



Mentor Training Manual

Version 04
Rev. 01



SAFETY FIRST



DRIVE SAFE

Your primary responsibility is the safe operation of your vehicle at all times. Use Ranger (the in-vehicle computing device) only when safe to do so. Failure to do so could result in injury or death to yourself or others.

USE COMMON SENSE

Always follow the rules of the road. The map isn't perfect. It doesn't always reflect recent street changes. For example, if Ranger's navigation system tells you to turn the wrong way onto a one-way street don't follow Ranger's instructions.

KEEP THE VIEW CLEAR

Adjust the height and position of Ranger so that you can easily see the road at all times. Also, the position of Ranger should never interfere with airbags, controls or displays you may use while driving.

Ranger is installed with an adjustable mount. Ensure the adjustment knob for the mount is securely tightened at the beginning of each shift. Do not operate your vehicle if the Ranger mount is loose.

READ THE SAFETY MESSAGE

During log-on your Ranger will display a safety message reminding you to adhere to the rules of the road.

SAFETY MESSAGE: LOGON

!! SAFETY FIRST !!

YES

I AGREE THAT
SAFETY IS MY FIRST PRIORITY
--AND--
I AGREE TO ONLY USE THIS DEVICE
WHEN SAFE TO DO SO
--AND--
I AGREE TO REPORT MY CONCERNS
TO MY SUPERVISOR

NO

13:42

Note: If you don't agree with the Safety Message or cannot obey the Safety Message, press NO and contact your supervisor. Remember, improper use of Ranger could cause or contribute to an accident and result in damage to property or persons.

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BEFORE YOU BEGIN

This manual is intended for **quick reference** and does not contain highly detailed information. Computer screen graphics are "samples only" and may not reflect the actual application.

Your training coordinator/supervisor has customized this manual to suit your organization and is in the best position to handle training related questions.

Your supervisor or trainer will ensure that you have the required log-on information.

Certain precautions must be taken with Ranger's touch screen:

- o **Never** use the tip of any item, i.e. pen, pencil, keys, screwdriver. Use only your finger or the supplied Stylus to interact with the screen

HARDWARE OVERVIEW: FUNCTION KEYS

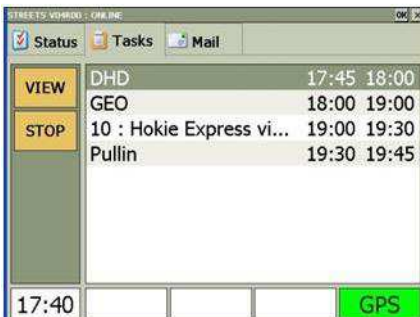
Ranger has 6 Function Keys on the left side (to the left of the screen). Use the hard Function Keys on Ranger to power on the unit, switch between day and night screens, access the keyboard, and more.



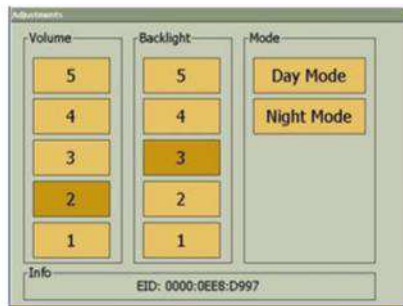
HOW TO ADJUST VOLUME AND BRIGHTNESS: PRESS F1

Press the F1 Function Key on the Ranger to open and close the Settings screen. The volume, brightness and display mode (Day or Night) can be changed.

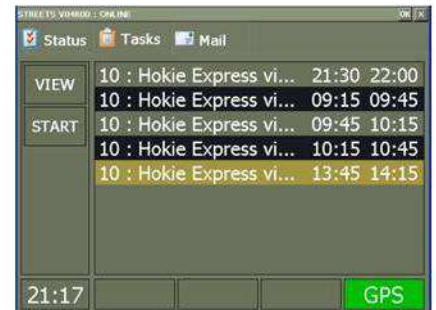
DAY MODE



SETTINGS SCREEN



NIGHT MODE



EMERGENCY: PRESS F4

1. Press the F4 key twice to enter EMERGENCY Mode.
2. A dot will appear to the left of the clock in the lower left-hand corner signaling the emergency.
3. An exclamation point will appear to the left of the label at the top of the screen when dispatch has acknowledged the emergency.
4. Dispatch will clear Ranger from Emergency mode once the situation is handled and the exclamation mark will disappear.

NOTE: The circumstances where pressing this key is appropriate is defined by your organization.

EMERGENCY ACTIVE



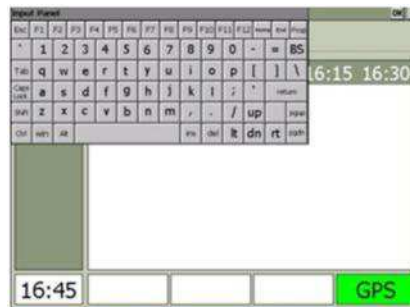
EMERGENCY ACKNOWLEDGED



KEYBOARD: PRESS F5

Pressing the F5 key will display a keyboard. Pressing F5 again removes the keyboard from view. Pressing the F6 key on the keyboard allows the driver to clear the Ranger from Emergency mode. All other keys on the keyboard do not provide additional features to the driver.

KEYBOARD SCREEN



SOFTWARE OVERVIEW: USING THE TOUCH SCREEN APPLICATION

Never use the tip of any item, i.e. pen, pencil, keys, screwdriver. Use only your finger or the supplied Stylus to interact with the screen

FUNCTION BUTTONS

Function buttons are soft keys that appear on-screen. Active Function buttons are yellow. If the function is not available, the button is grey. Only yellow buttons are operational to prevent pressing the wrong button accidentally. For example, in the figure below the VIEW button is **DISABLED**. The START button is **ENABLED**.

FUNCTION BUTTONS



LISTS

The application uses lists to display the manifest on the **TASKS TAB** and messages on the **MAIL TAB**. Each entry in the list represents a unique task or mailbox message.

1. Tap on the line to select an item.
2. The current line will be highlighted in grey.
3. Use the function buttons on the left side of the screen to perform work on that item. E.g. in the

SAMPLE: MESSAGE LIST SCREEN

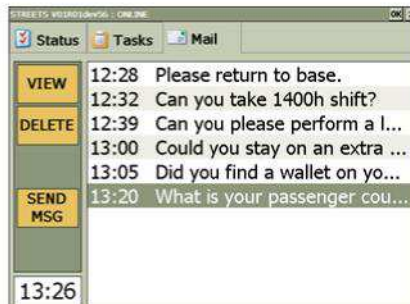


image below, pressing the VIEW button will display the entire message.

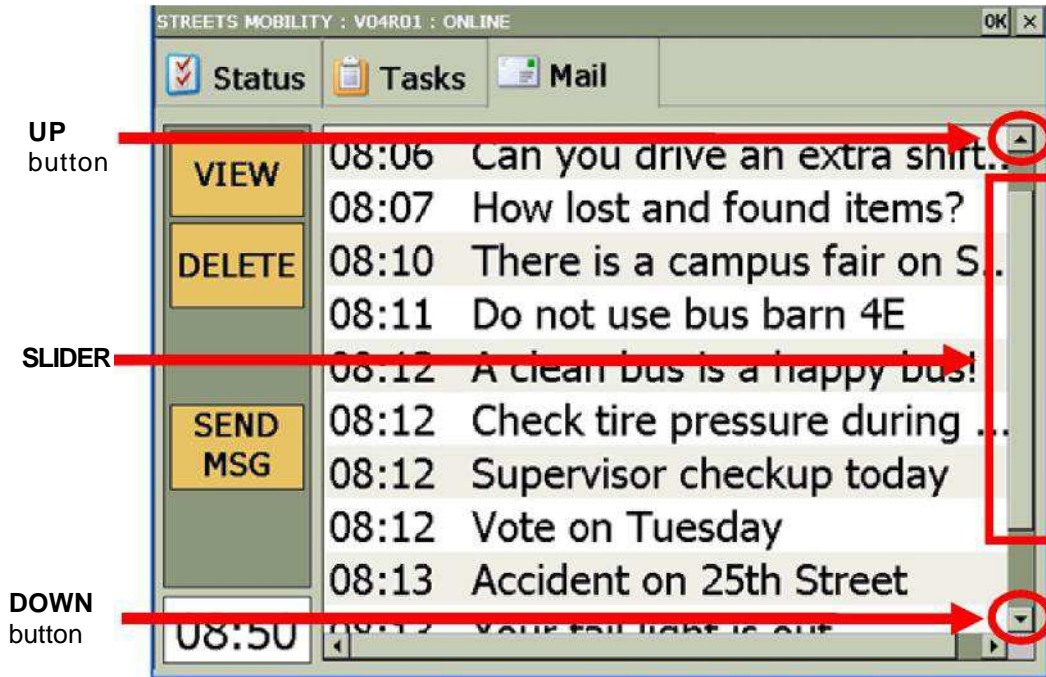
SCROLL BAR

When the number of messages or tasks on a list extends off the screen, a Scroll Bar appears on the right. Use the scroll bar to move up and down the list. To use the scroll bar:

1. Tap on the UP or DOWN scroll bar arrow, located on either on the top or bottom of the Scroll Bar.
2. Or hold down the UP or DOWN arrow to scroll continuously on the list.

3. Or tap and drag the SLIDER up or down.

SCROLL BAR



SCREEN TABS

The top of the application has three tabs: Status, Tasks and Mail. Tap on the name of a tab to show it.

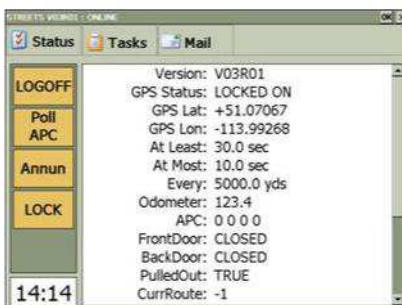
SCREEN TABS



Each Tab has a different function:

1. **STATUS:** allows you to log off or inform dispatch of your availability during your shift. Also allows you to check GPS information
2. **TASKS** displays your route tasks for your shift in a list format and allows you to select and view a specific task in detail
3. **MAIL:** displays mail sent from dispatch and allows you to select, delete, and view a specific mail message in detail. Also allows you to send a canned message to dispatch

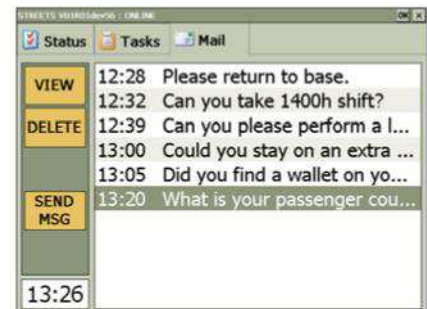
STATUS TAB



TASKS TAB



MAIL TAB



GETTING STARTED

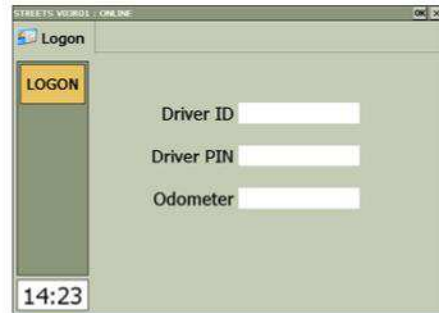
POWER ON

- Ranger is connected to the vehicle's ignition and will turn on automatically when the vehicle is turned on.
- Ranger will display a loading screen as shown below.
- Ranger will then display the LOG ON screen with this text along the top: **STREETS MOBILITY: V04 R01: ONLINE.**
- If you want to turn Ranger on without turning the bus on, press and hold the POWER function key for a few seconds.

SAMPLE: LOADING MESSAGE



SAMPLE: LOG ON SCREEN



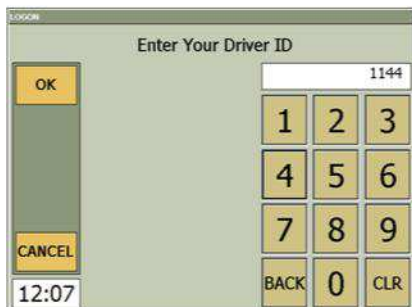
LOGGING ON

1. On the LOG ON screen, tap the LOGON button or the Driver ID box. You will be prompted to enter your Driver ID
2. Using the keypad, punch in your Driver ID and press OK. You will be prompted to enter your Driver PIN
3. Use the keypad to punch in your Driver PIN and press OK. You will be prompted to enter the Odometer Reading for your vehicle
4. Use the keypad to punch in the Odometer Reading and press the OK button to display the LOGON Summary Screen

NOTE: If, at any time, you enter a number in error, use the BACK button to delete a single digit or the CLR button to delete the entire number and start again

NOTE: In order for an Odometer Reading to be valid, you must enter a number greater than zero. If the Odometer Reading is invalid, you will be prompted again for a correct reading before you can log on.

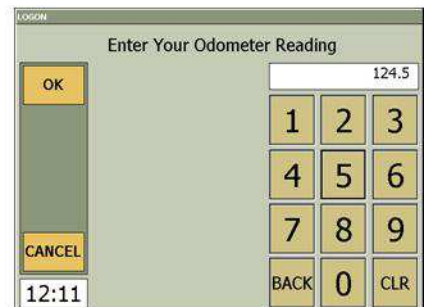
SAMPLE: DRIVER ID SCREEN



SAMPLE: DRIVE PIN SCREEN



SAMPLE: ODOMETER SCREEN



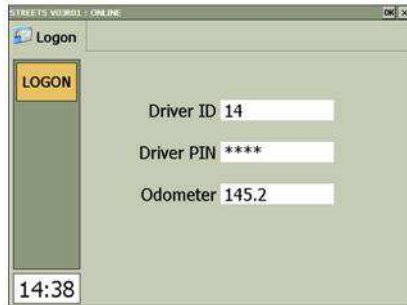
LOG ON SUMMARY SCREEN

From the Logon Summary Screen, you can choose to edit the ID, PIN and Odometer information, or presuming that it is accurate, submit the LOGON request to dispatch. To edit the values:

1. Tap on the text field containing the information you wish to change.
2. Using the keypad, enter the correct value.
3. Press OK to skip fields you don't need to edit

When you are ready to log on, press the LOGON button. A Safety Notification Screen will appear.

LOG ON SUMMARY SCREEN



SAFETY NOTIFICATION SCREEN



SAFETY NOTIFICATION SCREEN

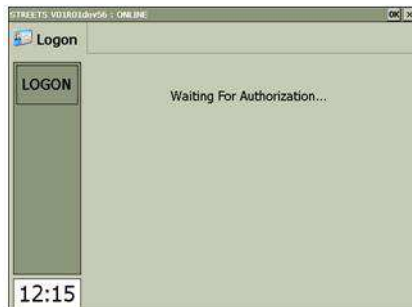
1. When the safety notification screen appears, press YES to continue. Pressing NO returns you to the LOGON screen
2. Pressing YES prompts these two messages that appear in sequence: 'Waiting for Authorization' and 'Access Granted'

NOTE: If you submit the wrong Driver ID or PIN after pressing the LOGON button, an error message appears asking you to try again. Error messages may include:

- Access Denied
- Unable to Deliver Logon Request. Try again.

If an error occurs, try logging on again or contact dispatch for assistance.

AUTHORIZATION MESSAGE



ACCESS GRANTED MESSAGE



THE TASK LIST: YOUR MANIFEST

TA

SK LIST

Once you are logged on, dispatch will send your Task List which provides all the information you need to perform your tasks for the day. The task list is your manifest.

Each line on the Task List represents a different Task. There are several different types of tasks: Pull Out, Dead Head, Route, Geo Zone, Breaks/Lunches and Pull In. The task list will show at least the name of the task and the start time and end time.

NOTE: Tasks should be completed in the order they appear on the List. If you think an error exists with your tasks please notify dispatch.

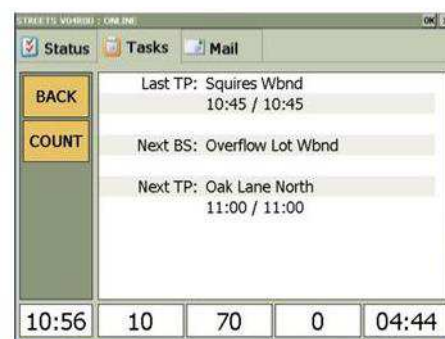
TASK DETAILS

Some tasks can be viewed in more detail by pressing the VIEW button.

SAMPLE: TASK LIST



SAMPLE: TASK DETAILS



TO VIEW DETAILS OF A SPECIFIC TASK

1. Tap on the Task you would like to view
2. Press the VIEW button to access Task Details
3. Press the BACK button to return to the manifest

PULL OUT TASKS

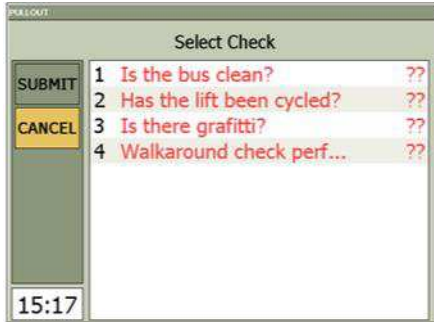
A Pull Out task will commonly be the first task on your manifest. Pull Out tasks include a list of vehicle check questions that require responses.

To complete the Pull Out:

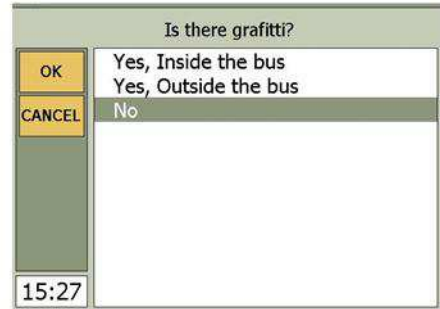
1. Tap on the Pull Out task on the Task List.
2. Tap the START button.
3. Tap the first vehicle check question.
4. Tap the appropriate response.
5. Tap the OK button
6. Tap the next vehicle check question.
7. Tap the appropriate response.
8. Tap the OK button.
9. Repeat steps 6-8 until ALL questions have been answered.
10. Tap the SUBMIT button.

NOTE: If there is no Pull Out Task, start the first task on the manifest.

SAMPLE: PULL OUT QUESTIONS



SAMPLE: PULL OUT QUESTION RESPONSES



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EA**

D HEAD TASKS AND BREAKS/LUNCHES

Dead Head tasks (DHD), Breaks and Lunches are considered "non-revenue" tasks. No passengers are picked up during a Dead Head task, break or lunch.

In the case of a Dead Head task, it will account for (example) when the bus is driving from the bus barn to the first stop on the first route or when the bus is returning to the bus barn at the end of the day.

To complete a Dead Head task, lunch or break, simply:

1. Tap on the Dead Head task, break or lunch on the Task List
2. Press the START button
3. For a Dead Head Task, drive the necessary distance (for example, to the start of the route or back to the bus barn).
4. Press the STOP button

DEAD HEAD TASK



ROUTE TASKS

Route Tasks are those directly involved with passenger pick-up. They must be completed in the order in which they appear. Each task on the manifest represents a single loop of a route.

- **Note:** Please consult with your supervisor for clarification on the following:
 - **Counting passengers by fare category.** Please confirm with your supervisor if this feature of the application will be used.
 - **Automatic Passenger Count (APC) sensors.** These sensors may be installed in the doorway of the bus to keep track of how many passengers get on the bus (i.e. BOARD) and how many passengers get off the bus (i.e. ALIGHT). Please confirm with your supervisor if APCs are installed
 - **AND** if you are required to ADJUST the count values.
 - **Door sensors.** Ranger will open the count screen automatically when the door of the bus opens if these sensors are installed.

To complete a route task, simply:

1. Drive the bus to the first stop on the route.
2. Tap on your first Route Task on the Task List.
3. Tap the VIEW button to see details on the route.
4. Press the START button.
5. If your bus is equipped with door sensors, when you open the door a count screen will appear automatically. Otherwise, press the COUNT button to open the count screen manually.
6. A fare count screen will appear with buttons representing different types of fares. As each
 - passenger boards:
 - Tap the name of a fare type to INCREASE the count.

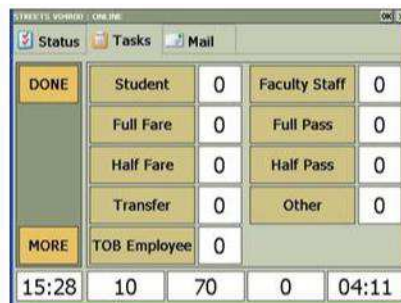
Tap the number beside the fare type to DECREASE the count (if an error was made).

7. Once all passengers are aboard, close the bus doors. If your bus is equipped with Automatic Passenger Counters (APCs), the automatically generated values can be verified by pressing the MORE button.
 - Tap the BOARD button and use the keypad on the right to adjust the value.
 - Tap the ALIGHT button and use the keypad on the right to adjust the value.
 - Tap the CURRENT LOAD button and use the keypad on the right to adjust the value.
8. If your bus is equipped with door sensors, the count screen will close automatically after you depart the stop. Otherwise, press the DONE button to close the count screen manually.
9. Drive to the next stop on the route.
 - Review the following section about **Route and Schedule Adherence**.
 - Repeat steps 4-8 above at each stop.
10. After you have finished counting passengers at the last stop, tap the BACK button to return to the task list.
11. Press the STOP button to complete the route task.

ROUTE STARTED



FARE COUNT SCREEN



APC COUNT SCREEN



UNEXPECTED STOPS ON A ROUTE

If the bus needs to stop unexpectedly to pick up a passenger, please follow these steps:

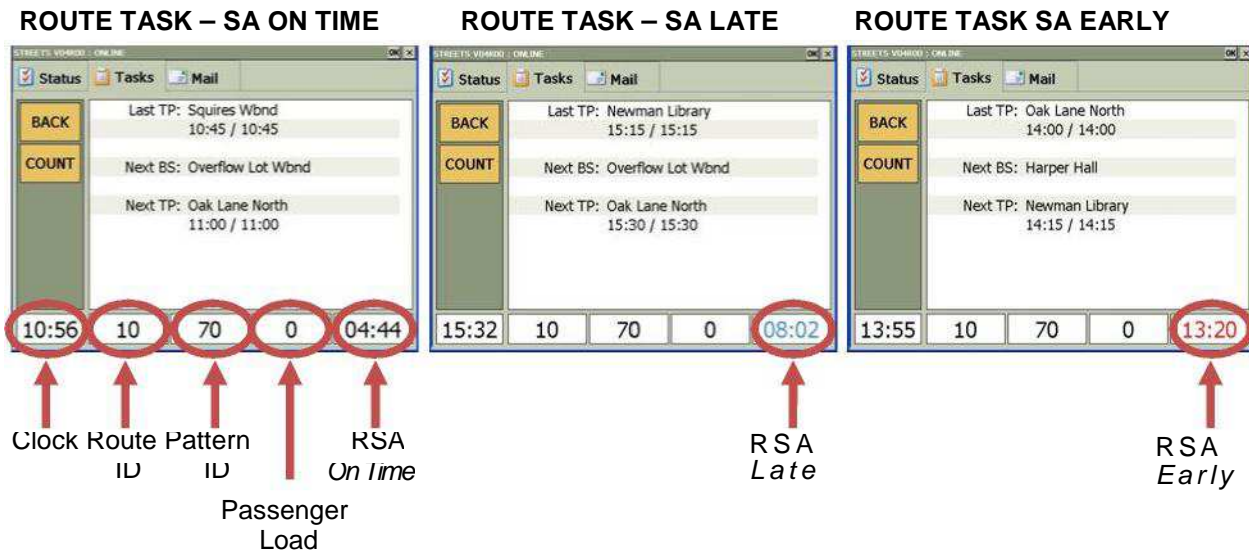
1. If your bus is equipped with door sensors, when you open the door a count screen will appear automatically. Otherwise, press the COUNT button to open the count screen manually.
2. A fare count screen will appear with buttons representing different types of fares. As each passenger boards:
 - Tap the name of a fare type to INCREASE the count.
 - Tap the number beside the fare type to DECREASE the count (if an error was made).
3. Once all passengers are aboard, close the bus doors. If your bus is equipped with Automatic Passenger Counters (APCs), the automatically generated values can be verified by pressing the MORE button.
 - Tap the BOARD button and use the keypad on the right to adjust the value.
 - Tap the ALIGHT button and use the keypad on the right to adjust the value.
 - Tap the CURRENT LOAD button and use the keypad on the right to adjust the value.
4. Press the DONE button to close the count screen manually.
5. Continue driving the route.

SCHEDULE ADHERENCE (SA)

Ranger will tell you in real time how far ahead or behind schedule you are on the current route. This is referred to as Schedule Adherence. Schedule Adherence is presented in minutes and seconds.

When the vehicle is stopped, Ranger will display RSA information as shown in the figures below. RED indicates that the bus is EARLY. BLACK indicates that the bus is ON TIME. BLUE indicates that the bus is LATE. The RSA clock updates every two seconds.

Ranger will also display a Clock, information about the route (route ID/pattern ID, last time point, next bus stop and next time point) and the current passenger load when the bus is not moving.



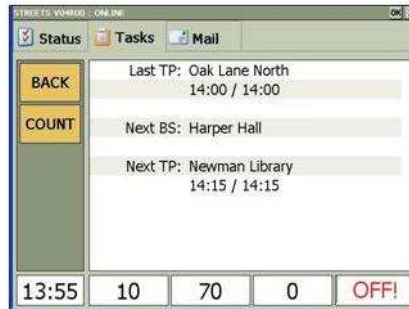
ROUTE ADHERENCE (RA)

Ranger will also tell you what the next bus stop and next time point are on the route. This is referred to as Route Adherence. If the bus varies from the route, then Ranger will show the bus as Off Route.

When the bus goes off route, the RSA indicator will display “OFF!” instead of showing a minutes and seconds value.

Depending on whether the bus is in motion or not, an Off Route incident will appear as follows.

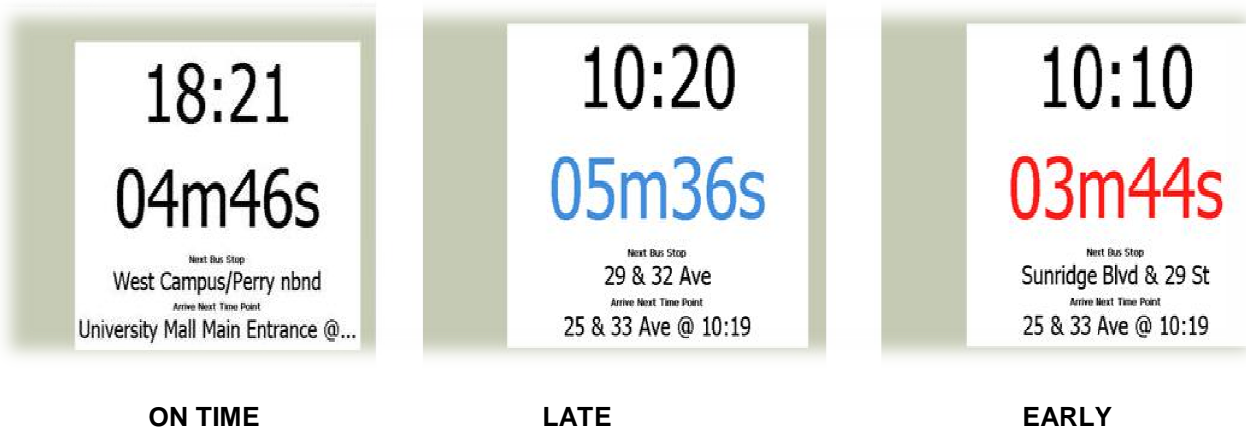
ROUTE TASK - OFF ROUTE



SAFETY IN MOTION – THE SPEED SENSOR SCREEN

Ranger monitors when the bus is moving or not. When the bus is moving, information about the route, the schedule adherence and route adherence is presented in a simplified manner.

When the bus is on a route, Schedule Adherence will be presented similar to below. Only the current time (shown in black at the top), the RSA time (shown in black, blue or red), the next bus stop and next time point will be displayed.



When the bus is off route and moving, the Speed Sensor Screen will appear as follows:

RA IN MOTION – OFF ROUTE



TRIPPER ROUTE TASKS AND STANDBY TASKS

A Tripper Route task represents a portion of a loop or a route. For example, dispatch may require a bus to drive only half of a route to pick up passengers that were missed by the regular service bus. This typically occurs during busy periods when the regular bus service cannot handle the excess passenger load. The task details for Tripper Route tasks will show the first and last stop on the route the bus should drive. While driving a Tripper Route, only Route Adherence will be displayed.

Standby tasks will be on the task list when a bus is **scheduled** to perform Tripper Route tasks for a specific shift. In this case, the manifest will show a Standby Start task and a Standby End task. Start the Standby Start task when you have started your scheduled Tripper Route shift and stop the Standby End task when you have finished the shift.

To complete a Tripper Route task, simply:

1. Select the Tripper Route task on the manifest.
2. View the details of the Tripper Route task to see what portion of the route you will be starting at.
3. Drive the bus to the starting point for this Tripper Route.
4. Tap the START button to start the Tripper Route.
5. Passenger counting is the same as for Route Tasks.
6. Drive the portion of the route. The end of the route is reached when Ranger indicates you have gone off route and no additional “next bus stop” or “next time point” information is displayed.
7. Press the STOP button to complete the Tripper Route.

When Standby Start and Standby End tasks are on the task manifest, follow these steps:

1. Drive the bus to the designated parking area for Tripper buses.
2. Select the Standby Start task on the manifest.
3. Press the START BUTTON.
4. START/STOP any Tripper Route tasks.
5. At the end of the shift, select the Standby End task on the manifest.
6. Press the STOP button.

MAIL: READ/RESPOND TO MAIL ONLY WHEN STOPPED

There are SEVEN distinct types of mail: Normal, Priority, YES/NO, Numeric, Canned, and ACK (Acknowledgement)

Messages will appear in one of two ways:

1. Directly on the Message List. This is accessed from the MAIL tab.
2. Pop-Up. The message will appear full screen in front of all other information.

NOTE: Canned messages are the only mail type that can be sent from the Ranger.

NOTE: When messages are received, Ranger beeps and a numeral appears on the MAIL tab indicating the number of messages on your Mail List

NOTE: All mail is stored on the Message List for future reference

MESSAGE LIST

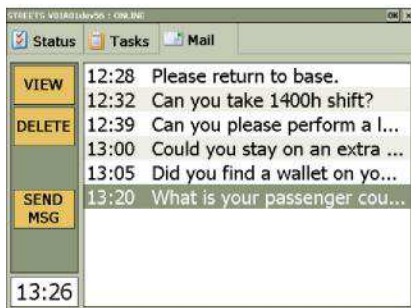
1. To access new messages or review old messages, tap on the MAIL tab to show the Message List
2. Highlight a specific message by tapping on it
3. Press the VIEW button to see the full text of message
4. Press the DELETE button to delete the message and return to the Message List

NORMAL MAIL

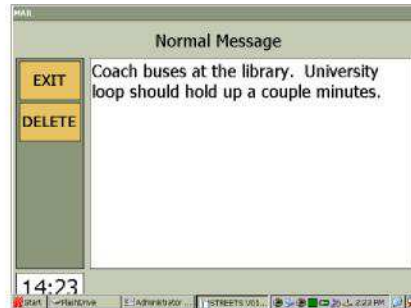
Any message that does not require you to respond or does not pop-up is considered a normal message.

1. To access a Normal message, tap on the MAIL tab to display the Message List
2. Tap on a specific Normal message
3. Press VIEW to see the full text of the message
4. Press DELETE to remove the message from the Message List, or press EXIT to return to the Message List without deleting the message

SAMPLE: MESSAGE LIST



SAMPLE: NORMAL MESSAGE



PRIORITY MAIL

Priority messages require responses before you can exit the message screen. Most dispatchers opt to send Priority, Yes/No, Numeric, Accept/Reject, and ACK messages as Pop-Ups so you don't have to access the MAIL tab to respond.

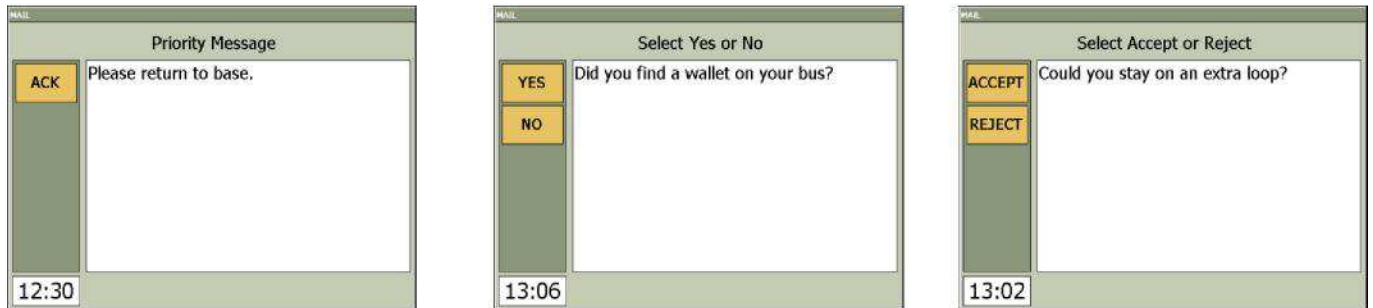
However, if you want to revisit a particular message, tap on the Mail tab and then on the Mail List.

1. To access a Priority message, tap on the MAIL tab to display the Message List
2. Tap on a specific Priority message
3. Press the VIEW button to see the full text of the message
4. Press the ACK button to notify dispatch that you have reviewed the message and return to the Message List
5. Press DELETE to remove the message from the Message List

YES/NO MAIL & ACCEPT/REJECT

YES/NO and Accept/Reject messages are treated the same as Priority messages in that they require a response before you can exit the message screen.

1. To access a YES/NO or Accept/Reject message, tap on the MAIL tab to display the Message List



2. Tap on the YES/NO or Accept/Reject message and press the VIEW button to see the full text of the message
3. Press the YES or NO (Accept or Reject) button to send your response to dispatch and return to the Message List

NUMERIC RESPONSE

Numeric response type messages are treated the same as Priority messages in that they require a response before you are able to exit the message screen.

1. Tap on the MAIL tab to access the Message List
2. Press on the Numeric message
3. Press the VIEW button to display a numeric keypad
4. Using the keypad, type in a numeric response and press OK to return to the Message List

CANNED MESSAGES

Canned (or pre-defined messages), can be sent from Ranger to dispatch.

1. To send a Canned message, tap on the MAIL tab to access the SEND MSG button
2. Press the SEND MSG button to display a list of Canned messages
3. Tap on your preferred message to highlight it and press OK to forward it to dispatch
4. Within 30+ seconds, a Pop-Up message appears on-screen telling you that your message was successfully delivered to dispatch. Press OK to clear the message.
5. Press CANCEL to quit the message and return to the Mail List

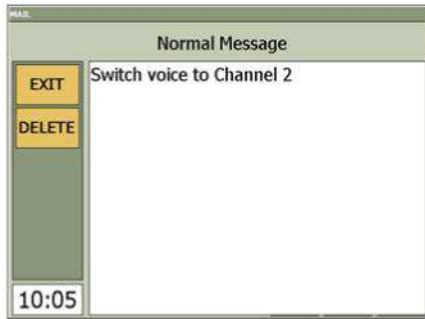
NOTE: Successful delivery does mean that the dispatcher has actually read your message. If a message could not be delivered for any reason, an error message appears advising the driver to "try again".

POP-UPS: ALL MAIL TYPES POP-UPS: ALL MAIL TYPES

Dispatch can opt to send any message as a full-screen Pop-Up. If this happens, the message immediately displays on the Ranger screen, ensuring that you see and act upon it.



CANNED MESSAGES



POP-UP MESSAGE SCREEN

LOCKING THE RANGER SCREEN

During your shift you may want to lock the Ranger if you leave the bus unattended for a period of time. Please follow these steps:

1. Tap on the Status tab to access the LOCK button
2. Press LOCK. Ranger will display a LOCK screen to indicate that you have locked the Ranger
3. To unlock the Ranger, enter your Driver PIN and press the OK button
4. If you enter an incorrect Driver PIN, an error message will be displayed. Try re-entering the correct Driver PIN and press OK again



LOCK SCREEN

PULL IN TASKS

A Pull In task will commonly be the last task on your manifest. Pull In tasks typically include a list of vehicle check questions that require responses.

To complete the Pull In:

1. Tap on the Pull In task on the Task List.
2. Tap the START button.
3. Tap the first vehicle check question.
4. Tap the appropriate response.
5. Tap the OK button
6. Tap the next vehicle check question.
7. Tap the appropriate response.
8. Tap the OK button.
9. Repeat steps 6-8 until ALL questions have been answered.
10. Tap the SUBMIT button.

NOTE: If there is no Pull In Task, simply complete your shift by logging off

LOGGING OFF

At the end of your shift, it is necessary to log off.

To log off, simply:

1. Tap on the STAUS tab
2. Tap on the LOG OFF button and confirm your choice.

