use Highlight By

Use Highlight By to determine how myAvail color codes the location indicators on the Replay map. You can choose between the following options:

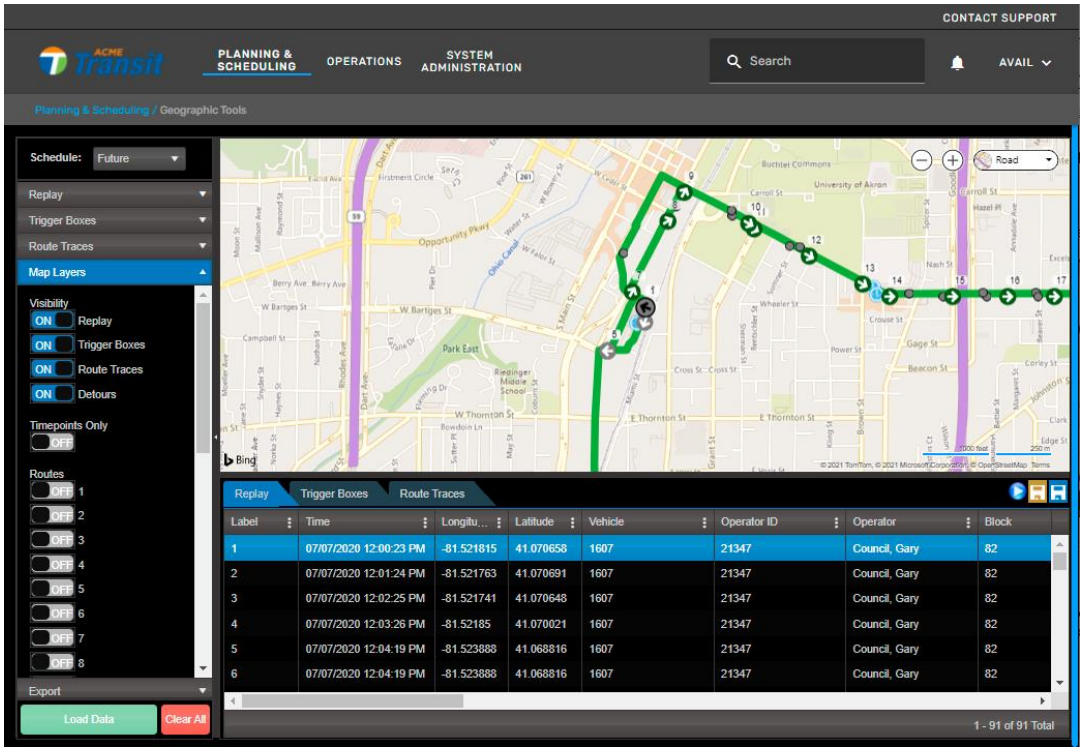


- **Status**: The colors of the location indicators match the operational status of the vehicle (Early, Late, On-Time, …).
- **Comm**: Red location indicators identify vehicles that have a Bad Communications status.
- **OffRoute**: Red location indicators identify vehicles that are Off Route. myAvail considers a vehicle to be off route when the vehicle has deviated from the route pattern associated with the Trip ID by at least 500 feet (default).

Use the Comm and OffRoute options when you are researching these types of problems specifically.

18.4. How to Use Map Layers

Use Map Layers to change what myAvail displays in the map area of the Geographic Tools tab. For example, use Map Layers to display intersecting routes or any other route that you specify.



The changes apply to all three functions (Replay, Trigger Boxes, and Route Traces). The map Layers function provides three groups of controls.

Visibility

Use these toggle switches to hide or display the data that the Replay, Trigger Boxes, and Route Traces features present. Suppose a Planner selects Replay data and Trigger Boxes data for a route to diagnose a problem. The Planner can hide the Replay data without clearing it, which allows verification of a Trigger Box adjustment without reloading the replay data.

Stops

This switch toggles between showing only Time Point Stops and showing all stops for the selected routes. Use this feature to reduce screen clutter when displaying specific stop locations is not important to the task at hand.

Routes

Use to display a Route Trace that displays the trace and all stops for all patterns. If you choose a pattern in Trigger Boxes, myAvail displays stops for that pattern only. Selecting the route in map layers displays all stops.

18.5. How to Use Load Data Button

Click this button to load data based on which control is open and your specifications. There is a minimum set of parameters for each function type.

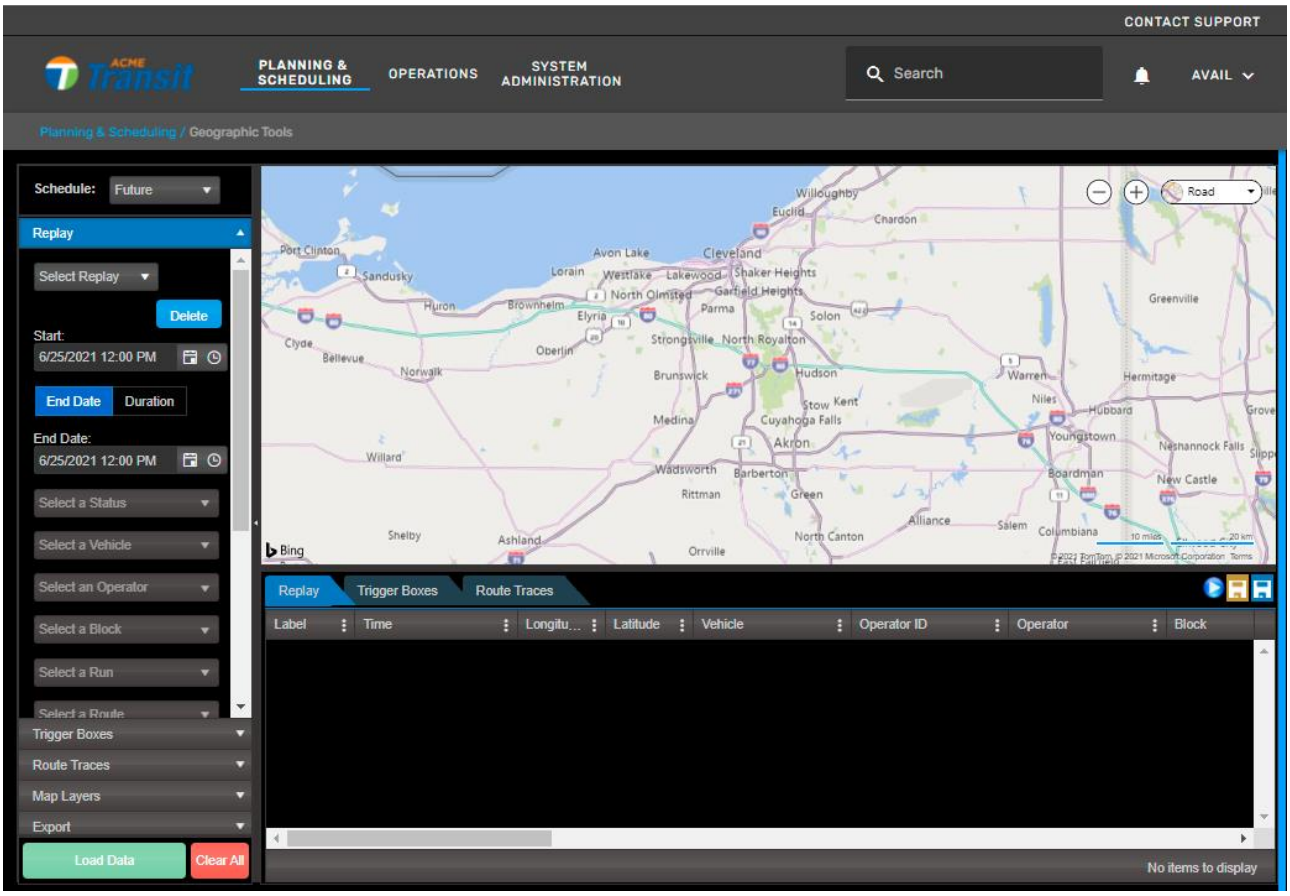
18.6. How to Use Clear All Button

Click this button to clear all settings and displayed information for all functions. This button returns the entire tab (all sections) to its default state.

18.7. How to Modify Geographic Tools Tab Layout

The Geographic Tools tab contains three regions:

- Selection Toolbar
- Map Region
- Data Grid



You can modify or hide these regions. However, their relative locations on the screen are fixed.

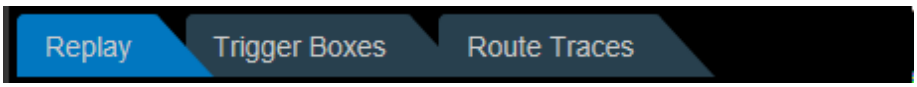
To change the width of the Selection Bar, position the pointer on the line between the Selection Toolbar and the Map region or Data Grid. When the pointer changes to a double-headed arrow, click and hold the left mouse button. Then, drag either right or left to change the relative widths of these areas.

To change the height of the Map Region/Data Grid, position the pointer on the line between the Map and Data Grid. When the pointer changes to a double-headed arrow, click and hold the left mouse button. Then, drag either up or down to change the relative height of these fields.

To hide the Selection Toolbar, click the small white arrow in the center of the line dividing the Map Region and the Data Grid. Click the same spot again to restore the Selection Toolbar.

18.8. How to Change Visible Data Grid

The Map Region displays the data from all three functional areas unless you alter it by using the Map Layers function. The Data Grid displays only one set of data at a time. Click the tabs on the Data Grid to change the data that myAvail displays in the grid.



18.9. What Replay Information is Available

You can display the following columns in the replay data grid. If there is a blue save icon  in the upper right corner of the grid, you have permission to change the columns displayed and to alter the layout of the grid.

If there is a yellow/gold save icon  in the upper right corner of the grid, you have permission to change the default columns displayed and to alter the grid layout for users who do not have permission (the blue icon) to create an individualized layout. For instructions on how to modify the layout see How to Configure Screen Layout.

myAvail Column Name	Default - Visible (V)/NotVisible (NV)
Label	V
Time	V
Server Time	NV
Longitude	NV
Latitude	NV
Vehicle ID	NV
Vehicle	V
Operator ID	V
Operator	V
Block	V
Run ID	NV
Run	V
Route ID	NV
Route	V
Trip	V
Trip Direction	V
Stop	V
Stop Name	V
Previous Stop	NV
Departure Time	NV

Distance	NV
MSG Type	NV
Stop Report	V
Status	V
Deviation	V
Speed	V
Direction	V
Onboard	V
Boards	V
Alights	V
Dwell Time	V
Alarm State	V - shows false as blank
Stationary Status	V - Displays Non-Stationary as blank
Stationary Duration	V
Off Route	V - Displays On Route as a blank
Operational Status	V
Comms Status	V
GPS Status	V - Displays GOOD GPS as a blank
Alert - Title as "Vehicle Health"	NV - When made visible displays -1 as a blank
Odometer	NV
MDT Flags	NV
Headway Status	NV
Scheduled Headway	NV
Actual Headway	NV

18.10. GEOGRAPHIC TOOLS - REPLAY

Use to replay a vehicle's movement on the map and in a grid format. You can display replay information by Vehicle, Operator, Block, Run, Route, or geographic area. Additionally, you can print the map or export the grid data to an Excel spreadsheet.

The information available contains all vehicle reports from the start time to the end time. The map displays the following information: location, vehicle, operator, block, and the run or route. In the grid, you can also display the vehicle's schedule adherence status, its speed, and other information as described in the previous table.

Use Replay to resolve a variety of issues. For example, a Customer Service Representative can use it to resolve a ridership complaint such as, "I was at the stop on time, but the bus did not come." The Representative can see when the vehicle was at the stop and for how long.

If vehicles consistently display as being early or late, a Planner can determine whether running times are accurate in the schedule data, or if a vehicle was correctly identified at each time point and correctly changed to the next stop. The planner can also use Replay to further investigate other reasons why a vehicle was identified as leaving a stop early.

Administrators can use Replay to assess operator performance. For example, they can determine whether a vehicle/operator is:

- Adhering to the schedule
- Adhering to the route
- Driving at safe speeds
- Bunched and gapped vehicles on a headway route

To use Replay, you must specify the following:

- The time frame that contains the information.
- At least one of the following criteria:
    - Vehicle
    - Operator
    - Block
    - Run
    - Route
    - Map Location

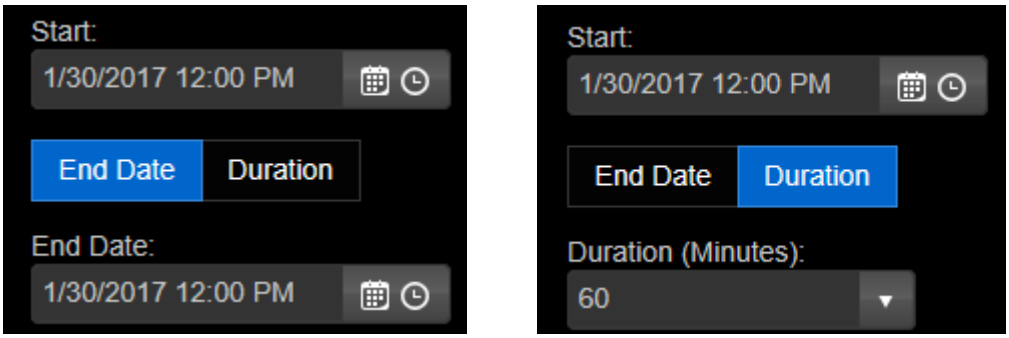
HOW TO SET DATE/TIME CRITERIA

You must specify both a start date and a start time.

To choose the Start date, click  to open the calendar. You can also enter the date manually using the MM/DD/YYYY format.

To choose the Start Time, click  to open the time drop-down list. You can also enter the time manually using the HH:MM AM/PM format.

After you complete the Start field, you must choose whether you will use either an end date or a duration to specify the end of the time frame.



If you choose End Date, specify the end of the time frame using the same procedure for specifying the start. The end must occur after the start.

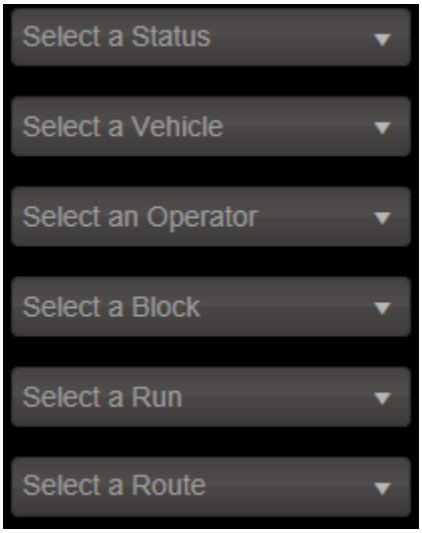
If you choose Duration, enter the length of the time frame in number of minutes. The default duration is one hour. If you change the start date or time after specifying the duration, the duration is reset to one hour.

You must select the start and end of the time frame before you can choose any other criteria.

NOTE: The system has a limit on the number of Automatic Vehicle Location (AVL) reports that it can retrieve at one time. See Error List.

HOW TO SELECT BY ATTRIBUTE

The selection drop-down lists are empty until you enter a time range (start and end times). You must specify at least one attribute using the drop-down lists shown below unless you select a map region.



myAvail filters the drop-down lists to display only values that are valid for the time frame and all other attribute criteria that you specify. For example, the Vehicle drop-down list displays only vehicles that were operating during the time frame entered. If you choose a vehicle, myAvail filters the Block drop-down list to display only blocks in which the vehicle was logged on during the time frame. These rules also apply to Operator, Run, and Route.

Use the Select a Status drop-down list to select AVL and Stop Reports with a specific operational status, such as OFF ROUTE, BAD GPS or BAD COMMS during the selected time frame. This control allows you to investigate a particular condition.

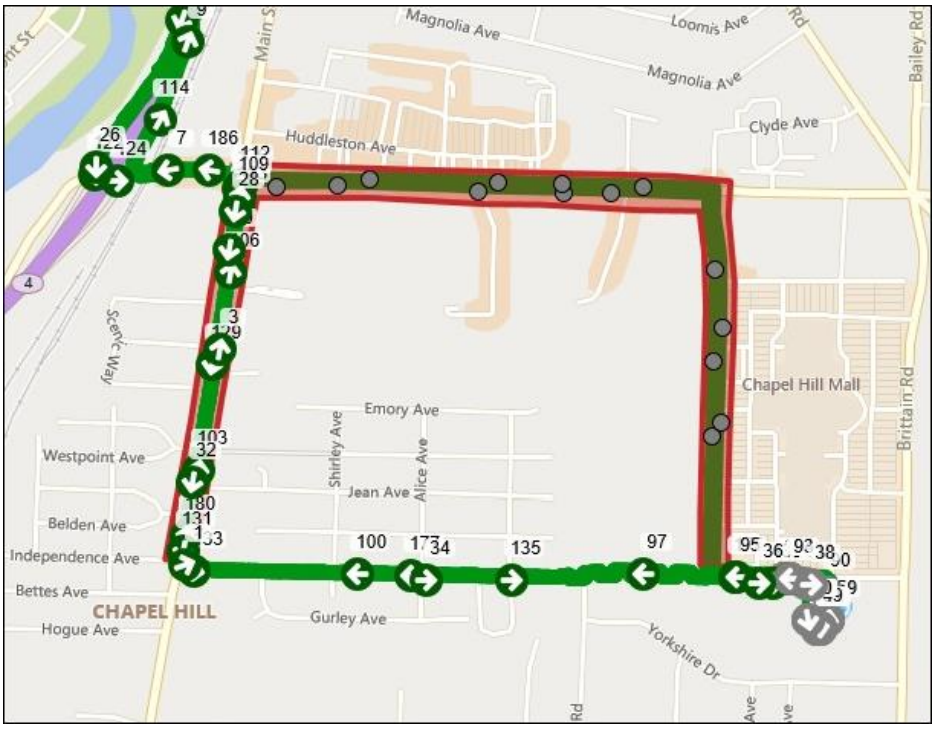
NOTE: If the vehicle drop-down list is empty, then no service was provided during the selected time frame.

HINT: Vehicle is the most general selection criterion because vehicles create AVL reports even when they are not logged on. However, if the vehicle is not logged on, and you first select the operator, block, run or route drop-down lists the vehicle will not display in the vehicle drop-down.

After you specify the selection criteria, you must click the Load Data button

Load Data

to display the information on the map and in the grid.



The map displays the following information about the data that matches your criteria:

- Route traces for all routes in your data.
  - Trace colors match the colors on the Operations tab.
  - For example, if you select vehicle 10 for a 3-hour period and the vehicle services two routes during that time, the map displays both route traces.
- Dots with arrows.
  - Vehicle colors match the status colors on the Operations tab.
  - Arrows indicate the vehicle's direction of travel.
  - Numbers above the dots indicate the record's row position in the grid.
- Red shaded areas and red dashed lines represent detours.
  - Red shaded areas indicate the closed portion of the route.
  - Red dashed lines show the alternative route.

You can configure the maximum number of AVL reports that myAvail displays on the map and in the grid. The default is 200. If the number of rows returned exceeds this value, myAvail displays the AVL records on multiple pages and includes page controls at the bottom of the grid. Use these controls to navigate through the pages.

Avail recommends using the default of 200 AVL records because it:

- Reduces map clutter. Too many dots on the screen are difficult to read.
- Improves system performance. Loading numerous AVL reports degrades system usability.

HINT: After the grid area loads, click the play icon in the upper-right corner to have the system step though the current grid lines starting with the selected line.

HOW TO SELECT BY AREA

Click Select Area on Map when you need to use Replay and you want to specify a time and location.

First, specify the time frame. Then, click the Select Area on Map button.

In the map area, click and hold the left mouse button. Drag the cursor to select the map area. After you select the area, click Load Data to display the information on the map and in the grid.

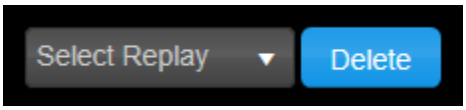
While the map area is in effect, you can change the time frame or add attribute criteria, such as vehicle, operator, block, run, or route. Click Load Data to apply the new criteria. The map area remains in effect until you click Clear Replay, Clear All, Clear Map Selection, or leave the page.

NOTE: When you use Select Area on Map, the map automatically zooms in to the tightest level that shows all the returned AVL reports. You might need to zoom out to place the location in context.

HOW TO SELECT A SAVED REPLAY

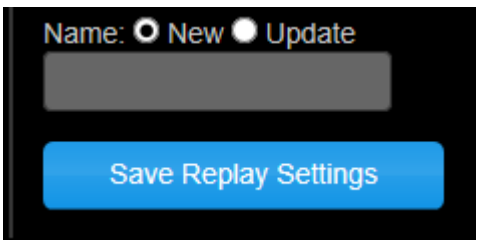
You can load a replay that you or other users at your property have previously saved. This functionality is convenient when you want to view a specific replay because you do not need to specify the relevant criteria again.

To load a saved replay, click the Select Replay drop-down list and choose a replay. Then, click Load Data.



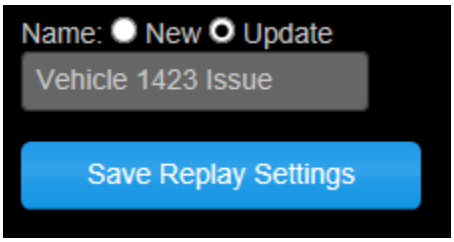
HOW TO SAVE A REPLAY

After specifying the criteria for a replay, you can save the replay for future use. In the field above the Save Replay Settings button, enter a name for this replay. Tip: be sure the name clearly identifies the subject of the replay. Then, click Save Replay Settings. myAvail saves the full set of criteria for your replay. This replay is now available for authorized users to select from the Select Replay drop-down list.

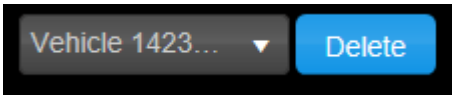


When you select a saved replay, myAvail displays the name in the Save Replay Settings field

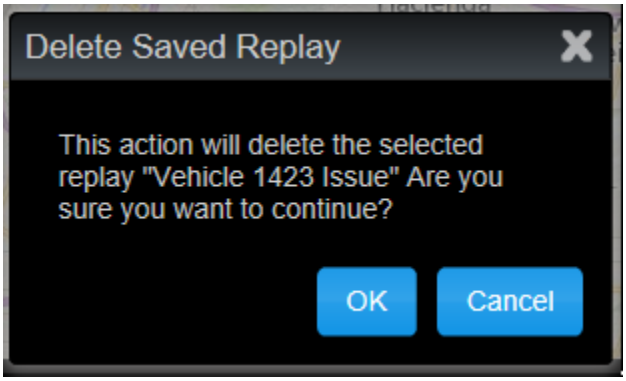
and sets the radio button to Update. If you change the criteria, click Save Replay Settings to save your changes.



HOW TO DELETE A SAVED REPLAY

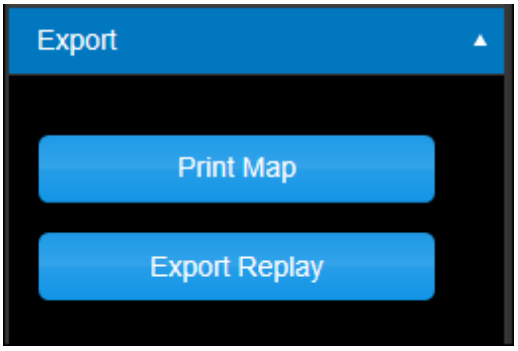


Select the replay in the drop-down list and click Delete. myAvail asks you to confirm the deletion.

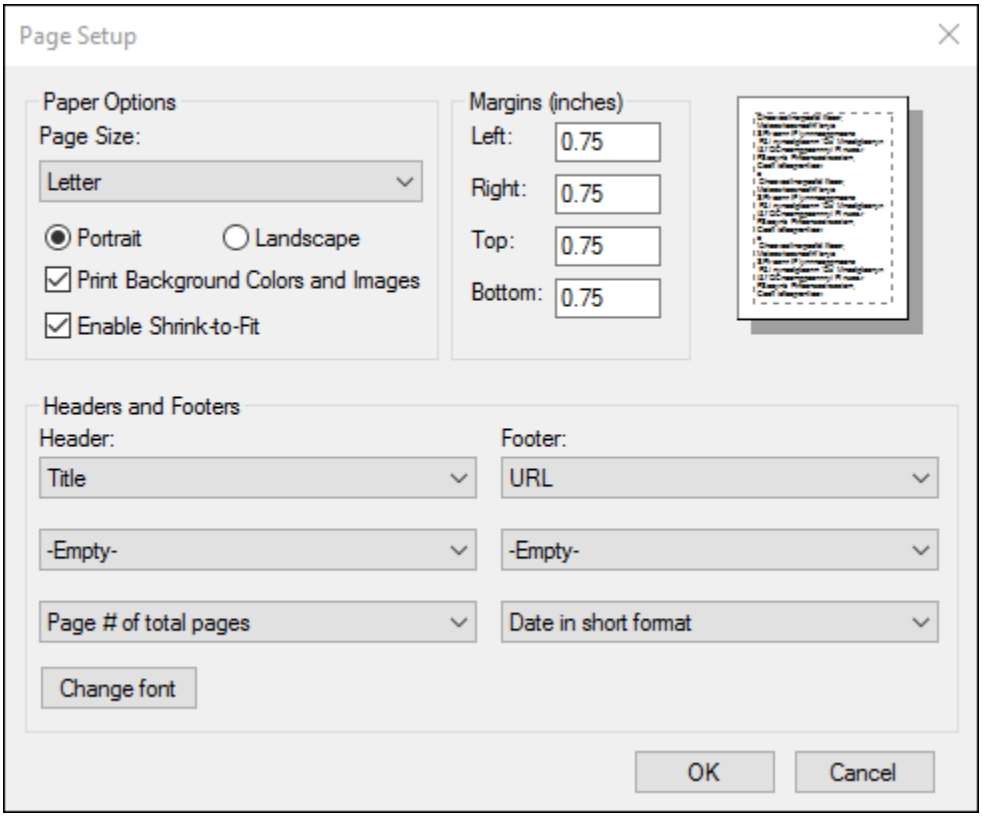


HOW TO PRINT THE MAP

To print the map area of the screen, click on 'Export', to reveal the menu.

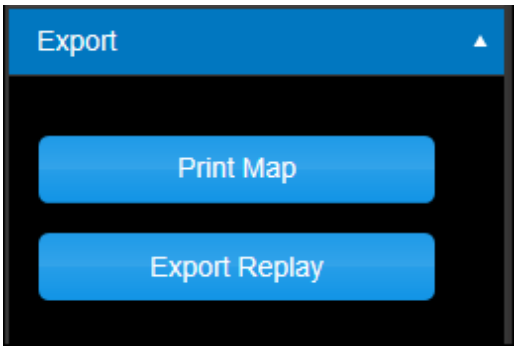


Click the Print Map button to open a standard print dialog box. After you select the desired printer, set the page format to landscape. You must also check both the Print Background Colors and Images box and the Enable Shrink-to-fit box, as shown below.



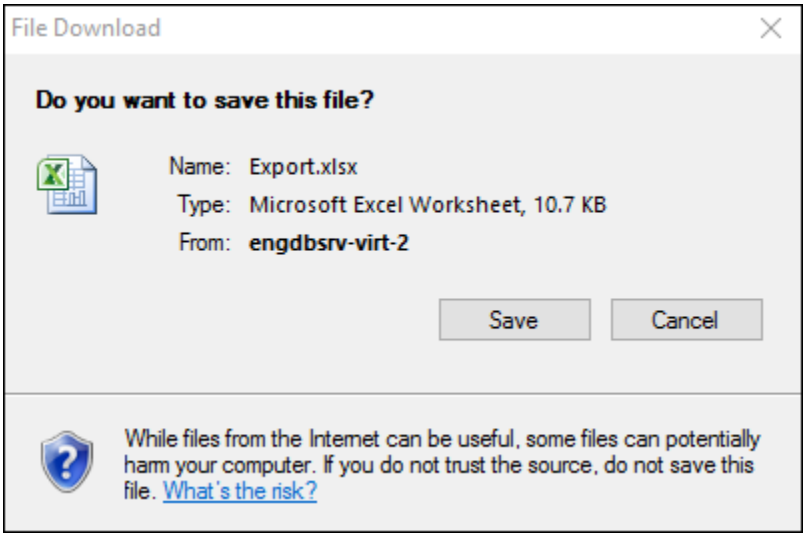
HOW TO EXPORT THE GRID DATA

You can export the Replay data grid to an MS Excel spreadsheet file. To do this, open the export control and click Export Replay.

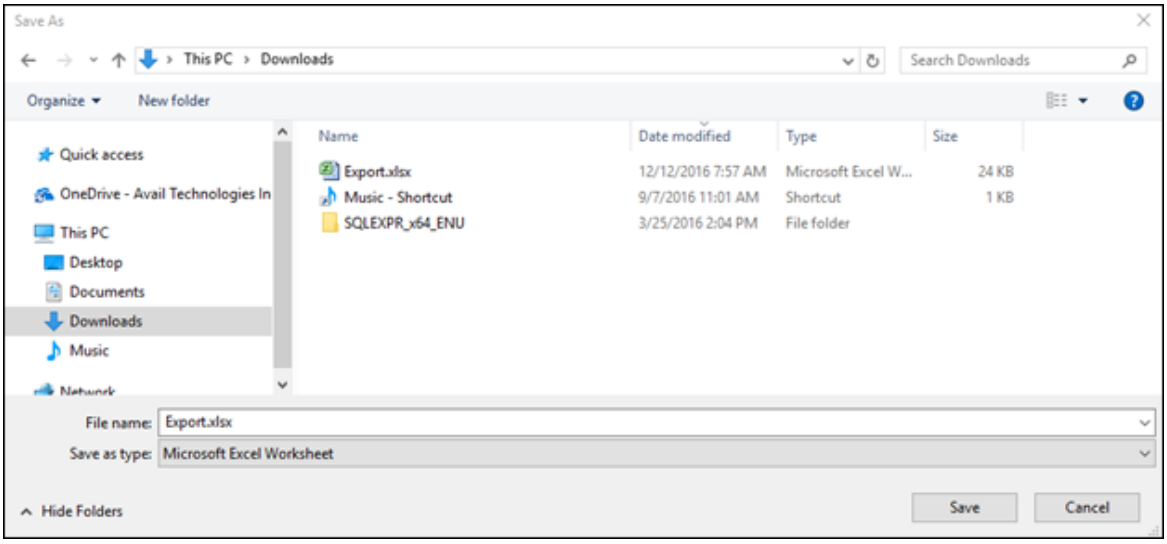


NOTE: Before you export the data, set up the grid with the layout that you want for the spreadsheet. The function exports only columns that are visible in the data grid and exports them in the order they appear in the grid. See Changing the Displayed Columns.

Click the Export Replay button to open a download dialog box. Click Save.

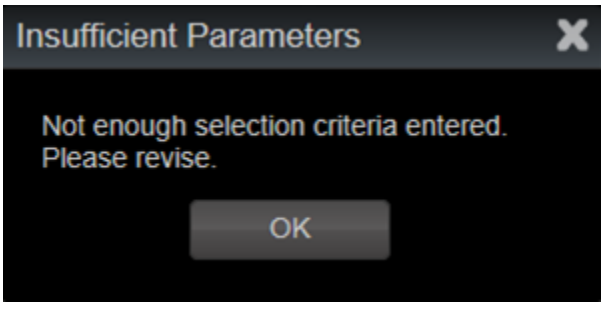


At this point, the system prompts you to enter the file name and choose the location for the exported data.

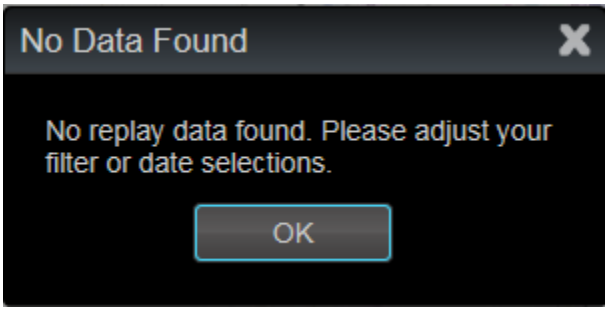


Possible Replay Error Messages

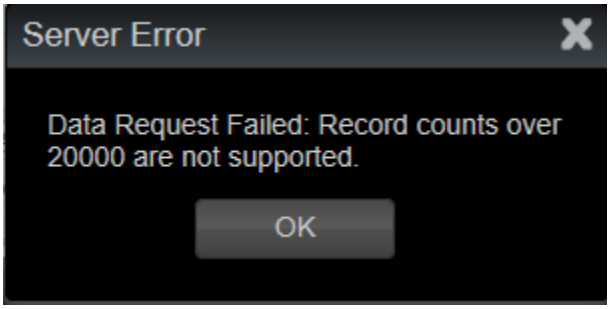
Insufficient Parameters - This error occurs because you have not selected at least one of the available selection criteria and you are not using Select Area on Map. The available criteria are Vehicle, Operator, Block, Run, Route and geographic area.



No Data Found - This error occurs when you use Select Area on Map and there are no AVL entries in the selected area. Check the time range and the map area.



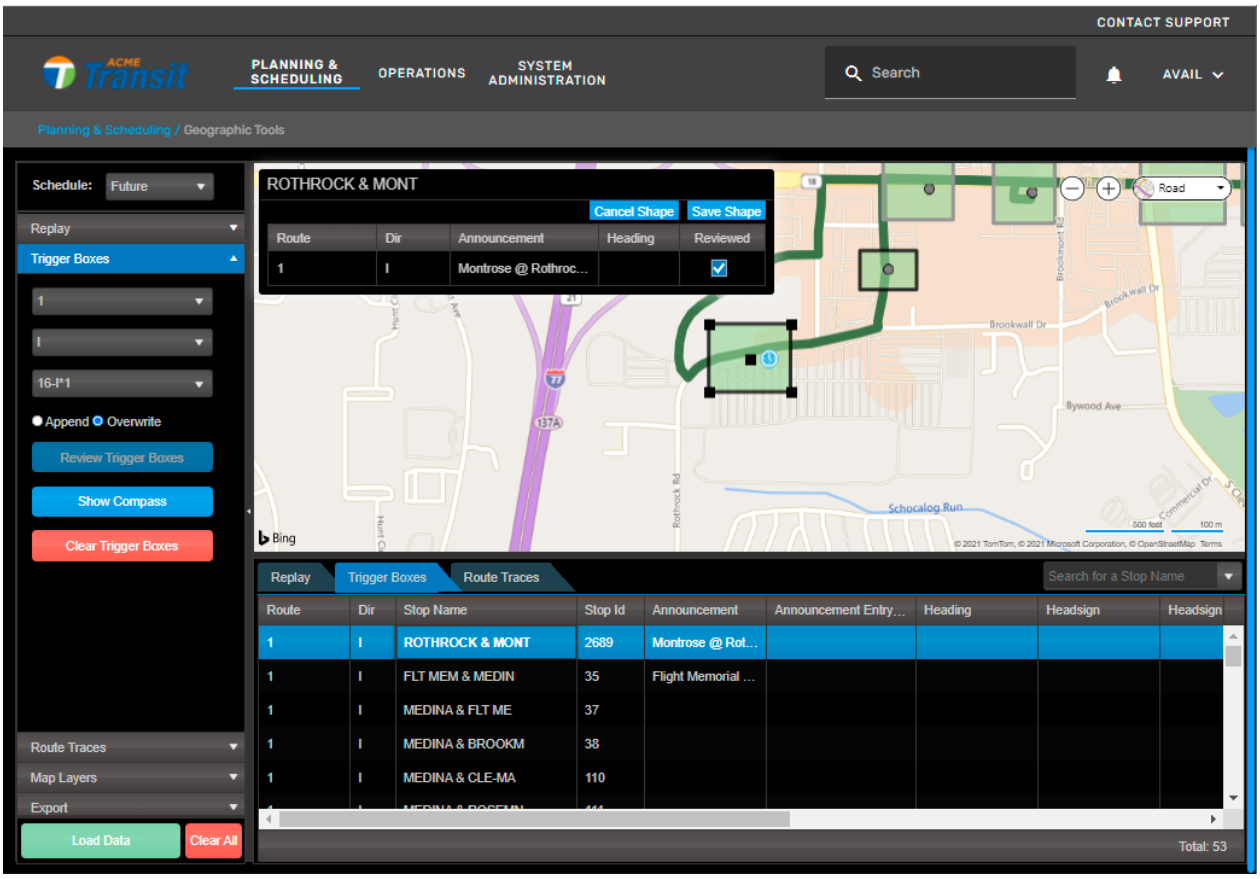
Data limit exceeded - The selection criteria you entered returns more records than the limit set for your system (default is 20,000). To correct the error, reduce the number of returned records by either selecting a shorter time frame or by using more restrictive selection criteria.



18.11. GEOGRAPHIC TOOLS – TRIGGER BOXES

Trigger boxes create areas around a stop that trigger actions that occur when a vehicle enters or exits that geographic area. When new stops are added to a scheduling package, the schedule data files are imported into myAvail, and a trigger box is automatically assigned to that location. The planner who has proper access permissions will need to review it and add any in-vehicle actions that should occur automatically.

The Geographic Tools tab provides a graphical tool you can use to create, modify, and review trigger boxes. You can also modify the shape of the trigger box, control functions that occur and make pattern specific adjustments. myAvail displays trigger boxes on the map, as shown below.



Trigger boxes are geo-fences, or virtual boundaries, that are defined around stops. The in-vehicle equipment executes functions when vehicles enter and exit trigger boxes. The in-vehicle equipment performs the following routine functions for every trigger box:

- **Checks entry heading**: If myAvail specifies a compass heading, the vehicle verifies that the direction of travel is within 15 degrees of the setting. This verification allows vehicles to ignore trigger boxes that they pass through multiple times on a trip and to execute the associated functions only once.
- **Announcements**: If an announcement is set, it will be made on entry or exit.
- **Setting the headsign**: Trigger boxes can override the trip's headsign value on entry or exit.
- **Changing the Traffic Signal Priority (TSP) setting**: If configured, the TSP setting toggles on entry or exit.
- **Headway time point**: Headway time points assess the interval between vehicles on a Headway scheduled route. This value is usually set by the stop, but pattern specific trigger boxes can override it.
- **Time point override**: Time points assess the schedule adherence of vehicles on scheduled routes. This value is usually set by the stop, but pattern specific trigger boxes can override it.
- **Schedule Adherence report**: Reports the departure time, dwell time, passenger boards and alights for the stop and location, speed and direction of the vehicle when the report is made.

- **Changing farebox settings**: When starting a new trip, the system can update the farebox, if equipped, with the route, trip, and fare type.

Before you can use the trigger box tools, you must satisfy the following prerequisites:

- Announcements are ready to assign to stops.
- You know how the vehicle approaches the stop.
- You know whether a layover or vehicle movement occurs at the stop before departure.
- You know whether the headsign changes.
- You know whether there is a unique usage of any stop that is contained in multiple routes or patterns.

EXAMPLES OF IN-VEHICLE ACTIONS

The In-vehicle actions usually occur during the entry of the trigger box, but you can set them to happen while exiting. Typically, internal announcements audibly identify a stop as the bus approaches while the interior LED sign displays the stop information. You can associate the text with recordings using the Announcements tab, please refer to the Announcements section of this User Guide for more information about internal sign display messages. Internal announcements can also call attention to a point of interest or for public service announcements. Internal announcements must be set up in compliance with ADA regulations.

The headsign controls set the external vehicle signage, which allows the vehicle to display the departing destination as the vehicle approaches the stop without driver interaction.

When a stop is at the end of a trip, entering the trigger area can notify the system to adjust the trip and route setting in the farebox if necessary.

If your vehicles are equipped with Traffic Signal Priority (TSP), you can toggle the state of the TSP. If TSP is active, it becomes inactive or vice versa. This does not require driver interaction.

EXAMPLES OF REPORTING ACTIONS

By default, all Reporting Actions occur when the vehicle exits a trigger area. These actions do not require operator interaction.

Vehicles send the Schedule Adherence reports to the central system and contain information, such as Stop ID, GPS information, time departed, duration at the stop, and the number of passengers boarding and alighting. If the vehicle is in communication with the central system, it sends this information in real-time. Otherwise, the vehicle stores the information and sends it when communication is restored. myAvail uses the schedule adherence information to estimate the departure time of future stops.

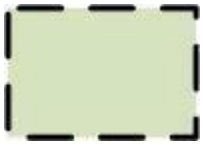
Headway Time Point and Time Point Override are set for a stop in stop definitions. myAvail uses them to make schedule adherence calculations. These values override the

generic values and create a value specific to a given pattern in a route.

Vehicles can enter a trigger box in both the inbound trip and the outbound trip, but it is active for only one of the two trips.

TRIGGER BOX MAP SYMBOLS AND BORDERS

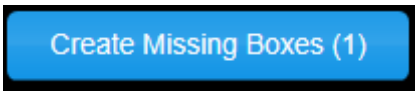
The symbols that represent the stop location and the color of the trigger box border and fill convey important information about the stop and review status.

Description of Trigger Box Properties	Appearance
Clock symbols represent stops that are time points. myAvail displays the clocks on the map at the physical locations of the stops.	
Gray dots represent the physical location of stops that are not time points.	
Black borders represent stops that are announcement points.	
Gray borders represent stops that are not announcement points.	
Dashed lines represent stops for pattern exceptions. These are trigger boxes specific patterns. • Black dashed borders represent announcement points. • Gray dashed borders represent non-announcement points.	 
Trigger boxes with red fill have not been reviewed.	

HOW TO CREATE DEFAULT TRIGGER BOXES

With the click of a button, you can create trigger boxes for all routes and all patterns. If at least one stop does not have a trigger box, myAvail displays the Create Missing Boxes button. Click this button and all stops that do not have a trigger box are assigned a default-sized trigger box. These default trigger boxes do not have announcements, entry

headings, or headsign values.



NOTE: The button indicates the number of stops missing a trigger box.

HOW TO REVIEW TRIGGER BOXES: BEST PRACTICE

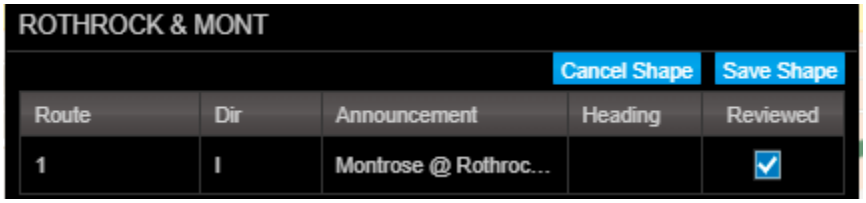
1. Click the Review Trigger Boxes button. This button is a built-in shortcut. Any unreviewed trigger boxes will display in a list.

2. myAvail automatically displays a list of all trigger boxes that have not been reviewed. Unreviewed trigger boxes are indicated in red, to avoid losing sight of them.
3. Click to select one and the software will automatically display its location, making it ready for editing.

Route	Direction	Stop Name	StopId
101 RICHFIELD/B	I	Y CREEK & C-M	2048
26 WEST EXCHANG	I	PINE G & WPOND	1662
50 MONTROSE CIR	O	EMBASSY PKWY	2676
6 EAST MARKET/L	I	SPINGFIELD HS	579
6 EAST MARKET/L	O	SPINGFIELD HS	579
54 DASH	O	SUMMIT & MILL	1461

4. Select an entry in the list to load the global pattern for the selected route and direction.myAvail displays the stop on the map and in the data grid.
5. Review all fields for the trigger box in the data grid to ensure that they are correct.
    - Trigger box shape
    - Announcement values (if any)
    - Entry Heading
    - Headsign value (if any)
    - Headway Time Point
    - Time Point Override
    - TSP value

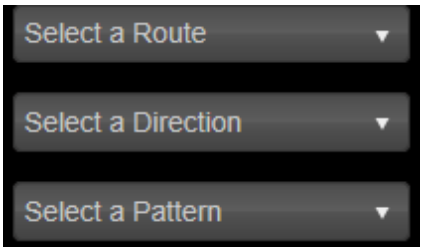
6. If you modify any of these values, myAvail checks the trigger box as reviewed.
7. If no values need to be changed, manually check the Reviewed box.

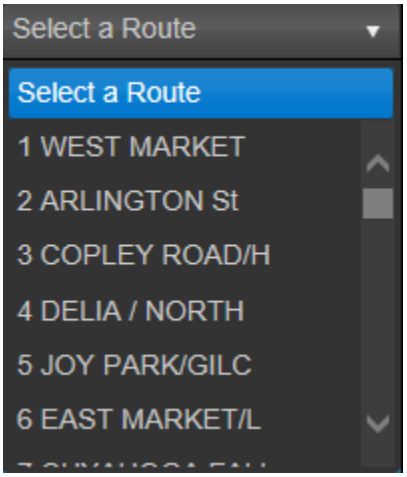


HINT: A route and direction can have several trigger boxes that you need to review. Instead of using the Review Trigger Boxes button, use the map tool to quickly scan for these trigger boxes.

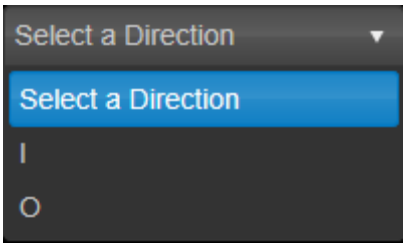
HOW TO MODIFY TRIGGER BOXES

1. Select either the Future or Current schedule to modify it (See Schedule Choice). Default is set to Future, for user ease.
2. Select the Route containing the trigger box you need to modify.





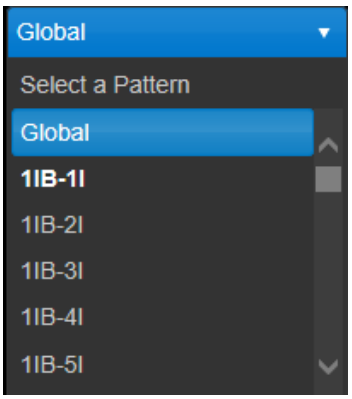
3. Select the Direction. Direction labels are configurable by your property. Many properties use I for Inbound and O for Outbound and L for Loop. However, there are many other options possible including directional (North, South, East, West, Clockwise Loop, Counter- clockwise Loop, …)



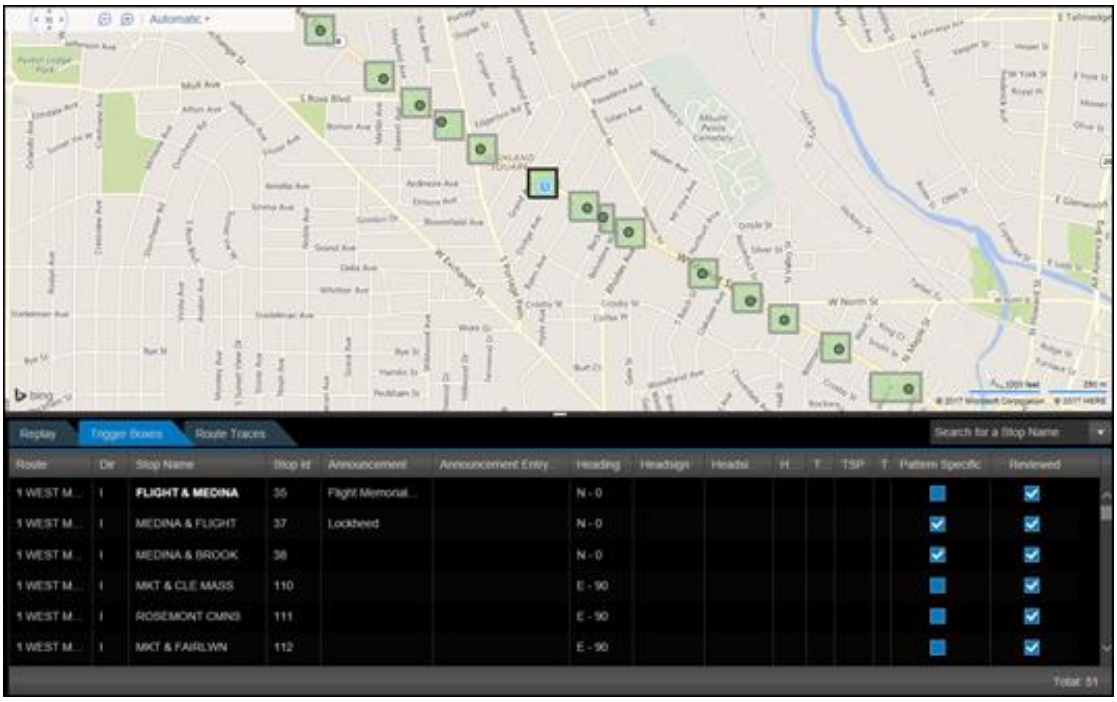
4. Select the Pattern. A **bold** pattern name indicates that the pattern has at least one pattern specific trigger box. When you select a pattern, you can choose either the global pattern or a specific pattern.

   Consider the following when choosing a Global pattern:
   - Global includes all stops in the selected direction, which load in the order they are assigned to the route.
   - Global is good for a general review and adjustments when you are not looking for a specific problem or you do not need to make a pattern specific change.

   Consider the following when choosing a Specific pattern:
   - Selecting a pattern loads the stops in pattern order; how the vehicle will pass through the trigger boxes.

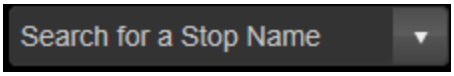


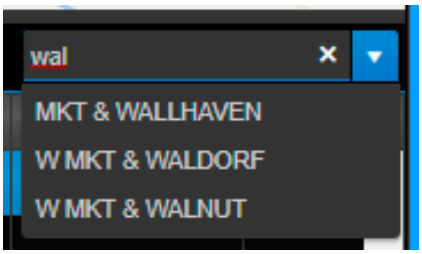
5. Choose Append or Overwrite.
6. Click Load Data. The map area and data grid display the trigger boxes that match your criteria.



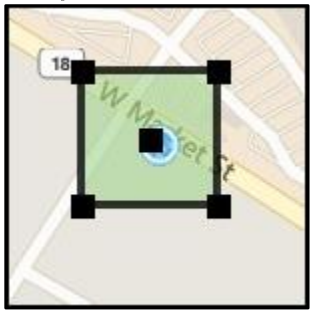
7. Select the trigger box that you need to edit. You can select it by clicking it on the map, clicking it in the grid, or using the search function.

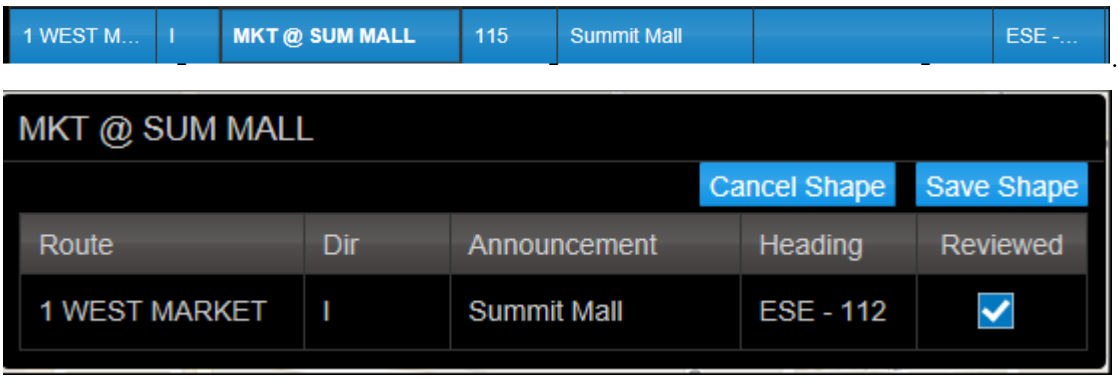
   If you use the Search for a Stop Name drop-down list, type the first few letters of the stop name in the entry field. The software uses pattern matching to generate a list of stops that match the letter combination you entered.



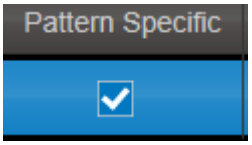


8. After you select a trigger box, myAvail highlights the data grid row and opens a quick entry box in the corner of the map area.





CAUTION: To make pattern specific changes, you MUST check the Pattern Specific check box before you make any changes. This checkbox is located on the far-right side of the grid.



9. Enter the required values directly into the data grid on the highlighted line. The columns that allow data entry are the following:
    - **Announcement (Optional)**: Select the name of an announcement to assign it to that trigger box.
    - **Announcement Entry/Exit (Optional)**: Use this field to control when the vehicle plays announcements. If this field is blank, the announcement plays when the vehicle enters the trigger box, which is by far the most common case. Selecting Exit causes the announcement to play when the vehicle exits the trigger box.
    - **Heading**: This is the compass heading of the vehicle when it enters the trigger box. The compass heading has an allowance of 15 degrees on either side, to account for potential error.

HINT: Compass headings are usually required only when vehicles pass through a trigger box more than once on a single trip. Consequently, you do not need to specify headings for most trigger boxes. In rare cases, you can specify a compass heading to intentionally delay trigger box entry functions for large trigger boxes.
Suppose vehicles enter a large trigger box for a shopping center heading north. You do not want to trigger the in-vehicle functions until the vehicle turns west to approach the stop. In this case, specify a west bound compass heading.

NOTE: myAvail's compass tool is discussed further in the next section.

- **Headsign**: Enter the headsign code associated with the trigger box. This is the same code that operators enter manually. Enter this for only the last stop of the pattern.
- **Headsign Entry/Exit**: Use this field to control when the vehicle changes the headsign. If this field is blank, the headsign changes when the vehicle enters the trigger box, which is by far the most common case. Selecting Exit causes the headsign to change when the vehicle exits the trigger box.
- **Headway Time Point**: If you select Yes for a stop, the vehicle sends a headway report to the central system. The central system uses headway reports to calculate the schedule deviation, which is calculated only for stops with this attribute. If you leave this field blank, it is the same as selecting No. No time point reports are sent for this stop.
- **Time Point Override (Optional)**: If you select Yes for a stop, the stop is designated as a time point. Usually, you assign this attribute when you define the stop, where it applies to all routes and patterns that use the stop. Only select Yes when you need to override this attribute for a given route or pattern. This column is rarely used. If you leave this field blank, it is the same as selecting No. No override occurs.
- **TSP**: If you leave this column blank, no action is taken. Most properties do not use traffic signal priority (TSP) and should not use this column. For properties that use TSP, if you choose either Yes or No, the trigger box toggles the operational statusof the TSP device when a vehicle passes through the box. If the TSP device is on, itwill be shut off and vice versa. Yes and No issue the same command for this field only. Leave this column blank if you do not want to change the TSP status. You must understand the specific conditions and locations where this feature may be used.
- **TSP Entry/Exit**: Use this field to control when the trigger box toggles the status of the TSP device. If you leave this field blank, the TSP toggles when the vehicle entersthe trigger box. Selecting Exit causes the TSP to toggle when the vehicle exits the trigger box.
- **Pattern Specific**: If you check this box, all changes that you make are specific for this trigger box. You can check this box only when you select a Specific pattern in step 8. Changes that you make before checking this box are applied globally to all routes and patterns that use this stop.

  CAUTION: If the check box is checked and you uncheck it, all fields revert to the global settings. The results of unchecking the box cannot be undone other than by manually re-entering the pattern specific values.

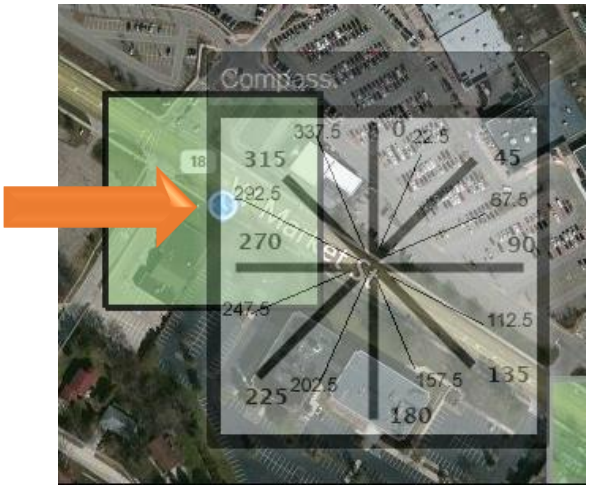
NOTE: Avail strongly recommends not doing Pattern Specific trigger boxes on trip change time point stops. These stops are simultaneously the last stop of one pattern and the first stop of another.

- **Reviewed**: If you modify any of the field values, myAvail automatically checks the trigger box as reviewed. If no values need to be changed, manually check the Reviewed box. You can also uncheck this box if you want to go back later and fix aproblem. However, all trigger boxes must be reviewed before running the Run Schedule File Builder (RSFB). If there are any trigger boxes that are not marked as reviewed, a warning is displayed after clicking Build Run Files. To view a list of trigger boxes that need to be reviewed, click Check Triggers on the menu of the main form.

HOW TO USE THE COMPASS TOOL TO FILL IN THE HEADING FIELD

1. Click the Show Compass button.

2. Place the compass outside the trigger box on the side that the vehicle enters the trigger box.



3. Identify the heading that is the closest match to the entry heading, or, where the vehicle will enter the trigger box location. Enter this value in the Heading field. In the example, the closest match is 292.5 degrees.

4. Click Hide Compass to remove its display on the map.

18.12. GEOGRAPHIC TOOLS – ROUTE TRACES

Use Route Traces to automatically generate stop-to-stop route trace paths, manually build stop-to-stop route trace paths, and build route traces (i.e., KML files) to display to dispatchers and the public.

Before using these tools, you must understand how route trace paths and the route trace that myAvail displays are different in concept and usage.

Route trace paths are the individual stop-to-stop path geometries. myAvail uses these geometries to make calculations, determine whether a vehicle is off the route, or determine whether a route passes through a given detour area.

The route trace is strictly a visual representation of all the route trace paths that are associated with a route. A route trace is a file format that most mapping software uses to display a route image, such as "shape data" for Google Trip Planning.

Before you can use Route Traces, you must satisfy the following prerequisites:

- You must know the turn-by-turn directions for every pattern of every route.
- You must be able to approve the appearance of the Route Traces to the public and dispatch.

After you create a route trace, it does not change until a route pattern changes. The route traces are not directly used by or visible to myAvail users.

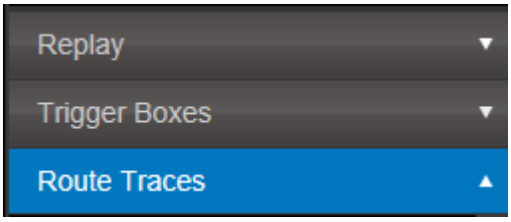
NOTE: Avail does not recommend creating route trace paths for the Maintenance Route(s) or Deadhead Routes. However, there are several possible exceptions. Forexample, you might want to determine whether deadhead routes are off route. However, this is not a common practice. Or you might want to be informed if adetour impacts a normal deadhead route.

18.13. HOW TO USE GEOGRAPHIC TOOLS – ROUTE TRACES

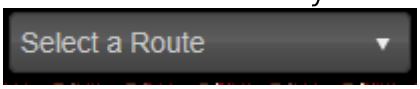
HOW TO AUTOMATICALLY GENERATE STOP-TO-STOP ROUTE TRACE PATHS

When you select Auto Route All, the software will automatically generate stop to stop paths for all stops on all routes in the imported schedule data. The Auto Route All function is limited to public roads. If your vehicles use private roads, such as mall parking lots, you will need to draw them manually. The Auto Route All function finds the shortest route between the selected stops. Consequently, it is critical that you review the auto-generated paths for accuracy. Using Auto Route All is efficient but still requires review to confirm accuracy for unusual roads.

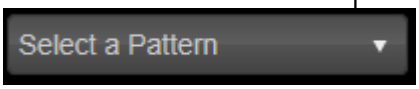
1. Click Geographic Tools from the main tab list.
2. Click Route Traces in the left menu.



3. Select the Route that you want to build Route Trace Paths for.



4. Select a Pattern. A **bold** pattern name indicates that at least one path is not built.



HINT: Select the longest path first. Each unique stop-to-stop pair is created only once. Consequently, building the longest pattern first might eliminate the need to open patterns that are a subset of the longer pattern.

5. Click Load Data.

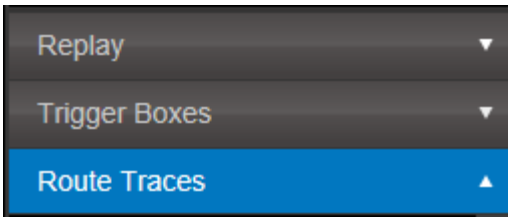
6. Click the Auto Route All button.

NOTE: Auto Route All only creates paths that are not defined as indicated in Path Length. The Auto Route All function automatically saves the paths and cannot be canceled. The Save Path and Cancel Buttons are used only when building paths individually.

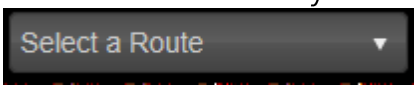
7. Repeat steps 4 & 5 for each pattern in the route where the pattern name is in bold type.

HOW TO MANUALLY BUILD STOP-TO-STOP ROUTE TRACE PATHS

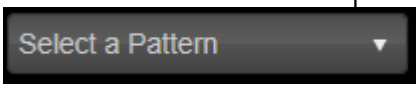
1. Click Geographic Tools from the main tab list.
2. Click Route Traces in the left menu.



3. Select the Route that you want to build Route Trace Paths for.



4. Select a Pattern. A **bold** pattern name indicates that at least one path is not built.

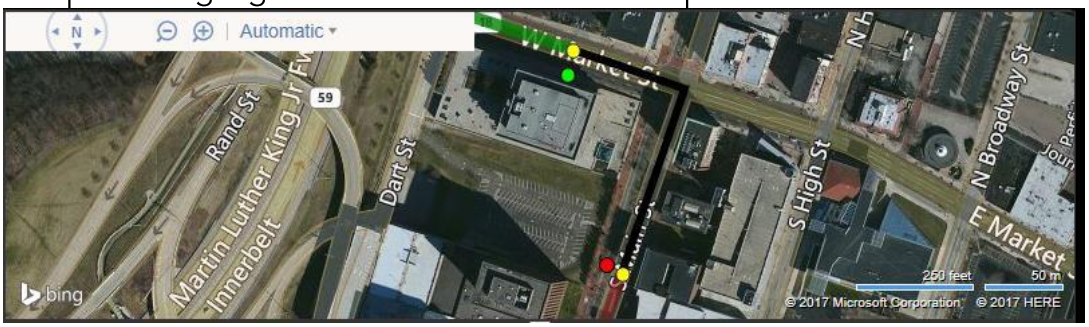


5. Click Load Data.

6. Next, click the path you want to create from the table below the map.

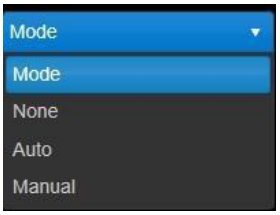
44	1 WEST M...	1IB-1I	I	W. MARKET & WALNUT ST	W. MARKET & KI...	Length: 0.32 mile
45	1 WEST M...	1IB-1I	I	W. MARKET & KING JAM...	S. MAIN @ FIRS...	Path not defined
46	1 WEST M...	1IB-1I	I	S. MAIN @ FIRST ENER...	S. MAIN & BOWE...	Length: 0.2 mile

The path is highlighted and centered on the map.

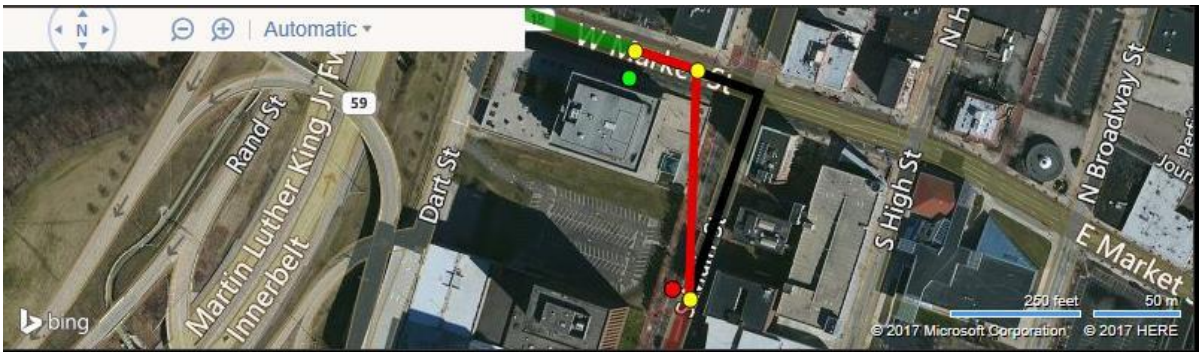


The map displays the proposed path in black, the previous path in green, and the next pathin brown. If the proposed path is acceptable, click Save Path. Return to step 2 to build the next path.

7. If you need to manually draw the path, change the mode to Manual.



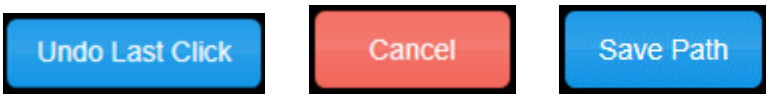
8. Click the map near the start of the path that you are drawing, which is indicated by a green dot.



NOTE: In Manual Mode, myAvail draws a path in a straight line from the last point that you click to the end point. This process might produce a path that cuts corners, as shown above. Fix this problem by clicking additional points along the path, as shown below.

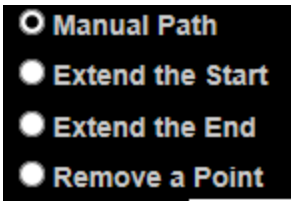
Click the map further along the desired path.

Click the Undo Last Click button to remove individual sections of the route trace that you are currently working on if you need to make a change. At any point, click Cancel to startover. When the path meets your requirements, click Save Path.



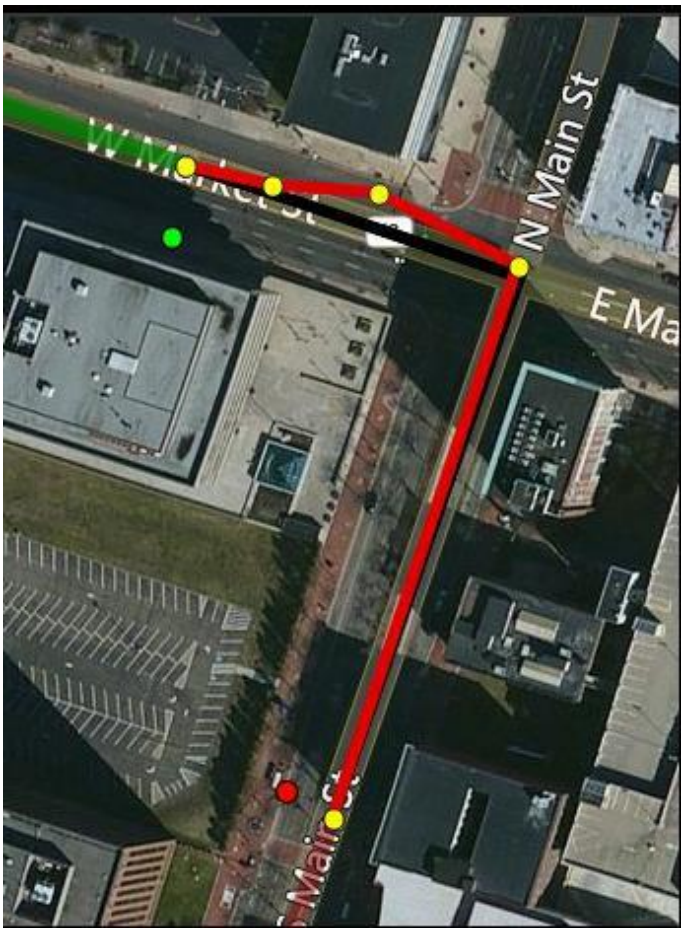
9. Repeat Steps 5 - 7 for each pattern in the route where the pattern name is in bold type.

10. There are special tools available when you are manually drawing route trace paths. These tools are the following:

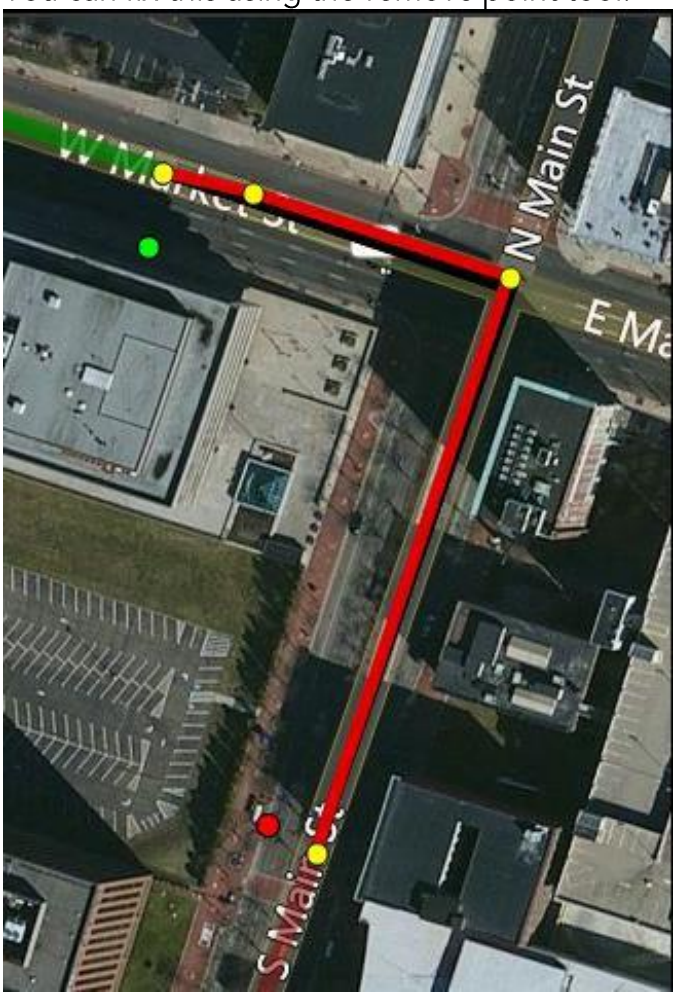


- **Extend the Start**: Use to start the path at a point before the stop that currently starts the path. If you do not use this tool, the path can be drawn only between the beginningand ending stops.
- **Extend the End**: Use to end the path at a point after the stop that currently ends the path. If you do not use this tool, the path can be drawn only between the beginning andending stops.
- **Remove a Point**: Use to remove a point in the middle of a manual path. This tool is seldom used.

For example, the following path has an extra point:



You can fix this using the remove point tool:

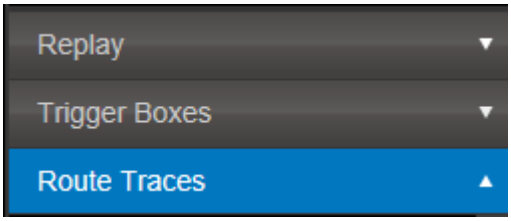


HOW TO CREATE ROUTE TRACES

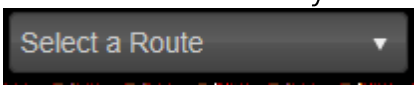
If there are no changes to any route trace paths for a selected route, the Generate Route Trace button is greyed out and not selectable.

HINT: If you remove a path and re-add it, the Generate Route Trace button becomes active.

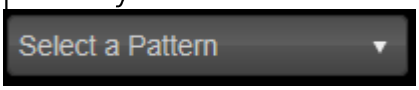
1. Click Geographic Tools from the main tab list.
2. Click Route Traces in the left menu.



3. Select the Route that you want to build a Route Trace for.



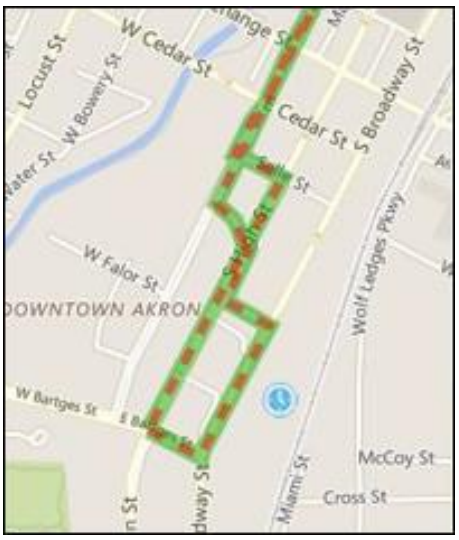
4. Select a Pattern. You must select a pattern to load the route. However, route traces are built from all route trace path data associated with the route regardless of the pattern you select.



5. Click Load Data.

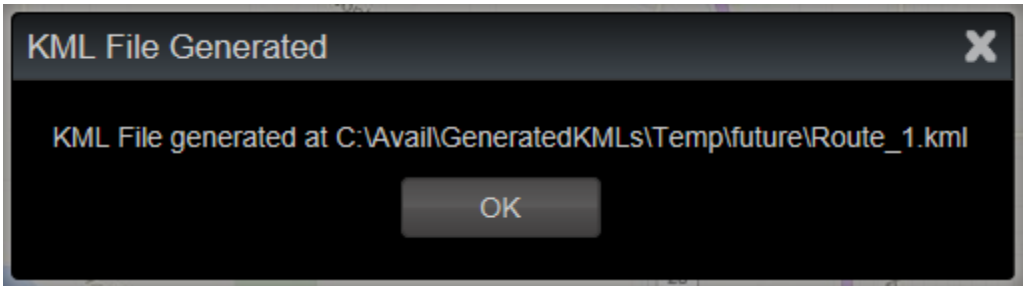
6. Click Generate Route Trace.

7. The map displays the new route trace as a dashed line and the original route trace as a solid line. Compare the new route to the original route to verify that any deviations are planned. If there are unplanned deviations, see How to manually build stop-to-stop Route Trace Paths to correct the route trace paths.



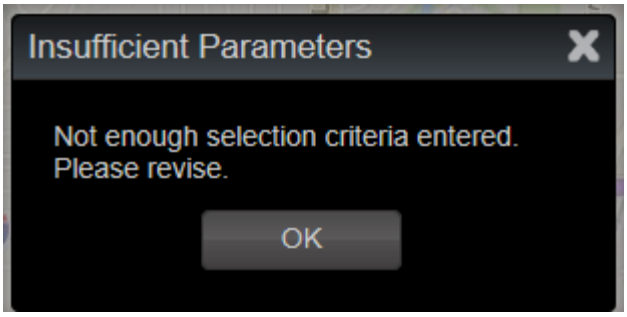
NOTE: The generated route trace is canceled when a path is edited.

8. Use the Save or Cancel button to save the generated route trace or cancel the trace.
9. After you save the route trace, myAvail displays the KML file's location.



18.14. Possible Route Trace Error Messages

Insufficient Parameters - This error occurs because at least one of the available selection parameters is not selected. The available parameters are Vehicle, Operator, Block, Run, Route or a geographic area.



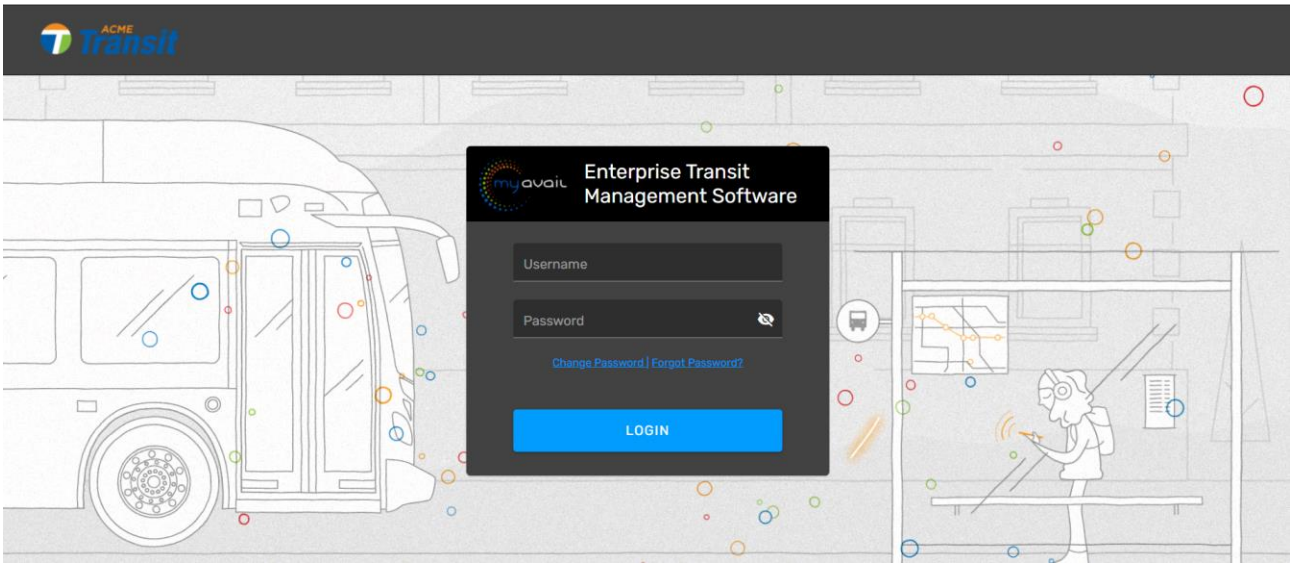
RETURN

19. MYAVAIL – ENTERPRISE TRANSIT MANAGEMENT SOLUTIONS – ETMS

Enterprise Transit Management Solutions, or ETMS, is a unique platform that provides features and functionality to power and support every part of your work, from operations and maintenance to finance and administration. These features are fully integrated into a single web-based architecture and are part of the same system where data is shared automatically through the platform.

19.1. LOG IN

When myAvail ETMS starts, it displays the login screen. To access myAvail ETMS, users must enter their username and password. A system administrator sets up the usernames, initial passwords, and supplies them to the users. Below is the login screen for ETMS.



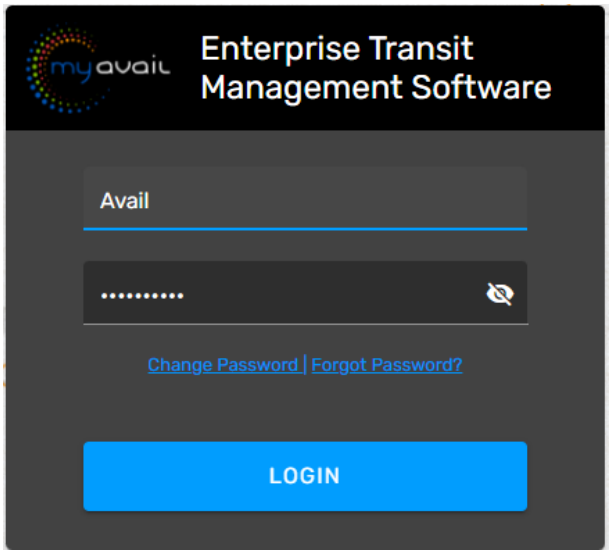
myAvail ETMS displays your Transit Agency's logo in the upper-left corner of the screen. myAvail ETMS authenticates the user information and will display an error message when any information is missing or invalid.

19.2. PASSWORD

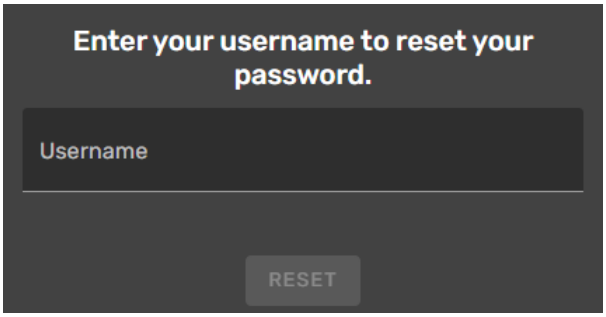
FORGOT PASSWORD

If users forget their passwords, ETMS provides a way to reset them. The recovery method can be either a single stage or a double stage process. Both methods prompt users to select and answer a security question at every login until a correct answer is given.

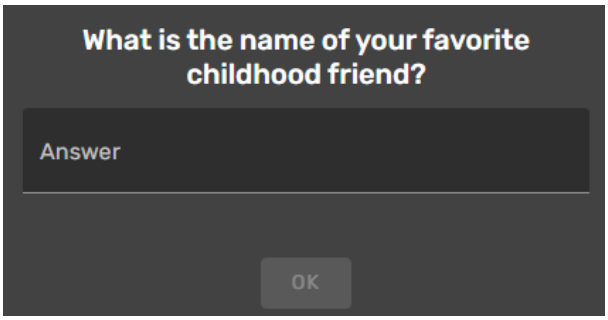
Click 'Forgot Password'.



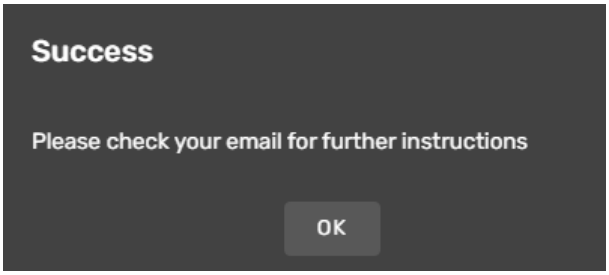
Enter Username.



Answer your security question and click OK.



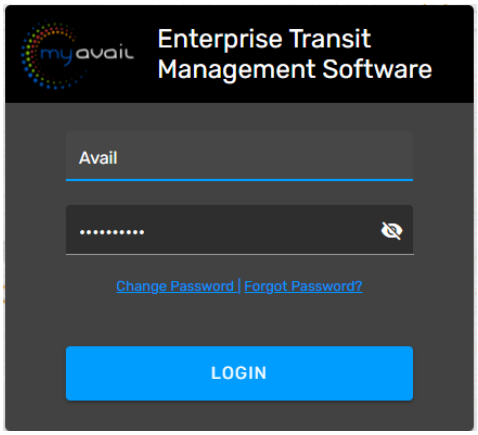
The following window prompts you to check your email for further instructions. Click OK.



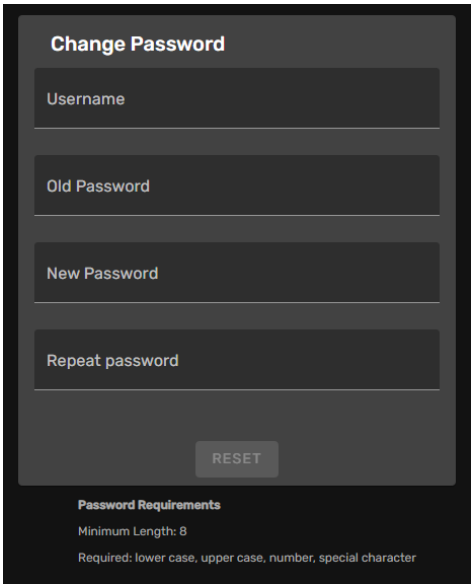
CHANGE PASSWORD

You can change your password if the system administrators have configured ETMS to allow it. There are two different places this can be done. To change your password, you must know your current password.

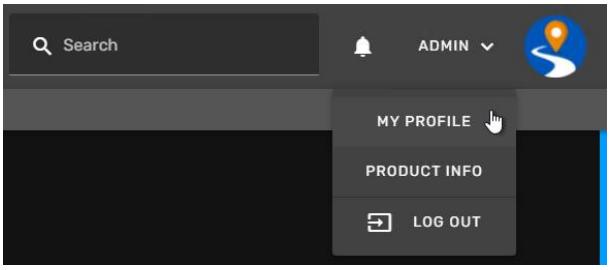
Click the 'Change Password' option from the login screen.



To change your password, **you must know your current password**. The following screen displays. Fill out these fields and click 'Reset'.



If you are already logged into ETMS, you can change your password by clicking your user name drop-down and then 'My Profile'.

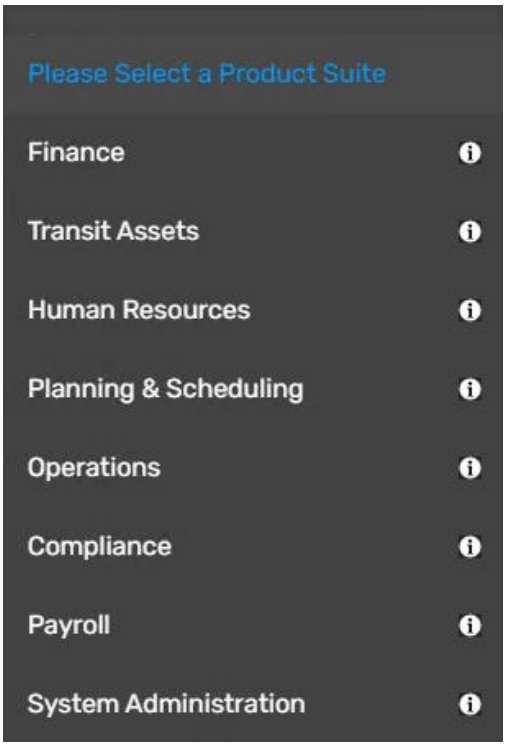


In the Settings tab of your profile you can change your password if the system administrators have configured ETMS to allow it. To change your password, **you must know your current password.** Enter a new password and repeat the new password. Click 'Reset'.

To update security questions, choose a question from the drop-down and answer. Click 'Reset'.

19.3. ETMS Structure: Product Suites And Cards

In the Product Suite drop-down users have access to the System Administration section and seven Product Suites: Finance, Transit Assets, Human Resources, Planning & Scheduling, Operations, Compliance, and Payroll.

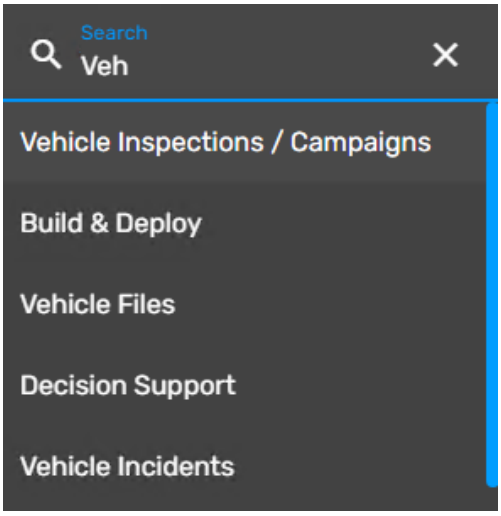


Each suite contains several functionality 'cards', a dashboard and sometimes a Reports card. For ease of navigation, the current ETMS chapter of this guide mimics the structure of the suites/cards in the ETMS platform.

19.4. Search

The Search field allows the user to search for any function, report or dashboard in the system for quick access. Type in one or more characters and the drop-down will show matching results.

For example, searching for a Vehicle Files Card, type 'Veh':

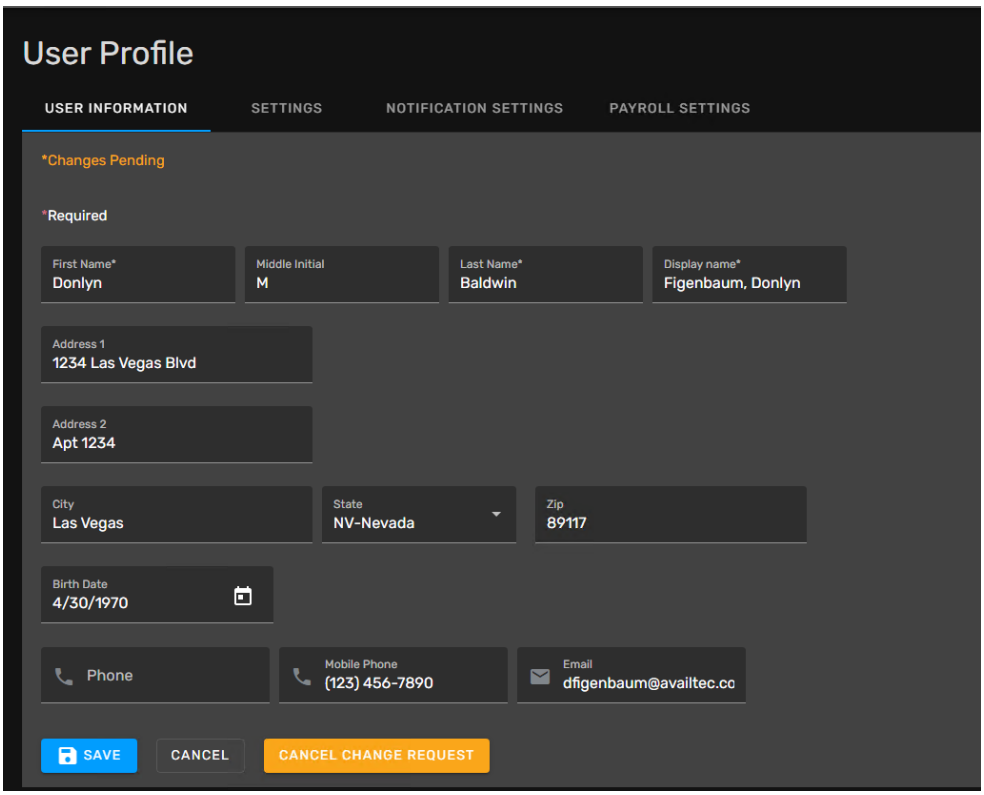


19.5. User Profile

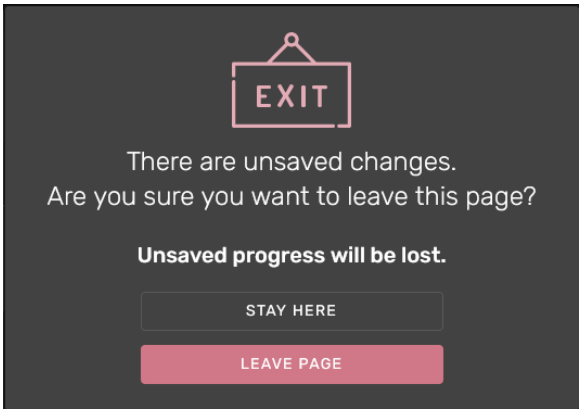
19.5.1. User Information Tab

Clicking the 'User Name/My Profile' in the upper-right corner of the screen will open the User Profile page. Here you can enter or change any of the profile fields. Once your changes have been made, click 'Save'.

If changes have been made to this form, it will notify your HR personnel and you will have change pending request highlighted in orange in the upper left corner on your User Information Tab. If you want to cancel your change request, click on the Cancel Change Request button on the bottom of this page in orange.



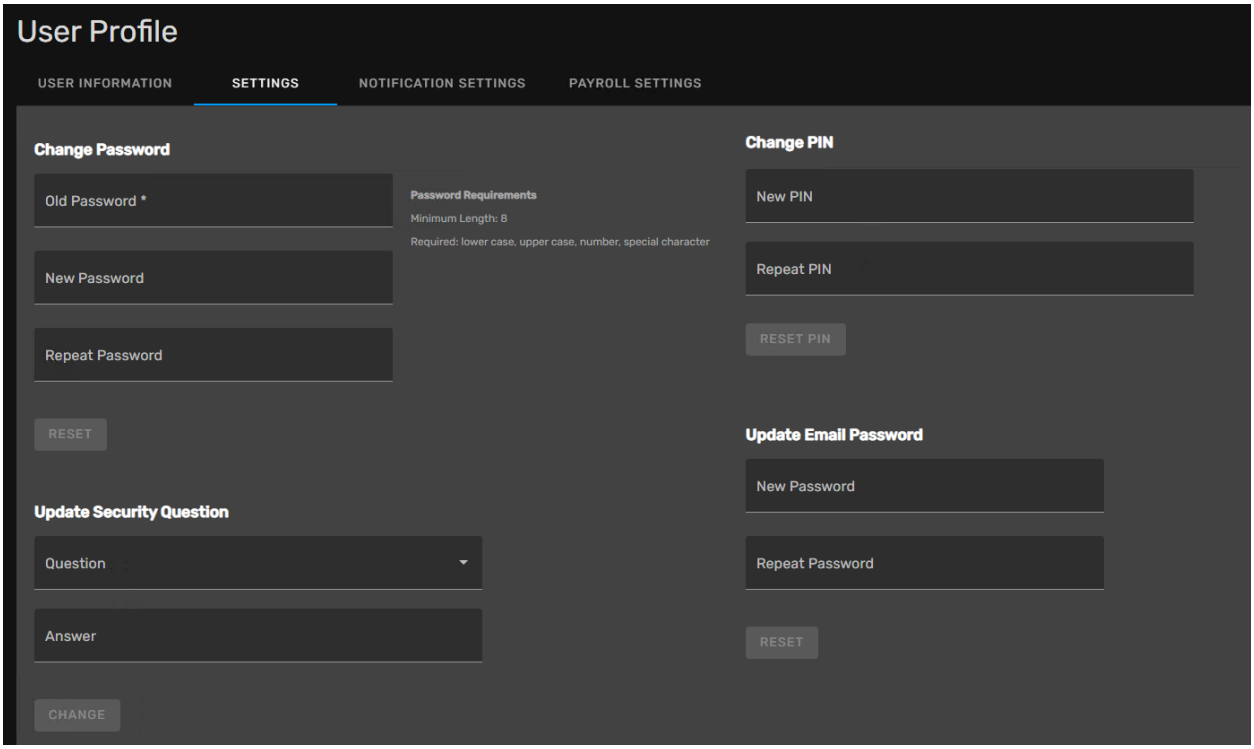
If you try to exit this form without clicking Save you will receive the following reminder:



Click 'Stay Here' to save changes or click 'Leave Page' to cancel changes.

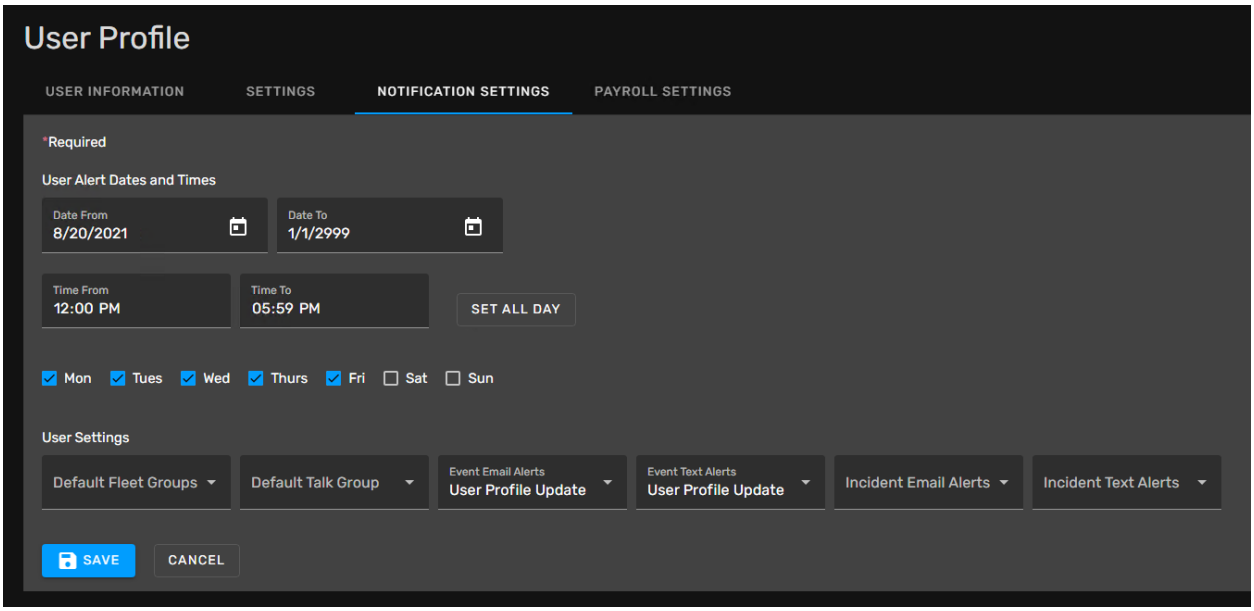
19.5.2. SETTINGS TAB

This is where the user can change their login password, ERP pin number, Update Security Question, and update Email Password. The Pin number will be used for all ERP modules that require a Pin Number for access.



19.5.3. NOTIFICATION SETTINGS TAB

The contents of the Notification Settings tab depends on the Position you are assigned. Administrators can set functions for Positions that add fields to this tab. Depending on your Position, you might need to enter some of the following additional information:



User Alert Dates and Times - The calendar and time fields indicate the time window in which myAvail can send alert messages. Union rules may apply.

Default Fleet Groups - This field specifies which fleet groups the user will automatically monitor while they are on the Operations tab. A fleet group is a defined set of vehicles.

Default Talk Group - This field sets the default group the user monitors. A talk group is a defined set of communication methods, such as radios and VoIP numbers.

Event Email and Text Alerts - Used to specify the types of alerts that the user should receive. Typically, an internal event triggers an alert to notify a user about the need to act. Avail customizes these alerts for each property.

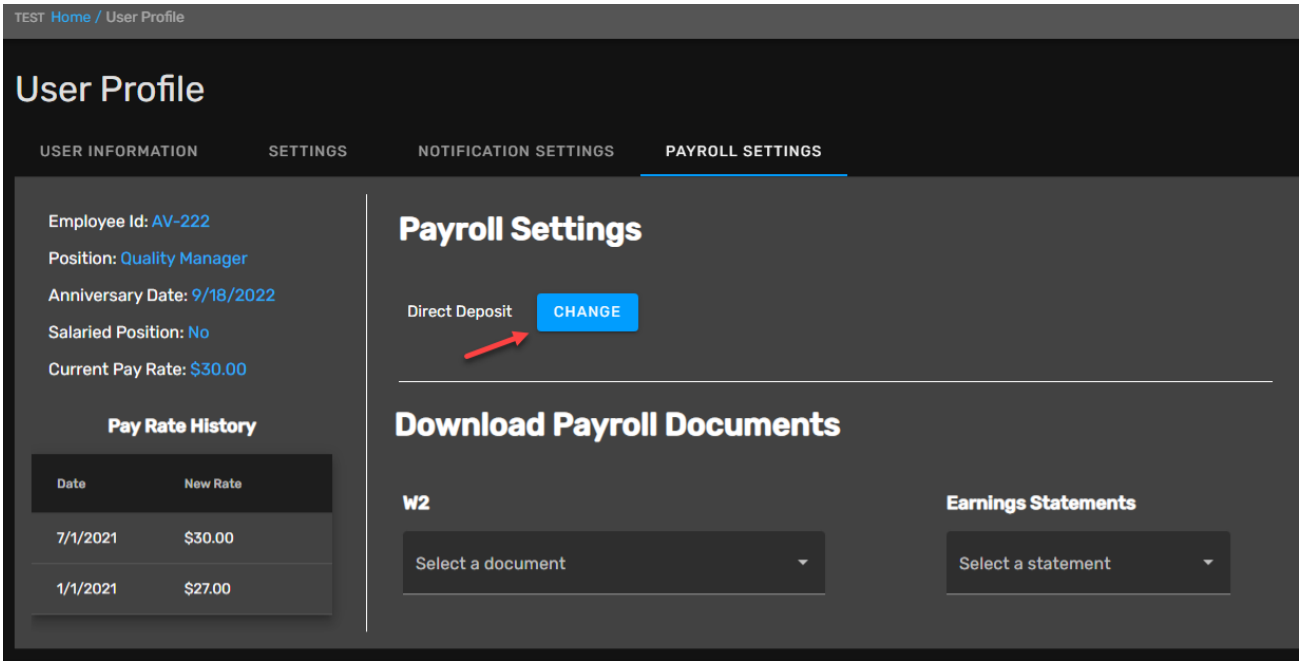
Incident Email and Text Alerts - Used to specify the types of incident alerts that the user should receive. When a user records an incident (usually an external event), it triggers these alerts. Avail customizes the types of alerts that are available to meet the needs of each property.

19.5.4. Payroll Settings Tab

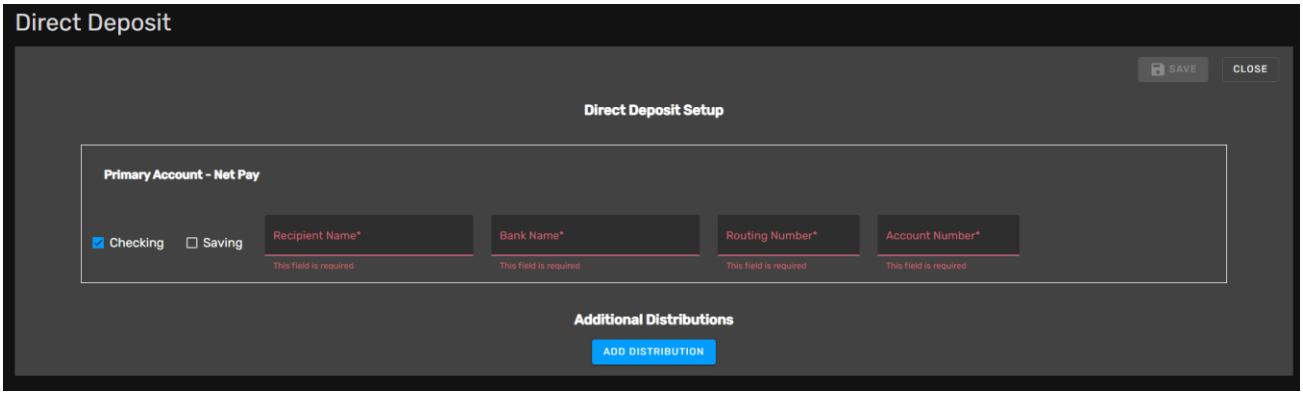
The Payroll Settings tab is available only if the user has special user and position accessibility settings that can be set by an Avail representative during the deployment. The user has to have a user type of an Employee in the Personnel card, and user's position has to have both the HR/Approvals and Payroll checkboxes checked in the Positions card.

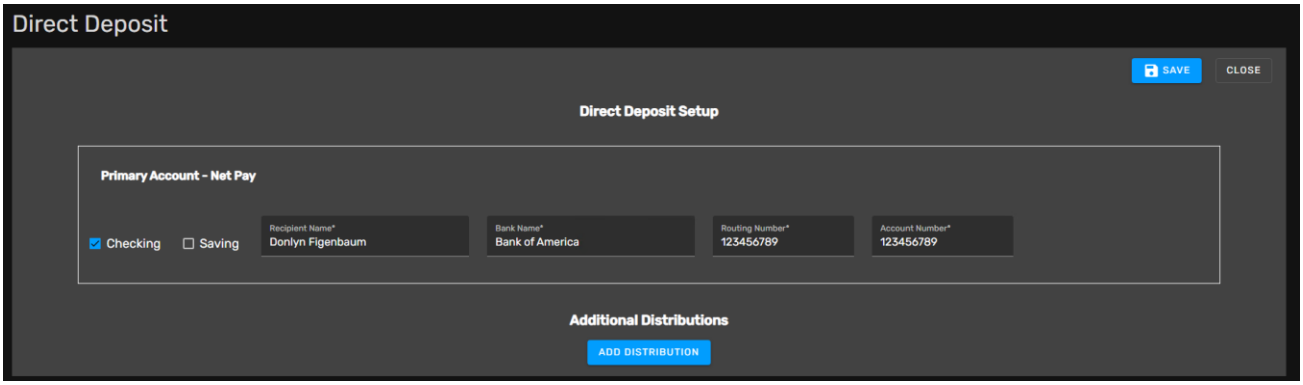
The Payroll Settings tab allows the user to see salary information, current pay rate, pay rate history, as well as download payroll documents: W2s and earnings statements. It also allows to make changes to your Direct Deposit information.

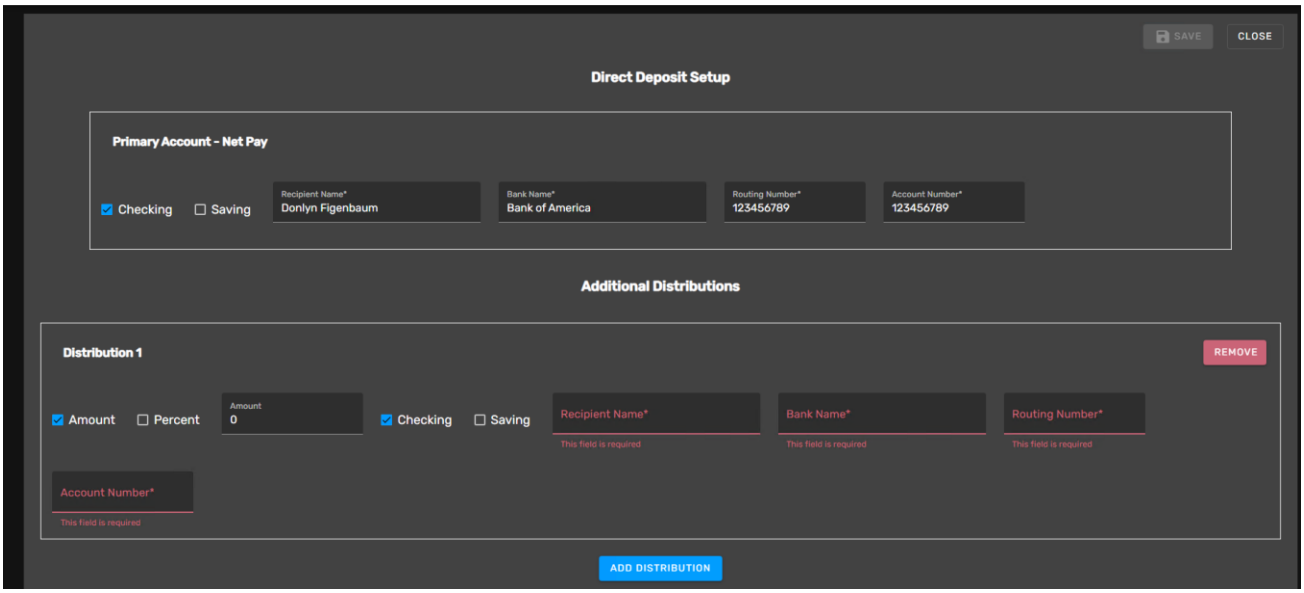
Click the Change button in Payroll Settings.

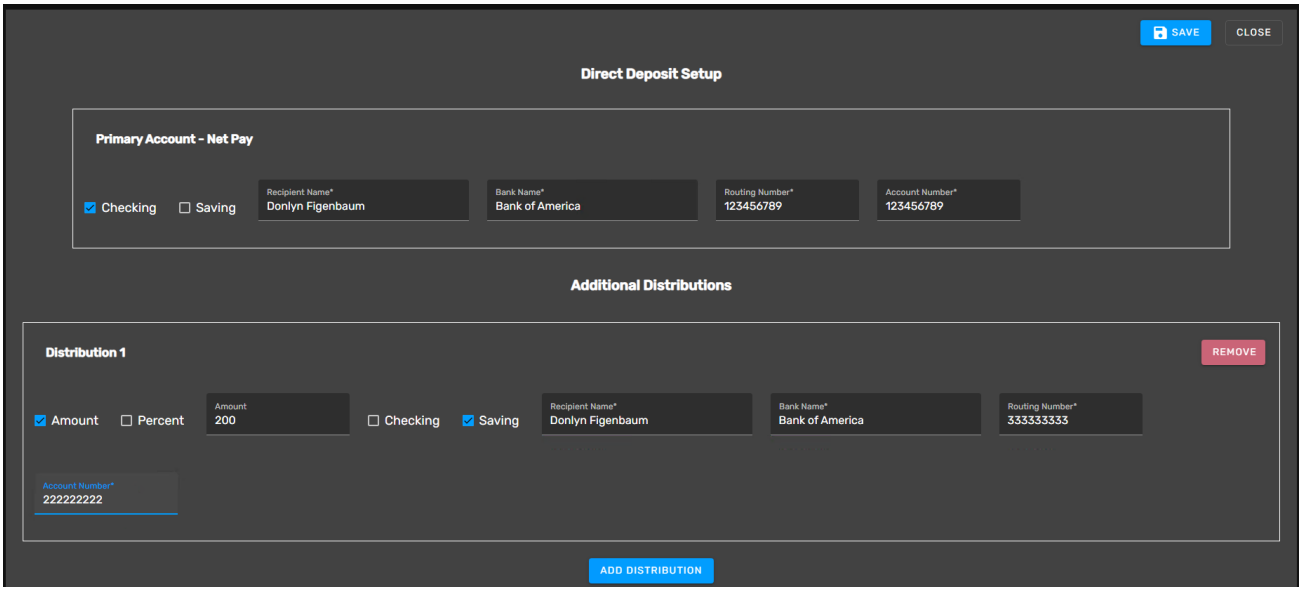


All fields in red are required when making changes to your Direct Deposit. If you would like to add Additional Distributions, click on the ADD DISTRIBUTION button.

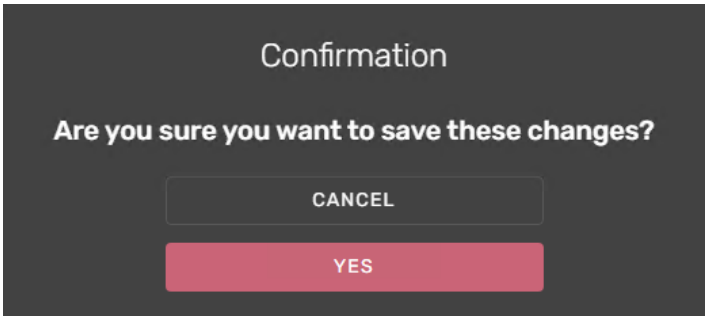




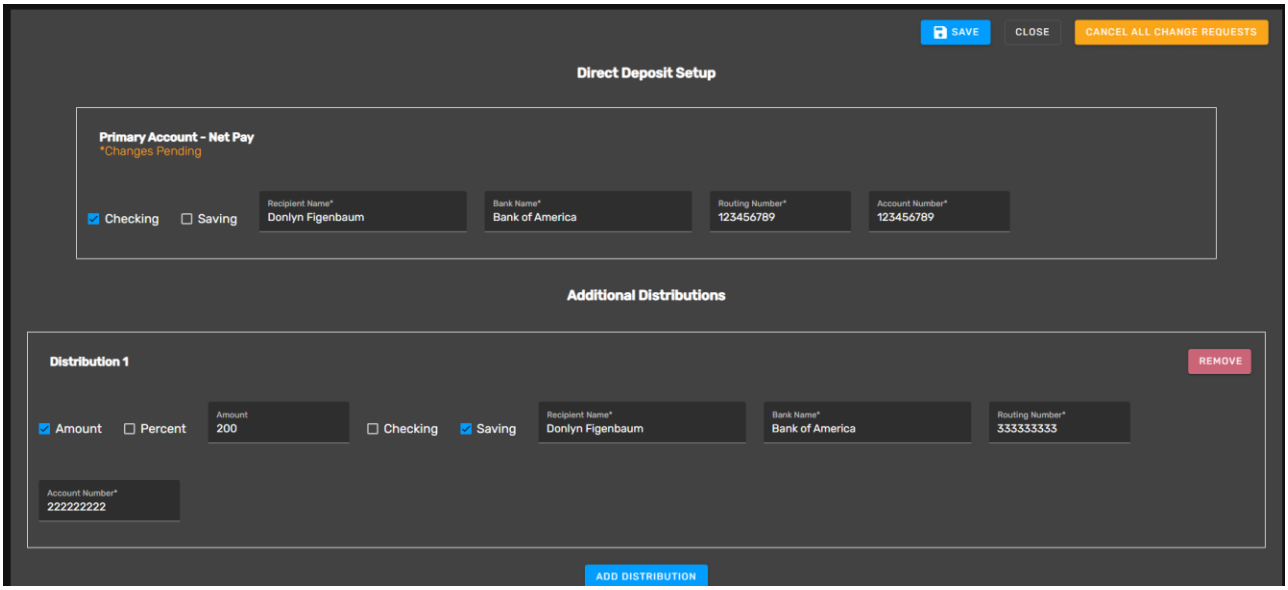




Click Save and receive confirmation that you want to make these changes.
Yes, to save or No to Cancel

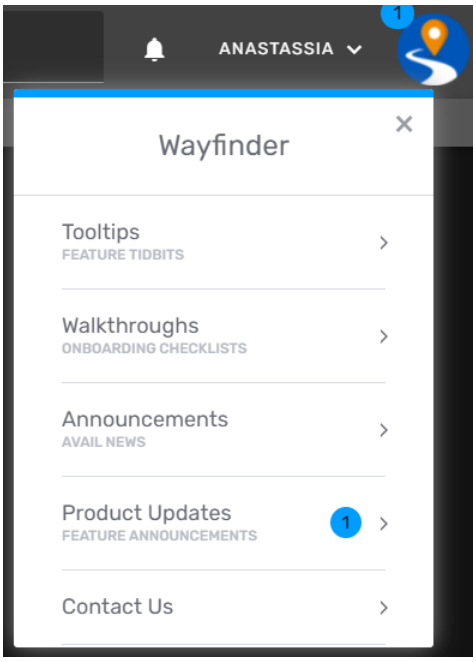


You will now see in the upper left of this form a highlighted changes pending, if you need to cancel these changes click on the Cancel All Change Request button.



19.6. WAYFINDER

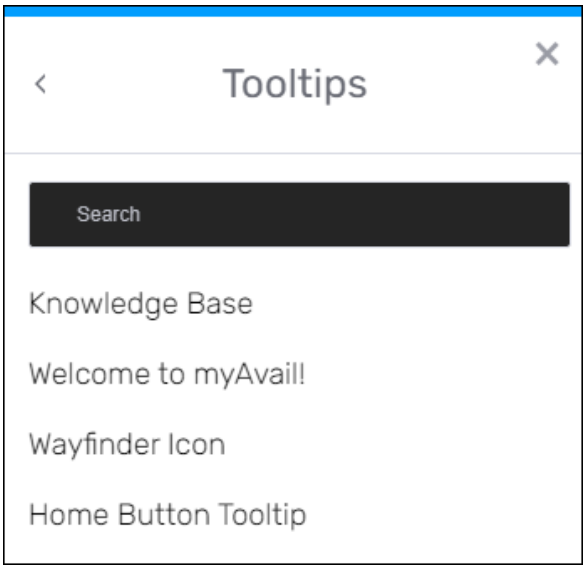
Wayfinder is myAvail's in-product assistance tool where the user can access on-screen tooltips, walkthroughs, announcements, product documentation, and more. The information in this section will be available based on a user's position.



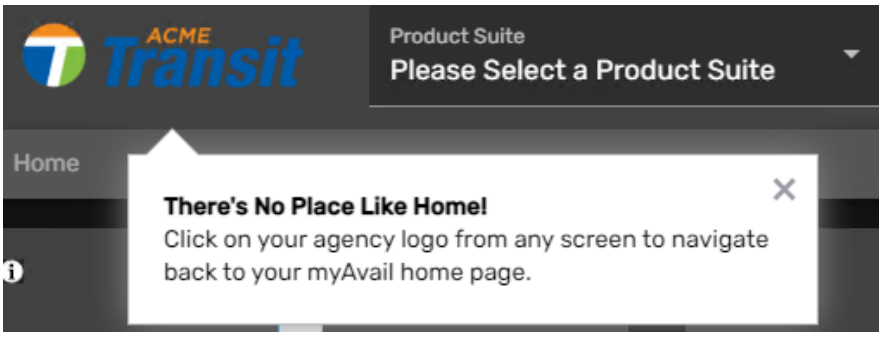
The number in a blue circle next to each section indicates the new items the user hasn't seen since the last time the section was viewed.

19.6.1. TOOLTIPS

Tooltips are concise popup help text that describe a feature, best practice, and/or link to an external resource.

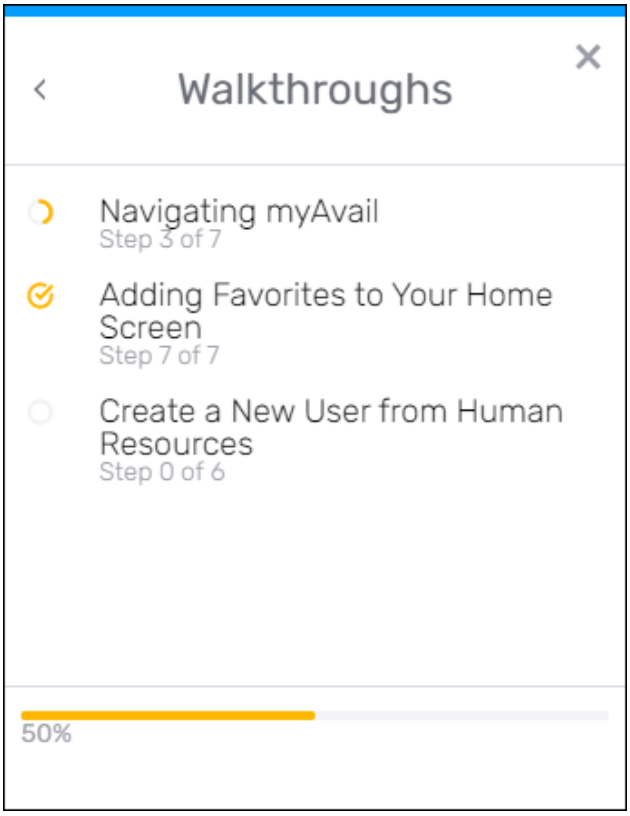


For example, the 'Home Button' Tooltip:



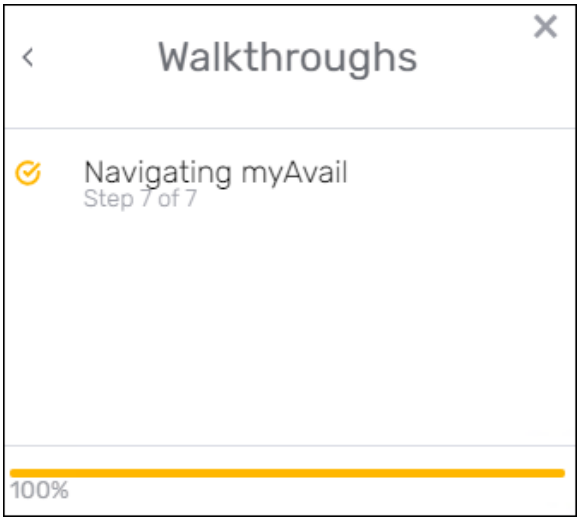
19.6.2. WALKTHROUGHS

Walkthroughs are step-by-step explanations for how to complete a process/workflow. Depending on the complexity, these can span multiple forms or pages and potentially even suites.



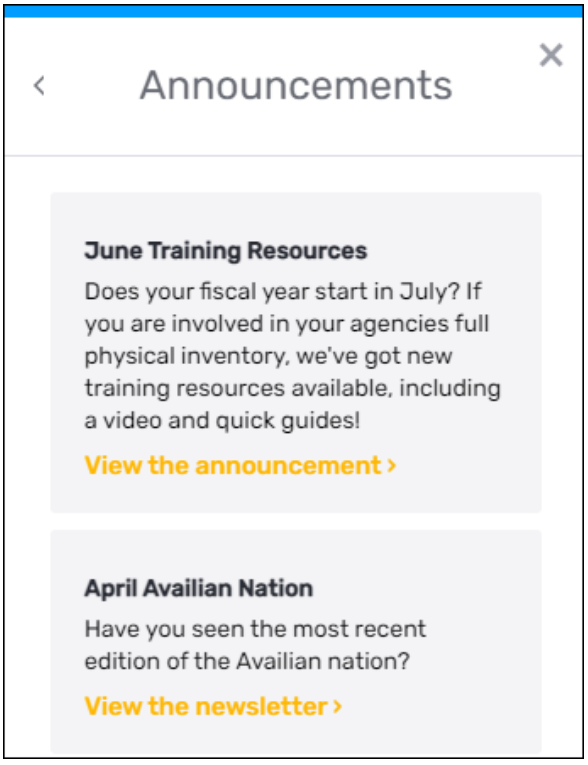
Each walkthrough indicates the step in the process the user is currently on. In the above example, the **'Navigating myAvail'** walkthrough shows 'Step 3 of 7', meaning the user is on step 3 of 7.

If the user went through all the steps, it will show that the user is on the final step (i.e.: '7 of 7'). There will also be a circle checked next to the final step and the percentage meter at the bottom will show 100%.



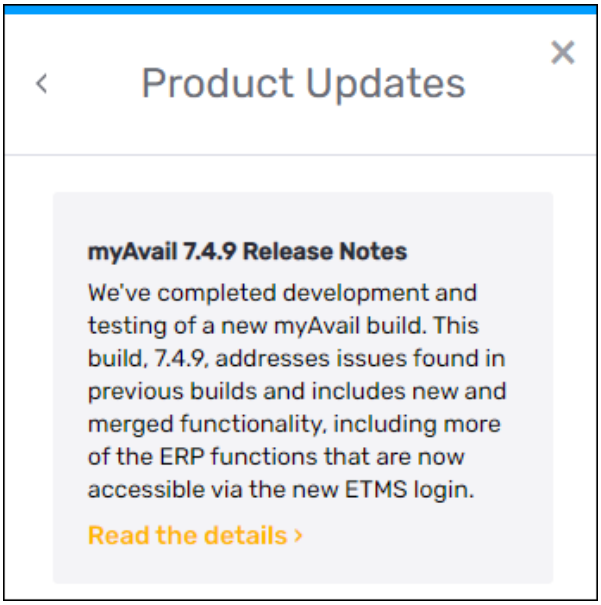
19.6.3. ANNOUNCEMENTS

The Announcements section lists current announcements, news, newsletters, etc.



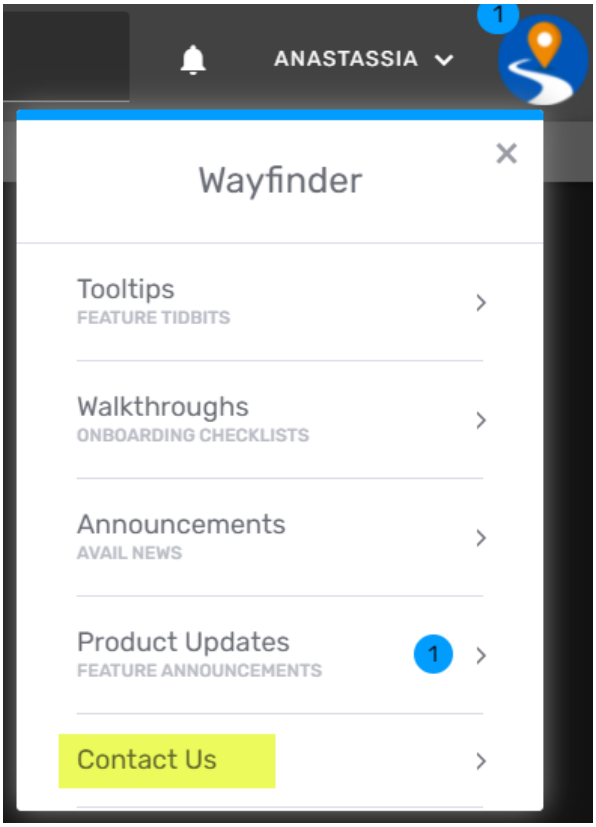
19.6.4. Product Updates

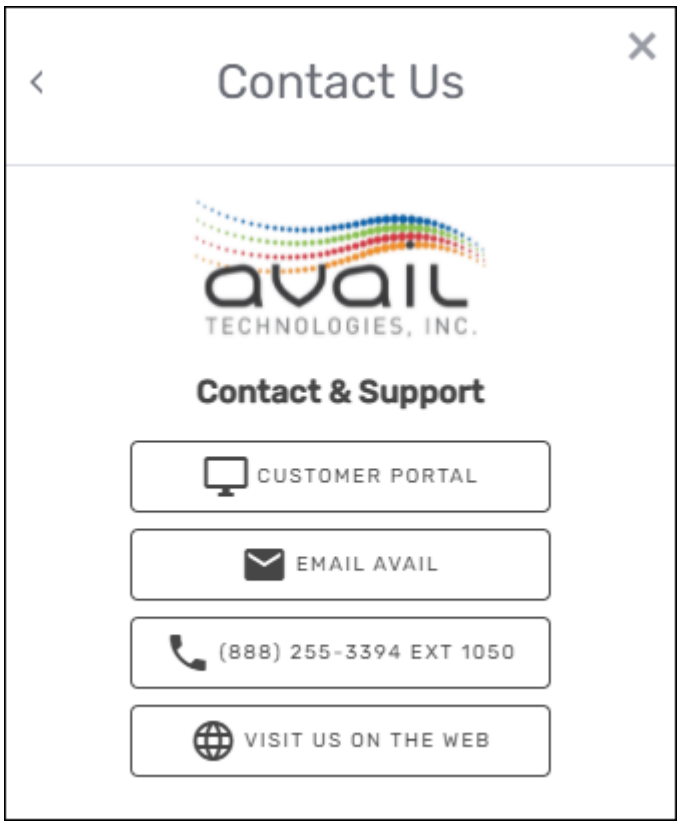
The Product Updates section allows the user to see the latest product updates and download the release notes.



19.6.5. Contact & Support

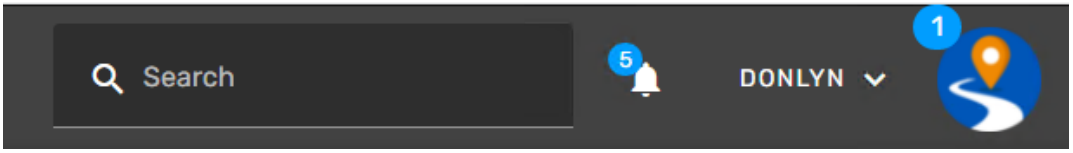
The Contact Us section gives the user several options to contact Avail: through the Customer Portal, Email, Phone or the Website.





19.7. NOTIFICATION BELL

The notification bell at the top right of the screen will indicate that you have assignments to review or acknowledge.

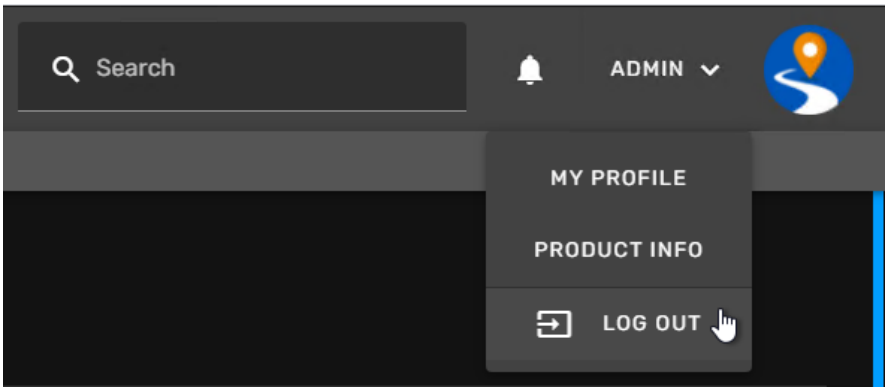


Clicking the bell will allow the user to see your list of assigned documents.

See more details about Assignment documents in the Document Assignments card section.

19.8. LOG OUT

To log out, click on the Log Out button under your user drop-down.



RETURN

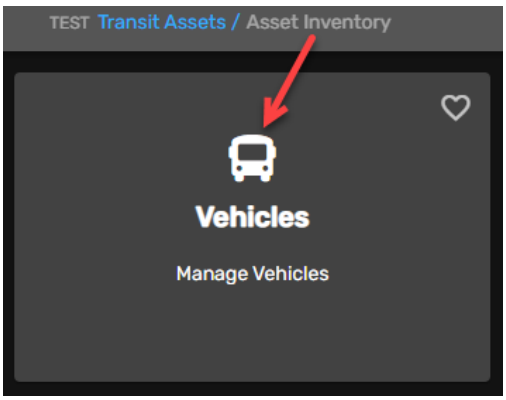
20. TRANSIT ASSETS SUITE

The Transit Assets suite contains functionality from Vehicles and Parts Maintenance, Work Orders, Asset Inventory and Condition, Fleet and Vehicle Management, and Settings.

20.1. ASSET INVENTORY

20.1.1. VEHICLES CARD

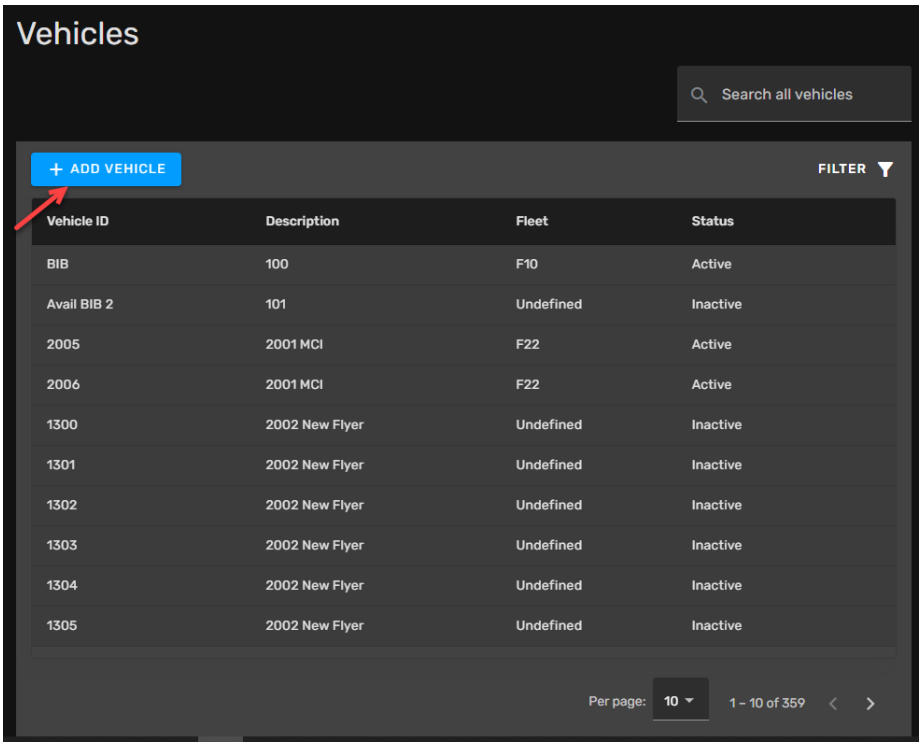
Transit Assets/Asset Inventory/Vehicles Card



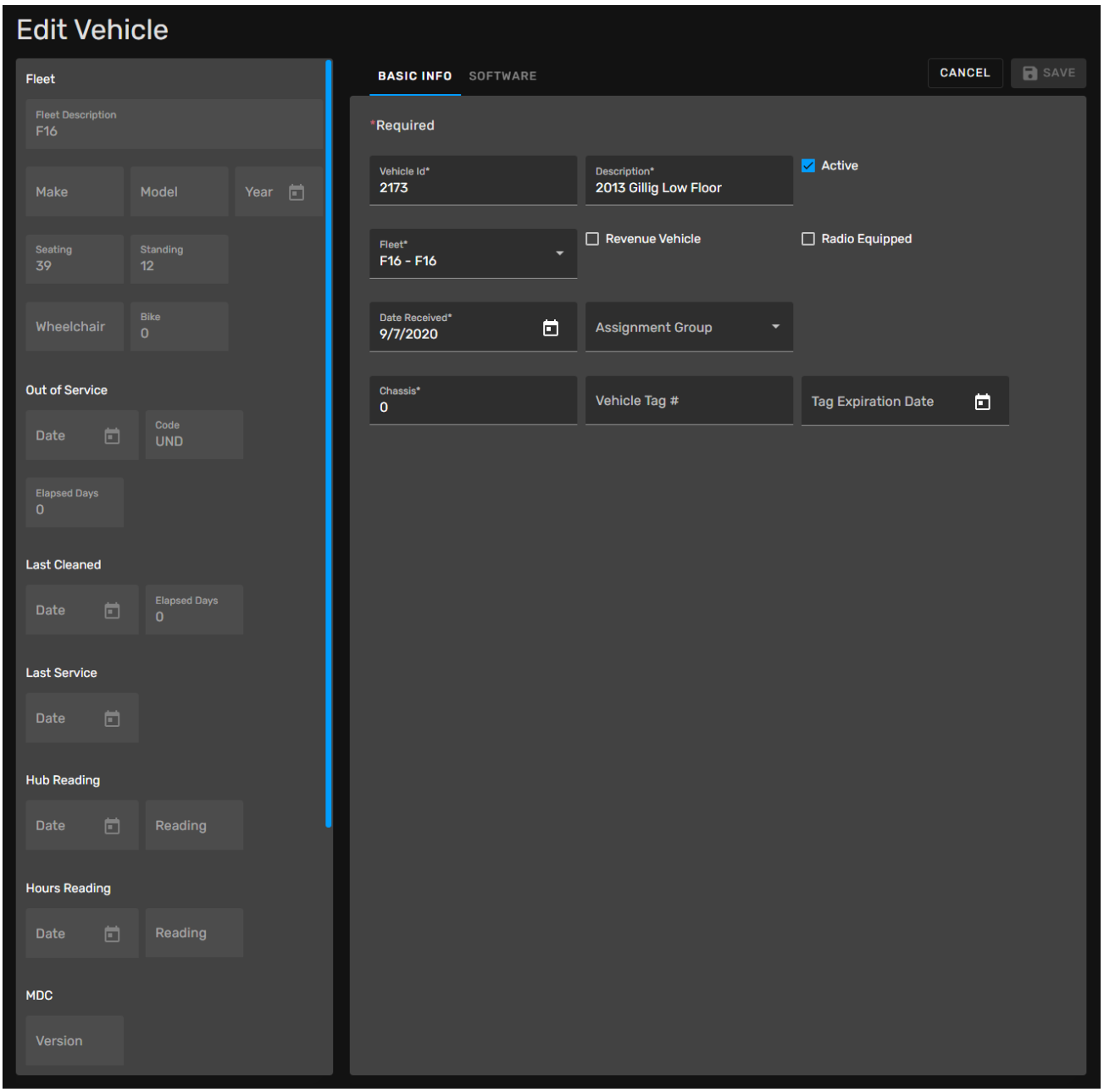
The user has the ability to add or edit vehicle information in the Vehicles Card.

Search field can be used for finding a specific vehicle by entering a vehicle number or description.

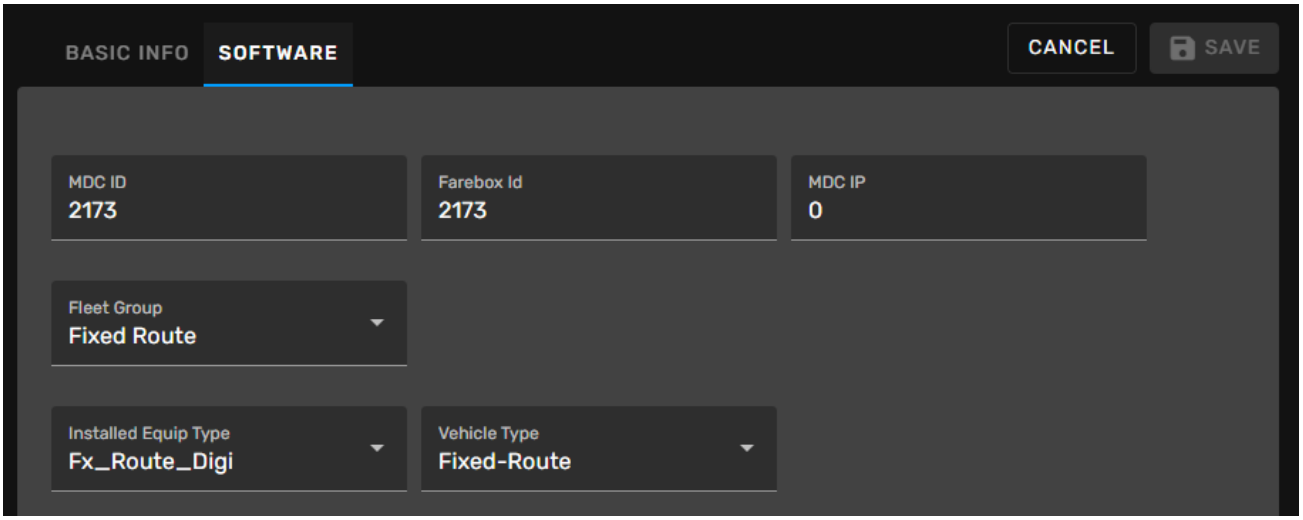
To add a new vehicle, click on the Add Vehicle button.



Fill out the fields on the Basic Info tab. Vehicle ID, Description, Fleet, Date Received and Chassis are required.



Click Next and fill out the fields in the Software tab. Click Save.

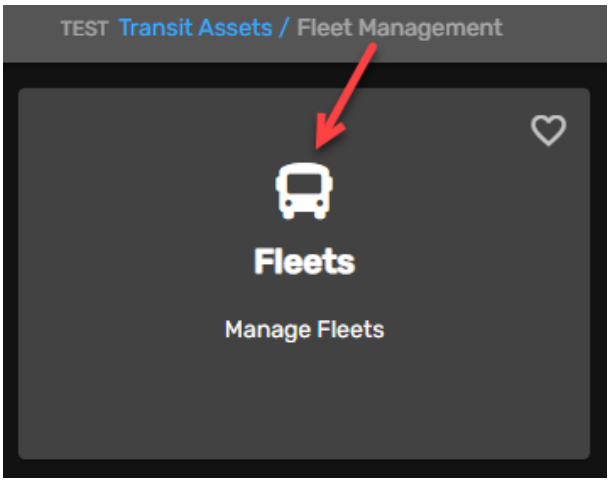


Vehicle's Fleet information on the left is for informational purposes only. It can be edited in the Transit Assets/Fleet Management/Fleets Card.

20.2. FLEET MANAGEMENT

20.2.1. FLEETS CARD

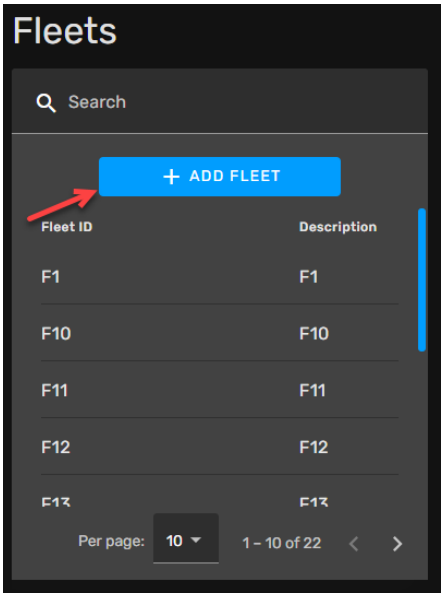
Transit Assets/Fleet Management/Fleets Card



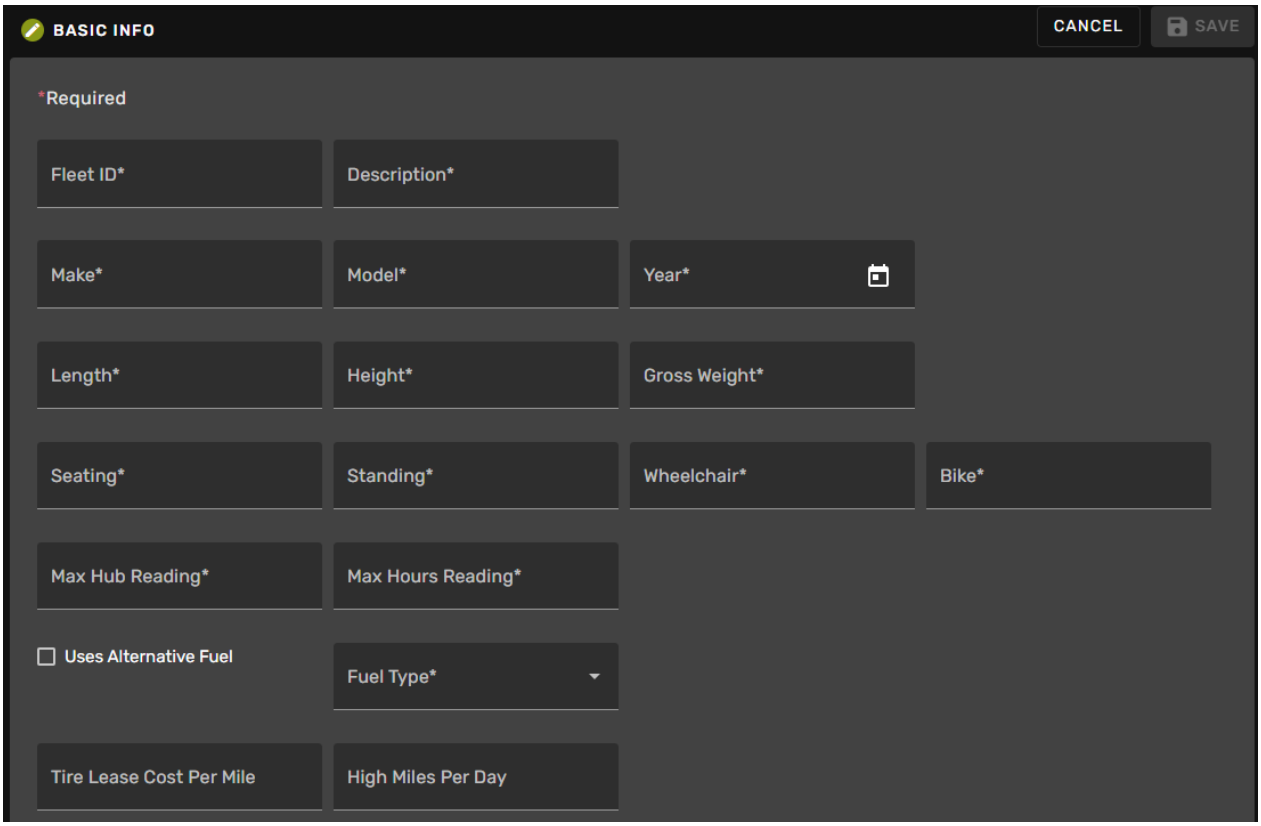
The user has the ability to add or edit a fleet in the Fleets Card.

Search field can be used for finding a specific fleet by entering a fleet ID number or description.

To add a new fleet, click on the Add Fleet button.



Fill out the fields on the Basic Info tab. Fleet ID, Make, Model, Year, Length, Height, Gross Weight, Seating, Standing, Wheelchair, Bike, Max Hub Reading, Max Hours Reading and Fuel Type are required.

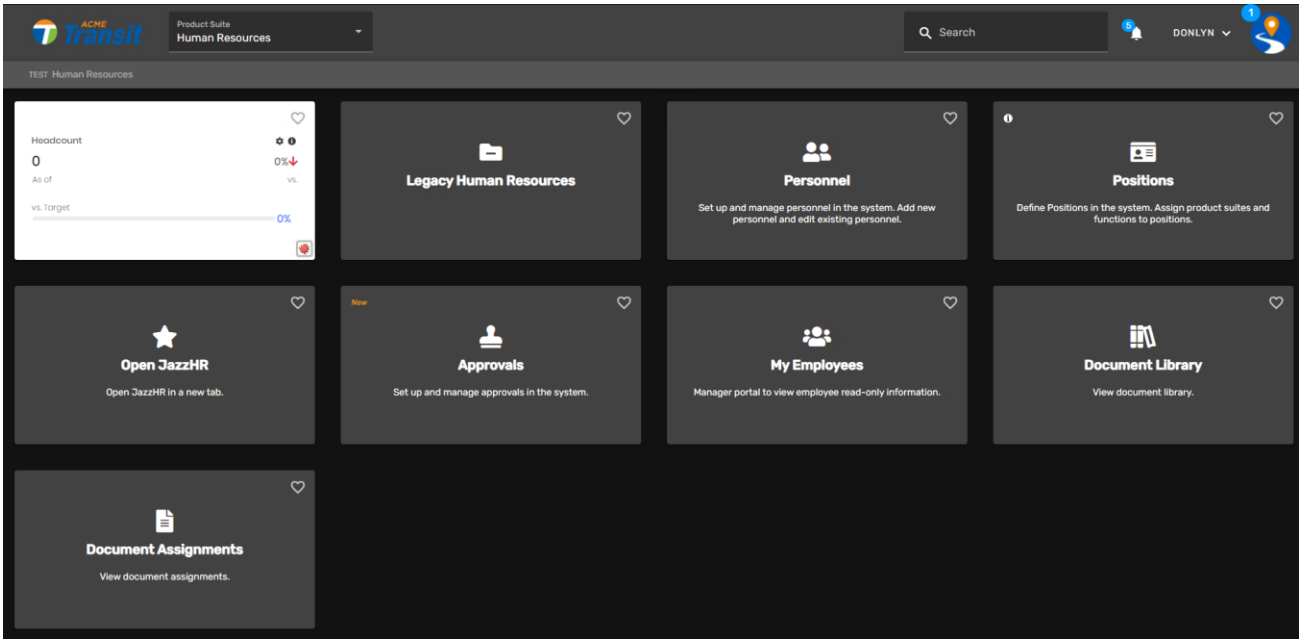


Fuel Type drop-down contains options that are transit specific and maintained in the Transit Assets/Settings Card/Misc Codes (VM) Card. Click Save.

RETURN

21. HUMAN RESOURCES SUITE

The Human Resources product suite contains several cards and sub-cards pertaining to human resources field.

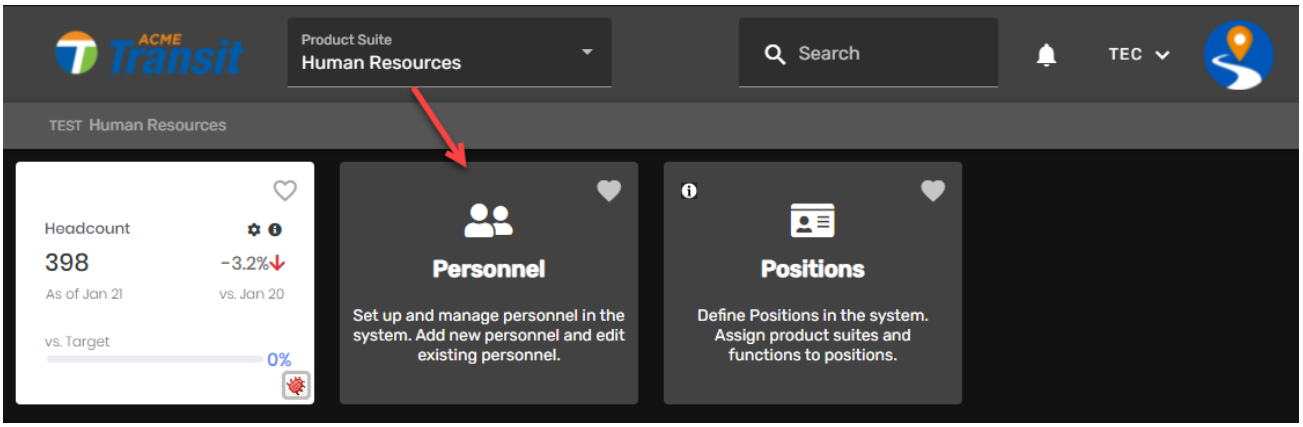


The detailed description of the Legacy Human Resources can be found in a separate *ETMS_Human Resources* guide. Here you will find the description of the Personnel, Positions, Open JazzHR, Approvals, My Employees, Document Library, and Document Assignments cards.

21.1. PERSONNEL CARD

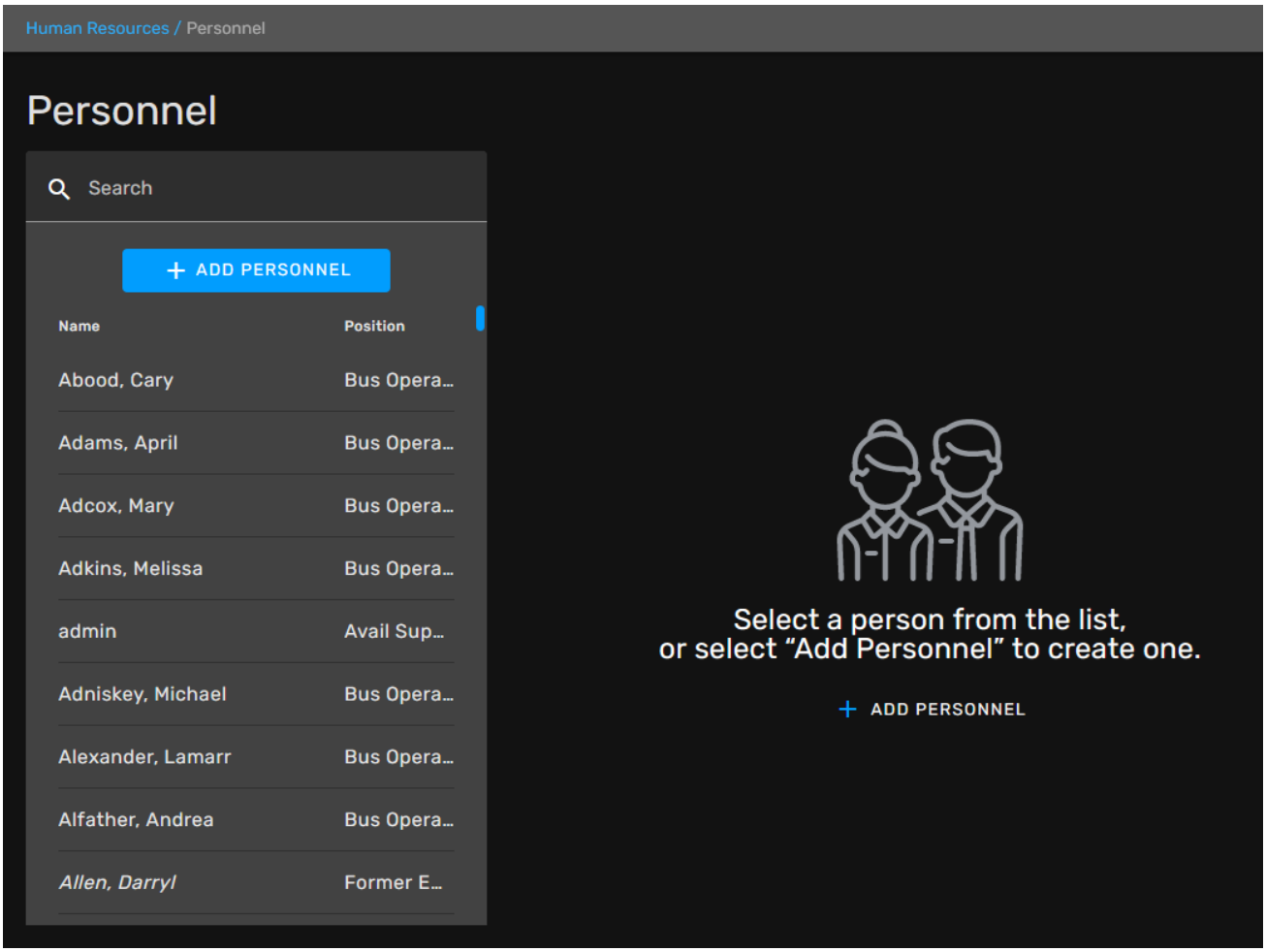
Human Resources/Personnel Card

Beginning with myAvail 7.4.11 the Personnel card (former Users) is located under the Human Resources suite and allows for maintaining of users.



21.1.1. Search and Add

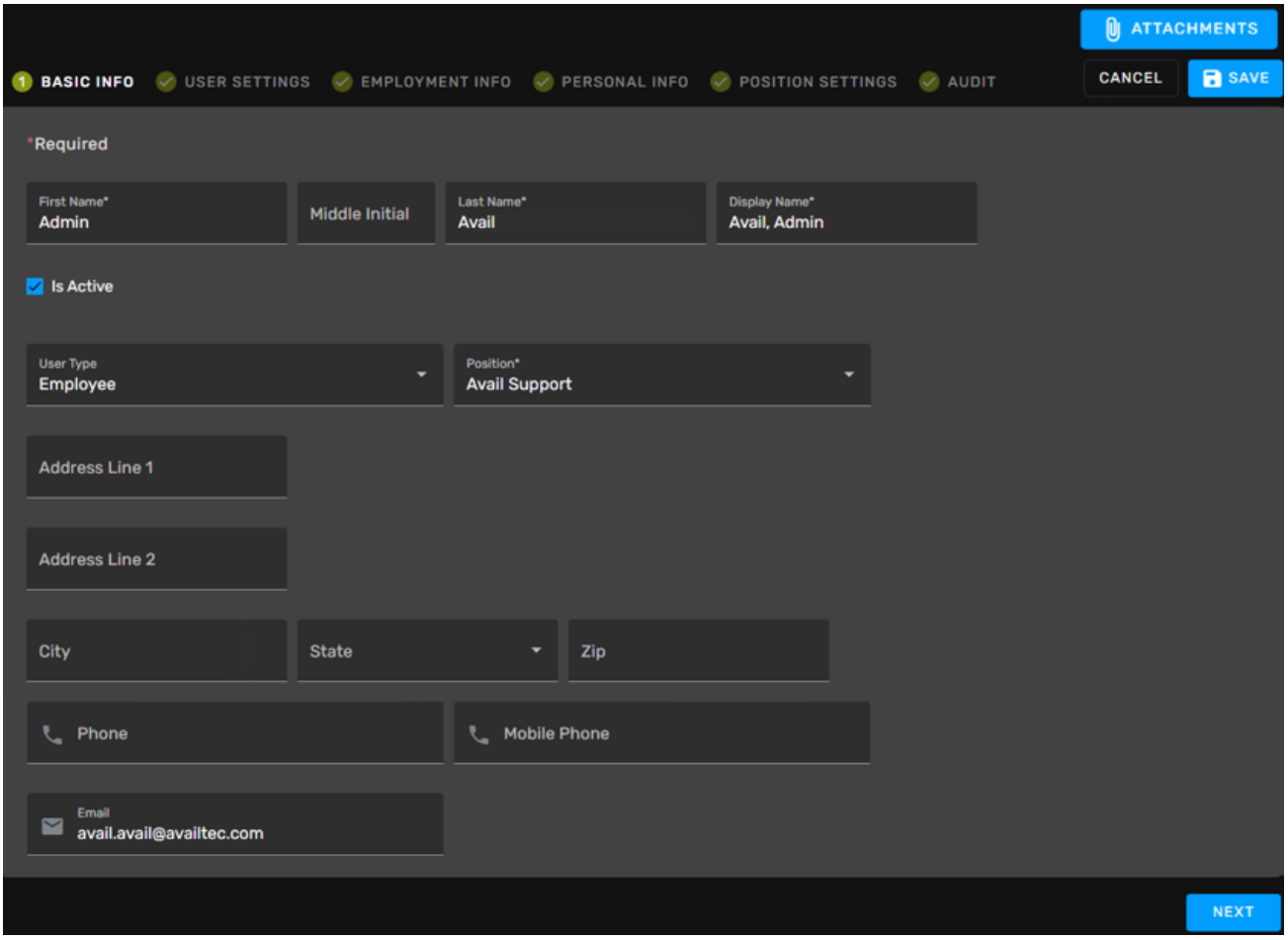
To search for an employee, enter their name in the Search field or choose their name from the list. If adding a new employee click the Add Personnel button.



This form has six tabs for entering information: Basic Info, User Settings, Employment Info, Personal Info, Position Settings and Audit.

21.1.2. Basic Info Tab

This is the tab where the user can enter basic user information.



First Name, Last Name, Display Name and Position are required fields.

Display Name - This defaults to "Last Name, First Name", but it can be changed by the user. The display name must be unique because it identifies the user on all reports and screens.

Is Active - This button will default to checked when entering in a new employee. To make a user inactive, uncheck the Is Active checkbox, a popup will ask you to confirm the selection because the user will not be able to log on.

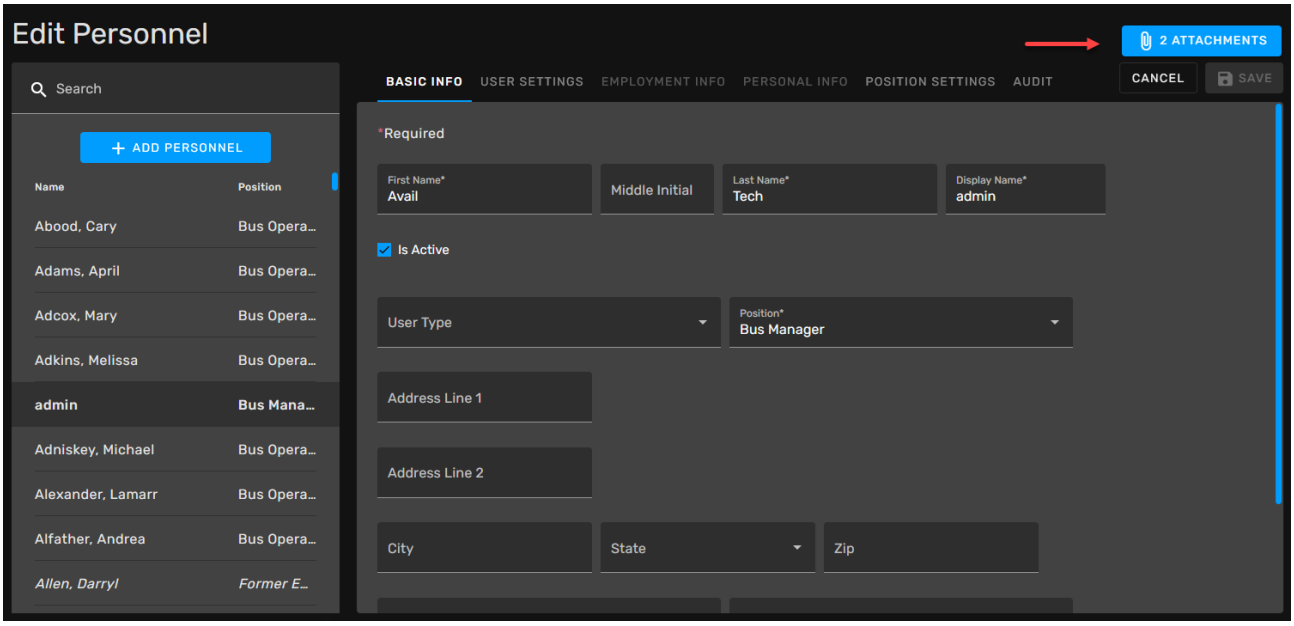
User Type - Pick a user type from this drop-down, etc. an Employee, Contractor, Consultant, or a Board Member. This field is used for Employee and non-ERP customers. If a non-employee is chosen, the Employment Info, Personal Info, and Position Settings tabs will not need to be filled out and will be greyed out/disabled.

Position - This drop-down contains the list of possible positions to assign to a user. This choice defines the system functionality the user can access, this field is required.

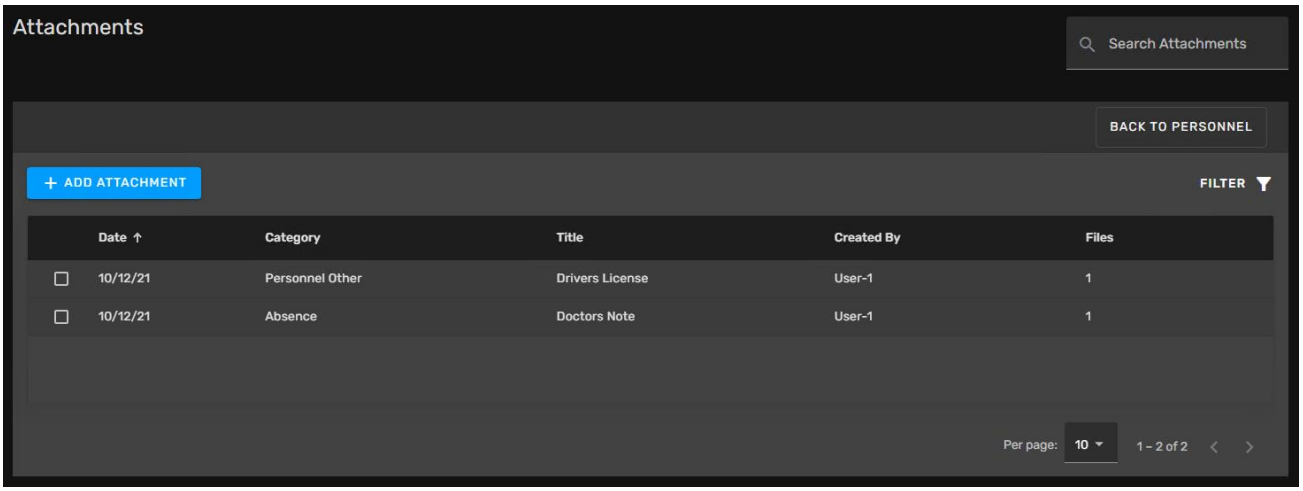
Enter the user's Address, City, State, and Zip code.

For email and mobile phone numbers, enter the information for where myAvail should send email and text alert messages. Click Next/Save.

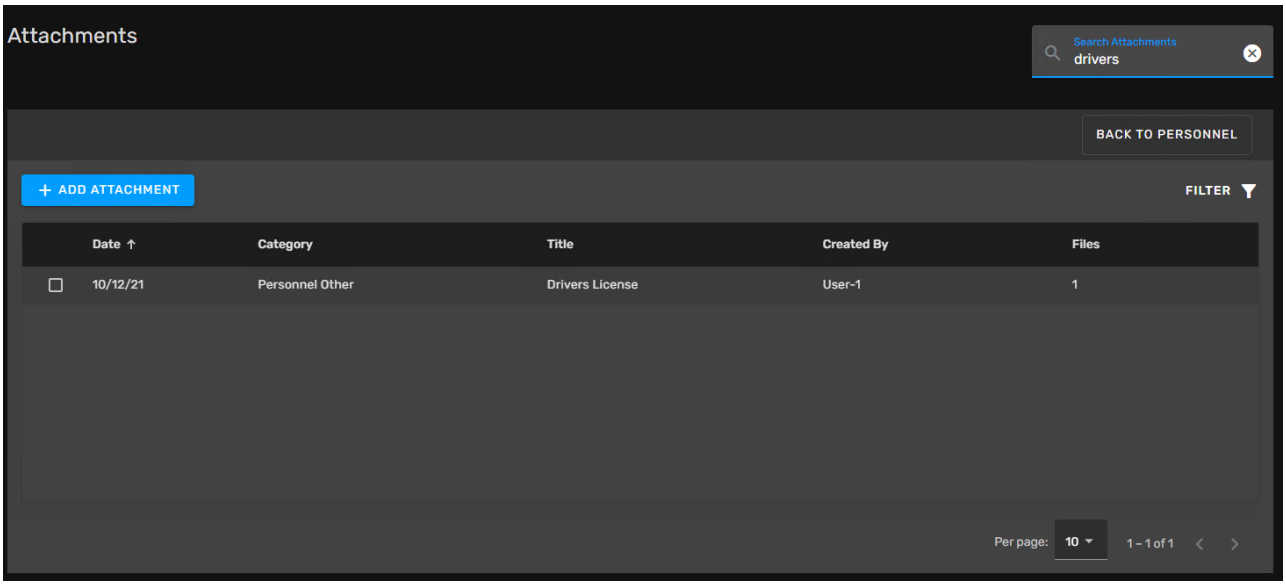
Click the **Attachments** button to add any Documents/Photos for this user.



From this screen you can search for current attachments or add a new attachment.



To search for an existing attachment, enter the name of the attachment in the Search field and this will give you a list with all attachments related to this search.

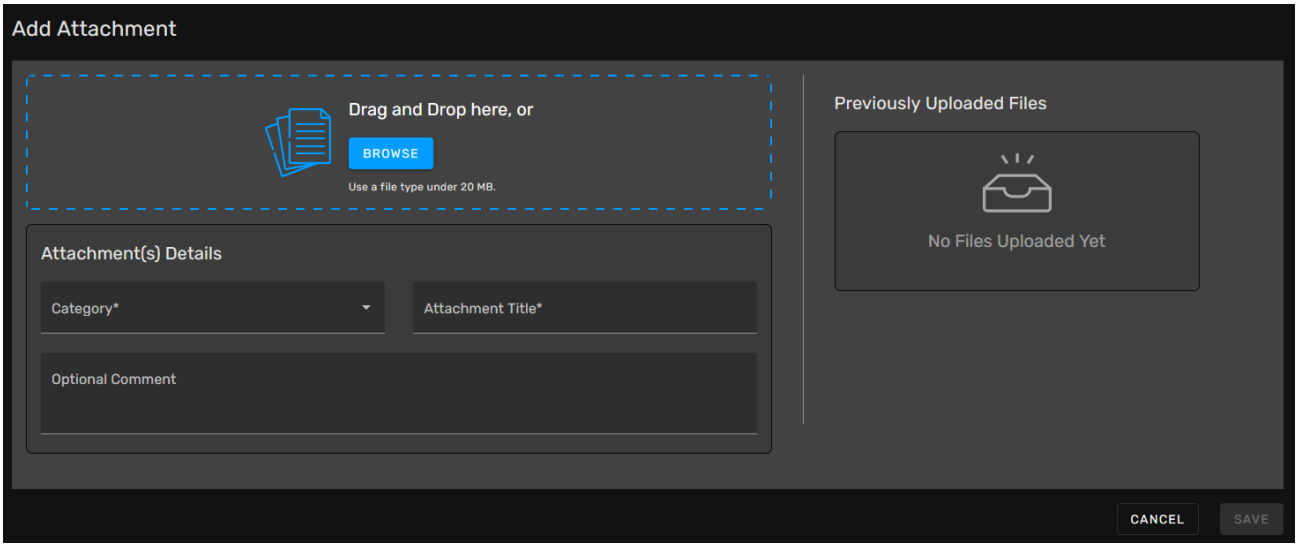


To add a new attachment click 

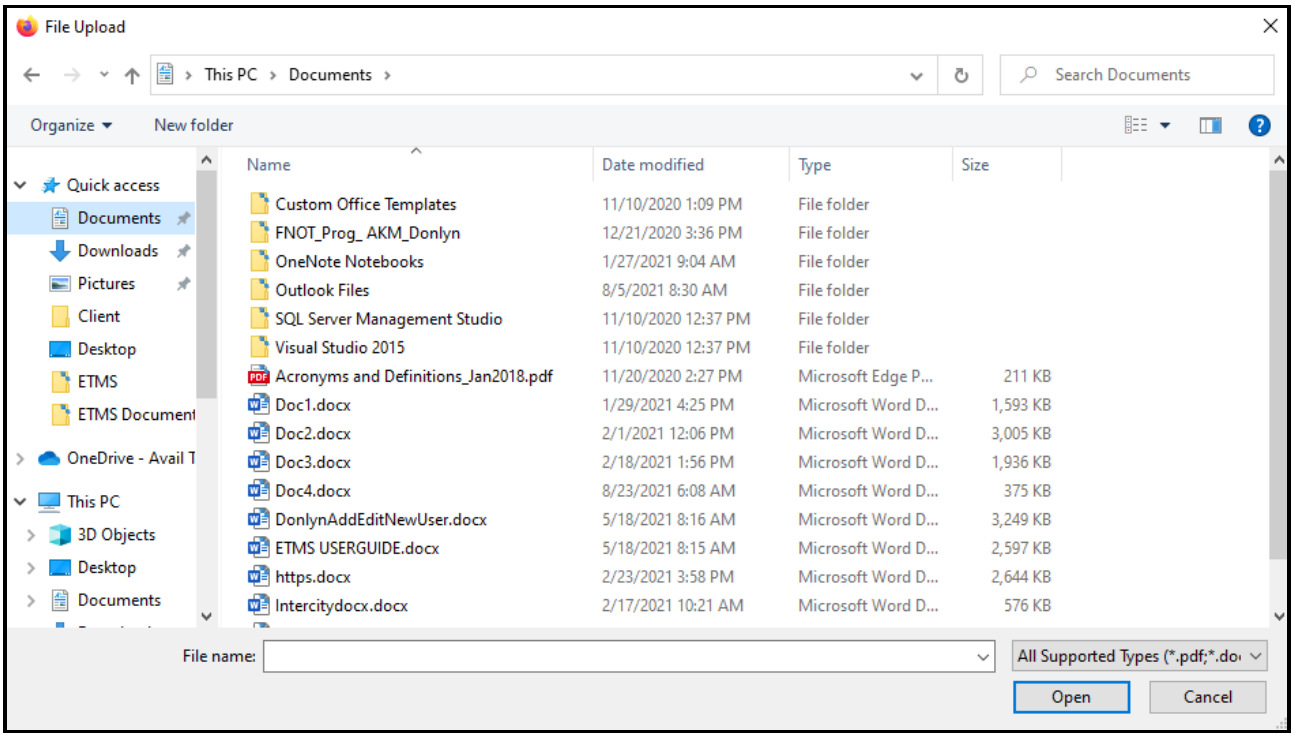
.

You can Drag and Drop the document in the field or you can click 

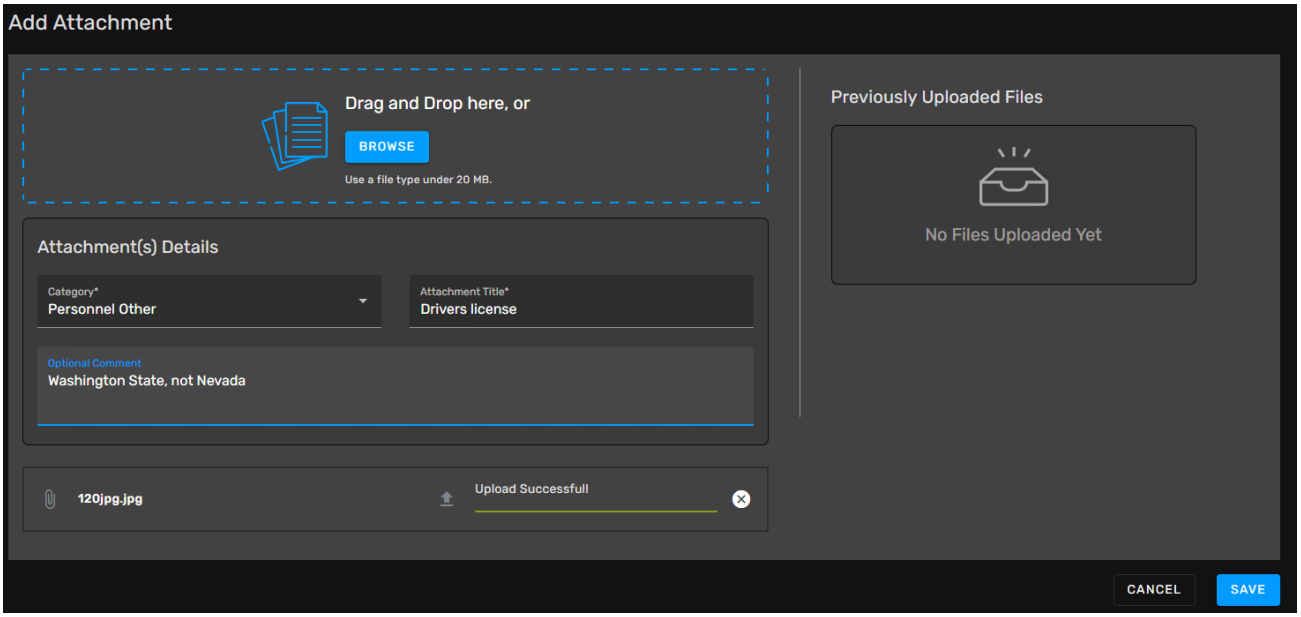
and find the document needed to be attached this way.



Once the document is located, click open.

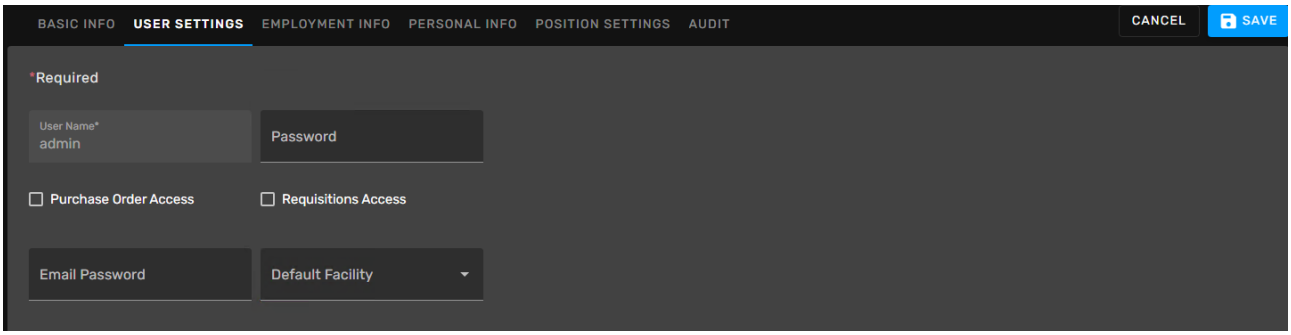


Once the attachment is chosen it will show it was uploaded successfully. For this attachment choose a Category from the drop-down, give it a name in the Attachment Title and add any additional comments. Click Save. The new attachment will now show for this employee.



21.1.3. User Settings Tab

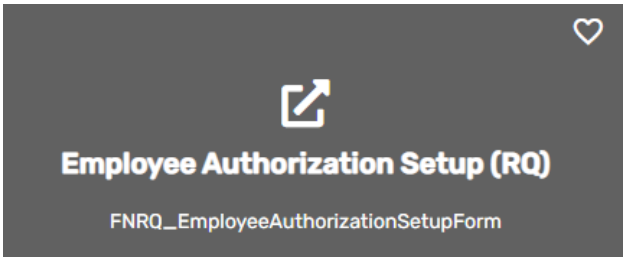
This tab allows the user to enter a password. It must be at least 8 characters, have at least one non alphanumeric character and at least one digit.



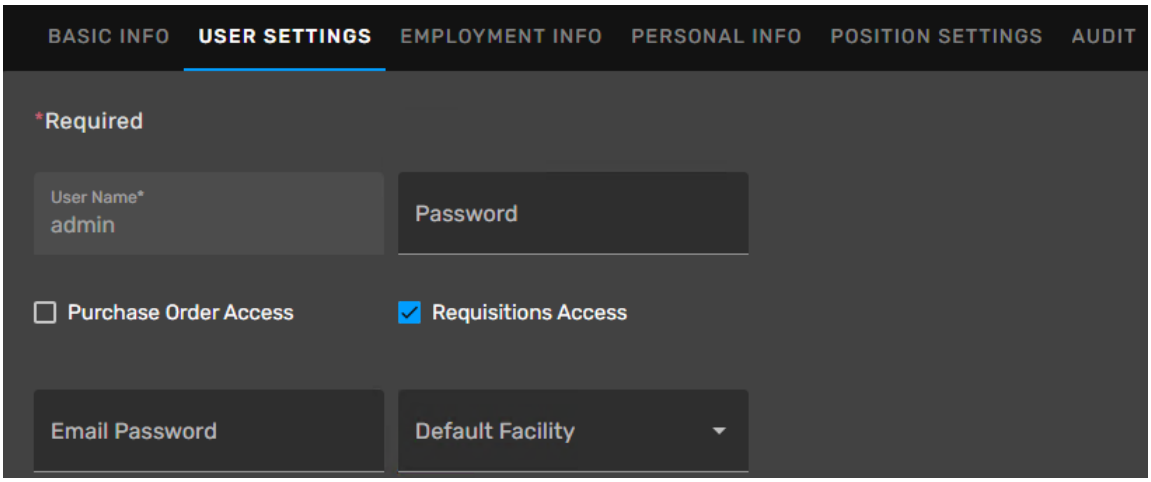
If the user needs to login to myAvail, they must enter a password. Passwords are not required for Operators who will not be logging in to myAvail. Use the checkboxes if the user will be accessing Purchase Orders or Requisitions, additional setup is required. The Email Password field will be used by all employees and will be the password for their Agency Domain Email address. Click Save.

IF AN EMPLOYEE NEEDS RQ AUTHORIZATION PERMISSION

If the employee needs RQ authorization permission, the parameters for this permission need to be set up in the legacy RQ Employee Authorization Setup screen.



1. Select the employee's ID in the Authorization ID drop-down in the RQ screen. If the employee is not in the drop-down, then the RQ access checkbox needs to be checked for this employee in the User Settings tab in their Personnel card. New employees must be added by Human Resources.

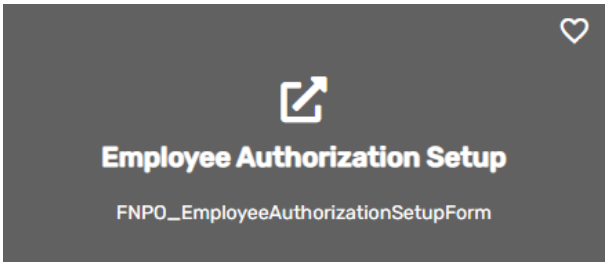


2. Fill in the fields on the Employee Authorization Setup screen.
3. Pin setup is disabled because employees set up their own Pin Number via their profile.
4. Select the departments this employee will be authorizing for and their limits.
5. Select the Roles button to choose each department and assign the appropriate role for this employee.

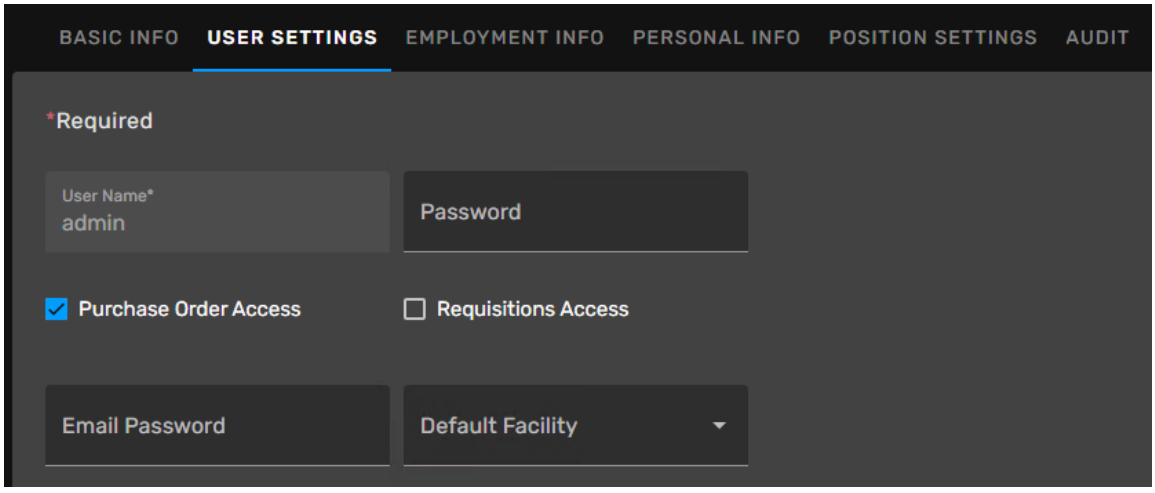
NOTE: Authorizers are no longer deleted through the RQ Employee Authorization Setup screen. To remove RQ Authorization permission from an employee uncheck the RQ Access checkbox for this employee in their Personnel card.

IF AN EMPLOYEE HAS PO AUTHORIZATION PERMISSION

If an employee has PO authorization permission, the parameters for this permission need to be set up in the legacy PO Employee Authorization Setup screen.



1. Select the employee's ID in the Employee Id drop-down in the PO screen. If the employee is not in the drop-down, then the PO Access checkbox needs to be checked for this employee in the User Settings tab in their Personnel card. New employees must be added by Human Resources.



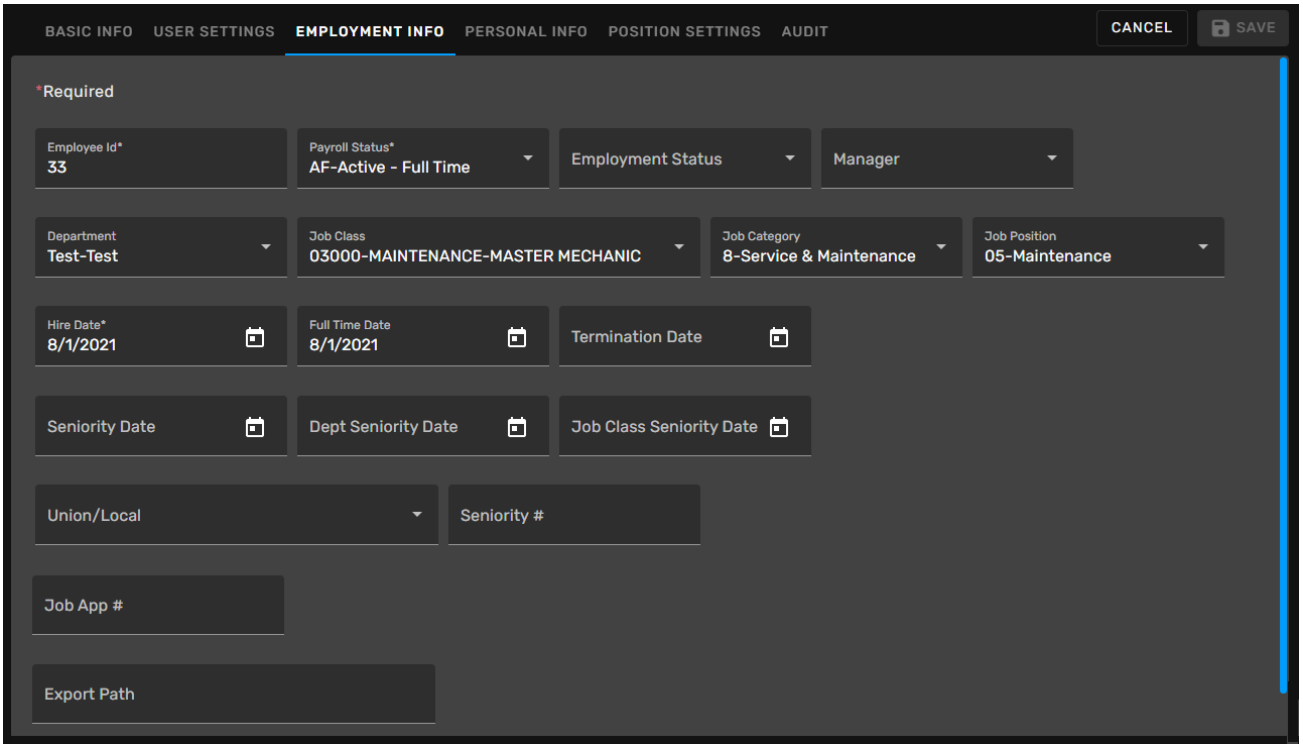
2. Fill in the fields on the Employee Authorization Setup screen.
3. Pin setup is disabled because employees set up their own Pin Number via their profile.

4. Select the Departments button to set up the departments for this employee.

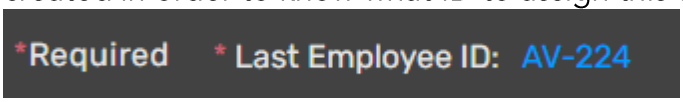
NOTE: Authorizers are no longer deleted through the PO Employee Authorization Setup screen. To remove PO Authorization permission from an employee, uncheck the PO Authorization checkbox for this employee in their Personnel card.

21.1.4. EMPLOYMENT INFO TAB

Employee Id, Payroll Status, and Hire Date are required fields on this tab.



The Employee Id is 8-character max and is alpha/numeric. If it's not auto populated the Last Employee ID at the top of the form shows what ID was used last time a new user was created in order to know what ID to assign this time.



Choose the Payroll Status, Employment Status, Manager, Department, Job Class, Job Category and Job Position from the drop-down. The options in the drop-downs are pre-determined by the transit during initial setup.

Enter the Hire Date, this field is required. Enter the Full Time Date, Termination Date, Seniority Date, Dept Seniority Date, Job Class Seniority Date, Union/Local, Seniority #, Job App #, and Export Path if needed. Click Save.

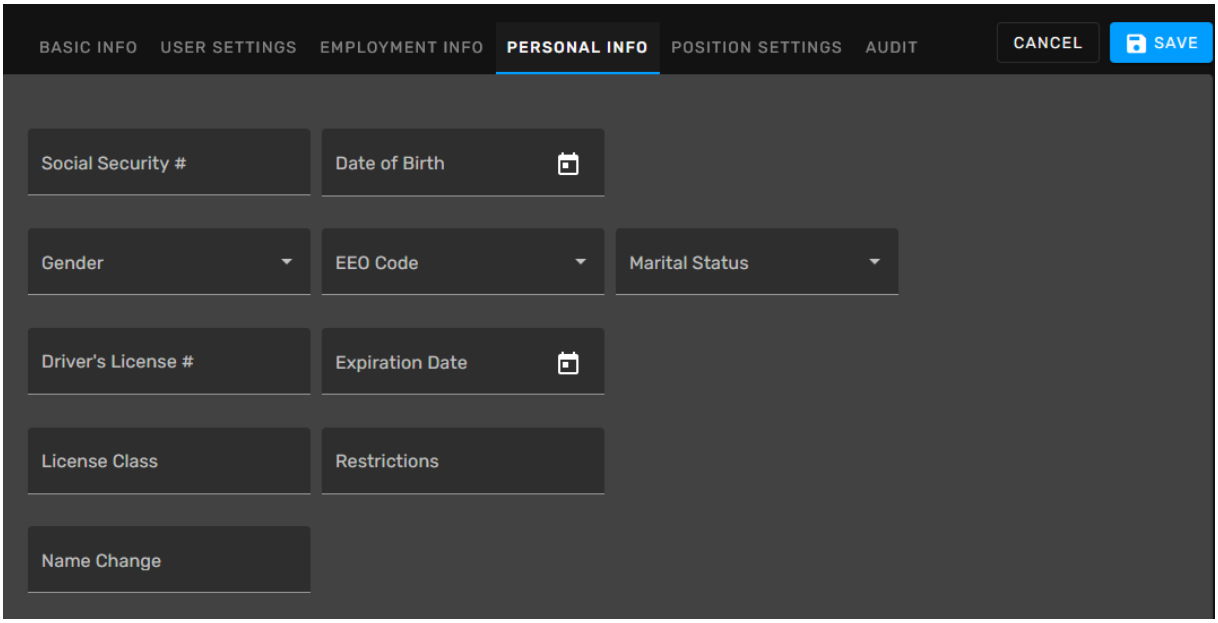
NOTE: If using payroll, set up Additional Employee Information in Legacy Screens.

The following employee information will be set up through legacy PR screens accessed via ETMS cards:

- Pay Rate
- Benefits
- Dependents
- Payroll Information

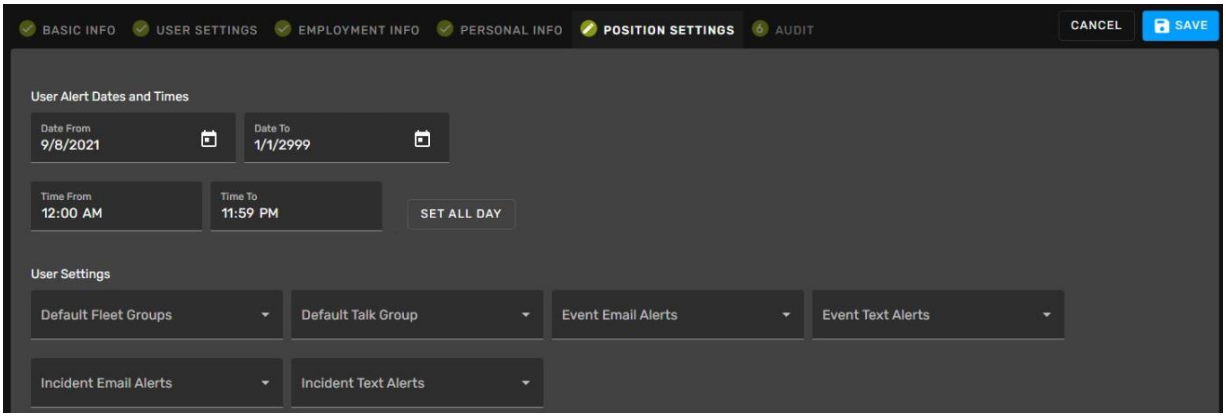
21.1.5. Personal Info Tab

Enter new employee's Social Security Number, Date of Birth, Gender, EEO Code, Marital Status, Driver's License#, Expiration Date, License Class, Restrictions and Name Change. Click Save.



21.1.6. Position Settings Tab

The contents of the Position Settings tab depends on the Position assigned to the user. Administrators can set functions for positions that add fields to this tab. Depending on the user's position, some of the following additional information may need to be added.



User Alert Date/Times/Days - These times indicate when myAvail can send alert messages to receive alerts 24/7 while a shift leader might receive them only during work hours. Union rules can apply.

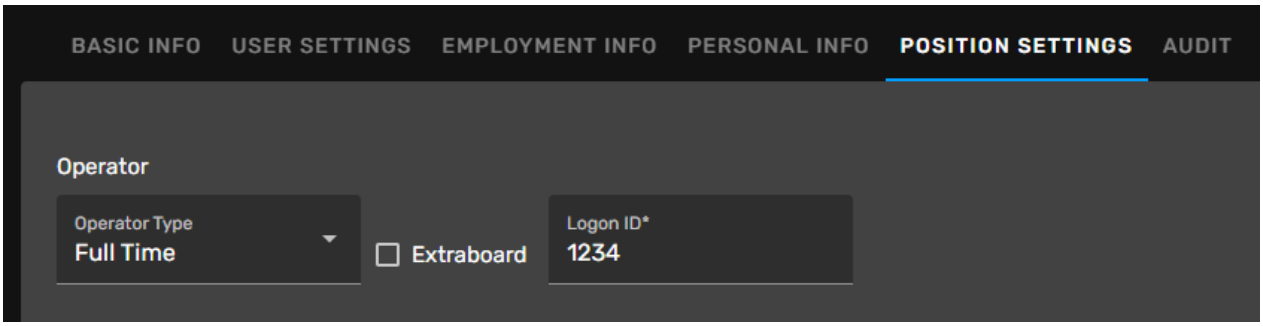
Default Fleet Groups - This field specifies which fleet groups the user will automatically monitor while they are on the Operations tab. A fleet group is a defined set of vehicles.

Default Talk Group - This field sets the default group the user monitors. A talk group is a defined set of communications devices, such as radios and VoIP numbers.

Event Email and Text Alerts - Specify the types of alerts that the user should receive. Typically, an internal event triggers an alert to notify a user about the need to act. Avail customizes these alerts for each property.

Incident Email and Text Alerts - Specify the types of incident alerts that the user should receive. When a user records an incident (usually an external event), it triggers these alerts. Avail customizes the types of alerts that are available to meet the needs of each property.

If the user is a Bus Operator, the Position Settings tab will show the following fields:



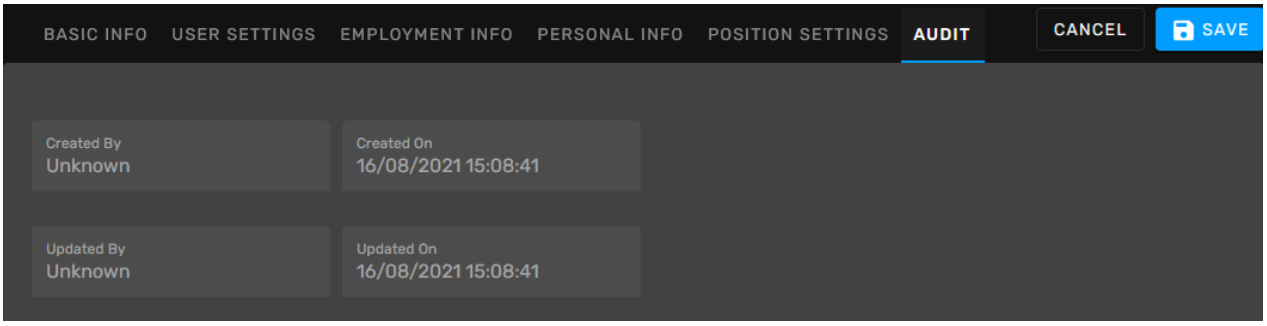
Operator Type - Specify whether operators are full-time or part-time employees.

Extraboard - Check this checkbox to indicate that this user is an extraboard driver. The term extraboard operator applies broadly to operators who fill in for shifts as needed.

Logon ID - The numeric ID value that the operator uses to log in to Avail's in-vehicle system. This value must be unique for each Operator. Optionally, assign a password for the in-vehicle system.

21.1.7. AUDIT TAB

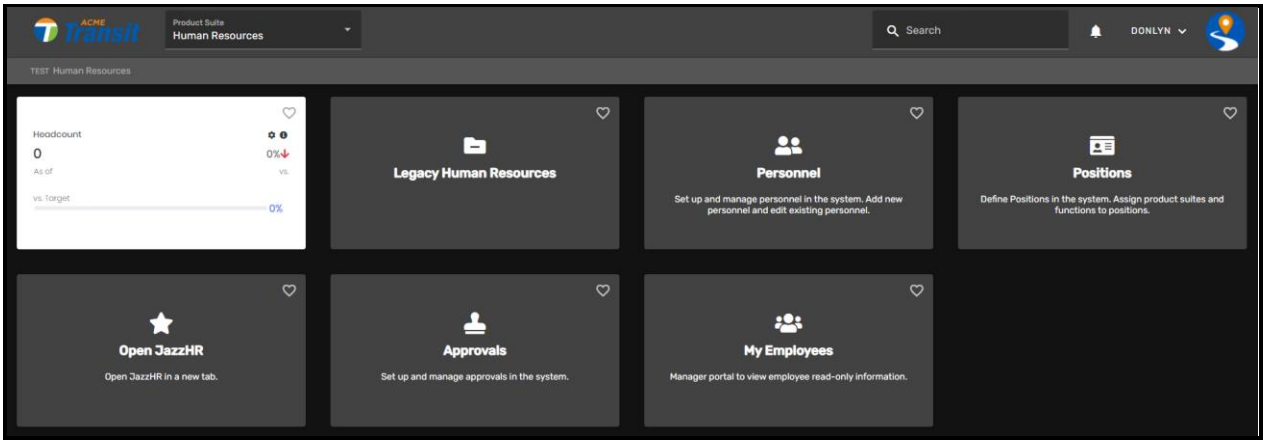
This tab is informational only and will track who originally created this user, when it was created and the last user who updated any fields for this user and when.



21.2. POSITIONS CARD

Human Resources/Positions Card

Beginning with myAvail 7.4.11 the Positions card is located under the Human Resources suite and allows for maintaining of positions.



21.2.1. POSITIONS OVERVIEW

System administrators set up positions that aggregate myAvail functionality in a manner that allows users to perform their jobs. After the administrators define the positions, they can assign positions to the users. This process allows users to access functions that are set up within their position.

Each agency defines their set of positions and determines the suites and functions accessible to each position. Some functions have additional rights, such as View/Edit, that can be applied at the position level. While agencies can use their unique set of job titles to create and define positions that map to our suites and functions, the product comes with a predefined (default) set of positions that the agency can use and modify as needed.

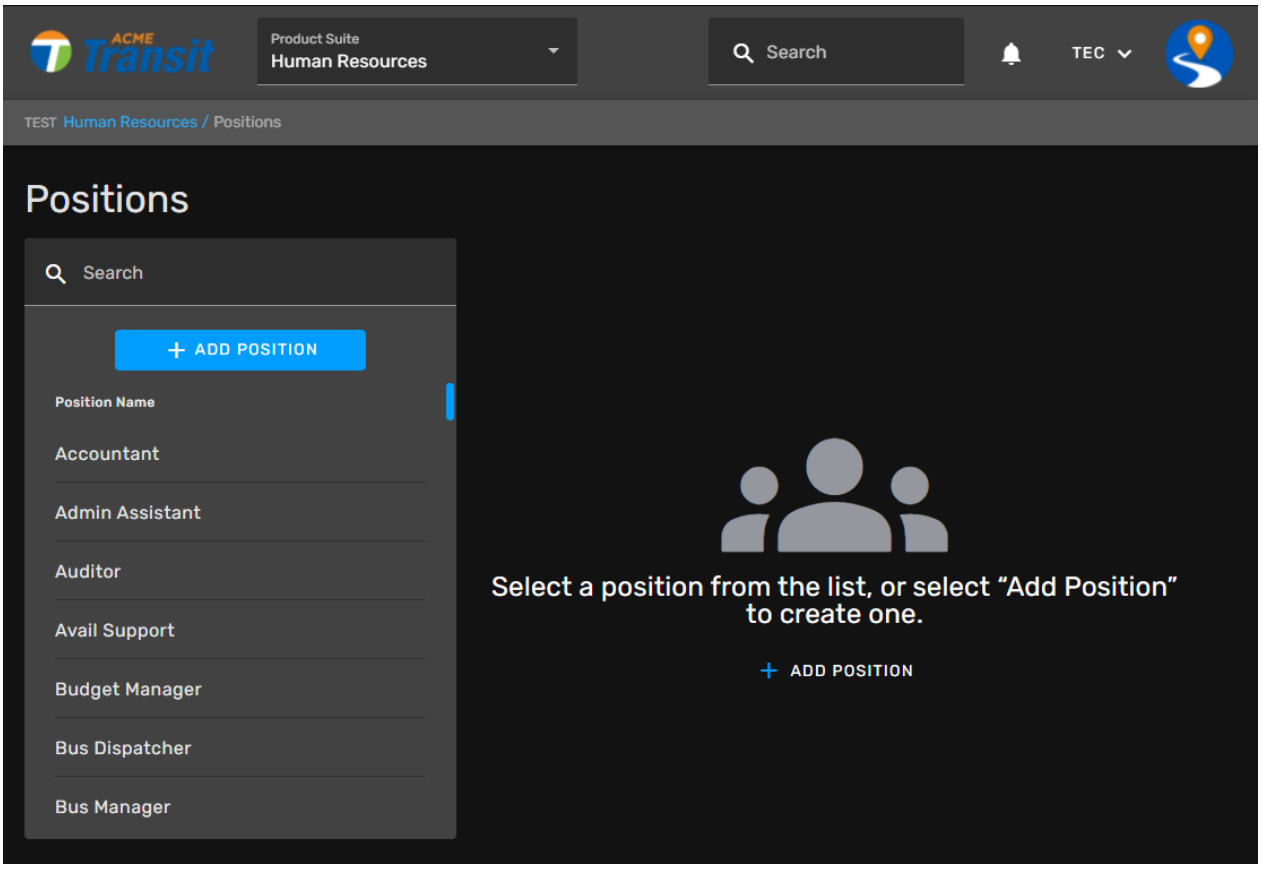
Administrators can assign users to only one position. When considering the positions that an agency requires, consider the various job titles/descriptions within the agency. Some positions will apply to many personnel (e.g. drivers, mechanics, dispatchers, road supervisors). Other positions apply to only one person (e.g. Executive Director, Operations Director, etc.).

For each of these positions, the agency defines the set of available suites and functions. For example, a Dispatcher position would include selected functions within the myAvail Operations suite.

After the agency hires a new Dispatcher, a system administrator creates a new user and assigns them to the Dispatcher position. That process allows the new hire to access all the functions and rights for that position.

21.2.2. Adding a New Position

To add a new position, click the Add Position button.

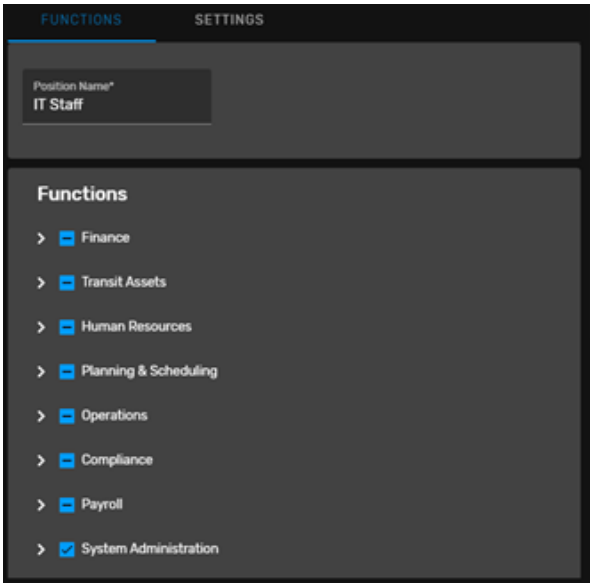


ETMS displays a form for entering the position name and specifying functions that this position can access. To learn how to enter information into this form, read the next section about editing positions.

21.2.3. Functions Tab

You can define a new position or edit existing position. To define a new position, click the Add Position button and the system displays a blank form. For existing positions, click the position in the list. This list displays positions alphabetically. Use the search box to avoid scrolling through a long list.

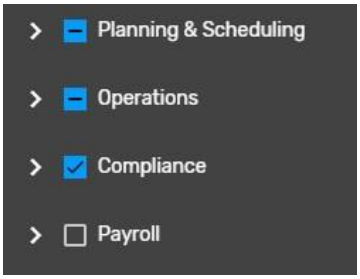
After creating a new position or selecting an existing position, ETMS displays the form below.



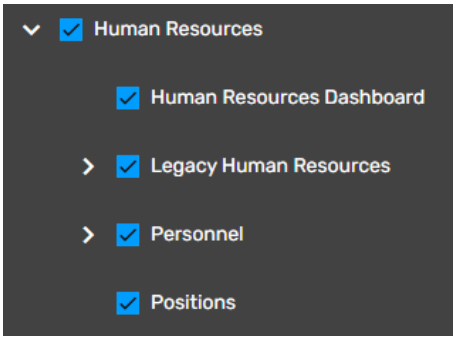
This form has two tabs for entering information - Functions and Settings. However, most positions only use the Functions tab. When editing an existing position, the form displays the functions that the position can access.

In the list of functions, you can expand each function that has a > view subfunctions. To change the position's functions, check or uncheck the functions, and then click Save.

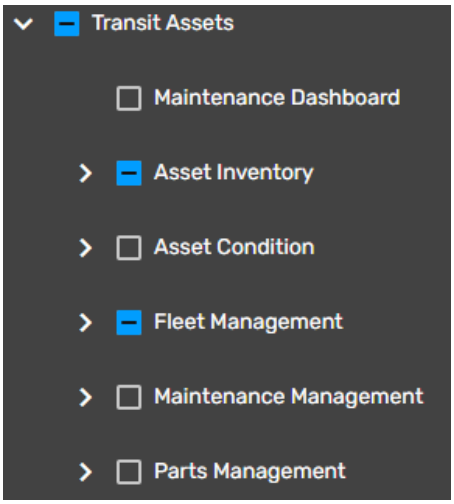
While assigning functions to a position, it is crucial to understand the distinction between functions in the list that have a dash, a checkmark, or are unchecked.



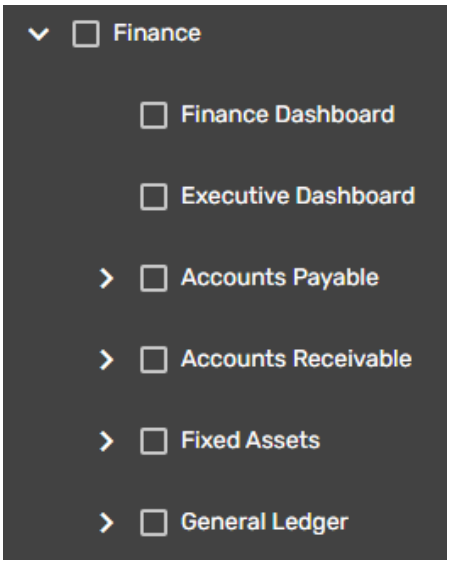
A function that has a checkmark indicates that the position can access all of the subfunctions. For example, the HR Supervisor position has a checkmark for the Human Resources function. When you expand that function, all the subfunctions are checked.



However, when a function has a dash, the position can access some but not all of the subfunctions, as shown below with the Transit Assets functions.



Finally, unchecked functions indicate the position cannot access any of the subfunctions.



Carefully consider which functions and subfunctions each position requires. A position might not require the ability to access all subfunctions. In those cases, the best practice is to deselect the unnecessary functions and subfunctions.

For most positions, after specifying its functions, click Save and you are done. However, if the position can view and edit other users' information, you must also use the Settings tab.

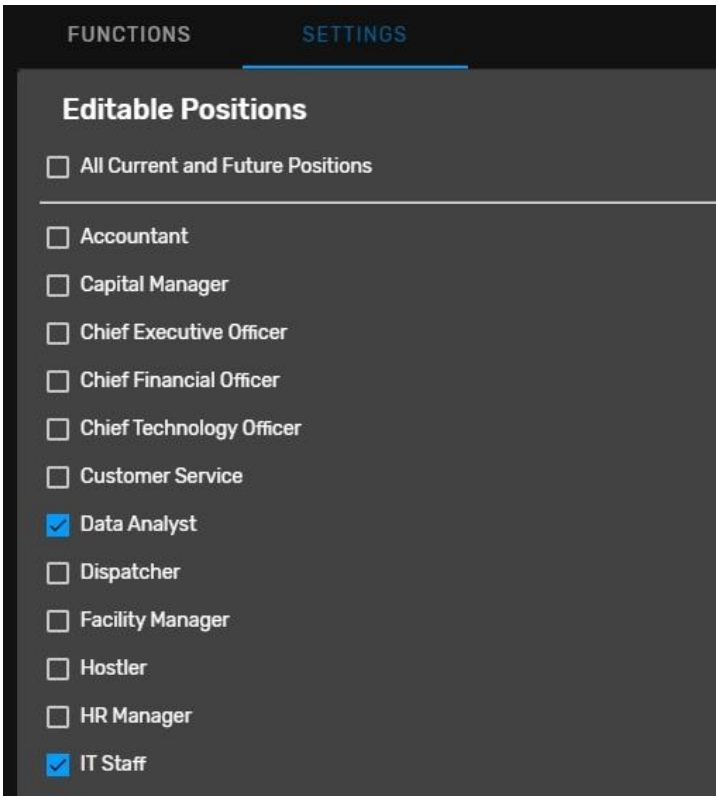
NOTE: If a position needs to log on to a vehicle, you must assign the Operator functions to that position. For example, mechanics, supervisors, and managers might need to log on to vehicles.

21.2.4. SETTINGS TAB

The Settings tab is active only for positions that have functionality checked under the Human Resources section in the Functions tab. Users in these positions can view and edit other users' data in the Users section of ETMS. Use this checklist to limit the user data that users in the selected position can view and edit. This feature also limits the permission changes they can grant.

A user in the selected position can view and edit other users in the Users section of ETMS only when those users are assigned to the editable positions that are checked in the Settings tab.

Additionally, a user in the selected position can assign users only to the checked editable positions. For example, an agency might want to allow a manager to view, edit, and assign users only to positions that the manager directly oversees.



In the example above, the settings impose the following restrictions. The current position can do the following:

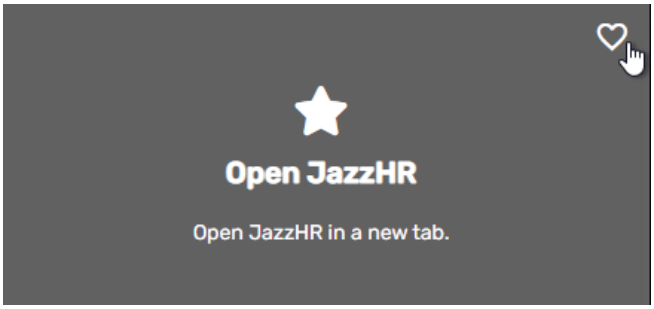
- View and edit only users whose positions are either Data Analyst or IT Staff.
- Assign users only to a position of either Data Analyst or IT Staff.

When restricting editable positions, many agencies do not want users to be able to change their own information. To prevent that possibility, do not check the editable box for the position you are currently changing. For example, if you are assigning functionality for the Data Analyst position, do not check the Editable Position box for Data Analyst.

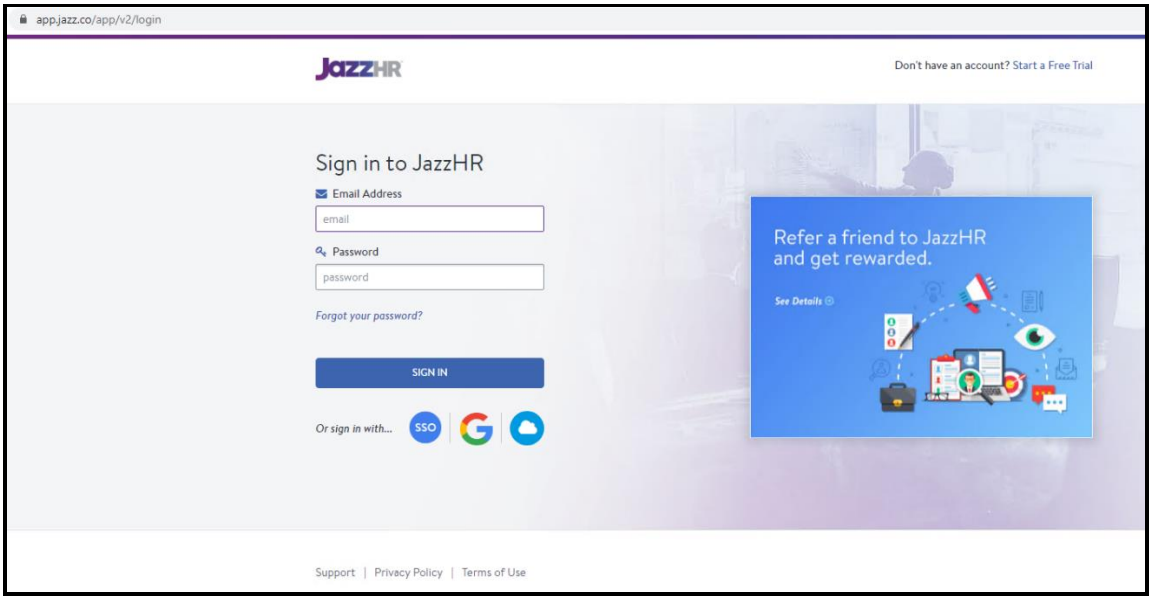
If you check the All Current and Future Positions checkbox, it is equivalent to checking all the positions. Additionally, if system administrators add new positions to the system in the future, they will also be checked. This setting allows users in the selected position to view all other users and to assign all positions to them.

21.3. JAZZ HR CARD

Click the Open JazzHR card.

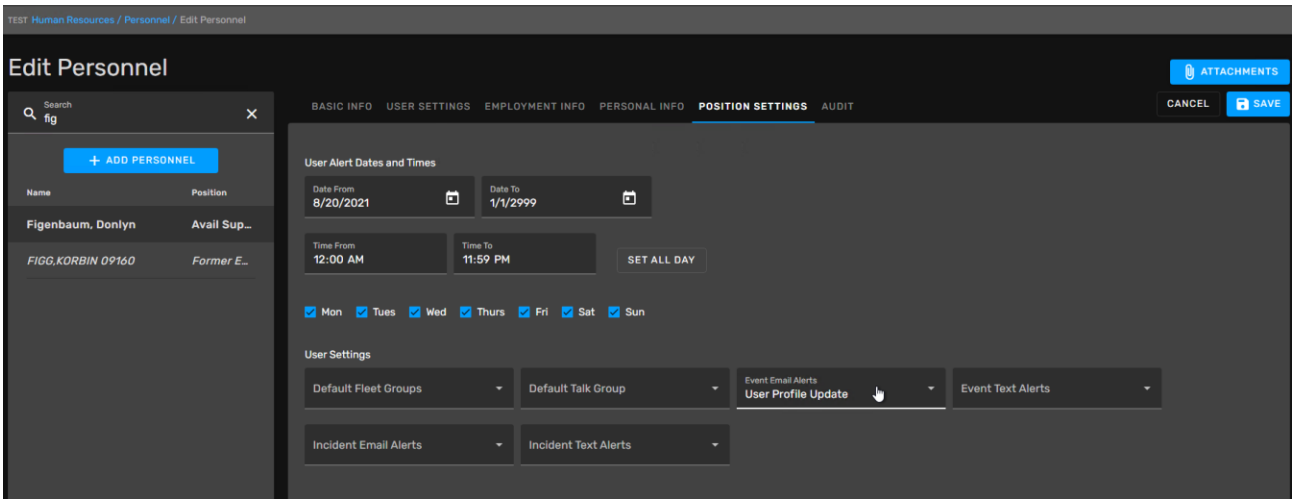


This will prompt you into signing into your JazzHR account using your email and password set up with JazzHR.

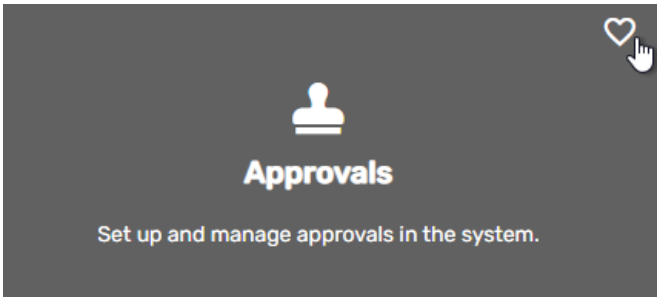


21.4. APPROVALS CARD

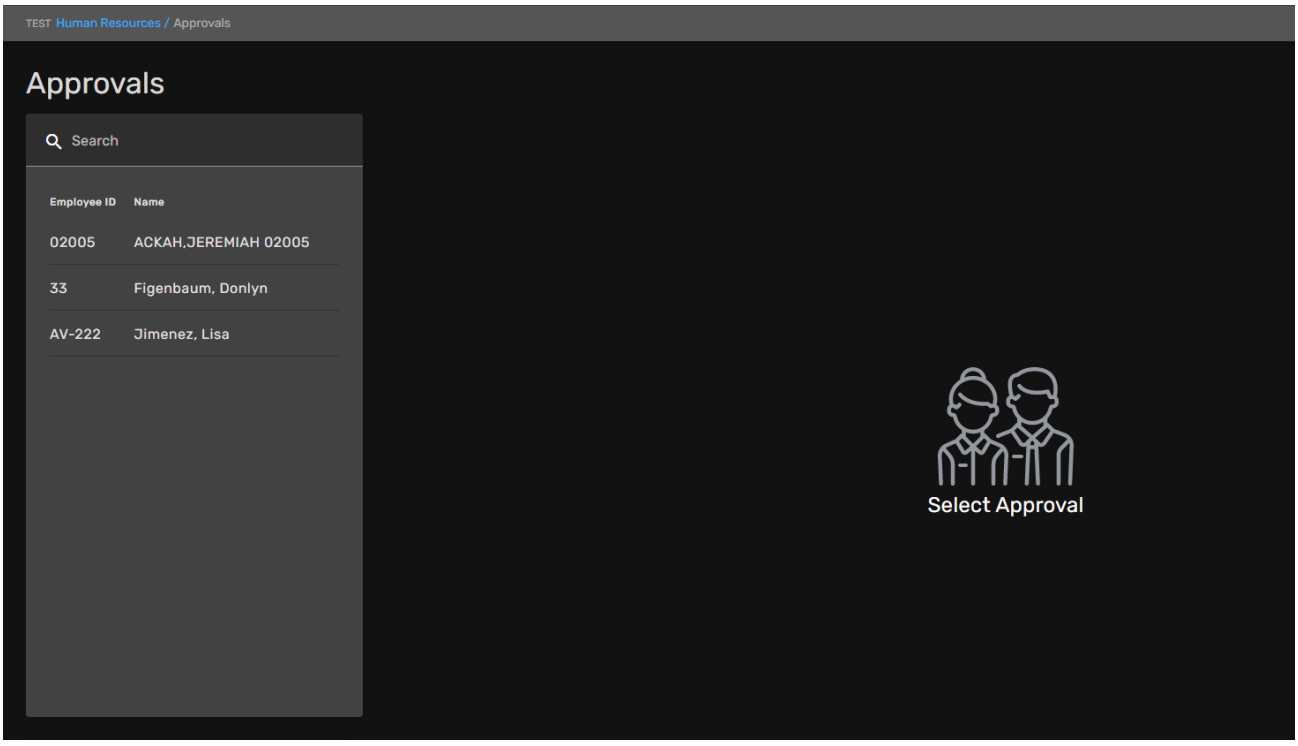
To receive alerts that a user profile has been changed, the HR personnel approving these changes will need to pick the User Profile Update in the Event Email/Text Alerts drop-down located in the Personnel Card/Position Settings tab.



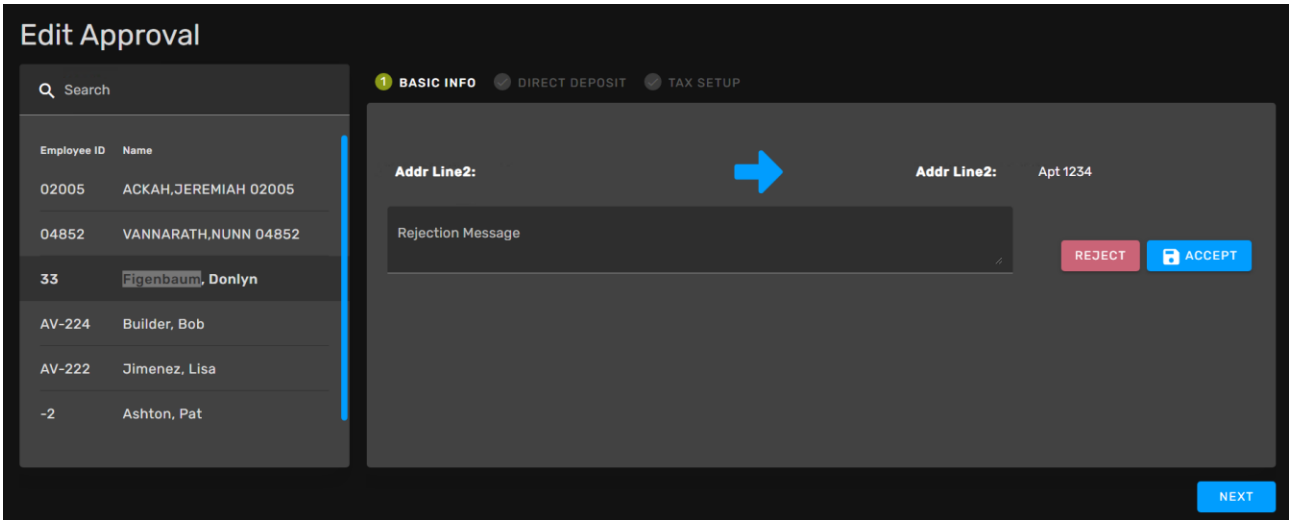
Click the Approvals Card.



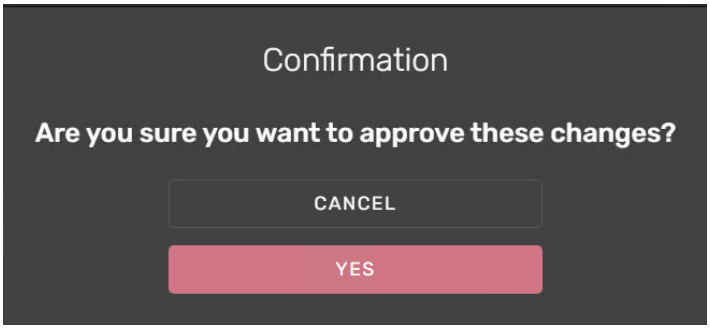
This screen shows employees who changed a field in their profile and waiting for HR approval.



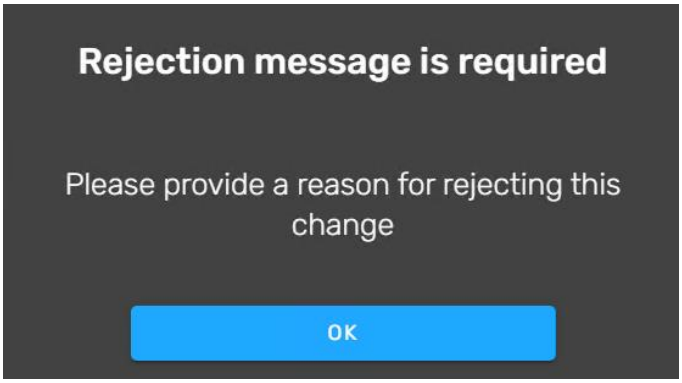
Click an employee from the list on the left. The changes that were made will show before and after. To reject, enter a reaction message and click the Reject button. The employee will receive a confirmation email that it was rejected, you can also add a message of why the change was rejected in the rejection message field. To approve click the Accept button and the employee will receive a confirmation email that their changes were approved.



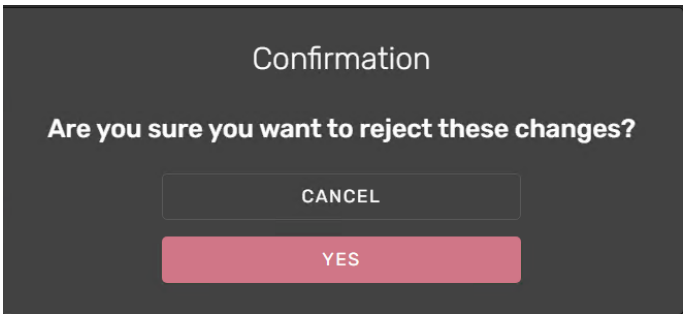
Click Approve and a confirmation will pop up. Click Yes to accept and No to cancel.



Click Reject and you would receive this message if you forgot to enter a rejection message as it is required.

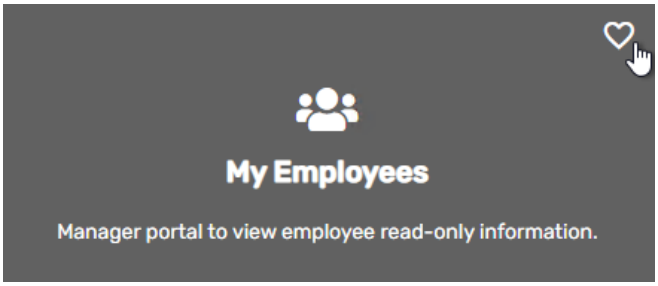


If you entered your rejection message and clicked reject, you will receive this confirmation popup. Click Yes to accept and No to cancel.

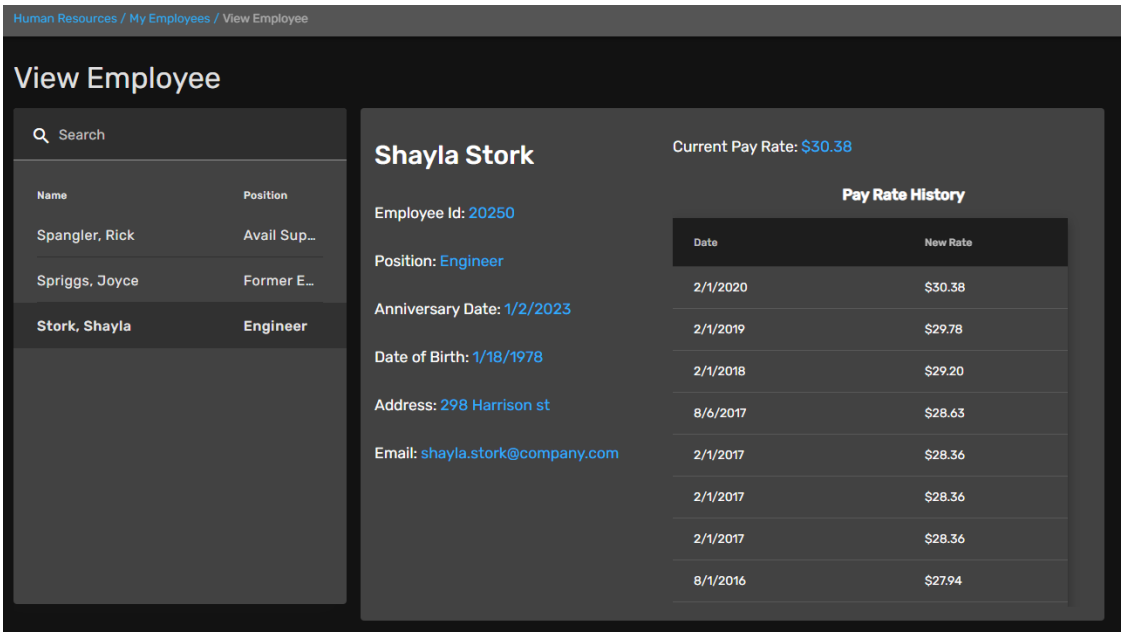


21.5. My Employees Card

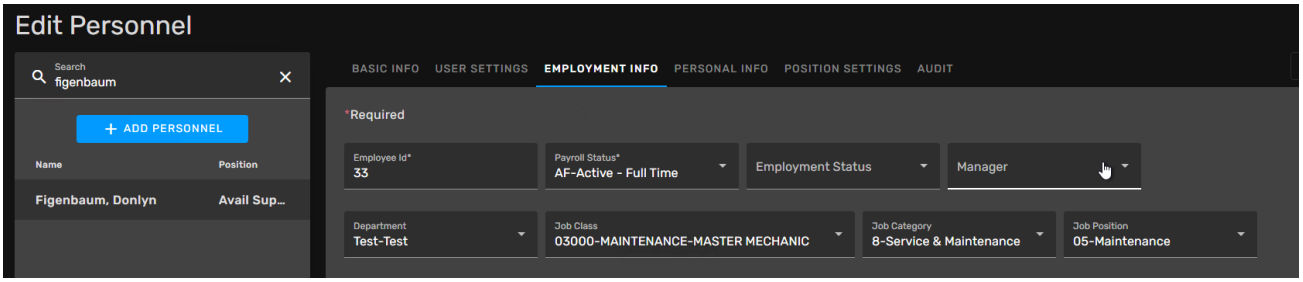
Click the My Employees Card.



This is a manager view, and no changes can be made. It contains read-only information. It will show all employees assigned to this manager and some of their profile details.



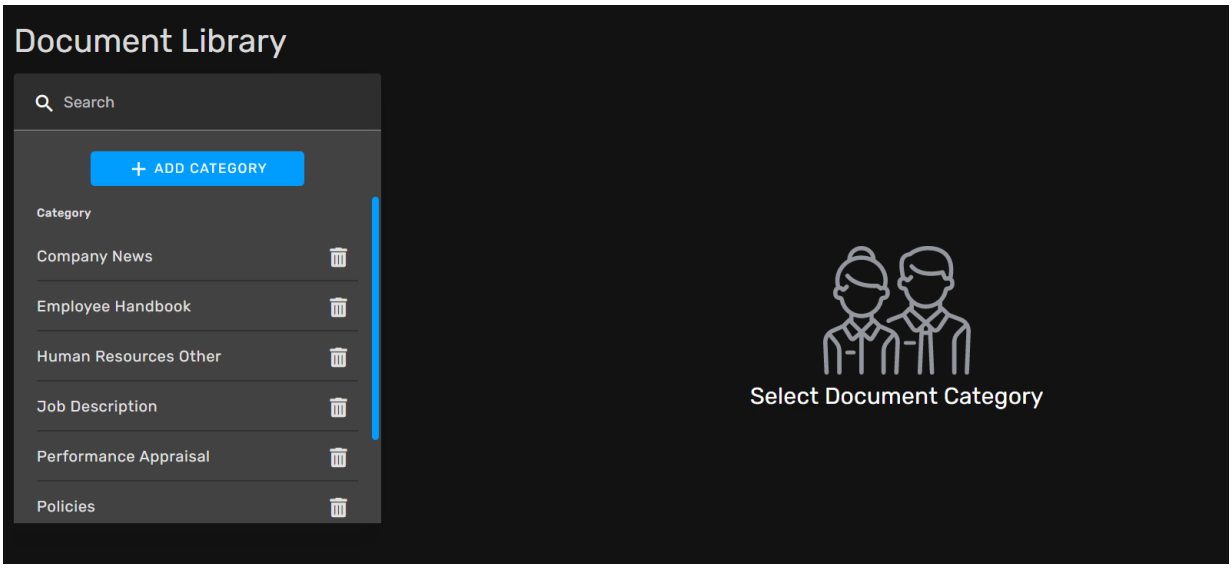
Managers are assigned to an employee from the manager drop-down in the Personnel Card/Employment Info tab.



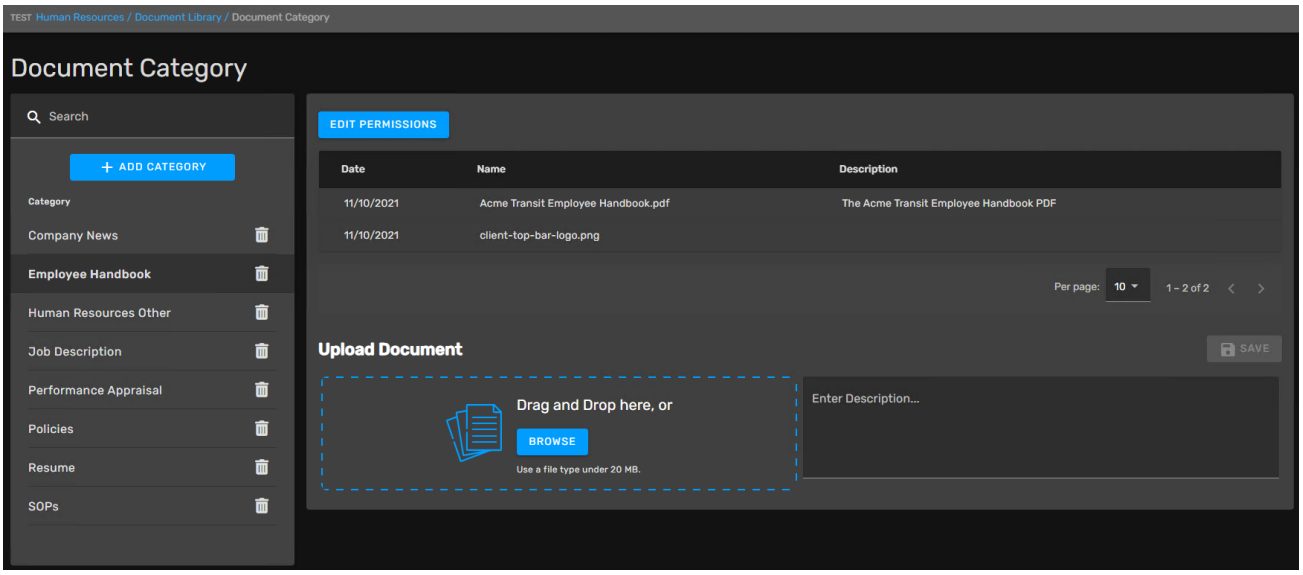
21.6. DOCUMENT LIBRARY CARD

Click the Document Library card.

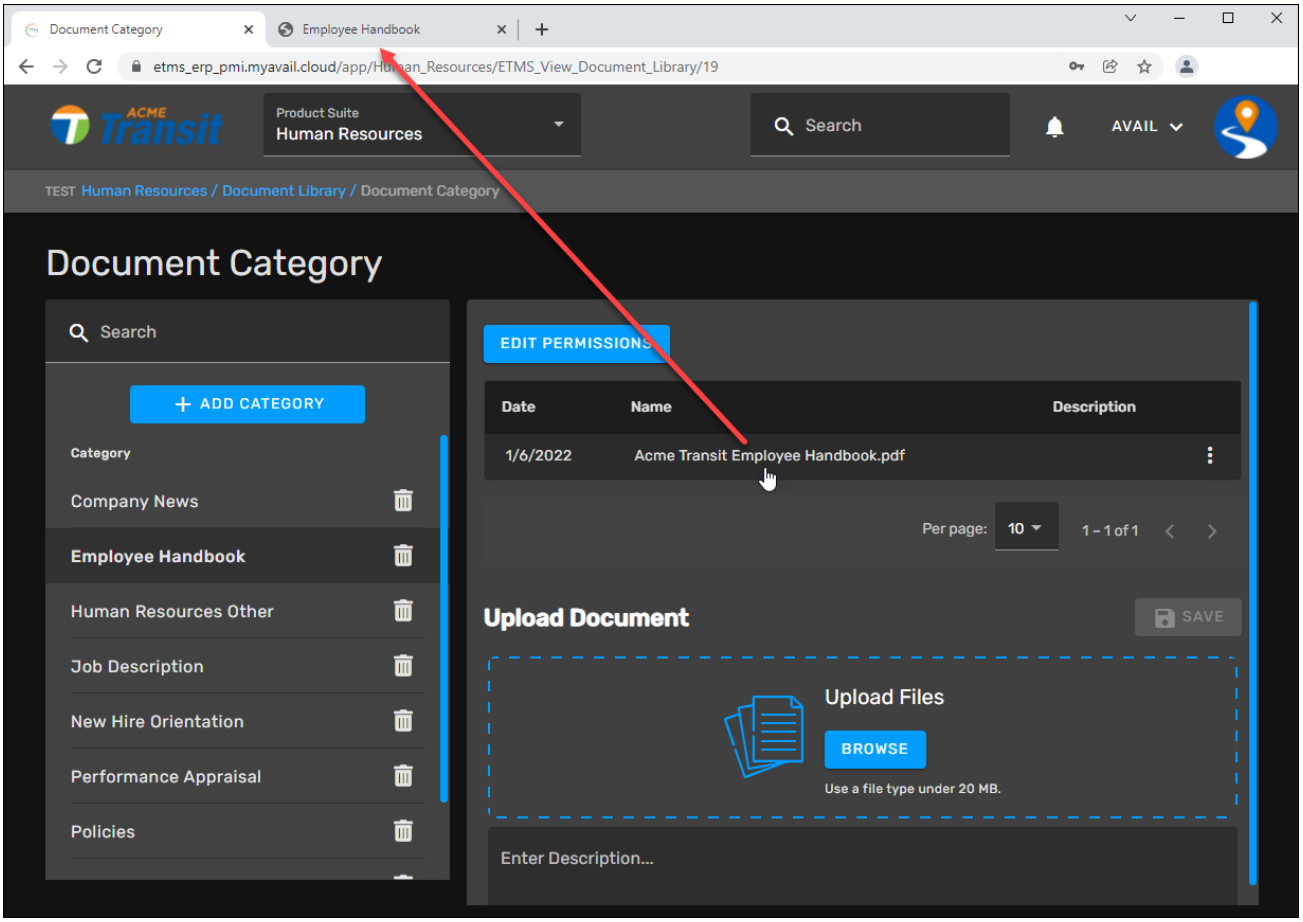
The Document Library card can be used to look through and print documents and information regarding company policies, news, SOPs, Employee Handbook, etc.

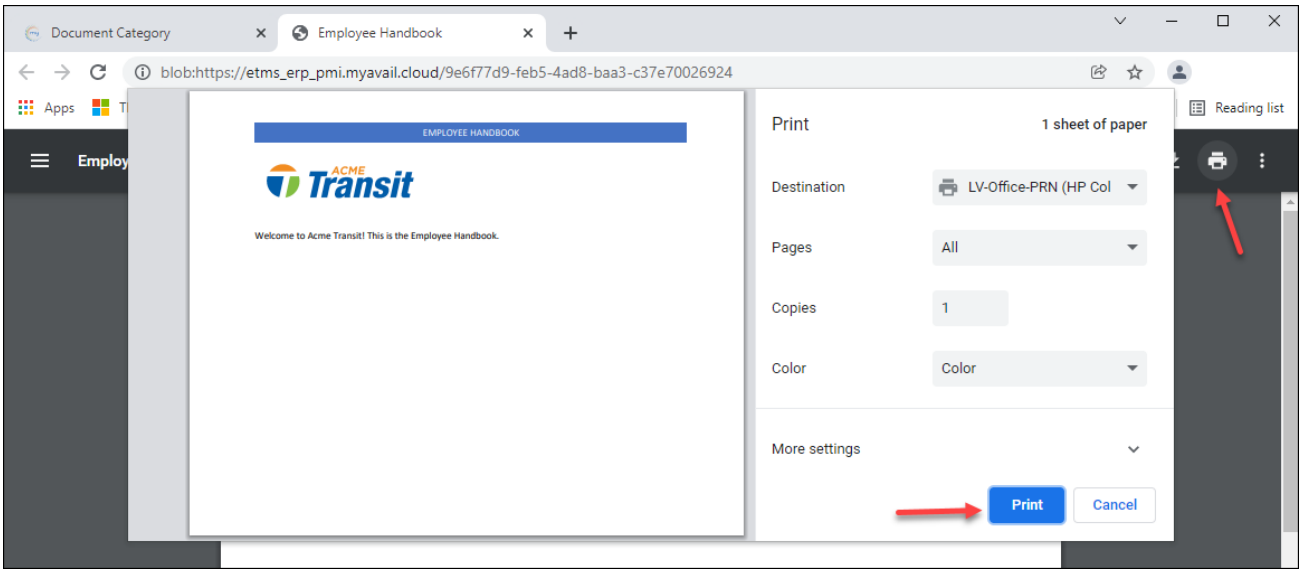


Under each of these categories on the left the user can look through existing documents. If the user has editing permissions they can delete old and/or upload a new document by Dragging and Dropping in the field or Browsing through the folders.

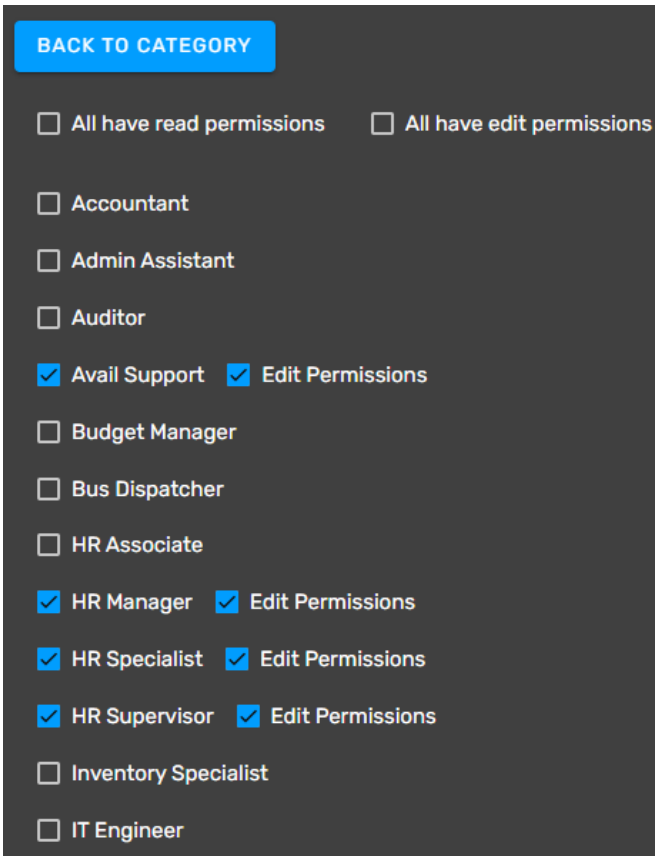


To print a document, click on a document attached and it should open in a separate tab where clicking Print will print the document.

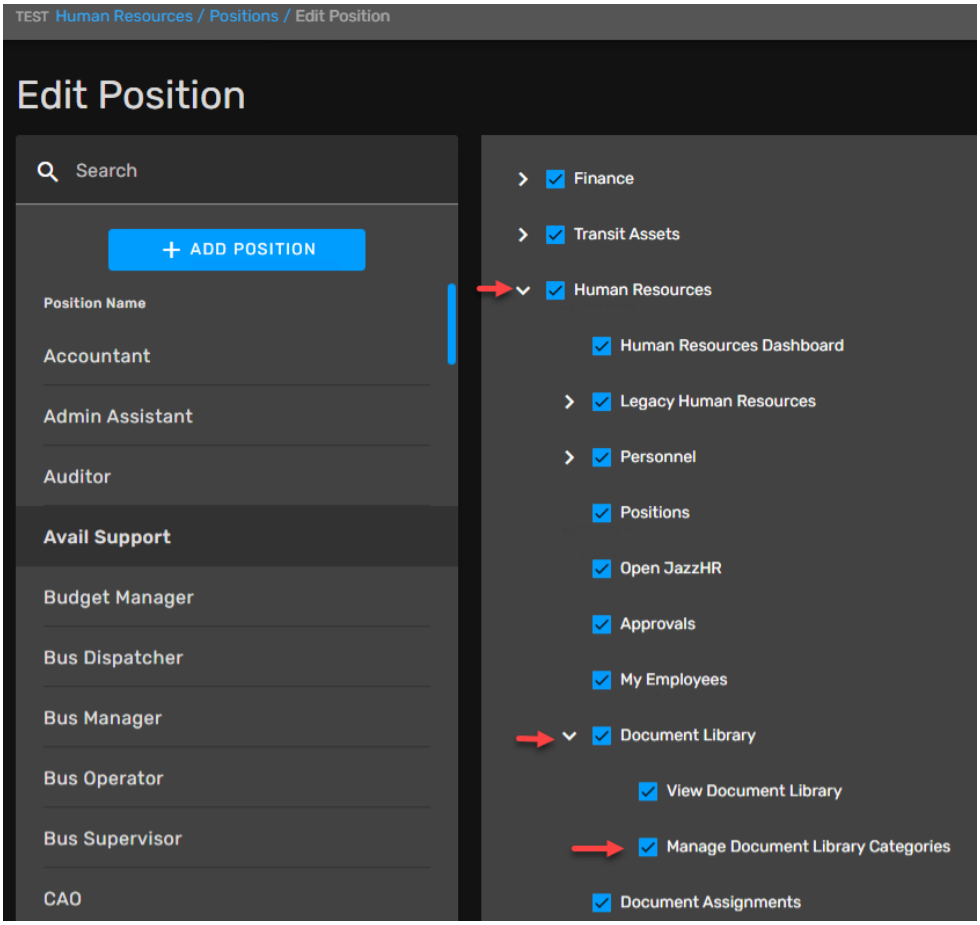




The **Edit Permissions** button will be visible only for the positions that were given this permission. Usually it's either Admin or HR positions. Clicking on this button will show the Admin the list of positions that they can grant Editing permissions to.



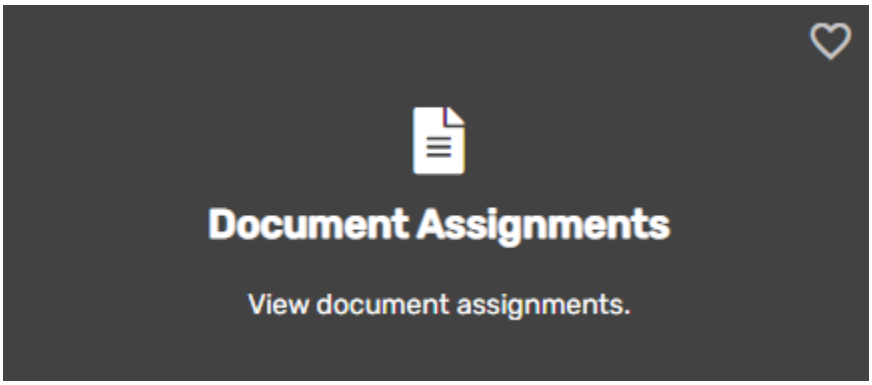
Ability to add and delete categories themselves comes from the permission on the position called Manage Document Library Categories, that can be accessed from HR/Positions Card/Functions Tab/HR/Document Library/**Manage Document Library Categories** checkbox.

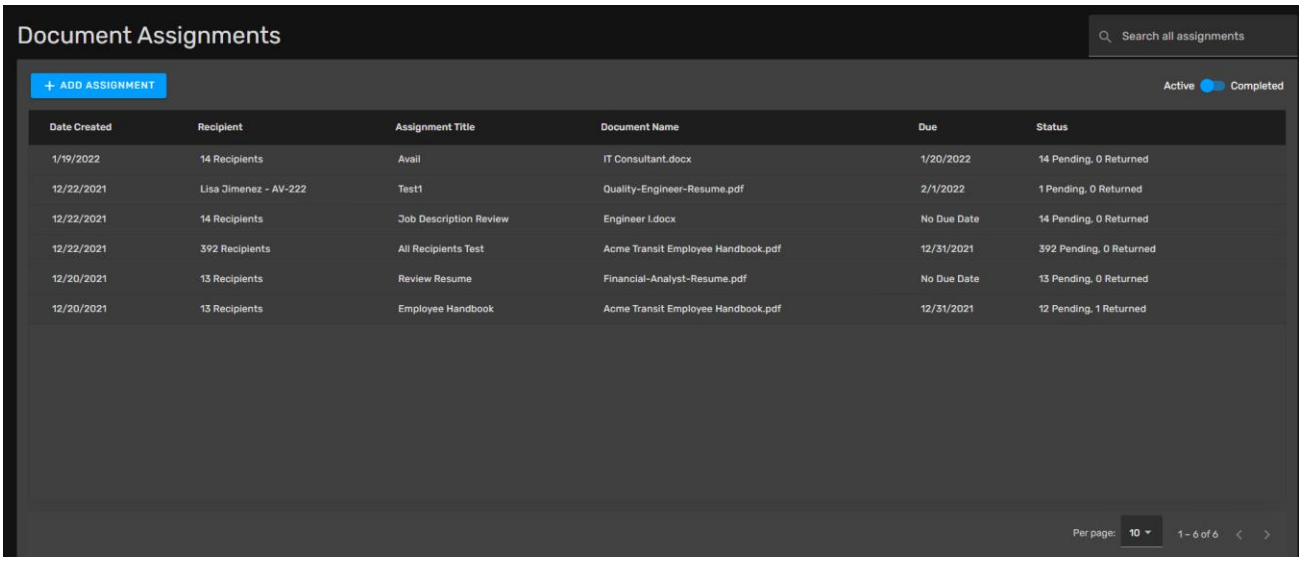


21.7. DOCUMENT ASSIGNMENTS CARD

Document Assignments card is where HR can assign documents to recipients to acknowledge.

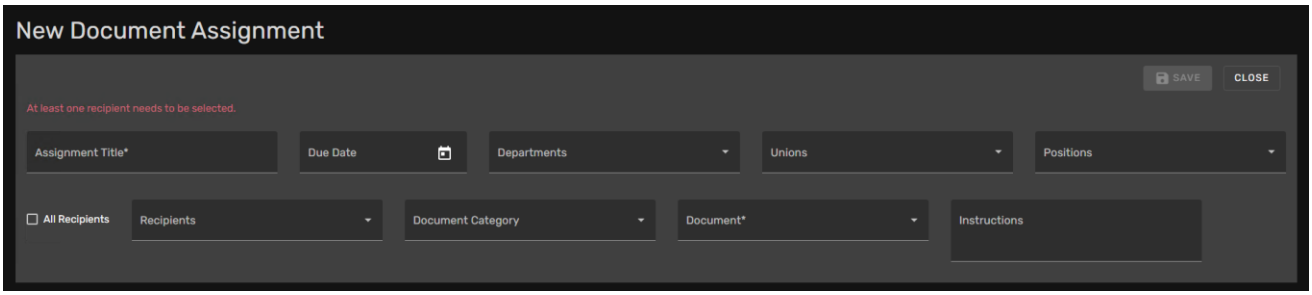
Click on the Document Assignments Card.



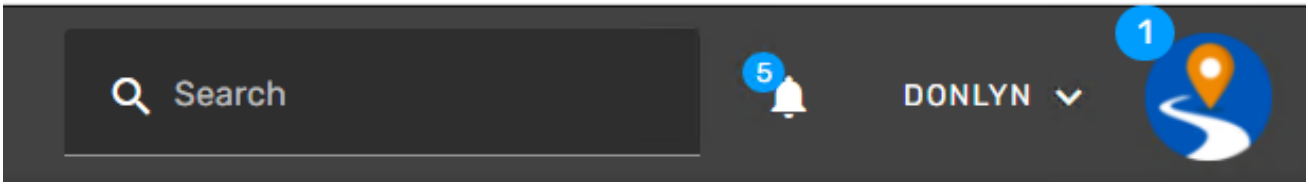


Click ADD ASSIGNMENT  to assign an employee a document that needs to be acknowledged.

Assignment Title, Due Date, Recipients, Document Category and Document are required fields. Click SAVE and the recipient will receive notice that an assignment was assigned to them.



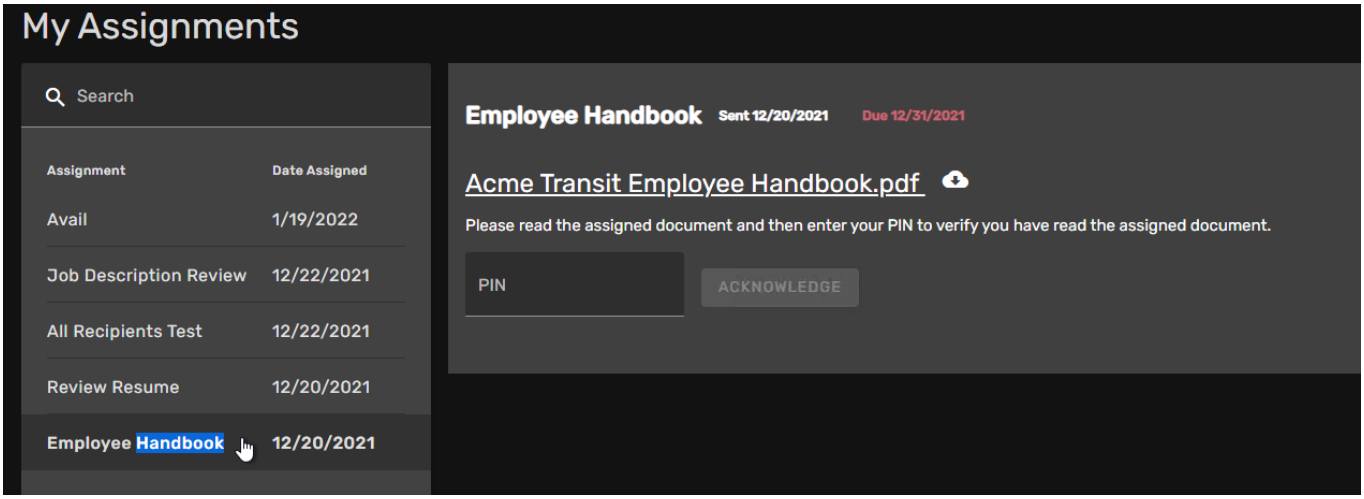
When documents have been assigned to a user from Document Assignments, the bell icon at the top right of the screen will indicate to the user that they have assignments for them to review or acknowledge.



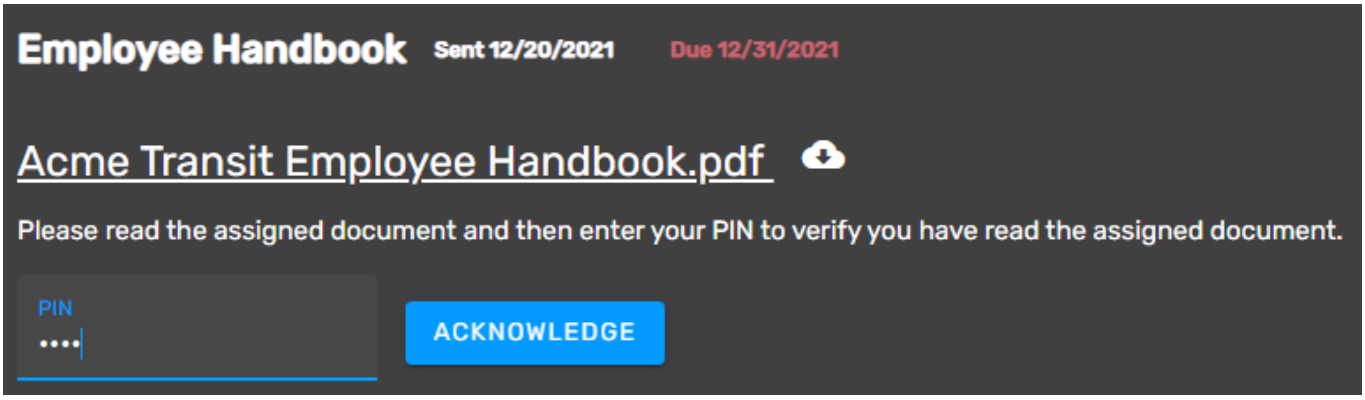
When they click the bell, they will be able to see their list of assigned documents.

Clicking on an assignment will allow the user to view, download, or print the document. They will need to enter in their PIN to verify they have acknowledged the assignment given.

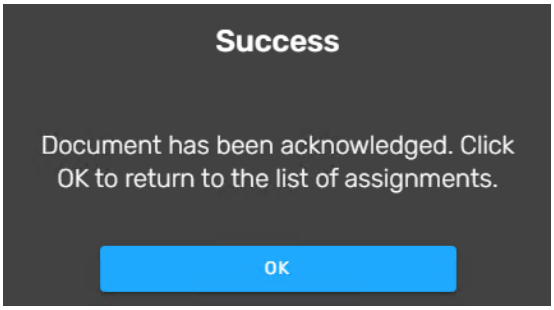
*If they do not have a PIN set up they will need to go to their profile and set one up.



Once the PIN is entered, click ACKNOWLEDGE.



They will receive a Success popup, click OK.



It will return them to the My Assignments page and the assignment will no longer be on their list.

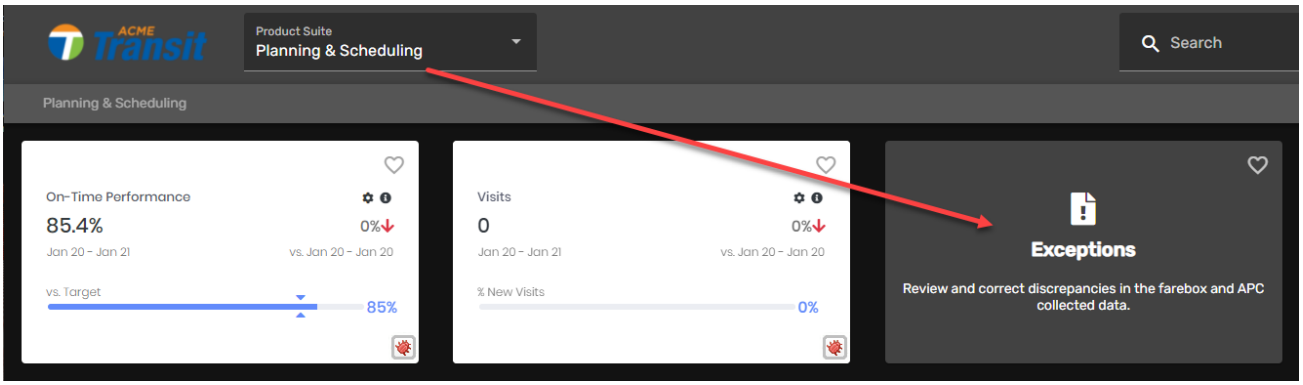
RETURN

22. PLANNING & SCHEDULING SUITE

The Planning & Scheduling suite contains functionality from Transit Planning, Geographic Tools, Routes, Build & Deploy, Vehicle Files, TSP, and Exceptions.

22.1. EXCEPTIONS CARD

Planning & Scheduling/Exceptions Card



The Exceptions card allows the user to process exceptions in myAvail. If you have permissions to process Exceptions, this card will be visible to you.

Exceptions are data from vehicles that do not conform with expected values. Passenger counters and the farebox generate these data. myAvail assigns ridership and fare data with the following values:

- Operator ID
- Block ID
- Run ID
- Route ID
- Trip ID
- Stop ID (when action occurs at a stop)

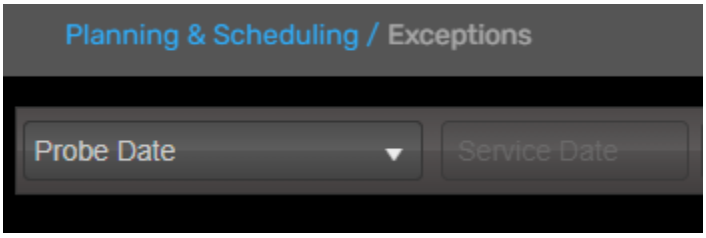
The system validates these values both individually and in relationship to each other when they are assigned to a single record. myAvail verifies that the stop is valid for the trip, the trip is valid for the run, and the run is valid for the block. If any of these validations do not pass, the record will be an Exception.

Accurately correcting these errors improves the accuracy of all future reporting.

NOTE: Before you can process exceptions for a date, you must import the farebox data for that date. Most transit properties use the auto-import feature to ensure that this process occurs daily. For more information about importing farebox data, see the *DataPoint User Guide*.

22.1.1. Picking a Probe Date

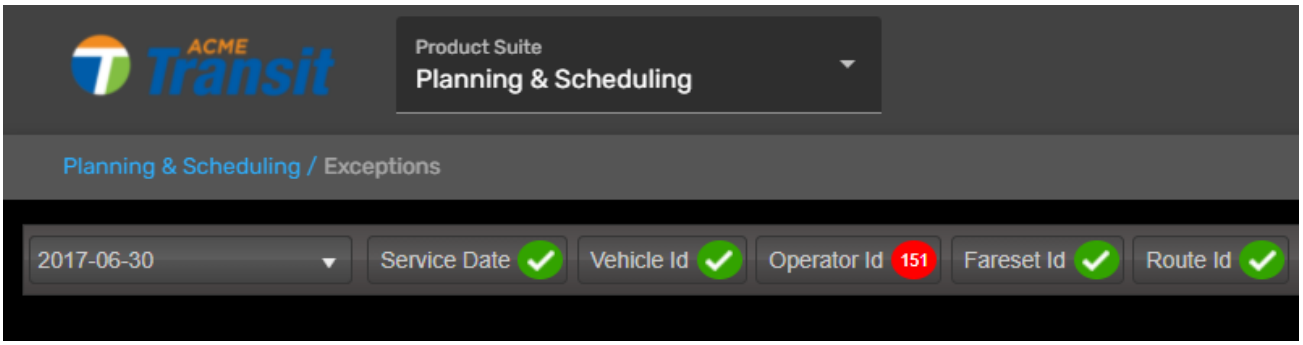
After opening the Exceptions card, the only item that you can select is the Probe Date drop-down list (pictured below). This list displays the probe dates that are ready for processing. You can only select the first date available. The system restricts choice in this case because it is crucial that you process exceptions in chronological order to produce valid data for myAvail's Business Intelligence.



After you complete the processing for the first probe date, the system automatically selects the next available probe date for processing if multiple Probe Dates are available. If there are no exceptions in the system, myAvail prompts you to transfer data to the Farebox tables.

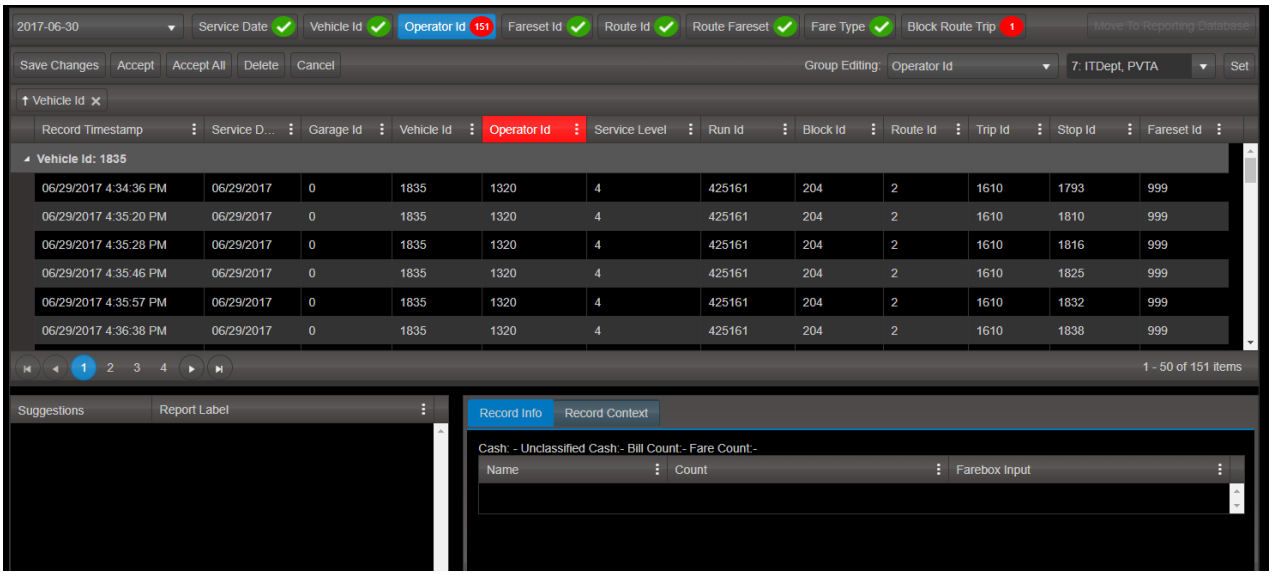
22.1.2. Selecting a Test

After you select a Probe Date, myAvail enables the test buttons. Green checkmarks identify tests that do not have any exceptions. A red circle with a number indicates that a test has that many exceptions. Click a test to begin correcting exceptions.



22.1.3. Correcting Exceptions

After you select a test, several grids appear. The large grid that fills the width of the page is the Exceptions Grid (pictured below). myAvail displays all the exceptions for a test in this grid, and it is where you make the corrections.



NOTE: The Fare Type and Vehicle ID tests use slightly different Exceptions Grids that this guide covers later.

- You can edit all columns in this grid except for Record Timestamp, Service Date (Sdate), and Vehicle Id. Edit a value by clicking it. After the editor is open, either choose a value from the drop-down list or type it in.

NOTE: You cannot type in values that are not contained in the drop-down list.

- Click the Cancel button at any time to discard your changes. Cancel can affect multiple rows simultaneously.
- myAvail highlights columns in red when they encompass an exception for the current test. For example, in the above grid, myAvail highlights the Run Id column. myAvail does not consider a record as being corrected until you modify one of these columns.
- After you correct all the records on a page, click the Save Changes button to save all your changes. If you corrected the value, the row will be removed from the exceptions list. If you accidentally update a row to a bad value and click Save Changes, then the row will stay on the screen for you to update again.
- Users should rarely to never be using the Accept or Accept All buttons while processing exceptions. When you click Accept, the system takes that row 'as is' and will assign the incorrect schedule data to 'undefined' in reports. Also, if you click Accept, it ignores any corrections/updates that you make to the selected rows.
- You can select multiple records by clicking and dragging on the grid, holding the

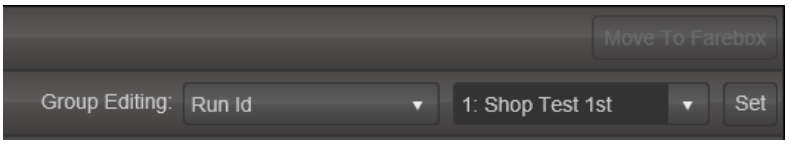
CTRL key and clicking records, and by holding the SHIFT key and clicking two records to select all records between them.

- If a driver enters an incorrect Driver ID# or Run ID# the system now will **autocorrect** these. This significantly reduces exceptions numbers during manual processing.
- Processing of the APC exception data will be automatic and not apparent to the person processing the exceptions.

22.1.4. Editing Multiple Records

The Group Editing function of the Exceptions Grid allows you to edit multiple records simultaneously. It is located on the right side of the toolbar above the Exceptions Grid.

The first drop-down list in the Group Editor allows you to select the column of the Exceptions Grid that you want to edit. The second drop-down list contains a list of valid IDs for that column. By default, the column that is being tested is selected. After an ID is chosen, the Set button modifies all selected records that contain that ID.

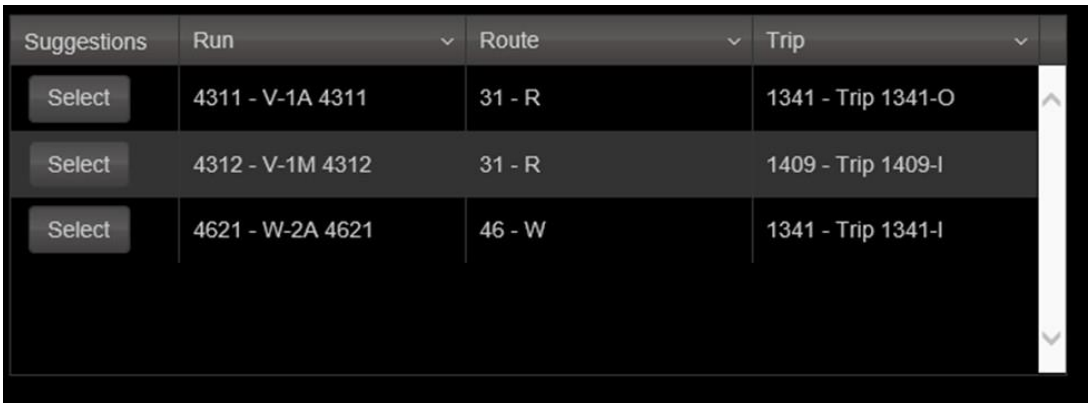


22.1.5. Suggestions

By looking at both schedule and historical data, myAvail can provide suggestions for many exceptions. These suggestions are shown in the Suggestions Grid located in the lower left of the Exceptions tab.

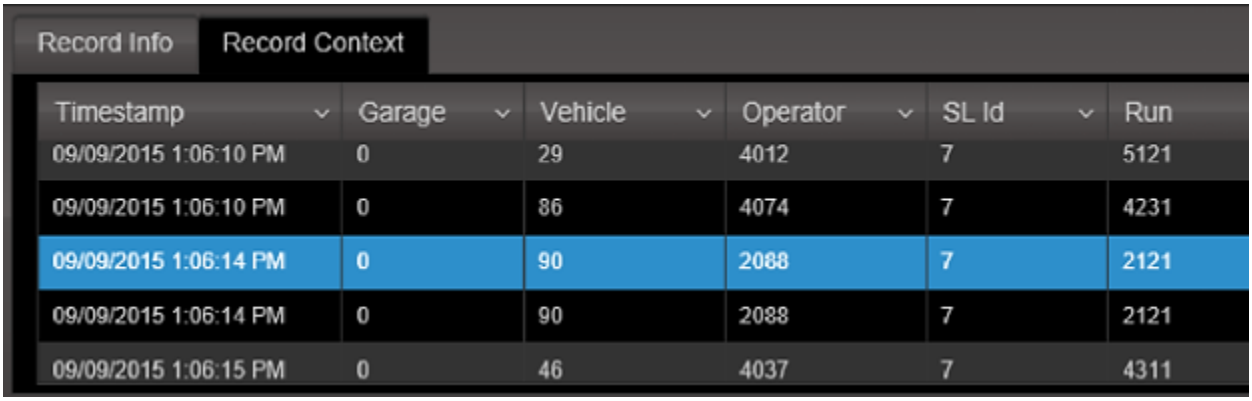
When you select a single record on the Exceptions Grid, the Suggestions Grid displays suggestions that myAvail has found. To correct a record using a suggestion, click Select next to the suggestion.

NOTE: myAvail does not automatically save a record after you select a suggestion. Be sure to click on 'Save'.



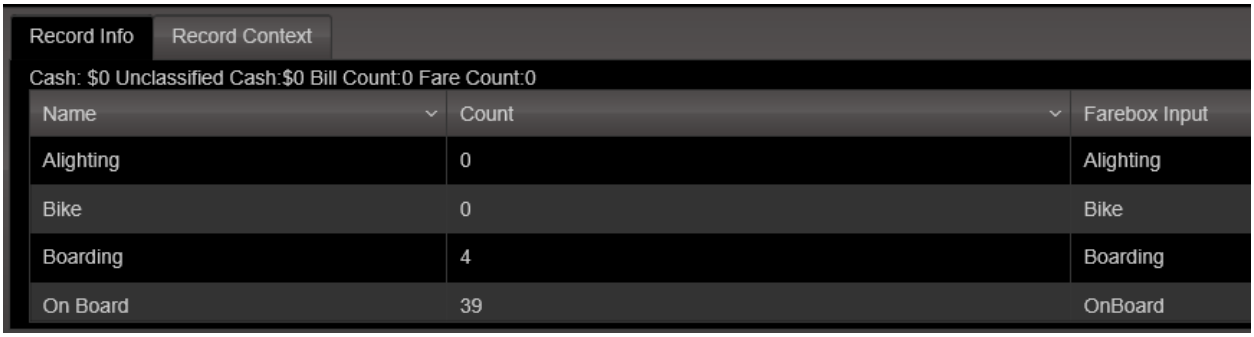
22.1.6. Record Context

The record context displays records that the system received around the same time as the record you selected. The record you selected is highlighted blue. Records that are exceptions in the current test are highlighted red.



22.1.7. Record Info

The Record Info grid, located on the tab titled 'Record Info' at the bottom right of the Exceptions tab, provides cash counts, fare counts, and farebox inputs for the currently selected record.



22.1.8. Accepting Records

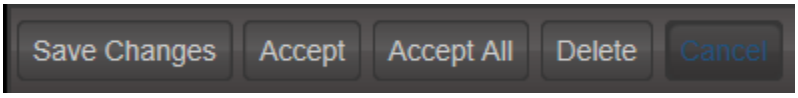
Some tests allow you to 'Accept' records. If there is a record that myAvail marks as an exception but you believe it is correct, accept the record to transfer the data over to the Farebox tables without modification. To accept a record, highlight the record(s) that you want to accept and click the Accept button on the toolbar above the grid. The system uses a green highlight to identify the records that you accept, and it will remove them from the exceptions grid the next time changes are saved.

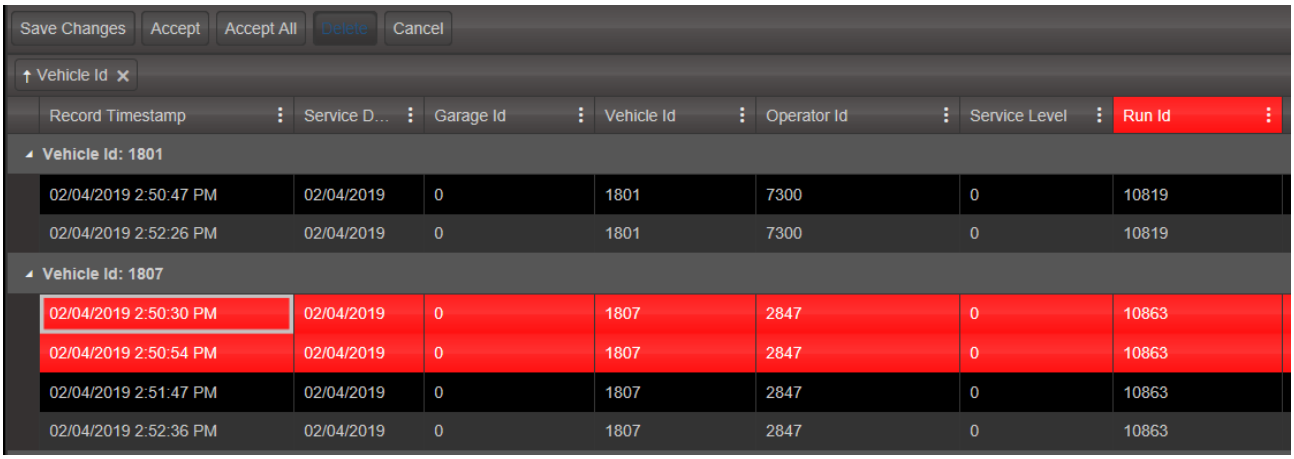
To accept all the records marked as an exception for a test, click Accept All. A prompt asks you to confirm this action to prevent any accidental clicks. Read additional important info here.

22.1.9. Deleting Records

Deleting records works similarly to accepting records. To delete a record, highlight the

record(s) that need to be deleted and click the 'Delete' button on the toolbar above the grid. The system highlights the records in red and removes them from the exception grid the next time changes are saved.



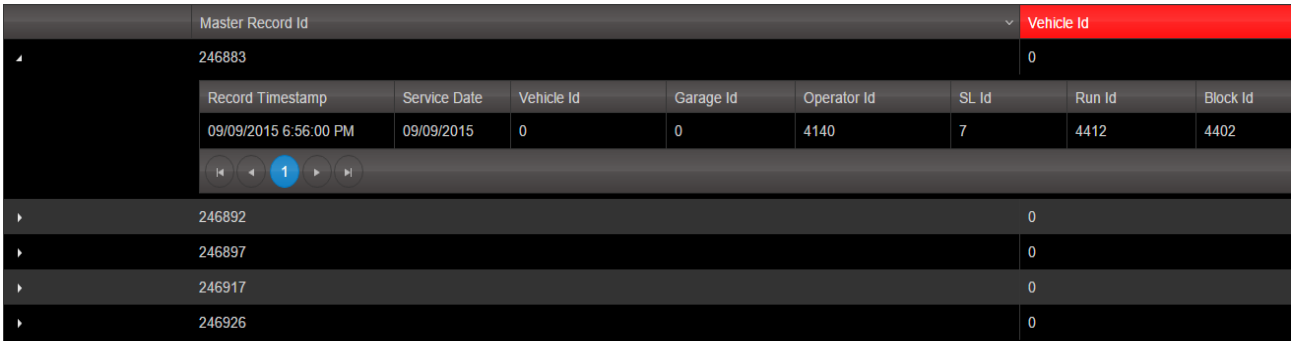


22.1.10. Other Exceptions Grids

While most of the procedures above apply to the Vehicle ID and Fare Type tests, there are several differences that you should note.

Vehicle ID Test

Because a vehicle has many records associated with it, a Vehicle ID exception can comprise several records. Consequently, a Vehicle ID test displays as a single row but has many records under it. To show the records related to a Vehicle ID exception, click the arrow located on the left side of the exception.



Fare Type Test

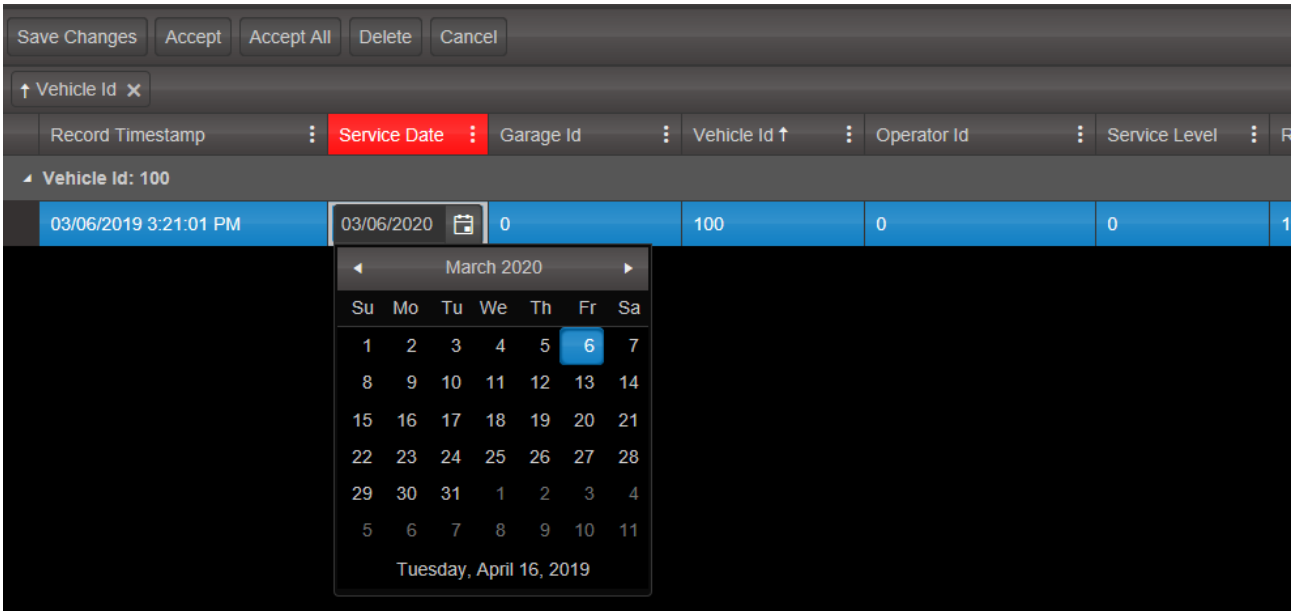
Use this test to correct invalid farebox inputs. The Fare Type test works on fare records. In this grid, you can modify only the Farebox Input column.

Record Timestamp	Service Date	Farebox Input	Fareset Id	Vehicle
09/09/2015 9:22:16 PM	09/09/2015	InvldInpt	999	3
09/09/2015 6:56:01 PM	09/09/2015	InvldInpt	999	16
09/09/2015 7:28:40 PM	09/09/2015	InvldInpt	999	23
09/09/2015 3:06:14 PM	09/09/2015	InvldInpt	999	44
09/08/2015 3:49:40 PM	09/08/2015	InvldInpt	999	74

NOTE: The Group Edit option is not available when making Farebox Input corrections.

SERVICE DATE TEST

While this grid appears to be the same grid that myAvail uses for many other tests, a crucial difference is that you can modify the Service Date column in this grid. When you modify Service Date, myAvail updates the SL ID (Service Level ID) to reflect the Service Level that is active on the new Service Date. Unlike the other grid editors, which are drop-down lists, the Service Date editor is a calendar from which you choose a date.



22.1.11. MAKING DATA READY FOR REPORTING

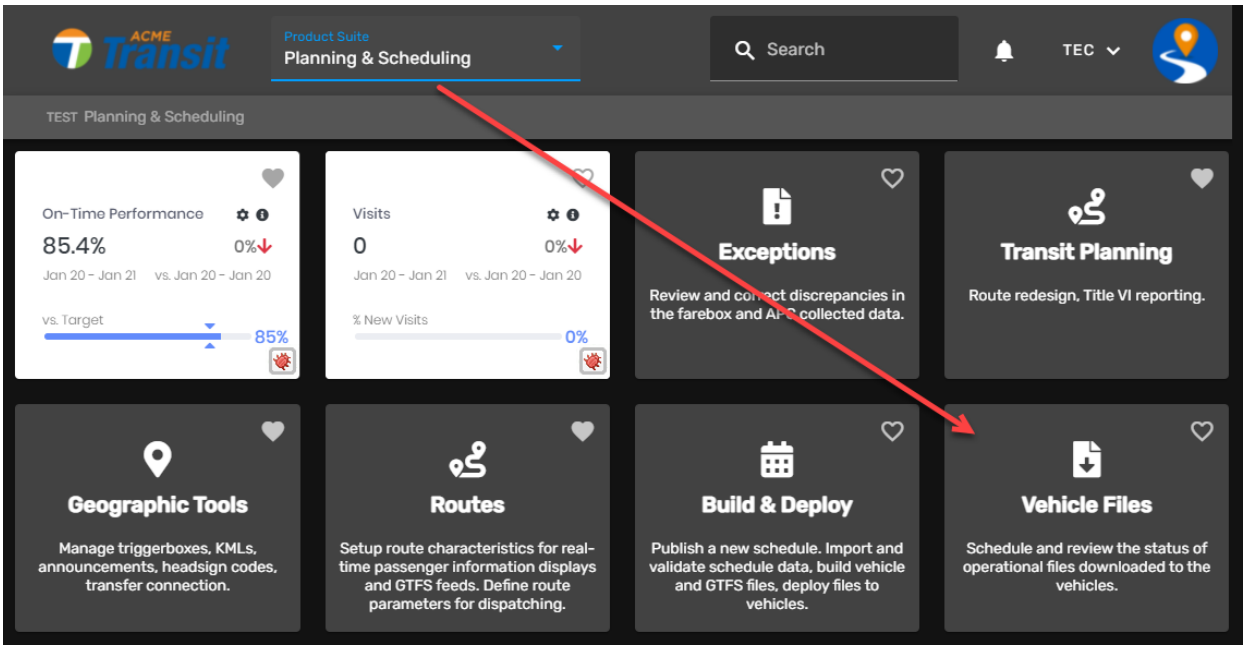
After all the records have been corrected, myAvail asks if you want to make these data ready for reporting. Click 'Yes' to transfer data from the Holding Tanks to the Farebox tables, where the system can include them in reports. This process can take over a minute to complete.

Two errors can prevent myAvail from preparing the records for reporting. The first error, record IDs in the Holding Tank tables already exist in the Farebox tables, is corrected by myAvail automatically. The second type of error, caused by multiple active items sharing Farebox IDs, cannot be corrected automatically and requires intervention from Avail or a system administrator.

If you decline to make data ready for reporting when the prompt is shown, you can still move data over by clicking Probe Date again.

22.2. VEHICLE FILES CARD

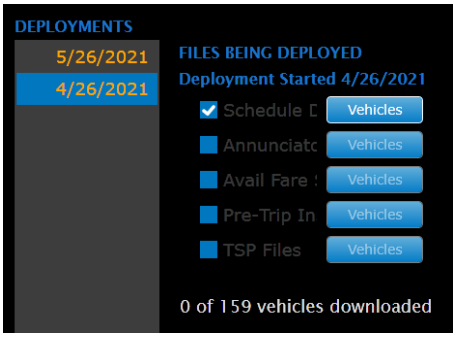
Planning & Scheduling/Vehicle Files Card



The Vehicle Files card allows the users to monitor the deployment of files to individual vehicles.

While the Build & Deploy Tab allows personnel to schedule transfers of user-maintained data (e.g., schedule data, announcements, and pre-trip settings), the Vehicle Files card displays an overall status of data deployment.

For example, if there are 159 vehicles scheduled to receive files, the Build & Deploy tab will display the status of the downloaded files for the vehicles:



If you want to know which vehicles have not yet received the files, the Vehicle Files card provides that information. myAvail displays which files have been downloaded to the vehicles and when files were last downloaded to the vehicles.

This card also allows Avail to remotely deploy software updates to in-vehicle equipment and to set up and retrieve debugging data from in-vehicle equipment.

CAUTION: Use the Schedule tab only under the direction of Avail Support.

The Vehicle Files card has the following capabilities:

- View the status of file downloads for block schedules, annunciator files, pre-trip configuration, and software files.
- Schedule the deployment of software and configuration files for in-vehicle equipment.
- Schedule the collection of debugging data from vehicles.

NOTE: All software and configuration files are provided and managed by Avail, or at Avail's direction, using the Vehicle Files card. If you wish to update software on spare equipment, or for an out of service vehicle, please contact Avail Support (814) 234-3394 ext. 1050 or Support@Availtec.com

CAUTION: The collection of Debug data MUST be done by Avail Support. The improper setting of Debug controls could result in the failure of the MDT.

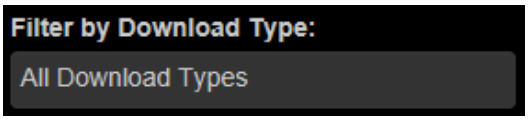
Before you can use the Vehicle Files tools, you must satisfy the following prerequisites:

- You must know which files are being deployed.
- You must know when the deployment began.

22.2.1. Status Tab

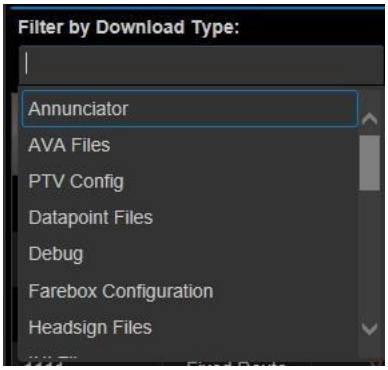
The myAvail System Administrator Guide contains more detailed information on this function.

1. Within the Vehicle Files card, select the Status tab. This is the default selection.
2. Choose the type of file that you want to view. The default is to display all file types for all vehicles.



3. To filter the list based on a type of file, click in the box below Filter by Download Type and choose the type of file you want to see from the drop-down list. You can select multiple file types by choosing one type from the list and then clicking in the box again to choose another. For multiple selections, myAvail displays all of the

types. For example, if you select Annunciator and Datapoint, you will see where both file types are scheduled for download.



4. myAvail displays the following information for all vehicles meeting your selection criteria:

Vehicle information

- Vehicle ID
- Vehicle Type - As entered on Vehicle setup in DataPoint.
- Download Scheduled - Whether there are any downloads scheduled for the vehicle. This field is a yes or a no.

Scheduled Downloads

- Block Files - Schedule Data
- Annunciator Files - Announcement recordings and interior sign text.
- Pre-Trip - Set up files for the Avail Pre-Trip tracking option.
- Code Files - Any Avail supplied in-vehicle equipment software or configuration files.

Connection information

- Last Connected - Date and time files were last downloaded.
- Connected - A check indicates the vehicle is currently connected to the wireless LAN.
- Last Connected MDT IP Address - The last IP address assigned to the vehicle.

Current Version

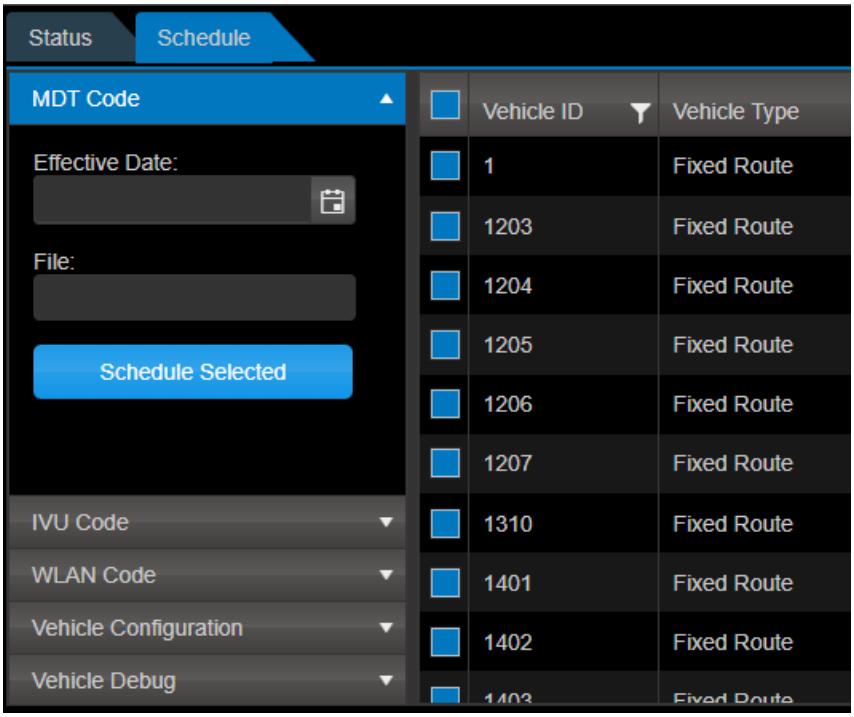
- Block Files, Vector and Pre-Trip - these are place holders pending a future system enhancement.

File	Download Scheduled	Date Effective	Scheduled Version	Last Downloaded/Uploaded	Current Version	
Annunciator	No					
Datapoint Files	No					
Debug	No					
Farebox Configuration	No					
INI Files	No					
IVU Code	No		1.0.11.12620	01/11/2017	1.0.0.0	
Pretrip Configuration	No					
PTV Config	No					
Run Files	Yes	01/15/2017	0.0	02/13/2017		Cancel
Vector Code	No		918 AK 20160719			
WLAN Code	No					

5. **Details Button**: Click to display details for individual downloadable files.
6. **Cancel Button**: Click to cancel a scheduled download.

22.2.2. SCHEDULE TAB

As mentioned, all software and configuration files are installed and managed by Avail, or at Avail's direction. The Schedule tab provides the ability to download software and configuration files to in-vehicle equipment and to configure the collection and retrieval of debugging information.



Before you can use the Vehicle Files tools, you must receive authorization and instructions from Avail Support. This tab is intended for Avail Support use only. Access is provided to System Administrators to allow them to observe Avail Support efforts.

RETURN

23. APPENDIX A – EVENTS

What is an Event? An Event is an action or a situation that myAvail detects. For instance, events occur when an operator sends a text message to Dispatch or the Operator logs onto the vehicle. myAvail detects a 'situation' when a vehicle departs the yard without being logged onto a block of work or has left its planned route. You can configure myAvail to present events in many ways. The first table describes where events can be routed, and the second table describes all existing events and where the system routes the events by default.

NOTE: Event configuration is customized for each property, so your settings arelikely to differ from the defaults. The following is provided as a point of reference. If your requirements for event configuration changes, please contact Avail Support (814) 234-3394 ext. 1050 or Support@Availtec.com.

Operations Tab Window/Queue Name	Intended Use
Communications	This area/queue displays events related to vehicle communications, such as an operator sending a message to dispatch. NOTE: myAvail displays messages that dispatchers send tooperators in a separate window and does not consider them to be Events - see Sent Messages.
Event	This area/queue displays events related to the operational status of the vehicle.
Maintenance	This area/queue displays operational events that need to be brought to the attention of the Maintenance staff, such as mechanical issues reported from vehicles.
Route Status	This area displays events that impact schedule adherence. Use the route status window to manage operations by route. Events routed to this window appear as badges on the associated route line.
Timeline	Use this area to monitor specific vehicles. The Timeline displays vehicles after a Dispatcher request or because a specified event occurs. Events routed to this window appear as badges on the vehicle's timeline.
Timeline Trigger	Events with this tag will auto trigger the vehicle to be placed onto the timeline window display.
Pullout	This area monitors vehicle pullout, either the initial garage pullout or mid-day relief pullouts. Events with this tag are used to adjust the pullout vehicle line status. NOTE: Pullout tagged events are critical to the orderly progression of status values. Any changes

	should be done with the assistance of Avail Support or the Avail FAST team. See Pullout Status Summary. This is an optional feature, therefore may not be configured on your system, please contact the Avail FAST team if you wish to acquire this feature.
Platform	This area is associated with the optional Platform Management feature. This is a specialized feature that allows vehicles to be re-assigned to different blocks on the fly to improve on-time departure and reduce vehicle layover time at a defined stop. This is an optional feature, therefore may not be configured on your system, please contact the Avail FAST team if you wish to acquire this feature.
Event History	This tag indicates the event is to be stored for later reporting. Not all events require immediate action. These may be recorded for reporting purposed only. Events that are displayed for immediate action may also be stored in the history table for later analysis.

23.1. Optional Event Routings

Optional routings exist that require certain in-vehicle equipment and in-vehicle software versions, along with a minimum version of myAvail. Properties may use these routings only with the Avail's approval. Please contact Avail Support at (814) 234-3394 ext. 1050 or Support@Availtec.com to determine whether your system can use these routings.

Camera Tag: This routing causes the system to send a message to the vehicle that generated the event, which triggers the vehicle's DVR to mark the current video segment for download and review.

Camera Note: This routing causes the system to send a message to the vehicle that generated the event, which triggers the vehicle's DVR to append metadata about operational details to the current video segment.

NOTE: In the following table of Event actions, True values with green highlights are routings that Avail recommends. Yellow highlights identify values that Avail **MUST** review and set for the customer.

Event ID	Long Name	Description	Comm.	Event	Maint.	Route Status	Timeline	Timeline Trigger	Pullout	Platform	Event History
1	Silent Alarm	Operator pressed the Emergency Alarm button indicating a serious situation on the vehicle	TRUE	FALSE	FALSE	FALSE	TRUE	TRUE	FALSE	FALSE	TRUE
2	PRTT	Priority Request To Talk, used with closed mic systems only	TRUE	FALSE	FALSE	FALSE	TRUE	FALSE	FALSE	FALSE	TRUE
3	RTT	Request To Talk, used with closed mic systems only	TRUE	FALSE	FALSE	FALSE	TRUE	FALSE	FALSE	FALSE	TRUE
8	Canned Message From Vehicle	Operator sent a regular priority message to dispatch.	TRUE	FALSE	FALSE	FALSE	TRUE	FALSE	FALSE	FALSE	TRUE
12	Emergency Canned Message	Operator sent a high priority message to dispatch.	TRUE	FALSE	FALSE	FALSE	TRUE	FALSE	FALSE	FALSE	TRUE
13	Expired Dispatch Message	A Dispatcher sent message was not received by the vehicle by a specified time out.	FALSE	TRUE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE
14	Late Logon	Operator is late logging on to their run. (Not used with Pullout.)	FALSE	TRUE	FALSE	FALSE	TRUE	FALSE	FALSE	FALSE	TRUE
15	Late Logoff	Operator is late logging off to their run.	FALSE	TRUE	FALSE	FALSE	TRUE	FALSE	FALSE	FALSE	TRUE
16	Wheelchair Lift Cycle Failure	Operator indicated the Wheelchair Lift Failed during the pre-trip test.	FALSE	TRUE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE
17	Transfer Connection in Danger	Notification that a transfer may not be made	FALSE	TRUE	FALSE	FALSE	TRUE	TRUE	FALSE	FALSE	TRUE
18	Emergency Switch Failed	Notification that the Emergency Switch Failed during pre-trip test.	FALSE	TRUE	TRUE	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE
19	Dispatch Message	The Dispatcher sent a message to one or more vehicles	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE
20	Dispatch Voice Call 1Way	The Dispatcher initiated a voice call one-way (outgoing only) to one or more vehicles.	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE
21	Dispatch Voice Call 2Way	The Dispatcher initiated a voice call two-way (outgoing / incoming) to one or more vehicles.	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE
22	Sign Communications Error	A sign update was not acknowledged. (Consider if Maintenance handles sign repairs.)	FALSE	TRUE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
23	Sign NAK msg. Error	Technical Sign Error	FALSE	TRUE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
24	Hastus Connection Error	Hastus Connection Error	FALSE	TRUE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
25	Hastus Logon Error	Hastus Logon Error	FALSE	TRUE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE
26	Health Monitoring Service	The service that monitors various Avail devices in a vehicle and J1939 vehicle messaging.	FALSE	FALSE	TRUE	FALSE	TRUE	FALSE	FALSE	FALSE	TRUE
27	Duplicate Logon	Driver or Run ID is already being used by another vehicle	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE
28	Late Pullout DEPRECATED	No Longer in use.	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE

Event ID	Long Name	Description	Comm.	Event	Maint.	Route Status	Timeline	Timeline Trigger	Pullout	Platform	Event History
29	Late over threshold	The vehicle has been late through more than a specified number of stops.	FALSE	TRUE	FALSE	TRUE	TRUE	TRUE	FALSE	FALSE	TRUE
30	Early over threshold	The vehicle has been early through more than a specified number of stops.	FALSE	TRUE	FALSE	TRUE	TRUE	TRUE	FALSE	FALSE	TRUE
31	Off-route over threshold	Off-route over a specified count or duration.	FALSE	TRUE	FALSE	FALSE	TRUE	FALSE	FALSE	FALSE	TRUE
32	Waiting for Check In	Waiting for operator to Check In at start of their shift.	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE	TRUE	FALSE	FALSE
33	Waiting for Login	Waiting for Login the operator to log on to the assigned vehicle / run.	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE	TRUE	FALSE	FALSE
34	Waiting for Pullout	Waiting for the vehicle to leave the first stop of the run (includes deadhead)	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE	TRUE	FALSE	FALSE
35	On Time Pullout	Vehicle started their run on time.	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE	TRUE	FALSE	TRUE
36	Missed Check In	The operator did not check in with dispatch a specified number of minutes before their scheduled run start.	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE	TRUE	FALSE	FALSE
37	Late Check In	The operator did not check in with dispatch a specified number of minutes plus the allowed grace period before their scheduled run start.	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE	TRUE	FALSE	TRUE
38	Missed Login	The operator did not log on to their assigned vehicle a specified number of minutes before their scheduled run start.	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE	TRUE	FALSE	FALSE
39	Late Login	The operator did not log on to their assigned vehicle a specified number of minutes plus the allowed grace period before their scheduled run start.	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE	TRUE	FALSE	TRUE
40	Missed Pullout	The operator did not leave the start of their run a specified number of minutes before their scheduled run start.	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE	TRUE	FALSE	FALSE
41	Late Pullout	The operator did not leave the start of their run a specified number of minutes plus the allowed grace period before their scheduled run start.	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE	TRUE	FALSE	TRUE
42	Upcoming Relief	There is an upcoming operator relief schedule for this vehicle	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE	TRUE	FALSE	FALSE
43	On Time Relief	Operator relief occurred on time or within the allowed grace period.	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE	TRUE	FALSE	FALSE
44	Missed Relief	Operator relief did not occur at the	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE	TRUE	FALSE	FALSE

Event ID	Long Name	Description	Comm.	Event	Maint.	Route Status	Timeline	Timeline Trigger	Pullout	Platform	Event History
45	Late Relief	Operator relief happened after the scheduled time plus the allowed grace period.	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE	TRUE	FALSE	TRUE
46	Missing Operator Assignment	There is no operator assigned to cover this block / run	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE	TRUE	FALSE	TRUE
47	Missing Vehicle Assignment	There is no vehicle assigned to cover this block / run	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE	TRUE	FALSE	TRUE
48	Invalid Vehicle Assignment	The vehicle assigned to this block / run is no longer listed as available.	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE	TRUE	FALSE	TRUE
49	Pullout Update	Trigger myAvail to re-test the Pullout status.	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE	FALSE
50	Operator Reassigned	A new operator has been assigned to this block / run	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE	TRUE
51	Operator Assigned	Initial Operator Assignment	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE	TRUE
52	Vehicle Assigned	Initial Vehicle Assignment	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE	TRUE
53	Operator Check in Update	Operator has been Checked In by dispatch.	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE	FALSE
54	Invalid Logon Attempt	The operator made 3 invalid Logon Attempts to the vehicle.	FALSE	TRUE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE
55	Operator Logon	Operator has logged on (Time Line Display)	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE	FALSE	FALSE	TRUE
56	Operator Logoff	Operator has Logged off (Time Line Display)	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE	FALSE	FALSE	TRUE
57	Pull Out	The vehicle has started the assigned block / run. (Time Line Display)	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE	FALSE	FALSE	TRUE
58	Pull In	The vehicle has ended the assigned block / run. (Time Line Display)	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE	FALSE	FALSE	TRUE
59	Manual OOS	The operator manually put the vehicle in Out Of Service (Time Line Display)	FALSE	TRUE	FALSE	FALSE	TRUE	FALSE	FALSE	FALSE	TRUE
60	Manual Mode	The operator manually put the vehicle in manual announcement mode (Time Line Display)	FALSE	TRUE	FALSE	FALSE	TRUE	FALSE	FALSE	FALSE	TRUE
61	Transfer	Transfer Time Line Display	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE	FALSE	FALSE	TRUE
62	On Route No Pullout	Vehicle is on route, but no pullout was detected	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE	TRUE	FALSE	TRUE
63	Camera Pre-Trip	Camera Pre-Trip test failed	FALSE	TRUE	TRUE	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE
64	Vehicle Movement Alarm	A vehicle left the bus yard without being logged on to a specific block / run.	FALSE	TRUE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE
65	Expired Pullout	No vehicle was detected on the block / run a specified number of minutes after the scheduled departure time.	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE	TRUE
66	Bad Communications Over Threshold	A vehicle has been out of communications over a specified number of minutes.	FALSE	TRUE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE
67	Trip Early	Created when a vehicle leaves a timepoint early. NOTE: turning this off does not prevent the early status in the Status window.	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE

Event ID	Long Name	Description	Comm.	Event	Maint.	Route Status	Timeline	Timeline Trigger	Pullout	Platform	Event History
68	Trip Late	Created when a vehicle leaves a timepoint late. NOTE: turning this off does not prevent the late status in the Status window.	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
69	Manual Incident	An incident was generated manually by a MyAvail user.	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE
70	Replace Vehicle	Replace a disabled vehicle	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE	FALSE	FALSE	TRUE
71	Helper Vehicle	Dispatch helper vehicle	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE	FALSE	FALSE	TRUE
72	Discharge Only	Enter discharge only mode	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE	FALSE	FALSE	TRUE
73	Platoon Trip	Dispatch vehicle to shadow existing vehicle	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE	FALSE	FALSE	TRUE
74	Cancel Service	Cancel scheduled service	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE	FALSE	FALSE	TRUE
75	Stationary Vehicle	Vehicle has entered a stationary status	FALSE	FALSE	TRUE	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE
76	Excessive Idle	Excessive Idle	FALSE	FALSE	TRUE	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE
80	Pre-Trip Failure Event	The operator entered a Pre-Trip Failure Event	FALSE	TRUE	TRUE	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE
81	Late Pre-Trip	Pre-Trip Event was done outside the Operator log on process	FALSE	TRUE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE
82	Missed Pre-Trip	The operator did not perform the scheduled Pre-Trip testing	FALSE	TRUE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE
83	Pre-trip All Pass	The operator passed all steps on the Pre-trip tests	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE
84	Driver Off Bus	The operator pressed the Driver Off Bus button on the MDT.	TRUE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE
85	Driver On Bus	The operator pressed the Driver On Bus button on the MDT.	TRUE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE
86	NVRAM Fail Auto	NVRAM failed automated diagnostics on vehicle	FALSE	FALSE	TRUE	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE
87	Flash Disk Fail Auto	Flash disk failed automated diagnostics on vehicle	FALSE	FALSE	TRUE	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE
88	IEB Device Fail Auto	IEB/IVU/RCU failed automated diagnostics on vehicle	FALSE	FALSE	TRUE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
89	Wheelchair Skip Pre-trip	Operator skipped wheelchair pre-trip test	FALSE	TRUE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE
90	Wheelchair Passed Manually	Operator passed the wheelchair pre-trip test without cycling the lift	FALSE	TRUE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE
91	Battery Backup Fail Auto	Battery backup failed automated diagnostics on vehicle	FALSE	FALSE	TRUE	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE
92	Misc. Device 1 Fail Auto	Misc. device 1 failed automated diagnostics on vehicle.	FALSE	FALSE	TRUE	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE
93	APC Fail Auto	APC failed automated start-up diagnostics on vehicle	FALSE	FALSE	TRUE	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE
94	APC Fail Pre-trip	The operator indicated the APC failed the manual pre-trip test	FALSE	TRUE	TRUE	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE
95	APC Skip Pre-trip	Operator skipped the manual APC pre-trip test	FALSE	TRUE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE

Event ID	Long Name	Description	Comm.	Event	Maint.	Route Status	Timeline	Timeline Trigger	Pullout	Platform	Event History
96	APC Passed Manually	Operator passed the manual APC pre-trip without anyone passing through the sensors	FALSE	TRUE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE
97	Farebox Fail Auto	Farebox failed automated diagnostics on vehicle	FALSE	TRUE	TRUE	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE
98	Annunciator Fail Auto	Annunciator failed start-up automated diagnostics on vehicle	FALSE	FALSE	TRUE	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE
99	Annunciator Fail Pre-trip	The operator indicated the annunciator failed the manual pre-trip test on vehicle	FALSE	TRUE	TRUE	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE
101	Annunciator Skip Pre-trip	Operator skipped annunciator pre-trip test	FALSE	TRUE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE
102	Annunciator Passed Manually	Operator passed annunciator pre-trip without completing test	FALSE	TRUE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
103	Headsign Fail Auto	Headsign failed automated start-up diagnostics on vehicle	FALSE	FALSE	TRUE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
104	Data Device 1 Fail Auto	Primary data device failed automated start-up diagnostics on vehicle	FALSE	FALSE	TRUE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
105	Data Device 2 Fail Auto	Secondary data device failed automated start-up diagnostics on vehicle	FALSE	FALSE	TRUE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
106	Program Space CRC Fail Auto	Program space CRC failed automated start-up diagnostics on vehicle	FALSE	FALSE	TRUE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
107	Security Camera Fail Auto	Security camera failed automated start-up diagnostics on vehicle	FALSE	TRUE	TRUE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
108	Security Camera Skip Pre-trip	Operator skipped security camera pre-trip test	FALSE	TRUE	TRUE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
110	Overcrowding	The passengers on-board count exceeds a set percentage of the vehicles assigned capacity.	FALSE	TRUE	FALSE	TRUE	TRUE	TRUE	FALSE	FALSE	TRUE
111	Bus Bunching	The time interval between this vehicle and the one preceding it on the route is less than the intended interval.	FALSE	TRUE	FALSE	TRUE	TRUE	TRUE	FALSE	FALSE	TRUE
112	Vehicle Alarm Change	The extended service that monitors various devices in a vehicle	FALSE	TRUE	TRUE	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE
113	Vehicle Alarm Change Red Stop	Vehicle Alarm Change with a lamp type of Red Stop	FALSE	TRUE	TRUE	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE
114	Vehicle Alarm Change Amber Warning	Vehicle Alarm Change with a lamp type of Amber Warning	FALSE	TRUE	TRUE	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE
115	On Time Pullin	The vehicle arrived within the scheduled grace period at the end of its run	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE	TRUE	FALSE	TRUE
116	Missed Pullin	The vehicle missed its scheduled pull in time and has not yet arrived.	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE	TRUE	FALSE	FALSE
117	Late Pullin	The vehicle arrived at the end of its scheduled rule past the allowed grace period.	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE	TRUE	FALSE	TRUE

Event ID	Long Name	Description	Comm.	Event	Maint.	Route Status	Timeline	Timeline Trigger	Pullout	Platform	Event History
118	Estimated Late Pullin	Based on schedule adherence calculations the vehicle is estimated to be late to finish its run.	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE	TRUE	FALSE	TRUE
119	Expired Pullin	The vehicle has not registered at its last stop of the run is a specified number of minutes past the scheduled time.	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE	TRUE	FALSE	TRUE
120	Operator Log on With No Assignment	Operator has logged on to a run piece with no operator assigned.	FALSE	TRUE	FALSE	FALSE	TRUE	FALSE	TRUE	FALSE	TRUE
121	Vehicle Log on With No Assignment	Vehicle has logged on to a run piece with no vehicle assigned.	FALSE	TRUE	FALSE	FALSE	TRUE	FALSE	TRUE	FALSE	TRUE
122	Waiting for Pullin	The vehicle has not arrived at the final stop of the run a specified number of minutes before the scheduled time.	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE	TRUE	FALSE	FALSE
123	New Incident	A new incident has been opened, manually by a user or from an event.	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	True
124	Review Public Message	Review Public Message	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	True
125	Discharge Active	Discharge only mode for vehicle has been activated	FALSE	FALSE	FALSE	FALSE	True	FALSE	FALSE	FALSE	True
126	Discharge Inactive	Discharge only mode for vehicle has been inactivated	FALSE	FALSE	FALSE	FALSE	True	FALSE	FALSE	FALSE	True
127	Automatic Mode	Automatic Mode	FALSE	FALSE	FALSE	FALSE	True	FALSE	FALSE	FALSE	True
128	In Service	In Service Mode	FALSE	FALSE	FALSE	FALSE	True	FALSE	FALSE	FALSE	True
129	Vehicle Reassigned	Vehicle has been Reassigned	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	True	FALSE	True
130	Late First Timepoint	Late departure from first timepoint after a deadhead	FALSE	True	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	True
131	Video Tag	Video Tag generated from the DVR	FALSE	True	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	True
132	Video Tag Failed	Video Tag failed to get to vehicle	FALSE	True	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	True
133	Detour Message Failed	Detour Message Failed to be delivered to the vehicle	FALSE	True	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	True
134	Platform Pullout	A vehicle left the managed Platform	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	True	True
135	Detour Updated	A detour message was updated	FALSE	True	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	True
136	VSpeeding	The vehicle was determined to be exceeding the speed limit.	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	True

RETURN

24. APPENDIX B – IMPORT VALIDATIONS

The following table contains all validations that the import process performs. It starts with a section for common validations that apply to all scheduling packages, and then groups other validations for specific packages.

The supported packages are identified by ID and name:

- ID 0 is Common
- ID 1 is Hastus
- ID 3 is TMS
- ID 4 is Trapeze™
- ID 5 is VPR
- ID 6 is FleetNet®
- ID 7 is Remix

NOTE: The schedule package ID and the individual validation ID are used internally to uniquely identify the validation in the database.

ID	Name	Description	Message	Impact
TMS				
300	Trim Dynamic Columns	Trims leading and trailing whitespace on database columns	Trims leading and trailing whitespace on database columns	Warning
301	Validate unused stops	Checks for stops in the Stop table that are not in the PatternStops table	Stop unused in patterns	Warning
302	Validate increasing timeoffsets for deadheads	Checks for increasing DepartureTime value in the TripStop table	Stop departure time is not increasing	Warning
303	Validate increasing timeoffsets for revenue trips	Checks for increasing DepartureTime value in the TripStop table	Stop departure time is not increasing	Error
304	Validate service level id	Checks for non-negative ServiceRecordId value in the Service table	Invalid ServiceRecordId	Error
305	Validate block trips	Checks for TripRecordId in BlockTrip table that is not in the Trip table	TripRecordId referenced in BlockTrip but not in Trip file	Warning
306	Validate trip directions	Checks for Directions in Trip table that are not described in the direction translation configuration	Trip Direction is invalid or is not configured in the system	Error

ID	Name	Description	Message	Impact
307	Validate blocks	Checks for Block Numbers that are not valid numbers or are empty	Block Numbers are invalid	Error
308	Validate pattern directions	Checks for Directions in Pattern table that are not described in the direction translation configuration	Pattern Direction is invalid or is not configured in the system	Error
309	Validate patterns terminate on timepoints	Checks for patterns that do not terminate on timepoints	Pattern has a first or last stop that is not a timepoint	Error
310	Validate patterns stops	Checks for stops in the PatternStops table that are not in the Stop table	Pattern has stops referenced that are not in the Stop file	Error
311	Validate runs	Checks for Run Numbers that are not valid numbers or are empty	Run Numbers are invalid	Error
312	Validate routes	Checks for Routes Numbers that are not valid numbers or are empty	Routes Numbers are invalid	Error
313	Validate stops	Checks for Stop Numbers that are not valid numbers or are empty	Stop Numbers are invalid	Error
315	Validate increasing distance offsets for revenue trips	Checks for increasing distance value in the PatternStop table	Stop distance offset is not increasing	Error
VPR				
500	Trim Dynamic Columns	Trims leading and trailing whitespace on database columns	Trims leading and trailing whitespace on database columns	Warning
501	Validate unused stops	Checks for stops in the Stoptable that are not in the PatternStops table	Stop unused in patterns	Warning
502	Validate increasing timeoffsets for deadheads	Checks for increasing DepartureTime value in the TripStop table	Stop departure time is not increasing	Warning
503	Validate increasing timeoffsets for revenue trips	Checks for increasing DepartureTime value in the TripStop table	Stop departure time is not increasing	Error
504	Validate service level id	Checks for non-negative ServiceRecordId value in the Service table	Invalid ServiceRecordId	Error
505	Validate block trips	Checks for TripRecordId in BlockTrip table that is not in the Trip table	TripRecordId referenced in BlockTrip but not in Trip file	Warning

ID	Name	Description	Message	Impact
506	Validate trip directions	Checks for Directions in Trip table that are not described in the direction translation configuration	Trip Direction is invalid or is not configured in the system	Error
507	Validate blocks	Checks for Block Numbers that are not valid numbers or are empty	Block Numbers are invalid	Error
508	Validate pattern directions	Checks for Directions in Pattern table that are not described in the direction translation configuration	Pattern Direction is invalid or is not configured in the system	Error
509	Validate patterns terminate on timepoints	Checks for patterns that do not terminate on timepoints	Pattern has a first or last stop that is not a timepoint	Error
510	Validate patterns stops	Checks for stops in the PatternStops table that are not in the Stop table	Pattern has stops referenced that are not in the Stop file	Error
511	Validate runs	Checks for Run Numbers that are not valid numbers or are empty	Run Numbers are invalid	Error
512	Validate routes	Checks for Routes Numbers that are not valid numbers or are empty	Routes Numbers are invalid	Error
513	Validate stops	Checks for Stops Numbers that are not valid numbers or are empty	Stops Numbers are invalid	Error
515	Validate increasing distance offsets for revenue trips	Checks for increasing distance value in the PatternStop table	Stop distance offset is not increasing	Error
FleetNet				
600	Trim Dynamic Columns	Trims leading and trailing whitespace on database columns	Trims leading and trailing whitespace on database columns	Warning
601	Validate unused stops	Checks for stops in the Stop table that are not in the PatternStops table	Stop unused in patterns	Warning
602	Validate increasing timeoffsets for deadheads	Checks for increasing DepartureTime value in the TripStop table	Stop departure time is not increasing	Warning
603	Validate increasing timeoffsets for revenue trips	Checks for increasing DepartureTime value in the TripStop table	Stop departure time is not increasing	Error

ID	Name	Description	Message	Impact
604	Validate service level id	Checks for non-negative ServiceRecordId value in Service table	Invalid ServiceRecordId	Error
605	Validate block trips	Checks for TripRecordId in BlockTrip table that is not in the Trip table	TripRecordId referenced in BlockTrip but not in Trip file	Error
606	Validate trip directions	Checks for Directions in Trip table that are not described in the direction translation configuration	Trip Direction is invalid or is not configured in the system	Error
607	Validate blocks	Checks for Block Numbers that are not valid numbers or are empty	Block Numbers are invalid	Error
608	Validate pattern directions	Checks for Directions in Pattern table that are not described in the direction translation configuration	Pattern Direction is invalid or is not configured in the system	Error
609	Validate patterns terminate on timepoints	Checks for patterns that do not terminate on timepoints	Pattern has a first or last stop that is not a timepoint	Error
610	Validate patterns stops	Checks for stops in the PatternStops table that are not in the Stop table	Pattern has stops referenced that are not in the Stop file	Error
611	Validate runs	Checks for Run Numbers that are not valid numbers or are empty	Run Numbers are invalid	Error
612	Validate routes	Checks for Routes Numbers that are not valid numbers or are empty	Routes Numbers are invalid	Error
613	Validate stops	Checks for Stop Numbers that are not valid numbers or are empty	Stop Numbers are invalid	Error
614	Validate stops Attribute IsPublic	Checks for missing IsPublic stop attributes	Stop IsPublic attribute missing	Error
615	Validate increasing distance offsets for revenue trips	Checks for increasing distance value in the PatternStop table	Stop distance offset is not increasing	Error
Hastus				
700	Validate itinerary	Checks for duplicate start stop and end stop combinations with different itinerary numbers	Duplicate start stop and end stop in itinerary	Error
701	Validate blocks	Checks for Block Numbers that are not valid numbers or are empty	Block Numbers are invalid	Error

ID	Name	Description	Message	Impact
702	Validate runs	Checks for Run Numbers that are not valid numbers or are empty	Run Numbers are invalid	Error
703	Validate routes	Checks for Routes Numbers that are not valid numbers or are empty	Routes Numbers are invalid	Error
704	Validate stops	Checks for Stop Numbers that are not valid numbers or are empty	Stop Numbers are invalid	Error
705	Validate trip pattern directions	Checks for Directions that are not described in the direction translation configuration	Trip Pattern Direction is invalid or is not configured in the system	Error
706	Validate service level	Checks the Avail Service Levelis in a correct format	The AvailServiceLevel is missing or not in a valid format	Error
707	Validate block trips	Checks every trip in the block file exists in the stop file	A trip in the block file is missing in the trip file	Error
708	Validate pattern stops	Checks every stop used in the pattern file exists in the stop file	A stop in the pattern file is missing in the stop file	Error
709	Validate trip displaycode	Checks DisplayCode (headsign code) exists for every trip	No DisplayCode on the trip	Error
710	Validate trip start and end times	Checks trip start and end times are not the same	Trip start and end times are the same	Error
711	Validate trip pattern not found	Checks pattern in each trip exists	Error while trying to lookup the pattern for trip	Error
712	Validate trip no stops	Checks each trip has stopentries	No trip stop entries found in trip table	Error
713	Validate number of stops for trip and pattern match	Checks if the number of stops in a trip and pattern mismatch	Number of stops in the trip and pattern mismatch	Error
716	Validate trip pattern missing stops	Checks for missing stop identifier in trip pattern	Missing PatternStopIdentifier for pattern id and route	Error
717	Validate route segments	Checks for invalid route segments	Route segment either has no points or not a line segment.	Warning
718	Validate calendar dates	Checks for calendar date entries with empty data	Calendar entry has one or more empty entries.	Error
719	Trim Dynamic Columns	Trims leading and trailing whitespace on database columns	Trims leading and trailing whitespace on database columns	Warning

ID	Name	Description	Message	Impact
720	Validate pattern itinerary numbers	Validate itinerary numbers referenced by pattern points exit in the itinerary list	A TripPatternPoint references an itinerary number which doesn't exists in the itinerary list.	Error
721	Validate time offsets revenue	Checks for duplicate time offset for a given revenue trip	A trip references the same departure time more than once.	Error
722	Validate time offsets deadhead	Checks for duplicate time offset for a given deadhead trip	A trip references the same departure time more than once.	Warning
723	Validate increasing distanceoffsets for revenue trips	Checks for increasing distance value in the PatternStop table	Stop distance offset is not increasing.	Error
Trapeze				
800	Validate Configuration	Validates PointAttribute Configuration	Invalid Point Attribute Configuration	Error
801	Trim Dynamic Columns	Trims leading and trailing whitespace on database columns	Trims leading and trailing whitespace on database columns	Warning
802	Validate HeadSignId	Checks for missing headsign Ids	Patterns Missing HeadSign Ids	Error
803	Validate Blocks	Checks for Block Numbers that are not valid numbers or are empty	Block Numbers are invalid	Error
804	Validate Runs	Checks for Run Numbers that are not valid numbers or are empty	Run Numbers are invalid	Error
805	Validate Runs PT	Checks for Run Numbers that are not valid numbers or are empty	Run Numbers are invalid	Error
806	Validate Routes	Checks for Routes Numbers that are not valid numbers or are empty	Routes Numbers are invalid	Error
807	Validate Routes Attribute	Checks for Routes Numbers that are not valid numbers or are empty	Routes Numbers are invalid	Error
808	Validate Routes Attribute Missing	Checks for Routes Numbers that are missing	Routes Numbers are missing	Error
809	Validate Stops PT	Checks for valid stops	The stop is not a valid stop	Error
810	Validate Stops StopId Number	Checks for invalid stops ids	Stop ids are not numeric	Error
811	Validate Stops Missing Name	Checks for missing stop names	Stop Names are missing	Error
812	Validate Service Level	Checks for invalid service levels	Service levels are invalid	Error

ID	Name	Description	Message	Impact
813	Validate Block Trip	Checks for invalid Block Trip combinations	The trip on the block does not exist in the trip file from the export	Error
814	Validate Block Run	Checks for invalid Block Run combinations	The run on the block does not exist in the run file from the export	Error
815	Validate Deadhead Trip Distance	Checks for increasing stop-to-stop distance	Deadhead trip stop-to-stop distance not increasing	Error
816	Validate Deadhead Trip Time	Checks for increasing stop-to-stop time	Deadhead trip stop-to-stop time not increasing	Error
817	Validate Revenue Trip Distance	Checks for increasing stop-to-stop distance	Revenue trip stop-to-stop distance not increasing	Error
818	Validate Revenue Trip Time	Checks for increasing stop-to-stop time	Revenue trip stop-to-stop time not increasing	Error
Common				
900	Validate unused stops	Checks for stops in the Stoptable that are not in the pattern stops table	Stop unused in patterns	Warning
901	Validate consecutive pattern stops	Checks for patterns that have consecutive departures from same stop	Patterns have consecutive departures from the same stop	Error
902	Validate timepoint on minute	Checks for timepoints to have time offset of whole minutes	Timepoint does not have departure time as a whole minute	Warning
903	Validate missing route segments	Checks for stop-to-stop combinations that are not listed in route segments table	Missing route segment	Warning
904	Validate unmapped blocks	Checks for block-trip combinations that are not in block_runmapping for a given service level	Block-trip unmapped to run	Warning
905	Validate unused blocks	Checks for blocks in the Blocktable that are not in the block schedule	Block unused in schedule	Warning
906	Validate unused trips	Checks for trips in the trip table that are not in the block schedule	Trip unused in schedule	Warning
907	Validate missing headsigns on trips	Checks for trips that do not have a headsign ID	Trip does not have a headsign ID value supplied	Warning
908	Validate duplicate blocks	Checks for duplicated block farebox IDs	Blocks contain duplicated farebox IDs	Error
909	Validate duplicate runs	Checks for duplicated run farebox IDs	Runs contain duplicated farebox IDs	Error

ID	Name	Description	Message	Impact
910	Validate trip-pattern mismatch	Checks for mismatch in number of entries for a trip and corresponding pattern	Number of entries on trip do not match those on the pattern	Error
911	Validate trip times	Checks for mismatch in number of entries for a trip and corresponding pattern	Trip has less than 2 trip time entries	Error
912	Validate unused patterns	Checks for patterns in the Pattern file that are not in the Trip table	Pattern unused in schedule	Warning
913	Validate internet service name on trips	Checks for trips that don't have an internet service name	Trips do not have a valid internet service name	Warning
914	Validate duplicate routes	Checks for duplicated routes farebox IDs	Routes contain duplicated farebox IDs	Error
915	Validate duplicate stops	Checks for duplicated stop IDs	Stops contain duplicated Stop IDs	Error
916	Validation for overlapping block-run mapping	Check for overlapping block-run mapping	The run start time overlaps with a previous run end time	Error
917	Validate no scheduled service for span of days	Check for no scheduled service for configured span of consecutive days	There's no scheduled service for the span of days	Error
918	Validation for unmapped service level-block-trip	Check for service level - block -trip that does not have a mapping for run	Trip does not have a run mapped to it.	Error
919	Validate Number of Trips Per Block	Validates the number of trips on a block	Too many trips per block	Error
920	Validate Number of Stop Text Strings	Validates the number of stop text strings on a block	Too many stop text strings per block	Error
921	Validate Number of Stops Per Block	Validates the number of stops on a block	Too many stops per block	Error
922	Validate Number of Patterns Per Block	Validates the number of patterns on a block	Too many patterns per block	Error
923	Validate Service Description	Validates that there are service descriptions for trips	Missing service description for trip	Warning
924	Validate Run StartEnd Minute Boundary	Validates that run starts and ends on a minute boundary	Run does not start or end on a minute boundary	Warning
925	Validate Block Trip Overlap	Validates trips on a block and checks for time overlap	Overlapping trips on block	Error
Remix				
400	Trim Dynamic Columns	Trims leading and trailing whitespace on database columns	Trims leading and trailing whitespace on database columns	Warning

ID	Name	Description	Message	Impact
401	Validate unused stops	Checks for stops in the Stoptable that are not in the PatternStops table	Stop unused in patterns	Warning
402	Validate increasing timeoffsets for deadheads	Checks for increasing DepartureTime value in the TripStop table	Stop departure time is not increasing	Warning
403	Validate increasing timeoffsets for revenue trips	Checks for increasing DepartureTime value in the TripStop table	Stop departure time is not increasing	Error
404	Validate service level id	Checks for non-negative ServiceRecordId value in Service table	Invalid ServiceRecordId	Error
405	Validate block trips	Checks for Trip Record Id in BlockTrip table that is not in the Trip table	Trip Record Id referenced in Block Trip but not in Trip file	Warning
406	Validate trip directions	Checks for Directions in Trip table that are not described in the direction translation configuration	Trip Direction is invalid or is not configured in the system	Error
407	Validate blocks	Checks for Block Numbers that are not valid numbers or are empty	Block Numbers are invalid	Error
408	Validate pattern directions	Checks for Directions in Pattern table that are not described in the direction translation configuration	Pattern Direction is invalid or is not configured in the system	Error
409	Validate patterns terminate on timepoints	Checks for patterns that do not terminate on timepoints	Pattern has a first or last stop that is not a timepoint	Error
410	Validate patterns stops	Checks for stops in the PatternStops table that are not in the Stop table	Pattern has stops referenced that are not in the Stop file	Error
411	Validate runs	Checks for Run Numbers that are not valid numbers or are empty	Run Numbers are invalid	Error
412	Validate routes	Checks for Routes Numbers that are not valid numbers or are empty	Routes Numbers are invalid	Error
413	Validate stops	Checks for Stops Numbers that are not valid numbers or are empty	Stops Numbers are invalid	Error
415	Validate increasing Distance offsets for revenue trips	Checks for increasing distance value in the PatternStop table	Stop distance offset is not increasing	Error

Go back to Data Import Tab.

RETURN