



Mentor Usage

The Mentor is primarily used for keeping the passenger counts.

- You will manually input what types of fares passengers present to you.

Note: The Mentor will not respond to input while the vehicle is in motion.

Logging On

Enter the Driver ID, Driver Pin, Mileage into the Mentor's Login Screen:

- When Driving a Route: Use the Route Number (i.e. 0040, 0100, 0011) as both the Driver ID and the Driver Pin.
- When driving a non-route shuttle: the Driver ID will your employee ID and the Driver Pin will be the last four (4) digits of your employee ID.

Example: If your employee ID was 12345

- Driver ID: 12345
- Driver Pin: 2345

Programing Headsign

Once mentor is logged on, the Headsign should automatically be programmed for the appropriate route

- If the Headsign doesn't automatically set:
 - o Select "Status" tab
 - o Select "Test" button
 - o Select "Headsign"
 - o Select "Message Type"
 - o Select "D" (for destination)
 - o Input the numerical destination code (found on yellow Destination/ PR code sheet in driver's side box)
 - o Select "Send" to program the sign

If this method of programing fails, contact base

Tasks

The "Tasks" screen details your trips, start and end times for each trip, and the time check locations for the each trip. Ensure you are on the correct task in order to keep your trip clock accurate.

If you notice you're ahead or behind by a significant amount (+35 minutes), check to make sure you're on the correct task. If you're not on the correct task, radio Dispatch and ask them to reset your current task.

Messages

The Mentor can send a variety of messages to Dispatch from the “Mail” tab. The most frequently sent messages are:

- 10-7/10-8 at Time Checks.
- The vehicle radio has stopped functioning.

Note: Dispatch may send messages to the Mentor specifying a 10-91 location or inquiring if you can work extra shifts. This helps to minimize radio traffic.

Mentor Failure

Examples of Mentor failure

- Login/Logout Failure.
- Blue/Black Screen.
- No GPS Lock (>5 minutes).
- Displaying “OFF!” for an extended period of time.
- Connection to Dispatch Broken.
- No power.
- Frozen on Count Screen (i.e. “Counts not clearing.”)

Examples of non-failure that need to be reported to dispatch so that they may fix them

- Task has been skipped (+35 minutes ahead/behind).
- Missing tasks.

Note: If the Mentor’s connection is going “On” and “Off” but the counts are still clearing, you can continue to use the Mentor unit.

What to do when the Mentor fails

1. Notify Dispatch as soon as you notice the failure.
 - a. Dispatch will instruct you to switch to the Mentor Fail Sheets (i.e. “Go to paper.”).
2. Note what type of failure has occurred, at what time, on the bottom of your paysheet.
3. Use the Mentor Fail Sheets.
 - a. If your vehicle does not have fail sheets, you may use the back of your paysheet until Base brings some to you.
 - b. Ensure that you have the correct Mentor Fail Sheets for the route you are driving and fill out the information at the top (name, unit number, date, etc). Mentor fail sheets are useless without this information.
 - c. You do not need to differentiate between fare types on Mentor Fail Sheets, just the total number of passengers getting on at each stop.
 - d. Use numbers, not tally marks.
 - e. If no passengers embarked, leave that space blank (do not write a “0”).
4. Tear off and turn the Mentor Fail Sheets into Shift Change with all your other paperwork.