PtMS Mobile

Welcome to the PtMS Mobile user documentation. PtMS Mobile is a copyrighted applicaton of

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PtMS Mobile Driver App

The PtMS Mobile Driver App is a native Android application that runs on Android tablets or phones.

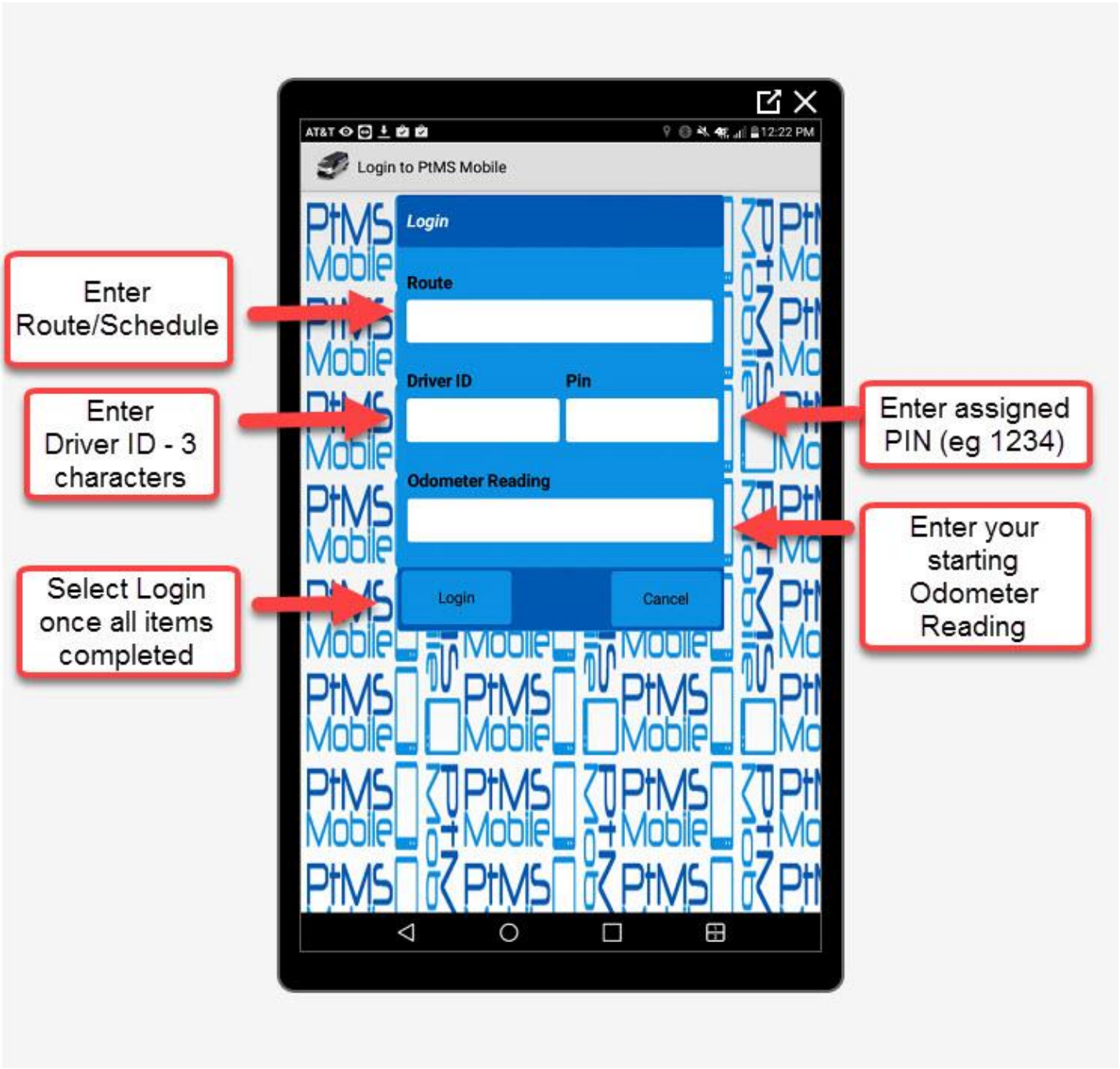
The application will run and store trip results even if the tablet or phone is not connected to the mobile providers 3G/4G network. When the tablet reconnects to the network, any stored data will be uploaded to the PtMS Mobile web service and then sent directly via Internet to the PtMS Server that supports the users PtMS desktop applications. This transfer generally occurs within 1-2 minutes or less.

Once installed on the tablet or phone the user will generally have a PtMS icon on the tablet main screen.

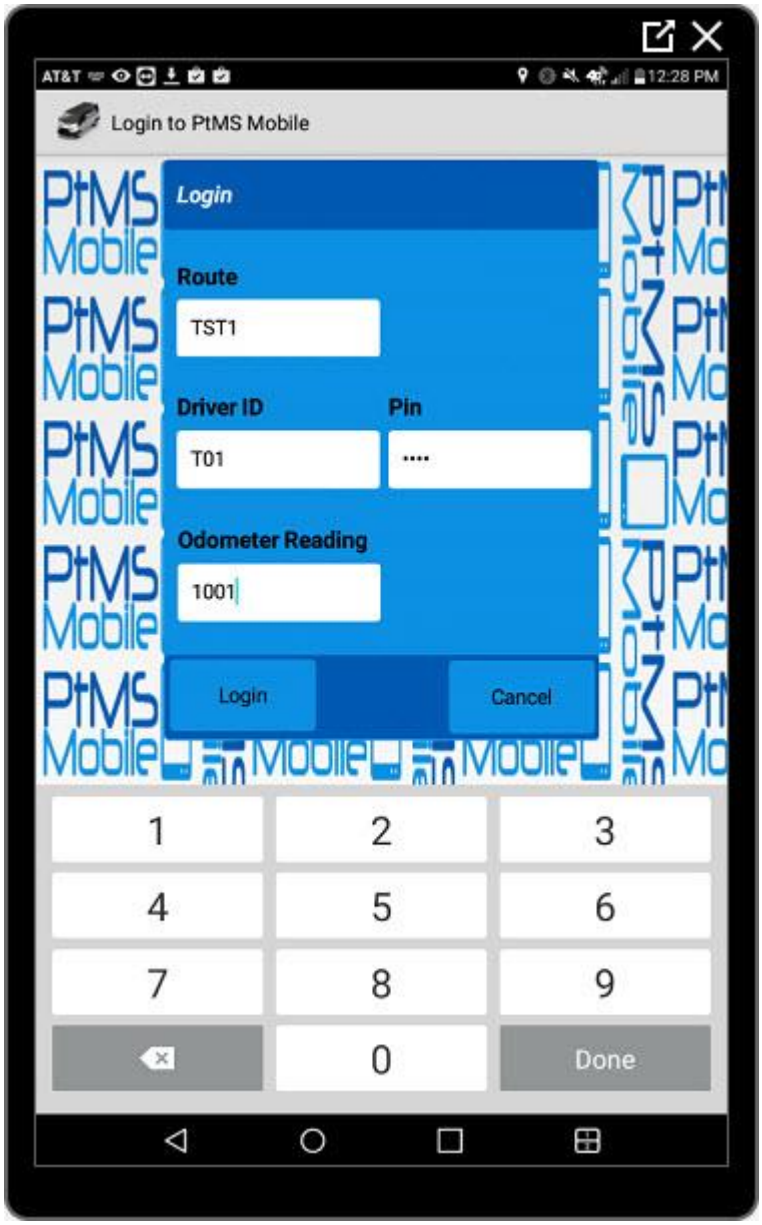
Login

When the PtMS Mobile icon is first selected the user is presented with the Login screen. Enter the:

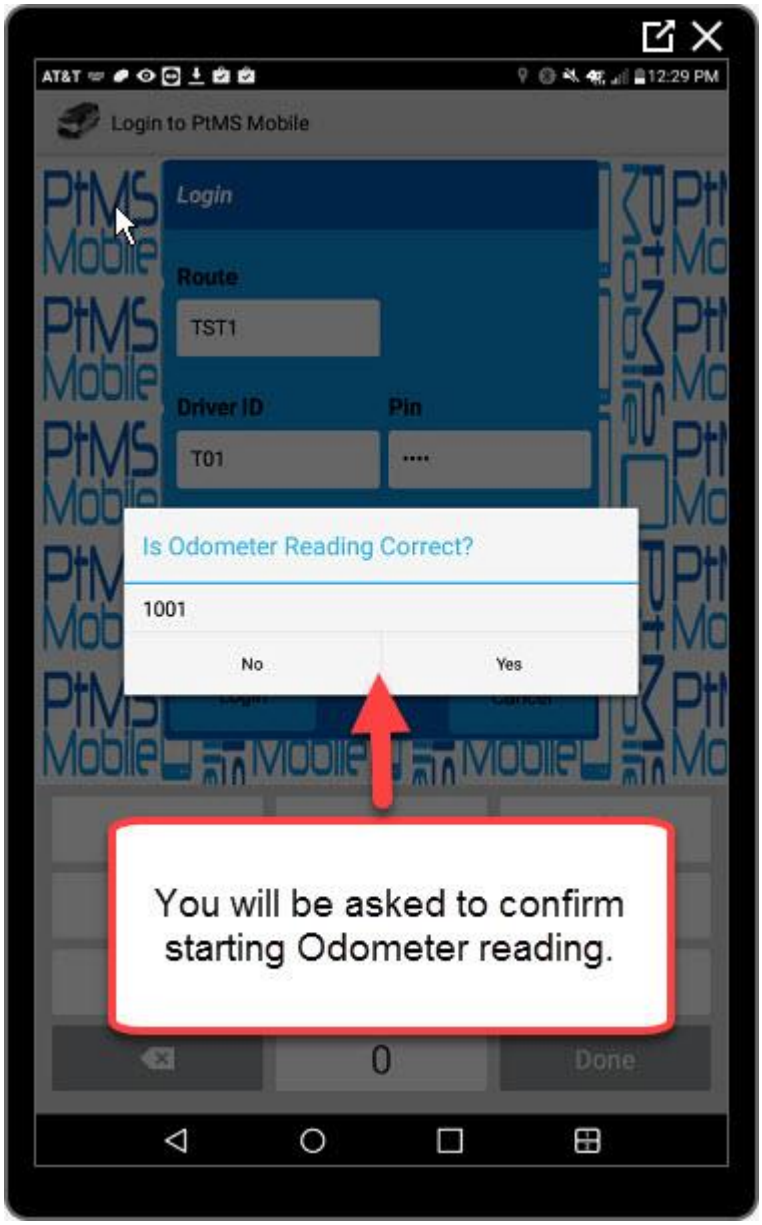
- **Route or Vehicle (3 or 4 charcters)**
- **Drive ID (3 characters)**
- **Driver Pin (4 unique numbers assigned to the driver)**
- **Starting Odometer Reading**



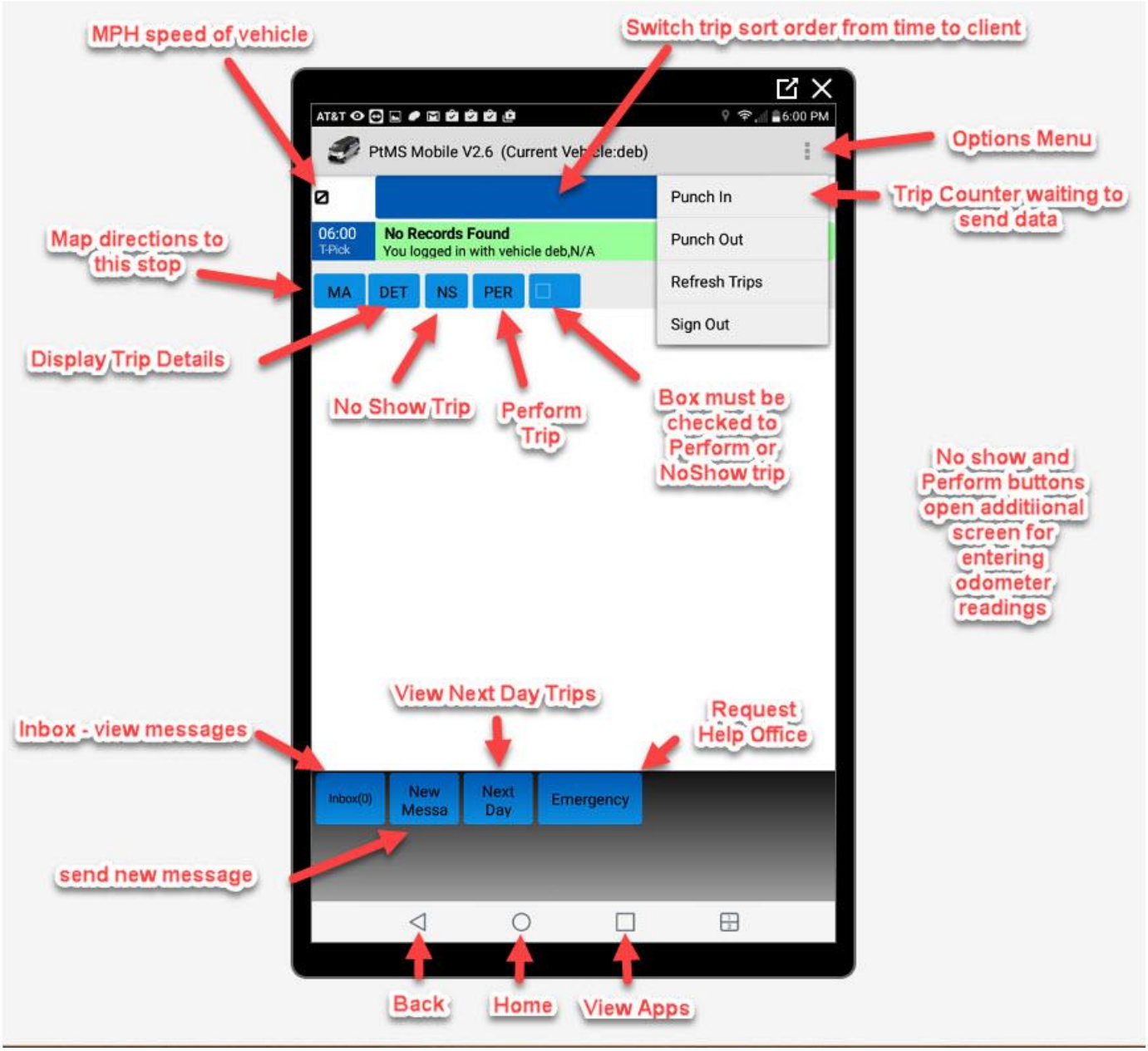
Once the login screen is completed, then select 'LOGIN'.



You will asked to confirm the odometer reading to complete the login.



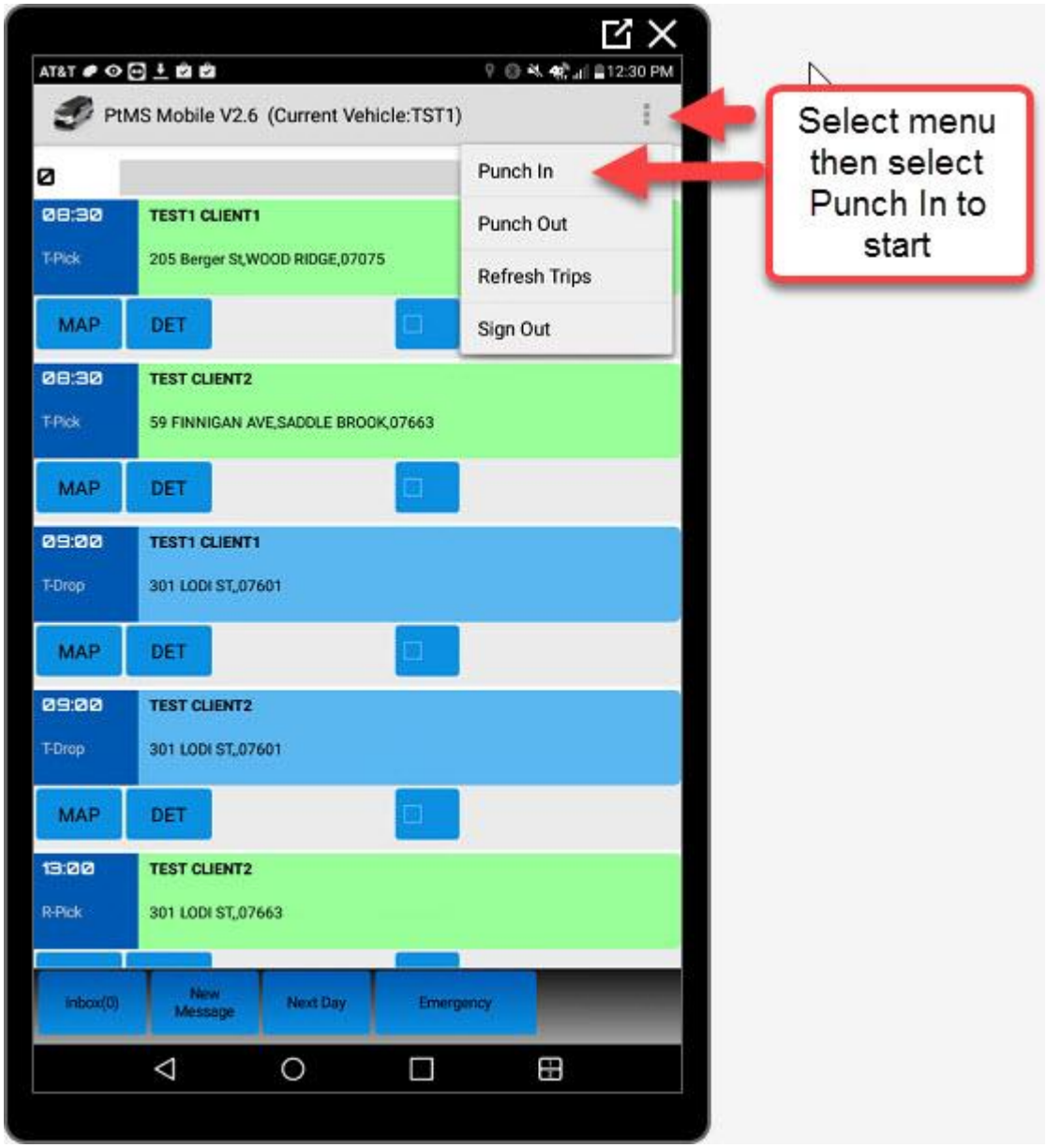
Summary of Drive App Functions

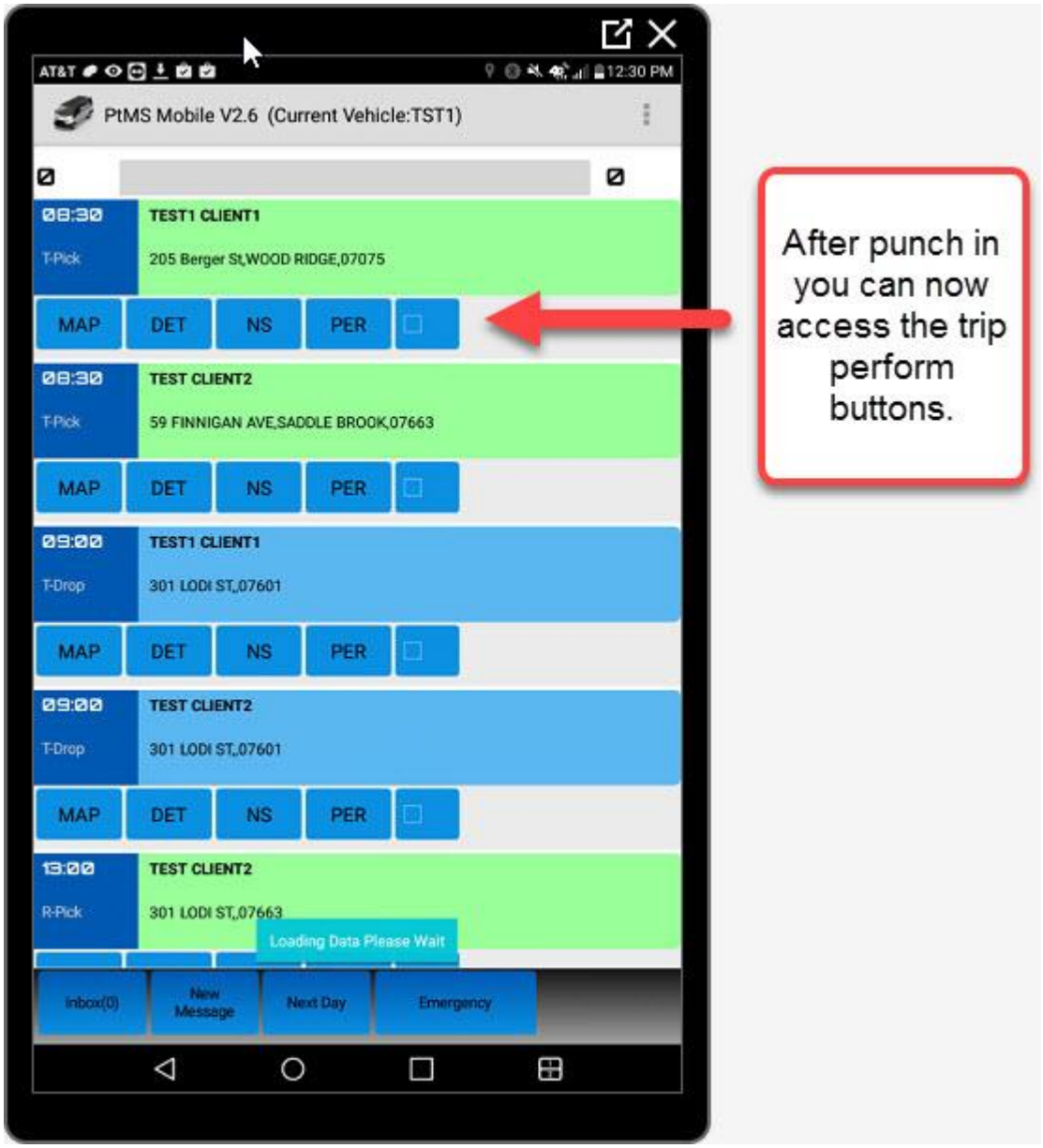


Punch In

Drivers should 'Punch In' to the app once they have are ready to start their daily schedule. When a schedule is completed and the driver is finished for the day they should 'Punch Out'.

Punch In 'unlocks' the trip information and allows the driver to 'perform' trips - i.e. record completed pickups, drop-offs, or no shows.

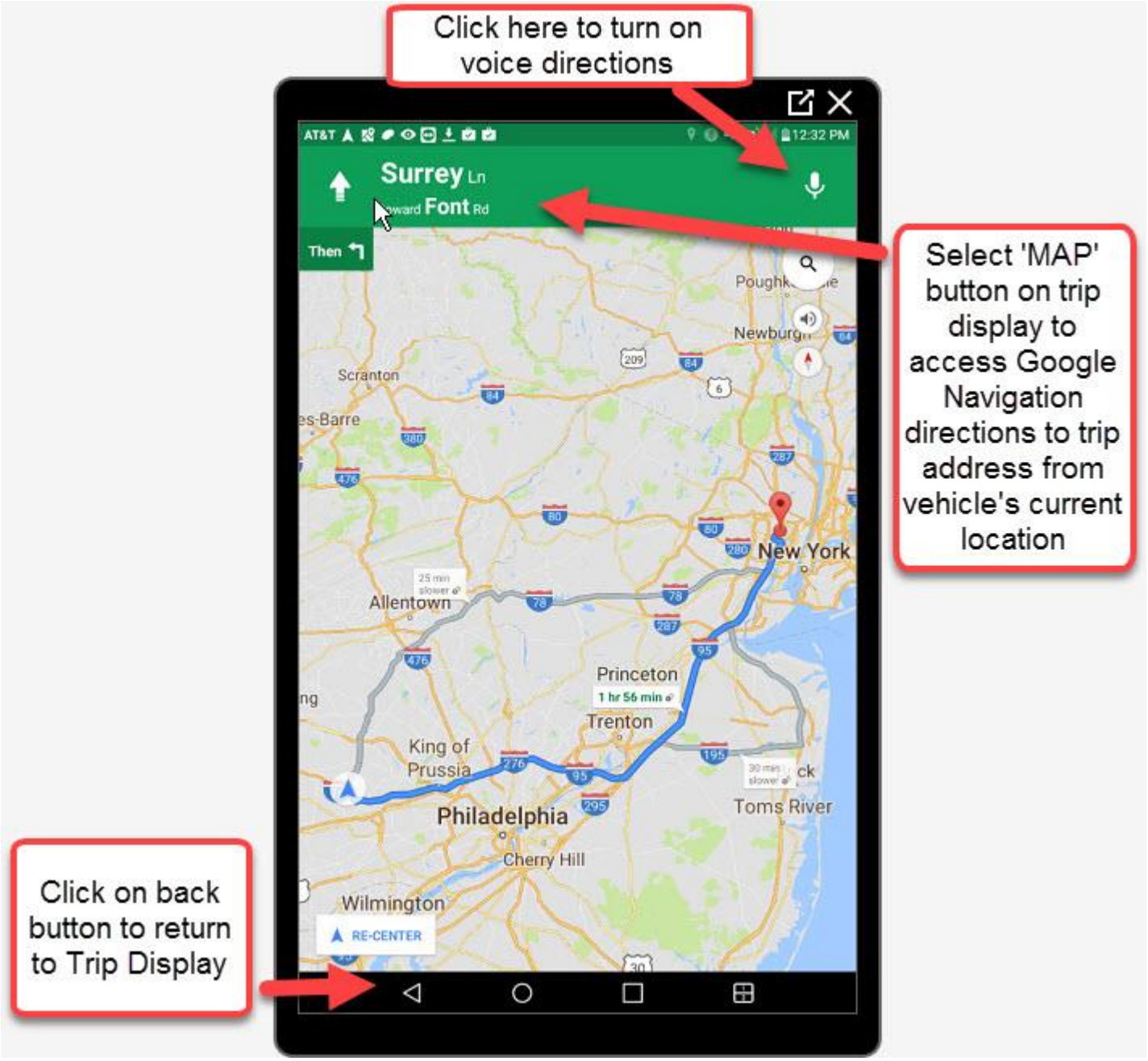

AT&T
12:30 PM
PtMS Mobile V2.6 (Current Vehicle:TST1)
Punch In
Punch Out
Refresh Trips
Sign Out
Select menu then select Punch In to start
08:30
TEST1 CLIENT1
T-Pick
205 Berger St,WOOD RIDGE,07075
MAP
DET
08:30
TEST CLIENT2
T-Pick
59 FINNIGAN AVE,SADDLE BROOK,07663
MAP
DET
09:00
TEST1 CLIENT1
T-Drop
301 LODI ST,,07601
MAP
DET
09:00
TEST CLIENT2
T-Drop
301 LODI ST,,07601
MAP
DET
13:00
TEST CLIENT2
R-Pick
301 LODI ST,,07663
Inbox(0)
New Message
Next Day
Emergency



Navigation

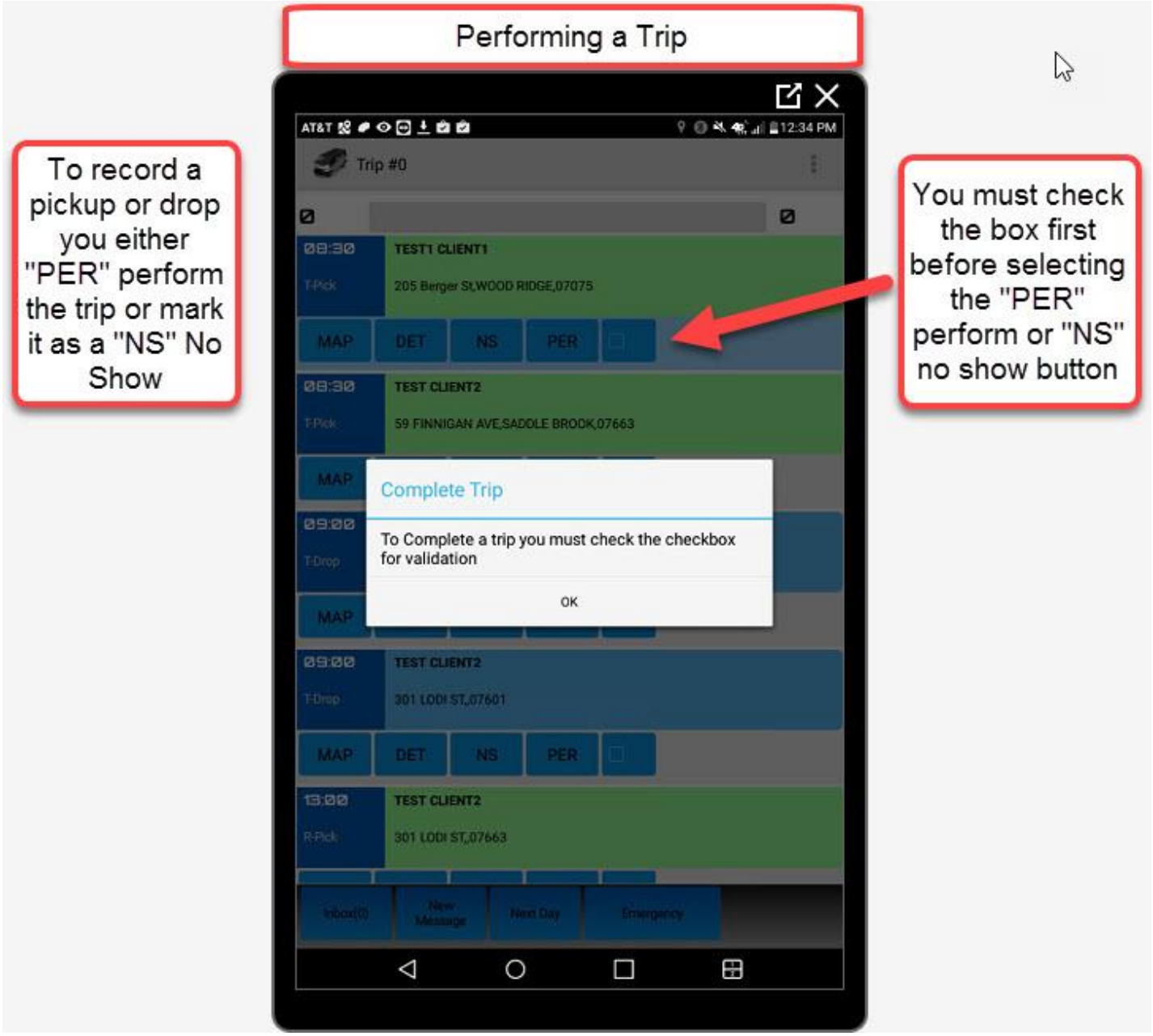
Trips are displayed in Pickup and Drop order. Each trip has a separate pickup (green bar) and drop (blue bar) line. Pickup and Drops must both be performed by the driver at the location where they occur to insure accurate recording of the actual pickup and drop times, and to record the GPS coordinates where the pickup or drop occurred.

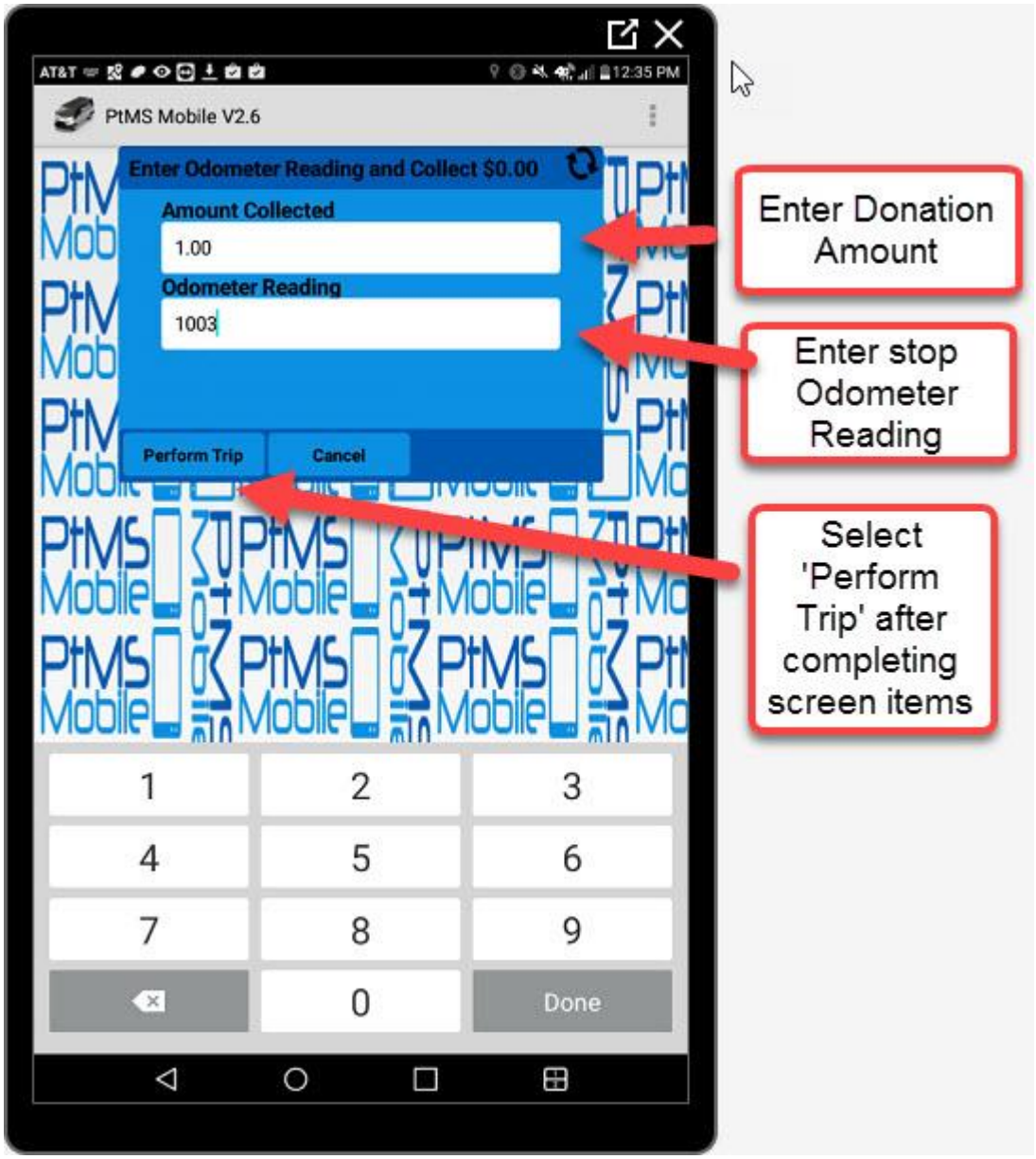
The 'MAP' button will display direction via Google Navigation or Waze mapping (depends on which one was built into your application) from where the vehicle is currently located to the trip record address that was selected with the 'MAP' button.

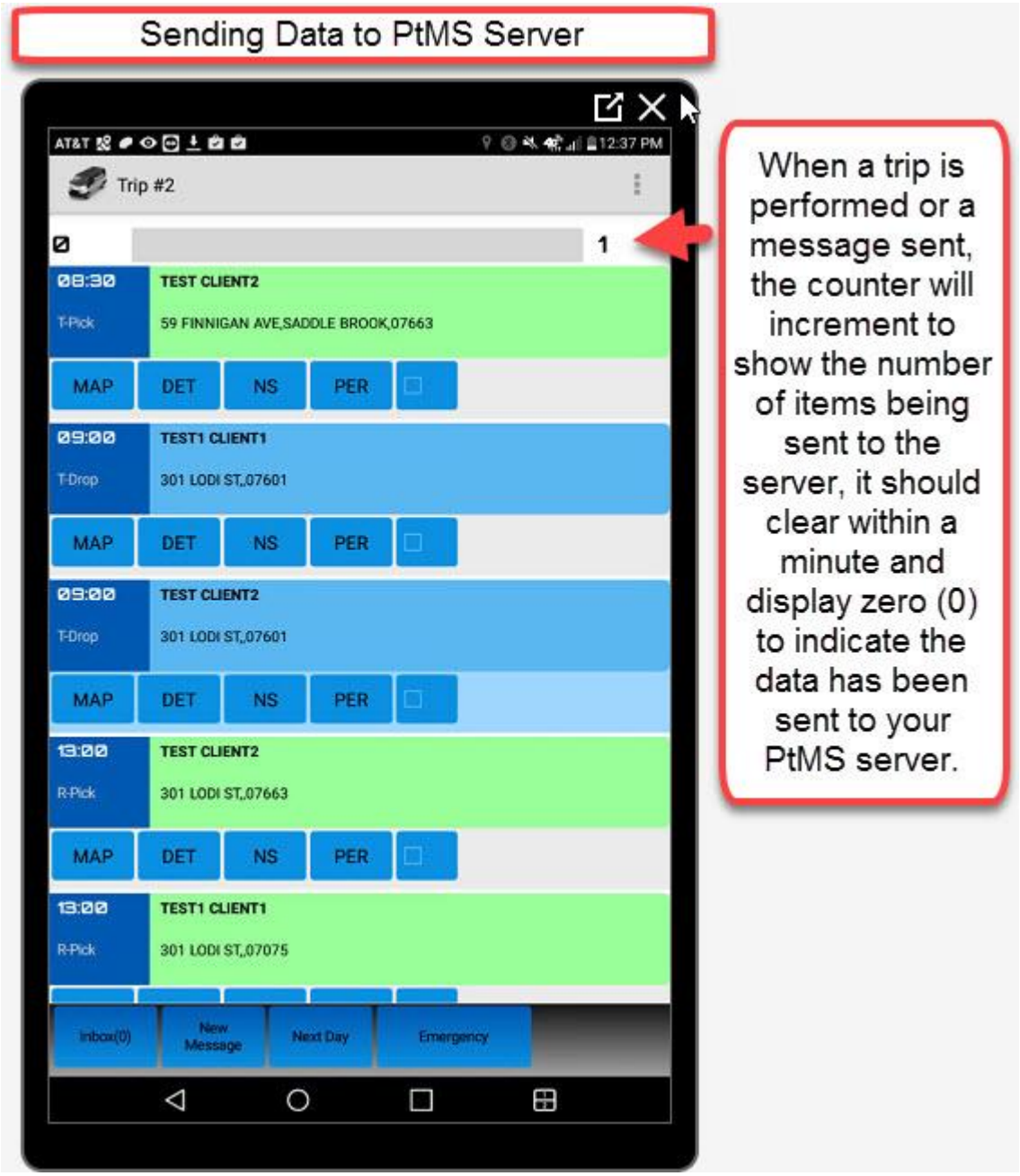


Perform Trip

If a client is being picked up, or dropped off, then the driver performs the trip record by selecting the "PER" button. This records the trips status (trip), actual pickup or drop time. and the odometer reading and GPS coordinate for the trip.

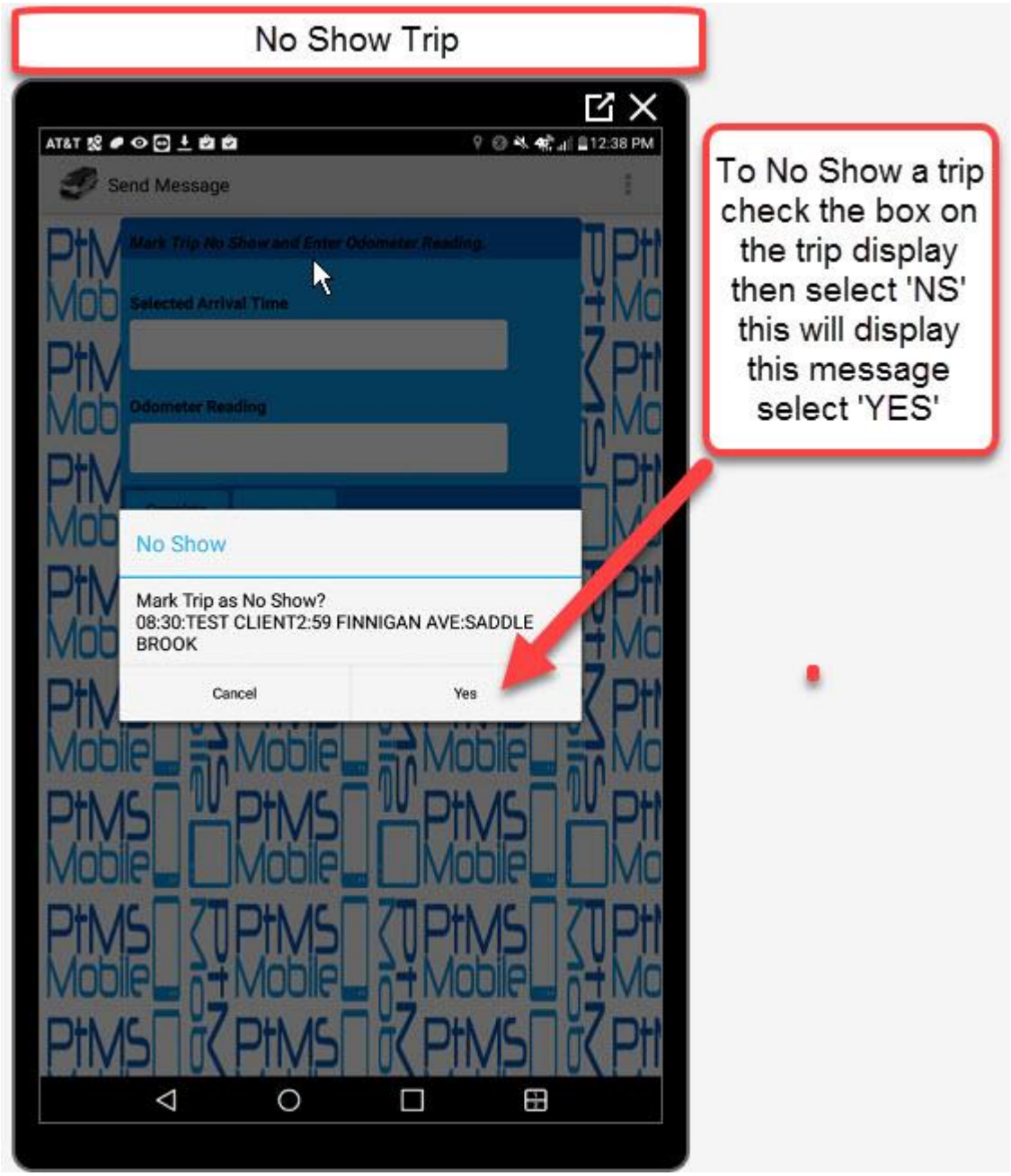

Performing a Trip
To record a pickup or drop you either "PER" perform the trip or mark it as a "NS" No Show
You must check the box first before selecting the "PER" perform or "NS" no show button
AT&T
12:34 PM
Trip #0
08:30
TEST1 CLIENT1
T-Pick
205 Berger St,WOOD RIDGE,07075
MAP
DET
NS
PER
08:30
TEST CLIENT2
T-Pick
59 FINNIGAN AVE,SADDLE BROOK,07663
MAP
Complete Trip
To Complete a trip you must check the checkbox for validation
OK
09:00
T-Drop
MAP
09:00
TEST CLIENT2
T-Drop
301 LODI ST,07601
MAP
DET
NS
PER
13:00
TEST CLIENT2
R-Pick
301 LODI ST,07663
Inbox(0)
New Message
Next Day
Emergency

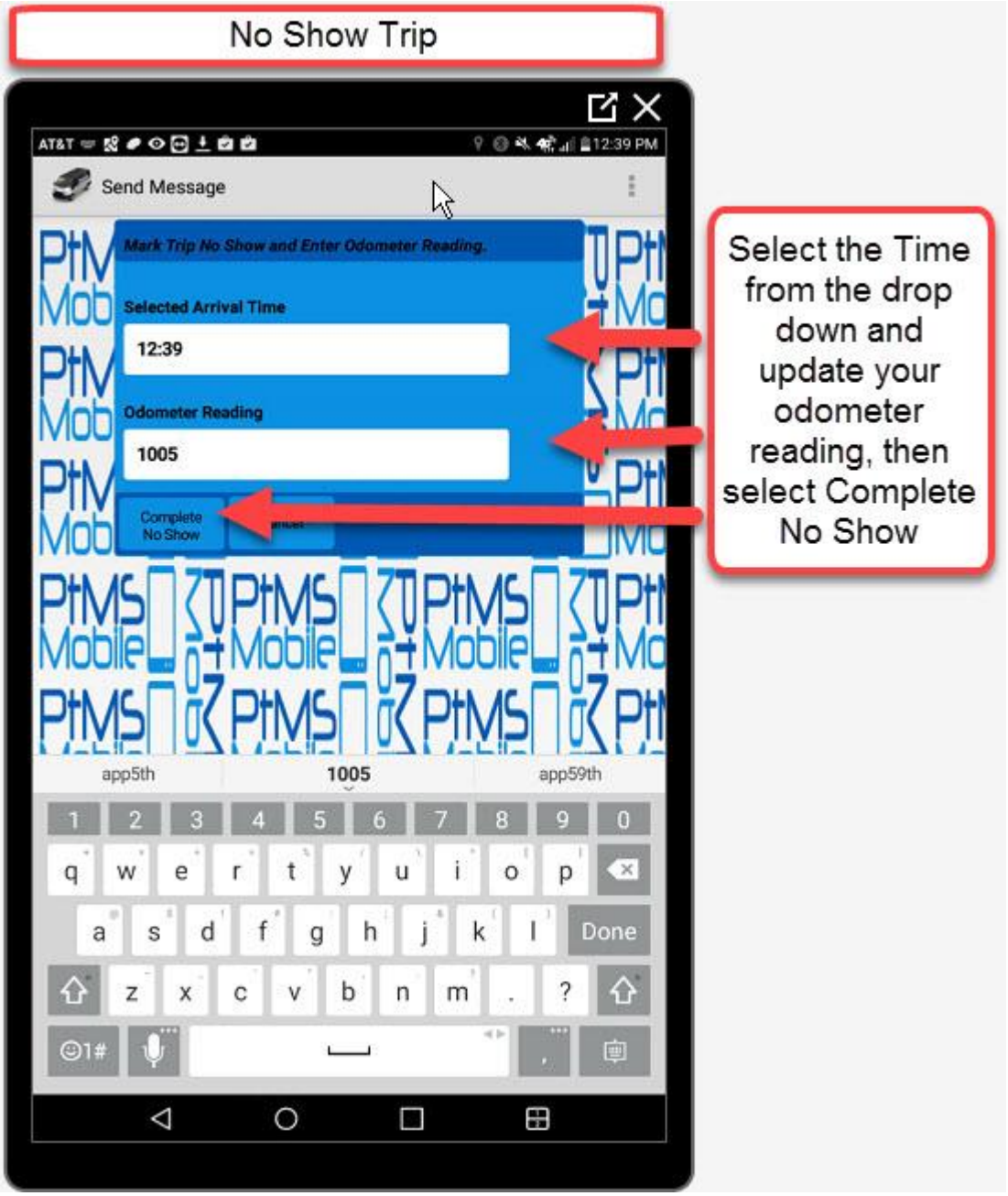

AT&T
12:35 PM
PtMS Mobile V2.6
Enter Odometer Reading and Collect $0.00
Amount Collected
1.00
Odometer Reading
1003
Perform Trip
Cancel
1
2
3
4
5
6
7
8
9
0
Done
Enter Donation Amount
Enter stop Odometer Reading
Select 'Perform Trip' after completing screen items



No Show Trip

If a client is a no show, then the driver selects the 'NS' button on the pickup. Once the No Show is recorded it will remove the pickup and drop trip records from the tablet and send the No Show status, and actual pickup times (to record the time the driver was on scene for the pickup) on the schedule trip record.

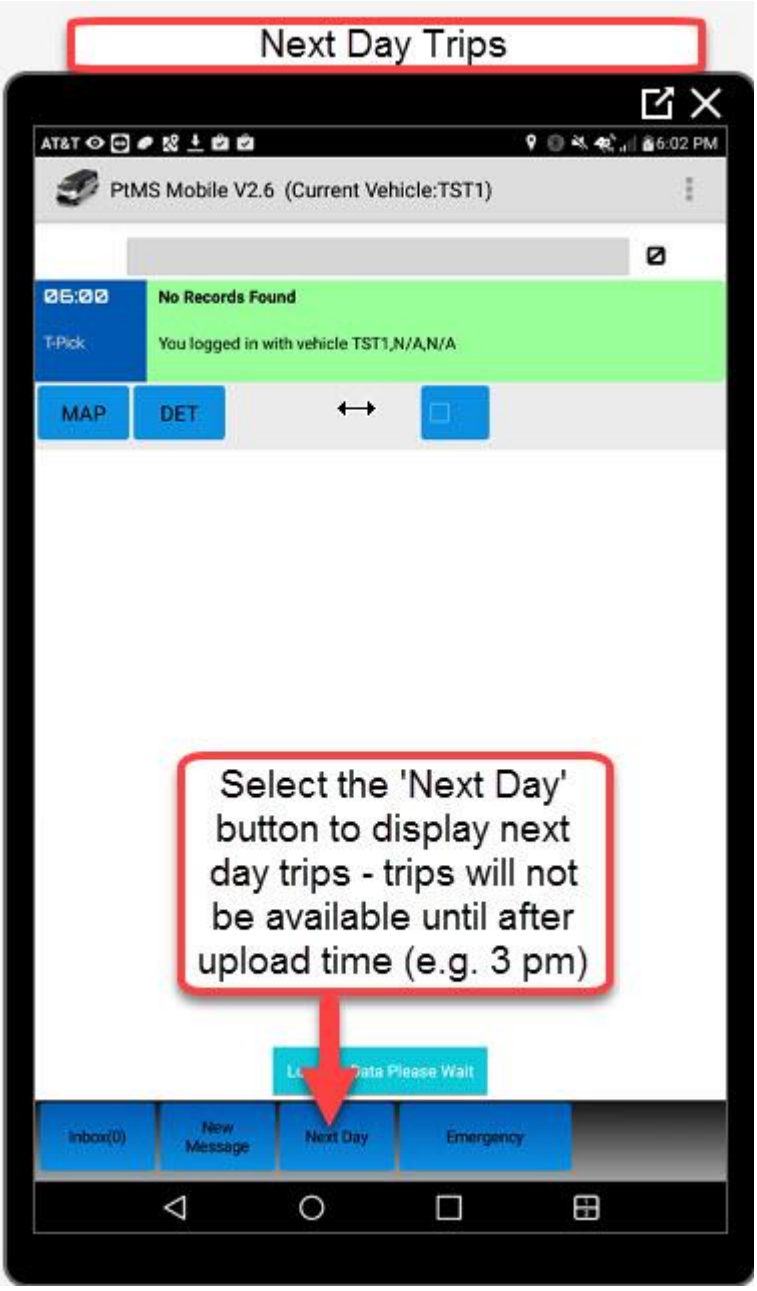

No Show Trip
AT&T
12:38 PM
Send Message
Mark Trip No Show and Enter Odometer Reading
Selected Arrival Time
Odometer Reading
No Show
Mark Trip as No Show?
08:30:TEST CLIENT2:59 FINNIGAN AVE:SADDLE BROOK
Cancel
Yes
To No Show a trip check the box on the trip display then select 'NS' this will display this message select 'YES'

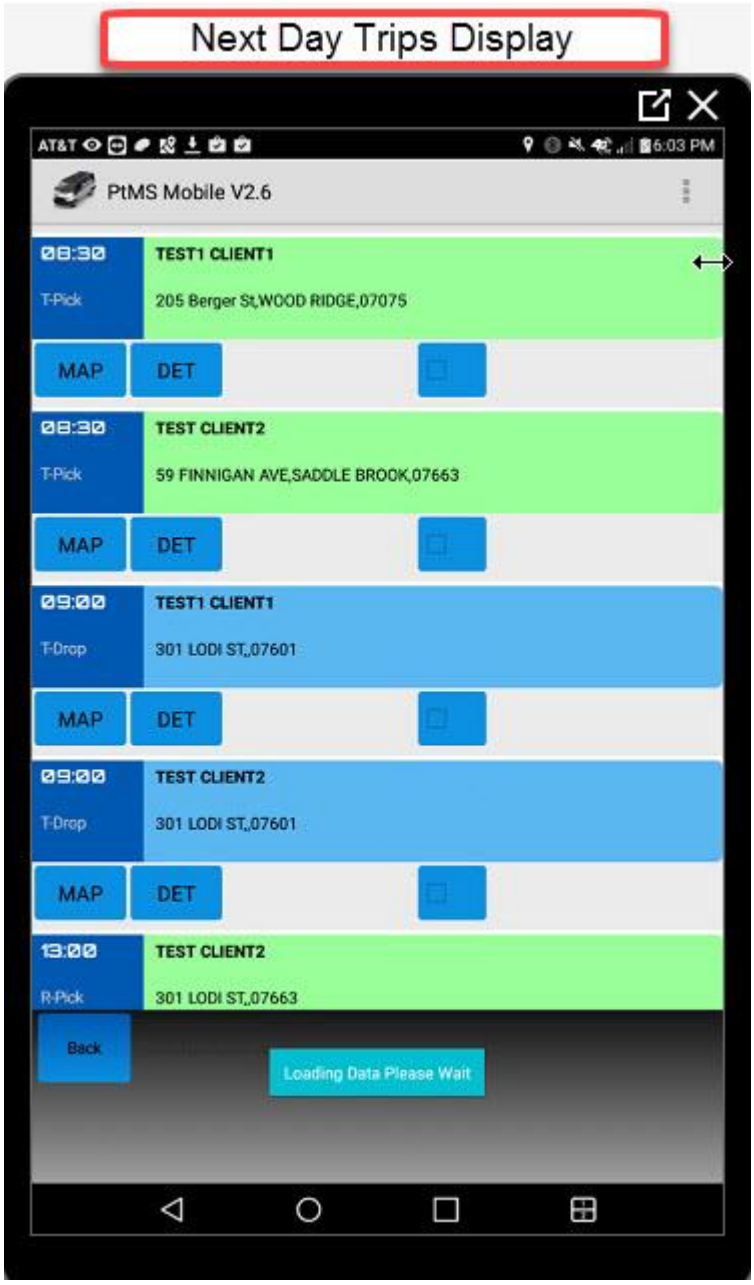


Next Day Trips

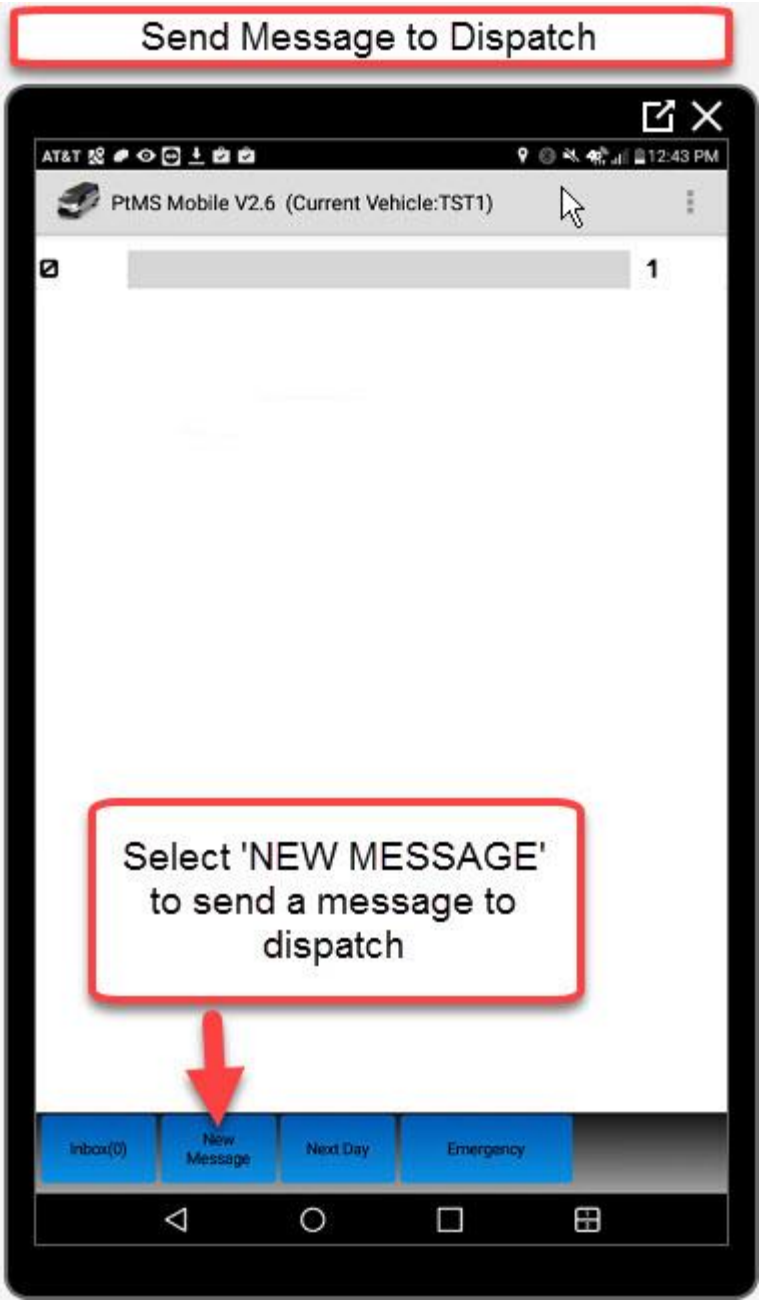
the 'Next Day Trips' button at the bottom of the Driver App allows the driver to view the next day trip assignments for this Route/Vehicle. Generally the next days trips are not uploaded the PtMS Mobile Web Service until the afternoon between 3 pm and 5 pm.

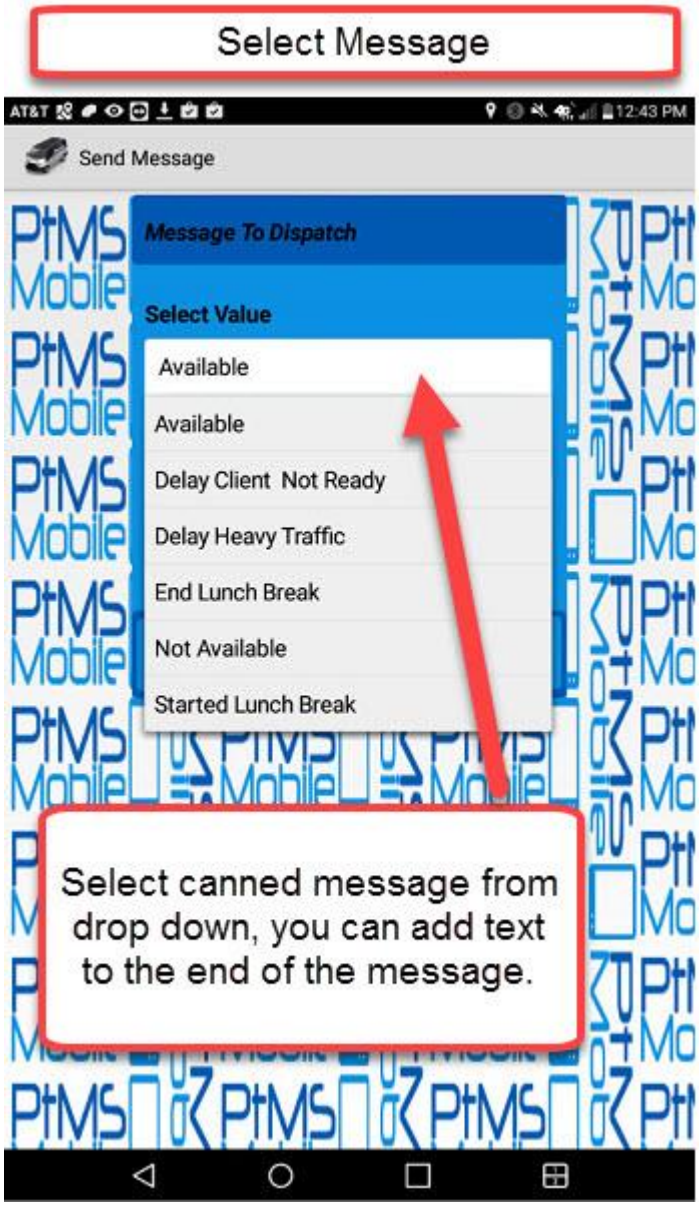
The trip display is a "look only" display - trips cannot be performed.

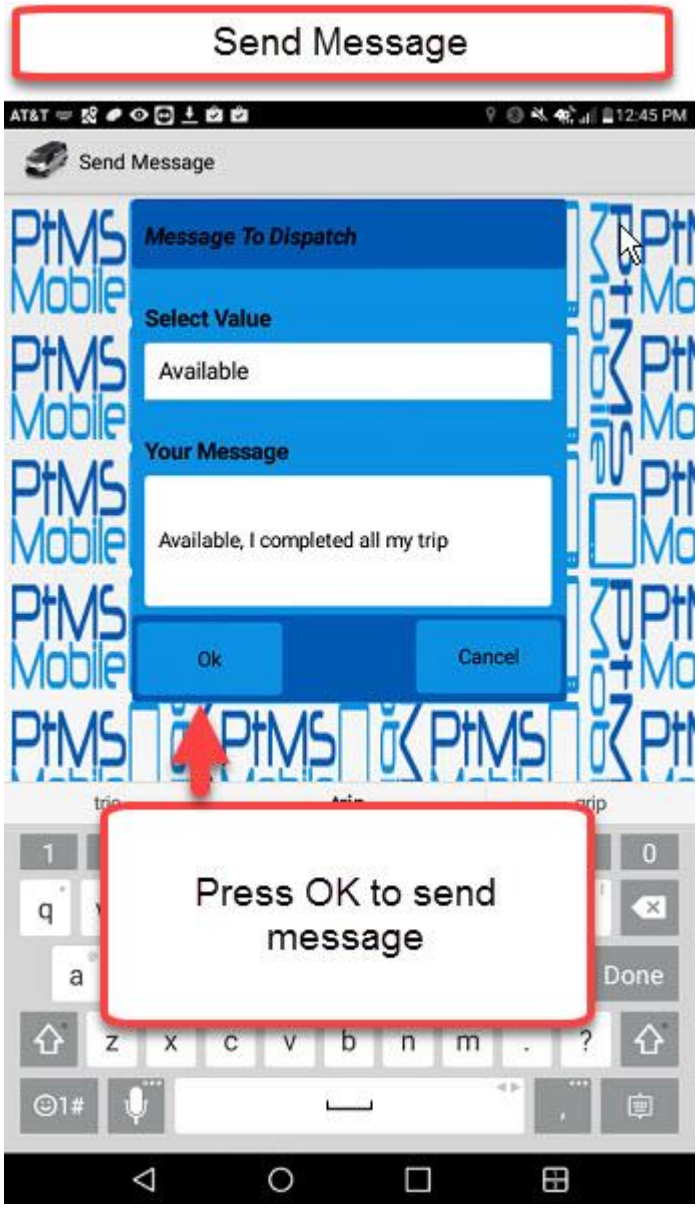

Next Day Trips
AT&T
6:02 PM
PtMS Mobile V2.6 (Current Vehicle:TST1)
No Records Found
T-Pick
You logged in with vehicle TST1,N/A,N/A
MAP
DET
Select the 'Next Day' button to display next day trips - trips will not be available until after upload time (e.g. 3 pm)
Inbox(0)
New Message
Next Day
Emergency

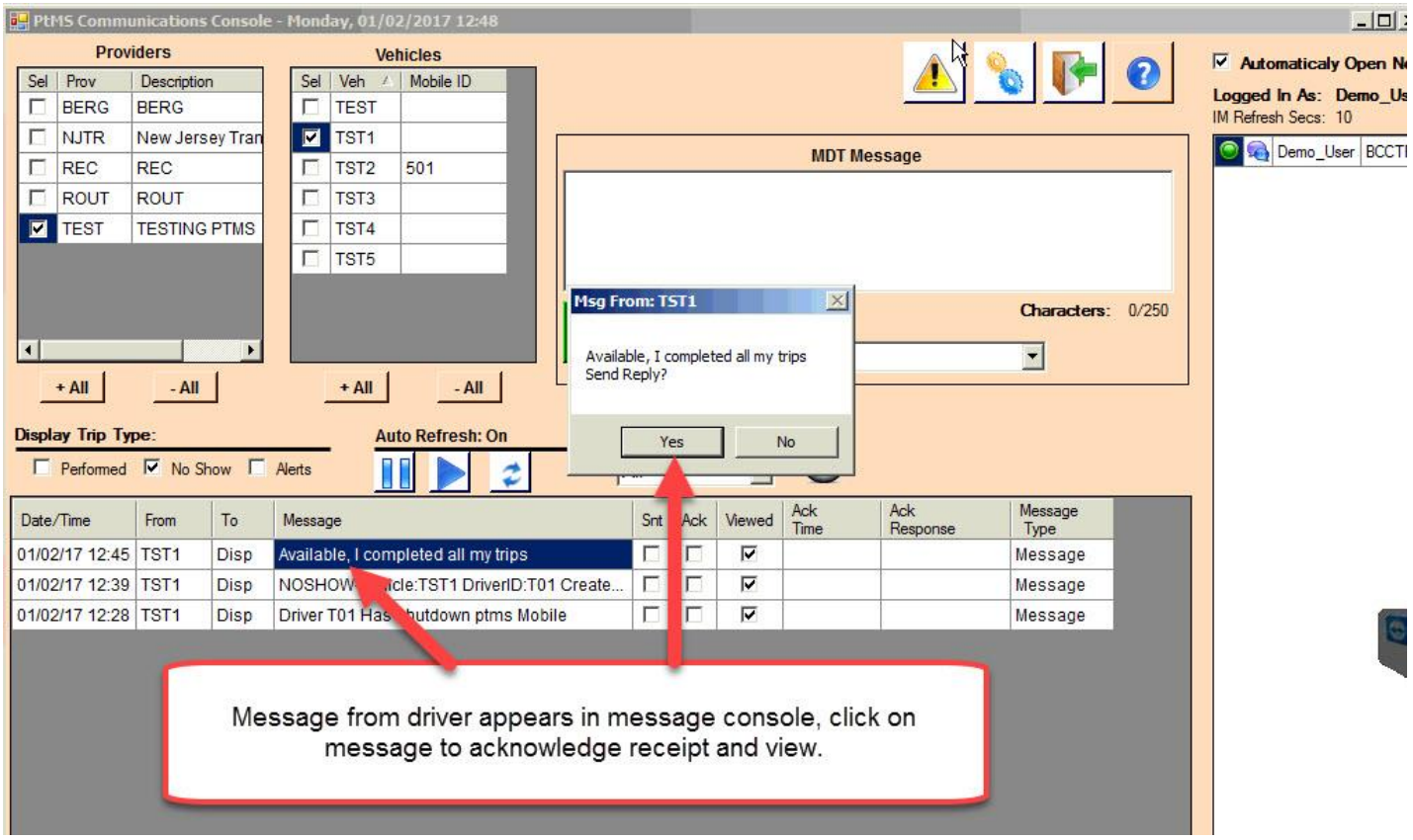


Driver Dispatch Message


Send Message to Dispatch
AT&T
12:43 PM
PtMS Mobile V2.6 (Current Vehicle:TST1)
1
Select 'NEW MESSAGE' to send a message to dispatch
Inbox(0)
New Message
Next Day
Emergency

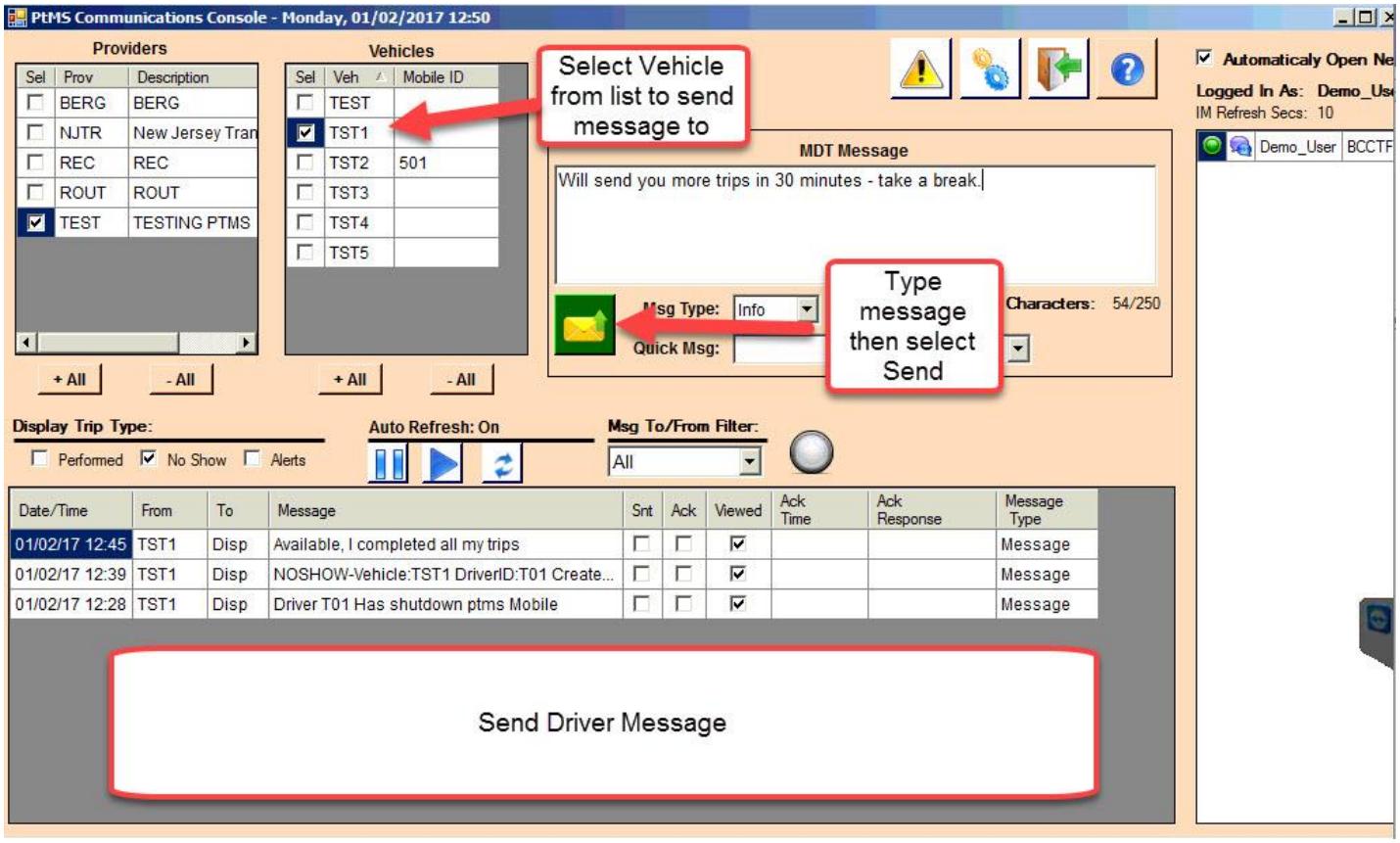

Select Message
AT&T
12:43 PM
Send Message
Message To Dispatch
Select Value
Available
Available
Delay Client Not Ready
Delay Heavy Traffic
End Lunch Break
Not Available
Started Lunch Break
Select canned message from drop down, you can add text to the end of the message.


Send Message
AT&T
12:45 PM
Send Message
Message To Dispatch
Select Value
Available
Your Message
Available, I completed all my trip
Ok
Cancel
Press OK to send message
Done



Dispatch Driver Message

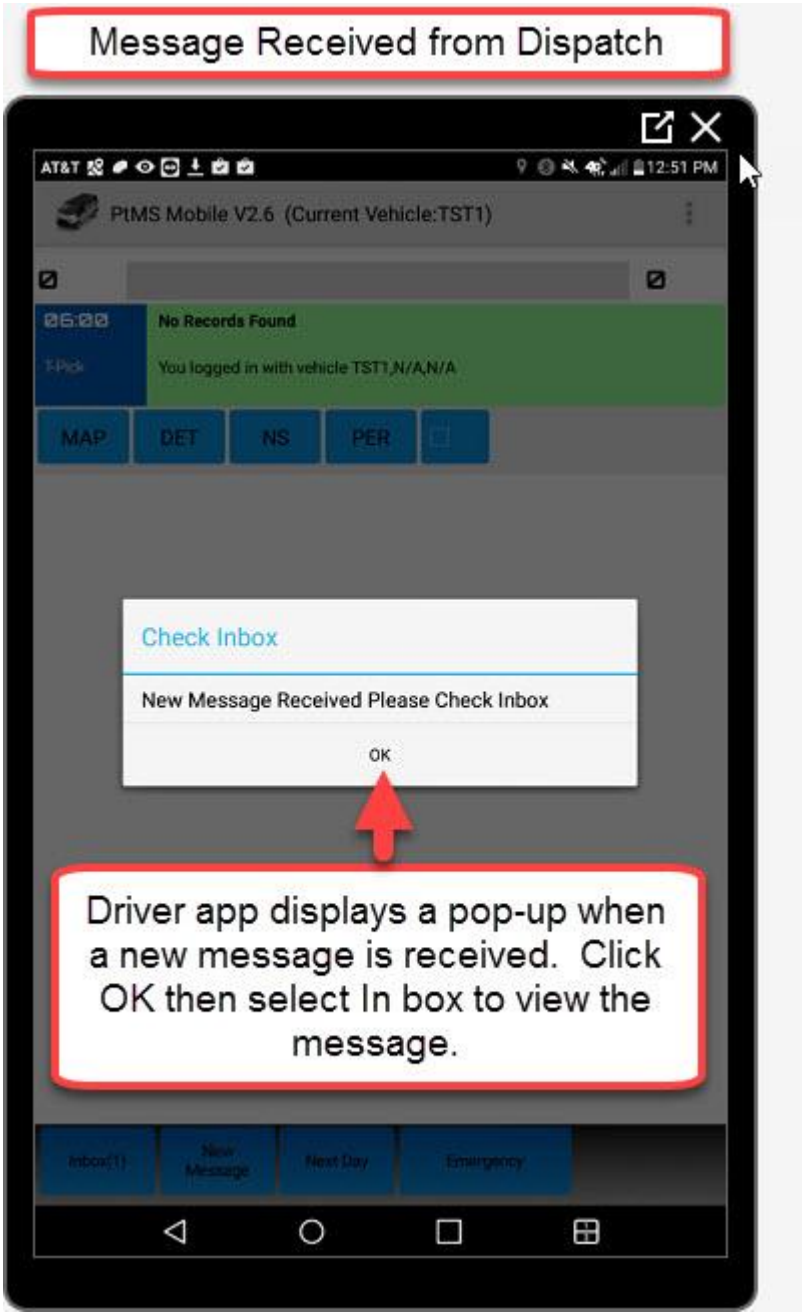
Dispatch can send a message to drivers using the Message Console.

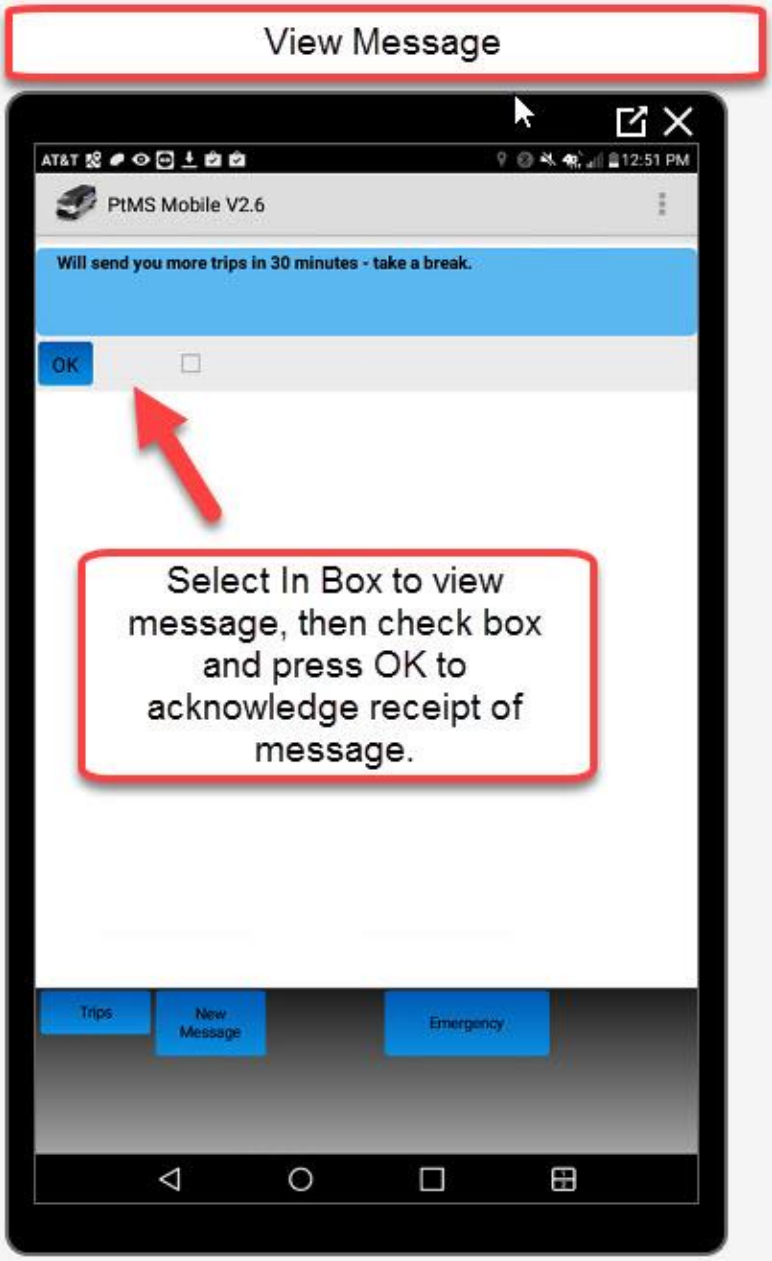


Sel	Prov	Description
☐	BERG	BERG
☐	NJTR	New Jersey Tran
☐	REC	REC
☐	ROUT	ROUT
☑	TEST	TESTING PTMS

Sel	Veh	Mobile ID
☐	TEST	
☑	TST1	
☐	TST2	501
☐	TST3	
☐	TST4	
☐	TST5	

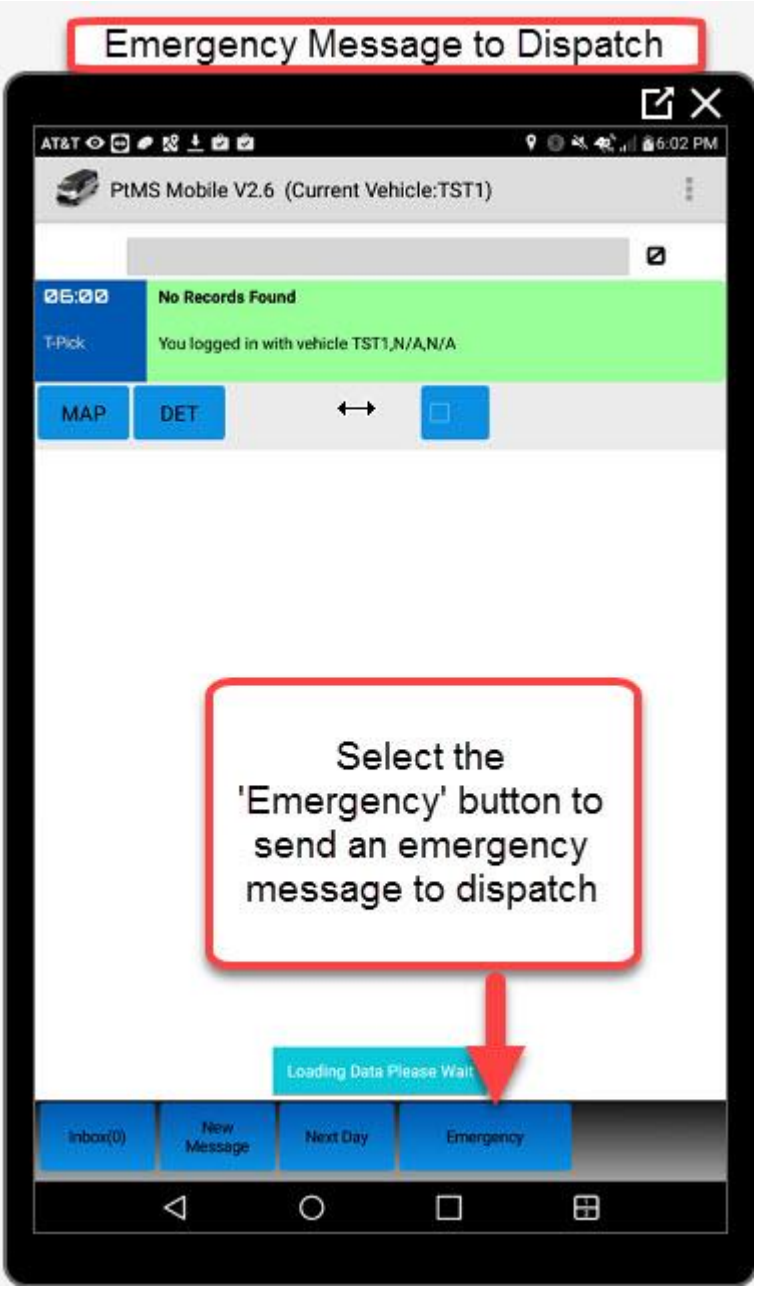
Date/Time	From	To	Message	Snt	Ack	Viewed	Ack Time	Ack Response	Message Type
01/02/17 12:45	TST1	Disp	Available, I completed all my trips	☐	☐	☑			Message
01/02/17 12:39	TST1	Disp	NOSHOW-Vehicle:TST1 DriverID:T01 Create...	☐	☐	☑			Message
01/02/17 12:28	TST1	Disp	Driver T01 Has shutdown ptms Mobile	☐	☐	☑			Message

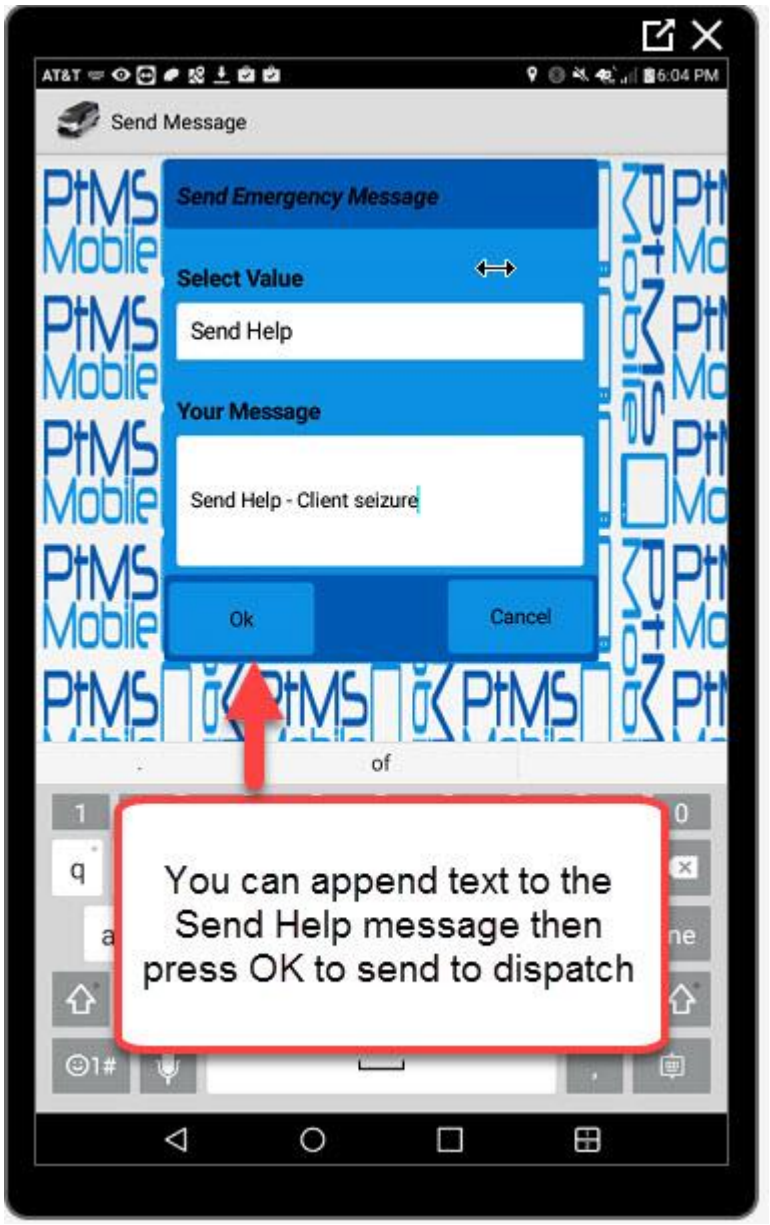

Message Received from Dispatch
AT&T
12:51 PM
PtMS Mobile V2.6 (Current Vehicle:TST1)
No Records Found
You logged in with vehicle TST1,N/A,N/A
MAP
DET
NS
PER
Check Inbox
New Message Received Please Check Inbox
OK
Driver app displays a pop-up when a new message is received. Click OK then select In box to view the message.



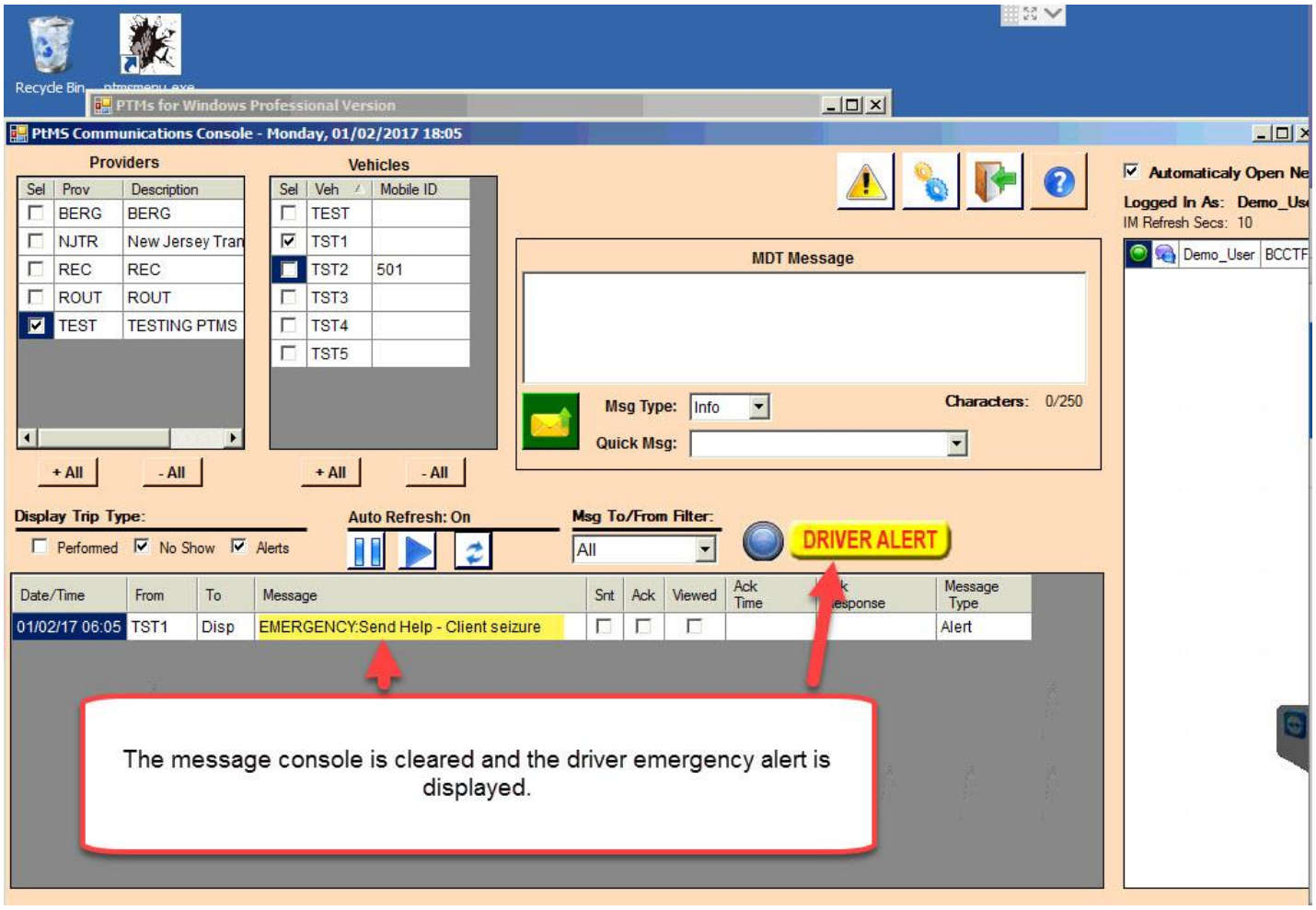
Emergency Message to Dispatch

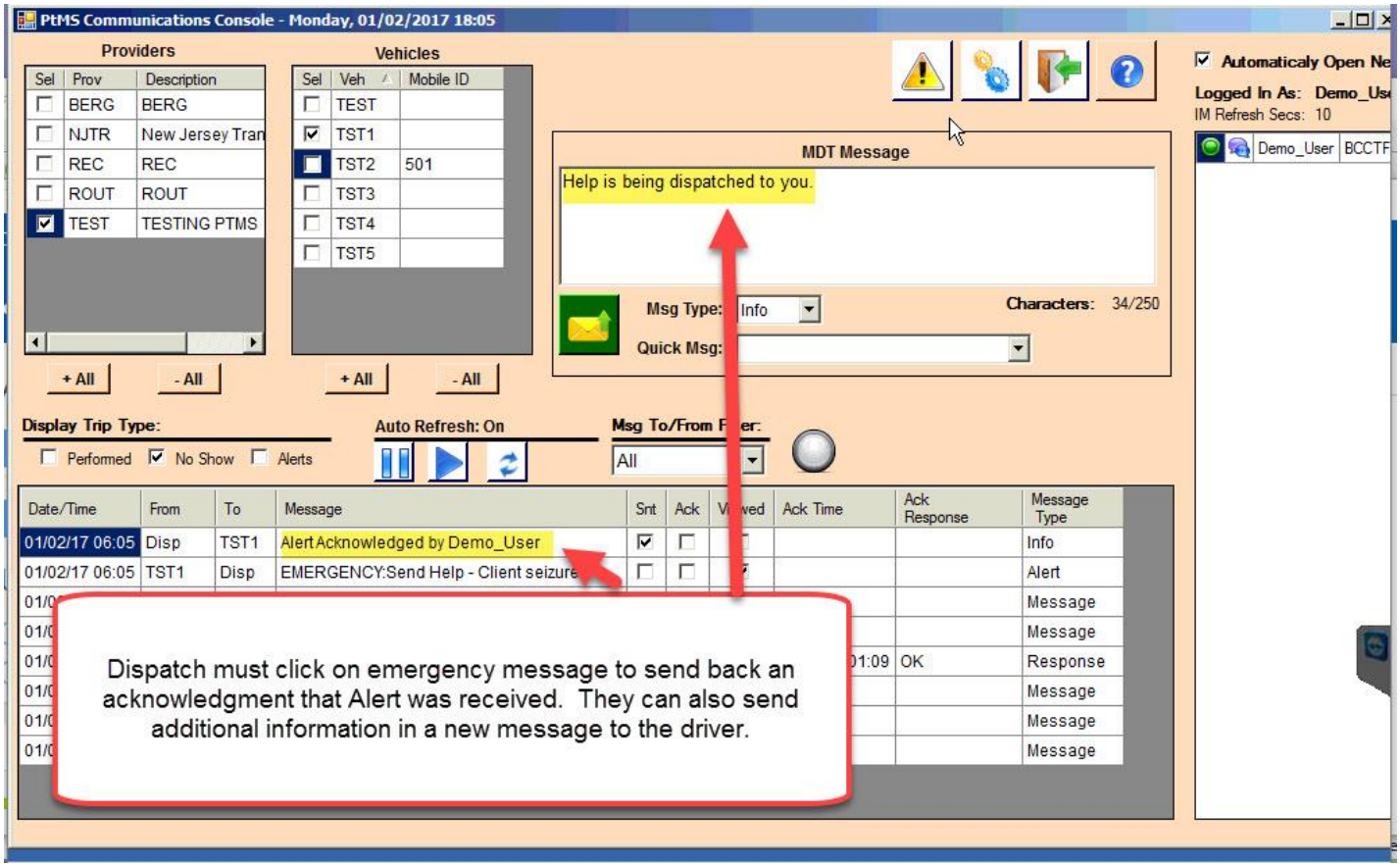
The 'Emergency' button at the bottom of the Driver App sends an 'Emergency Alert' message with a flashing message and an audible sound to any dispatcher running the PtMS Message Console. The only way to turn off the sound and flash is to select the message and acknowledge receipt - this sends a message back to the driver. This does not replace 911 or emergency calls or radio to dispatch. It allows drivers to request help from dispatch with a single click in case of an emergency.


Emergency Message to Dispatch
AT&T
6:02 PM
PtMS Mobile V2.6 (Current Vehicle:TST1)
No Records Found
T-Pick
You logged in with vehicle TST1,N/A,N/A
MAP
DET
Select the 'Emergency' button to send an emergency message to dispatch
Loading Data Please Wait
Inbox(0)
New Message
Next Day
Emergency



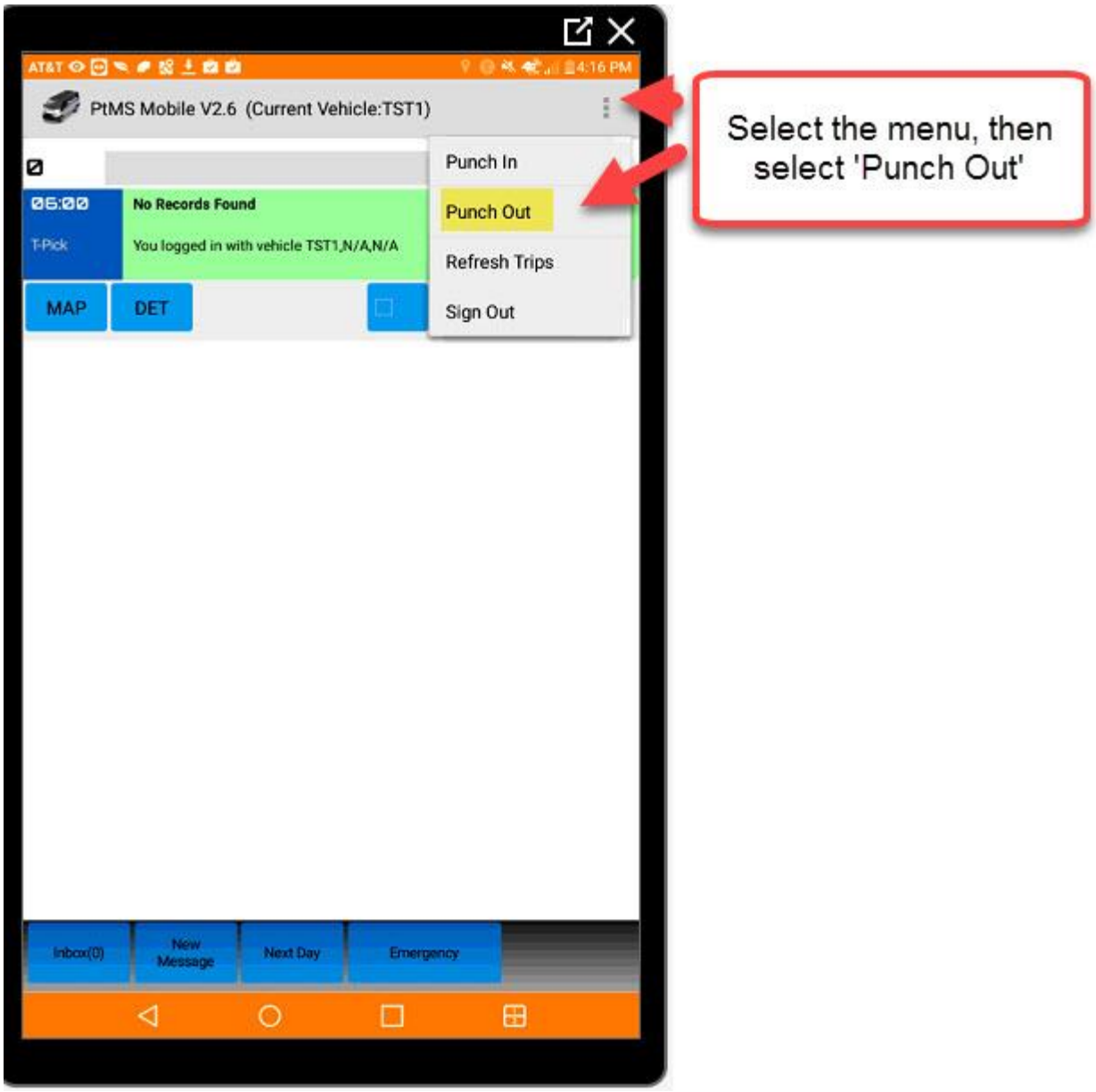
Dispatch will see a 'Driver Alert' message on the console screen along with a loud audible noise.


Recycle Bin
PTMs for Windows Professional Version
PtMS Communications Console - Monday, 01/02/2017 18:05
Providers
Sel Prov Description
BERG BERG
NJTR New Jersey Tran
REC REC
ROUT ROUT
TEST TESTING PTMS
Vehicles
Sel Veh Mobile ID
TEST
TST1
TST2 501
TST3
TST4
TST5
+ All
- All
+ All
- All
MDT Message
Msg Type: Info
Characters: 0/250
Quick Msg:
Automaticaly Open Ne
Logged In As: Demo_Us
IM Refresh Secs: 10
Demo_User BCCTF
Display Trip Type:
Performed No Show Alerts
Auto Refresh: On
Msg To/From Filter:
All
DRIVER ALERT
Date/Time From To Message Snt Ack Viewed Ack Time Message Type
01/02/17 06:05 TST1 Disp EMERGENCY:Send Help - Client seizure Alert
The message console is cleared and the driver emergency alert is displayed.

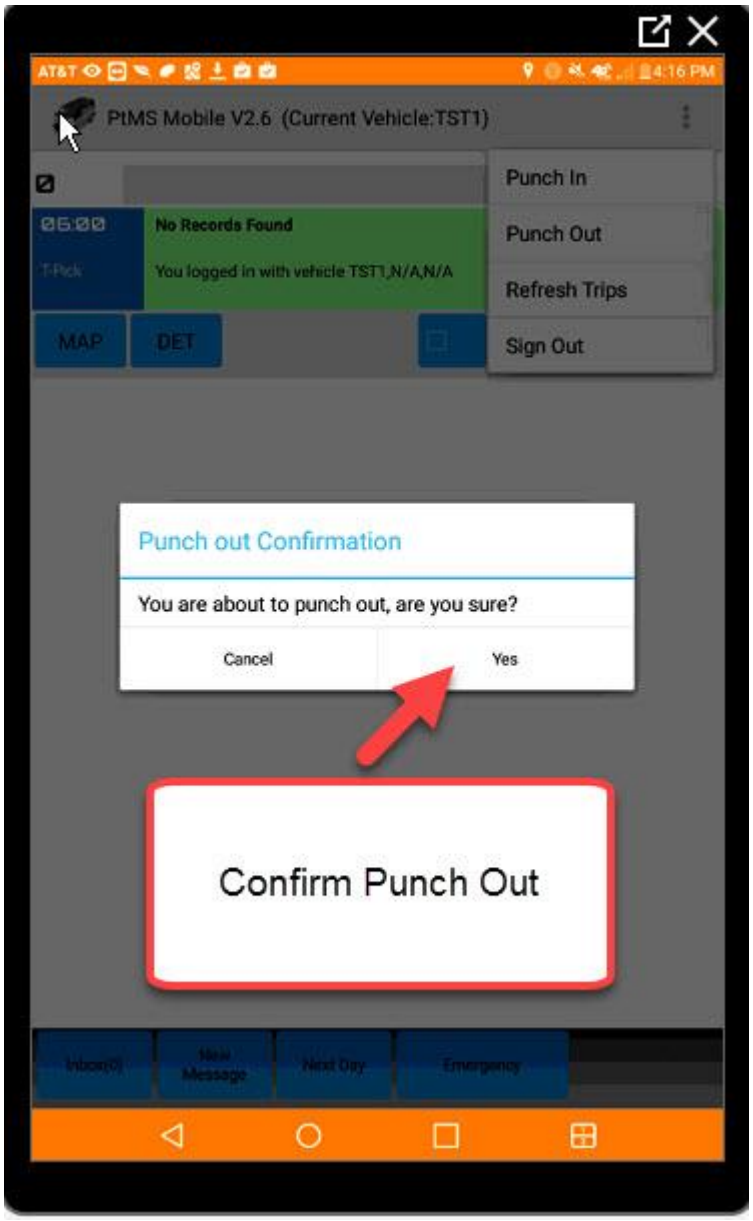


Punch Out

When a driver has completed a shift or is going off clock, they should 'Punch Out'.

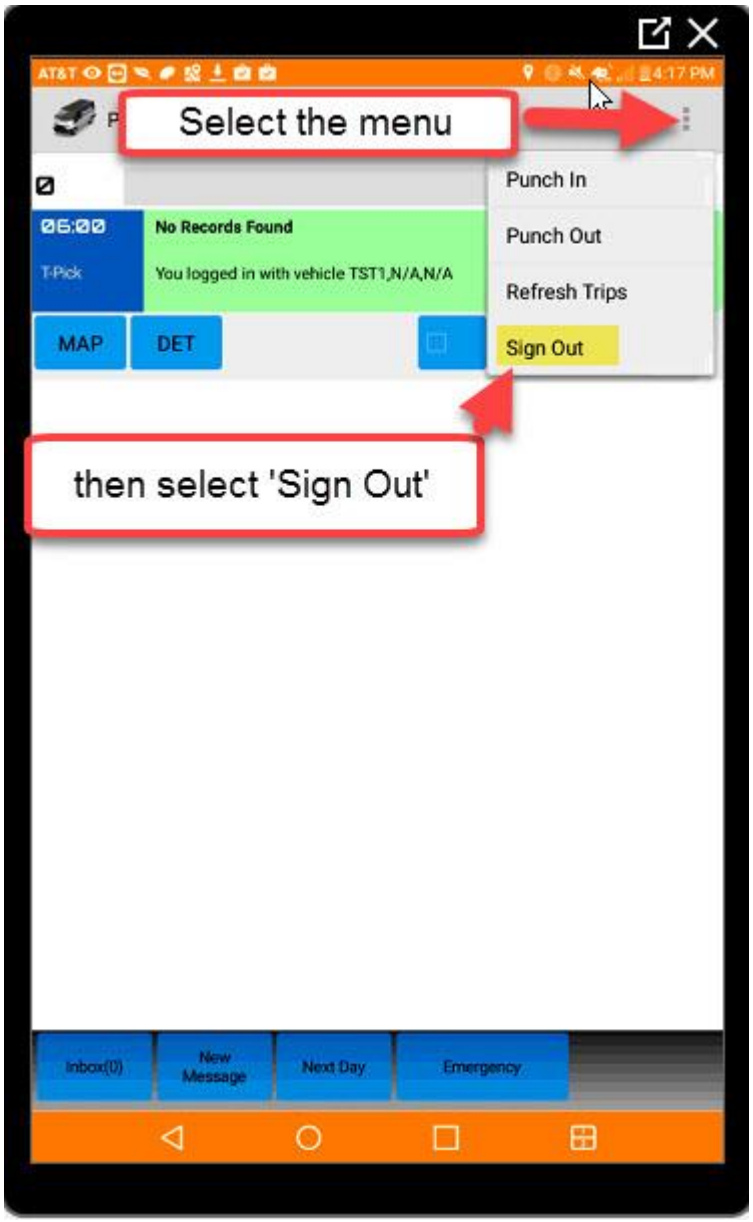


Confirm 'Punch Out'.

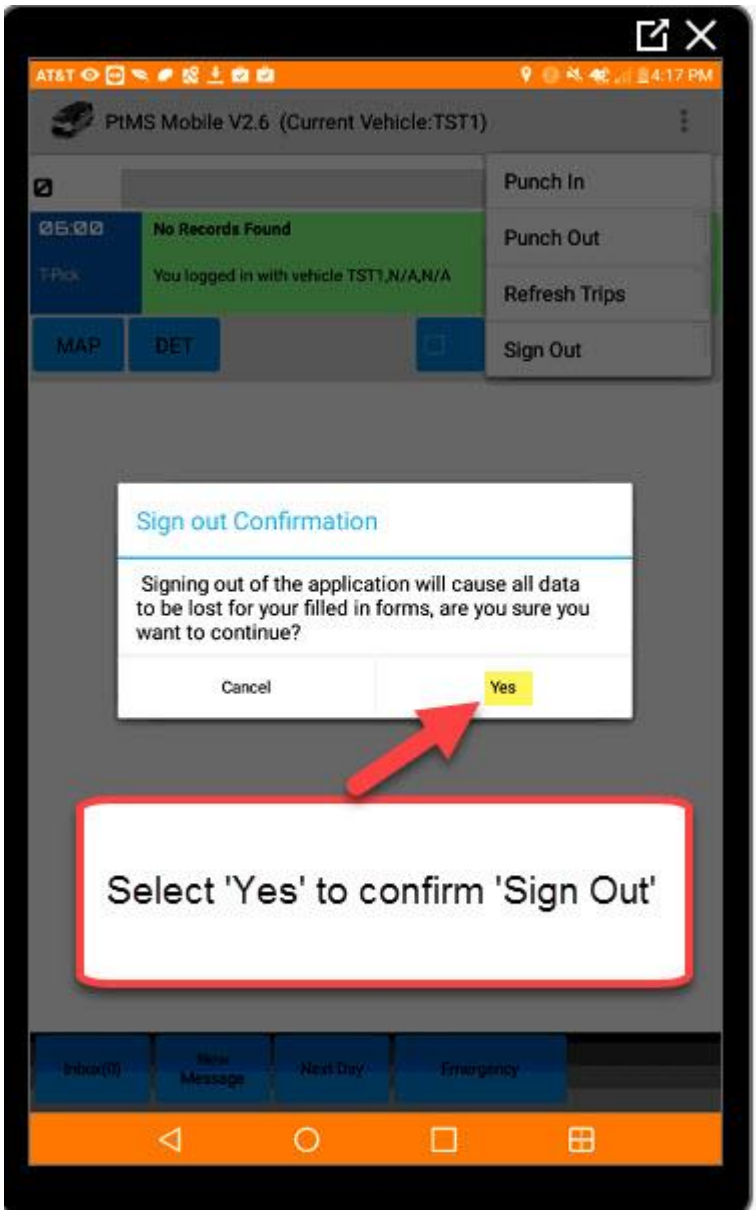


Sign Out

Signing out of the application closes the PtMS Mobile Driver app and removes all messages and trip information from the mobile device. Perform a 'Sign Out' when you are done for the day.



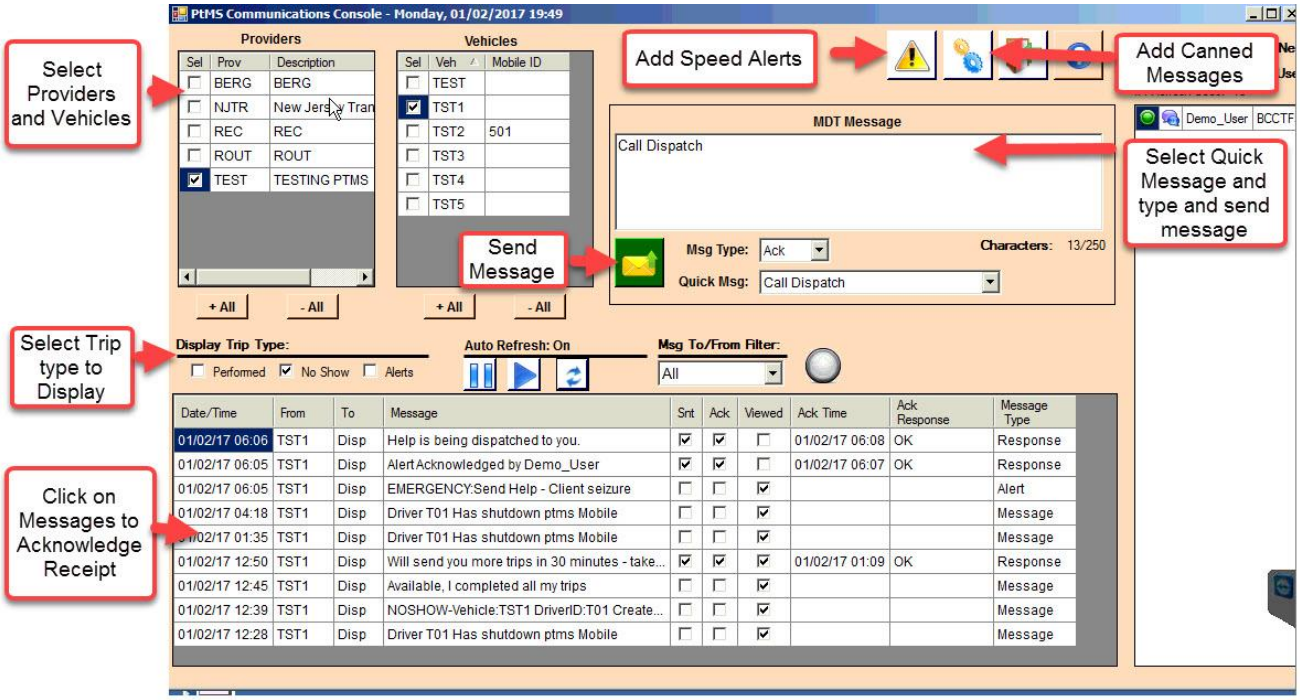
Confirm Sign Out.


PtMS Mobile V2.6 (Current Vehicle:TST1)
Punch In
Punch Out
Refresh Trips
Sign Out
No Records Found
You logged in with vehicle TST1,N/A,N/A
MAP
DET
Sign out Confirmation
Signing out of the application will cause all data to be lost for your filled in forms, are you sure you want to continue?
Cancel
Yes
Select 'Yes' to confirm 'Sign Out'

PtMS Mobile Message Console

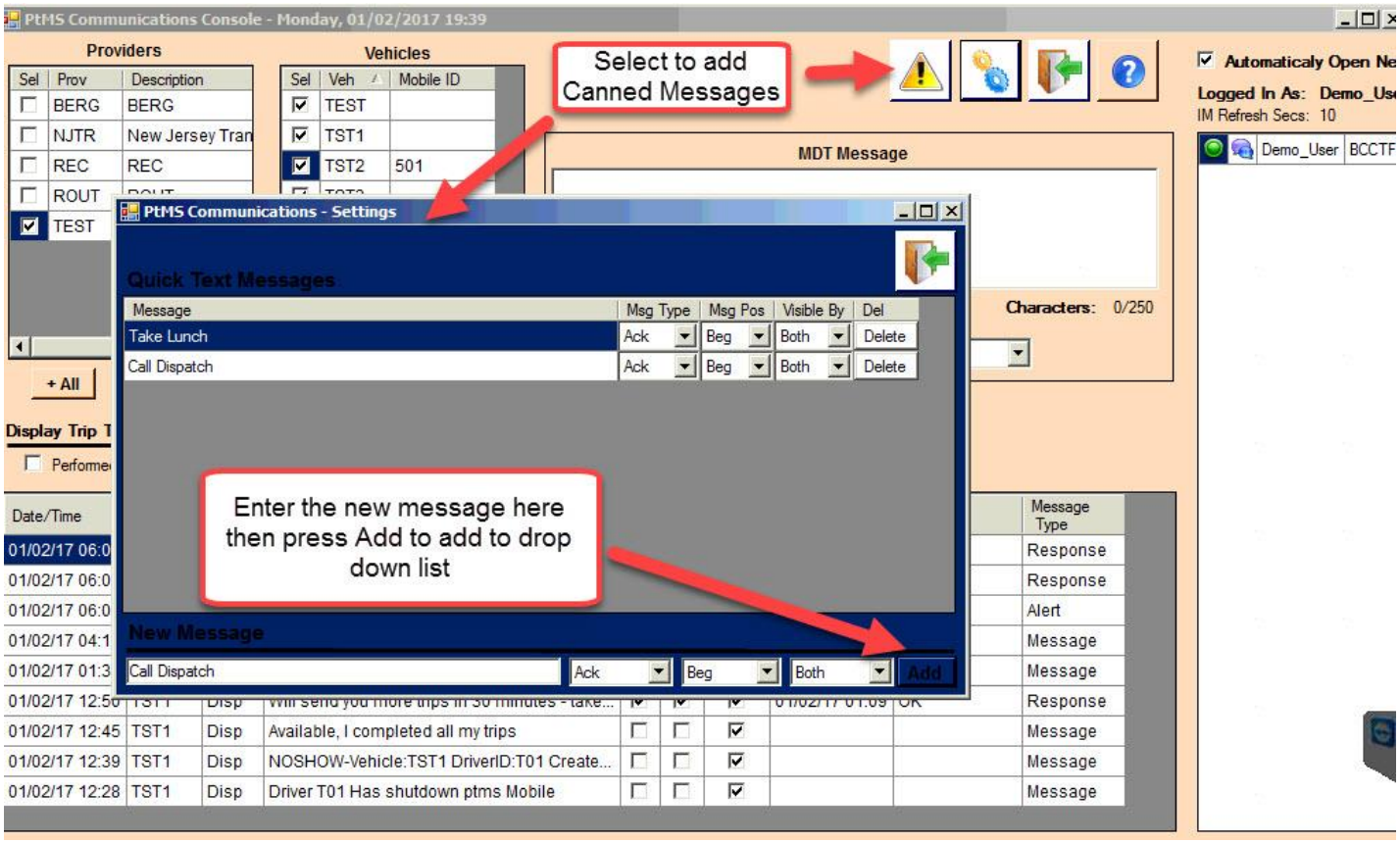
The dispatch message console can send or receive message from drivers assigned to vehicle tablets.

Message Console Functions

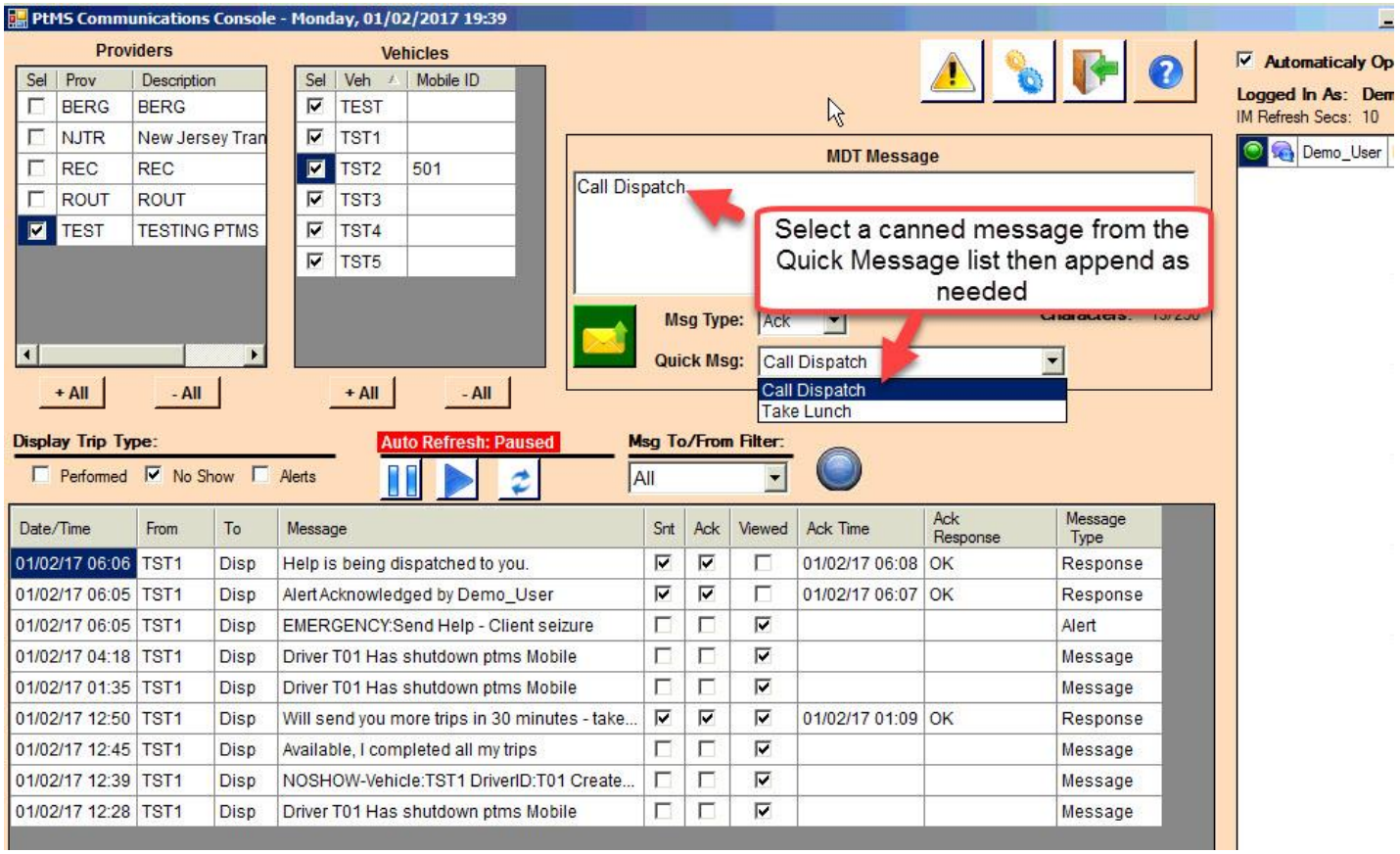


Canned Messages Setup

You can add canned messages to speed up sending a text message.



Select the canned message from the drop down when sending a message.

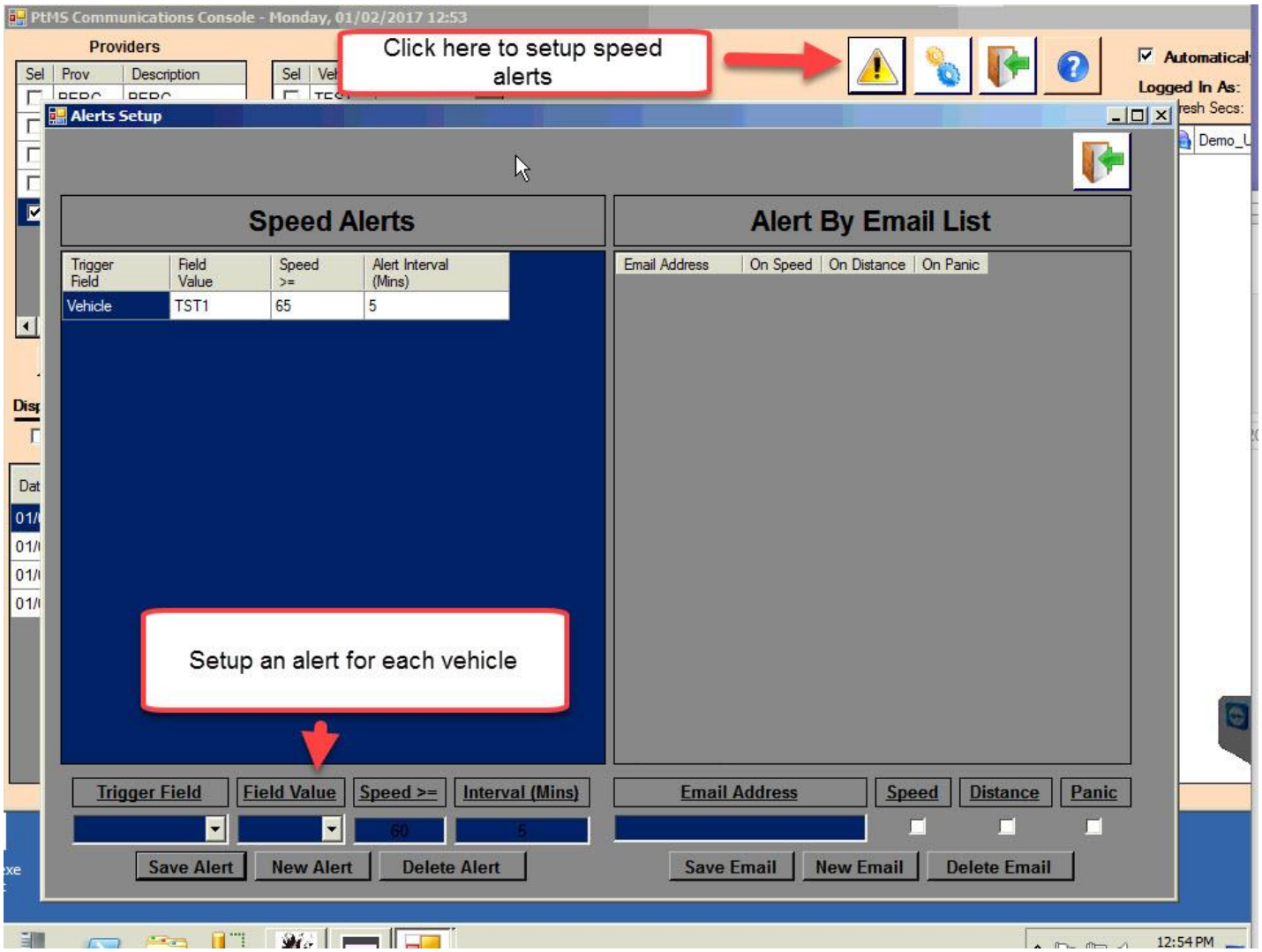


Sel	Prov	Description
☐	BERG	BERG
☐	NJTR	New Jersey Tran
☐	REC	REC
☐	ROUT	ROUT
☑	TEST	TESTING PTMS

Sel	Veh	Mobile ID
☑	TEST	
☑	TST1	
☑	TST2	501
☑	TST3	
☑	TST4	
☑	TST5	

Date/Time	From	To	Message	Snt	Ack	Viewed	Ack Time	Ack Response	Message Type
01/02/17 06:06	TST1	Disp	Help is being dispatched to you.	☑	☑	☐	01/02/17 06:08	OK	Response
01/02/17 06:05	TST1	Disp	Alert Acknowledged by Demo_User	☑	☑	☐	01/02/17 06:07	OK	Response
01/02/17 06:05	TST1	Disp	EMERGENCY:Send Help - Client seizure	☐	☐	☑			Alert
01/02/17 04:18	TST1	Disp	Driver T01 Has shutdown ptms Mobile	☐	☐	☑			Message
01/02/17 01:35	TST1	Disp	Driver T01 Has shutdown ptms Mobile	☐	☐	☑			Message
01/02/17 12:50	TST1	Disp	Will send you more trips in 30 minutes - take...	☑	☑	☑	01/02/17 01:09	OK	Response
01/02/17 12:45	TST1	Disp	Available, I completed all my trips	☐	☐	☑			Message
01/02/17 12:39	TST1	Disp	NOSHOW-Vehicle:TST1 DriverID:T01 Create...	☐	☐	☑			Message
01/02/17 12:28	TST1	Disp	Driver T01 Has shutdown ptms Mobile	☐	☐	☑			Message

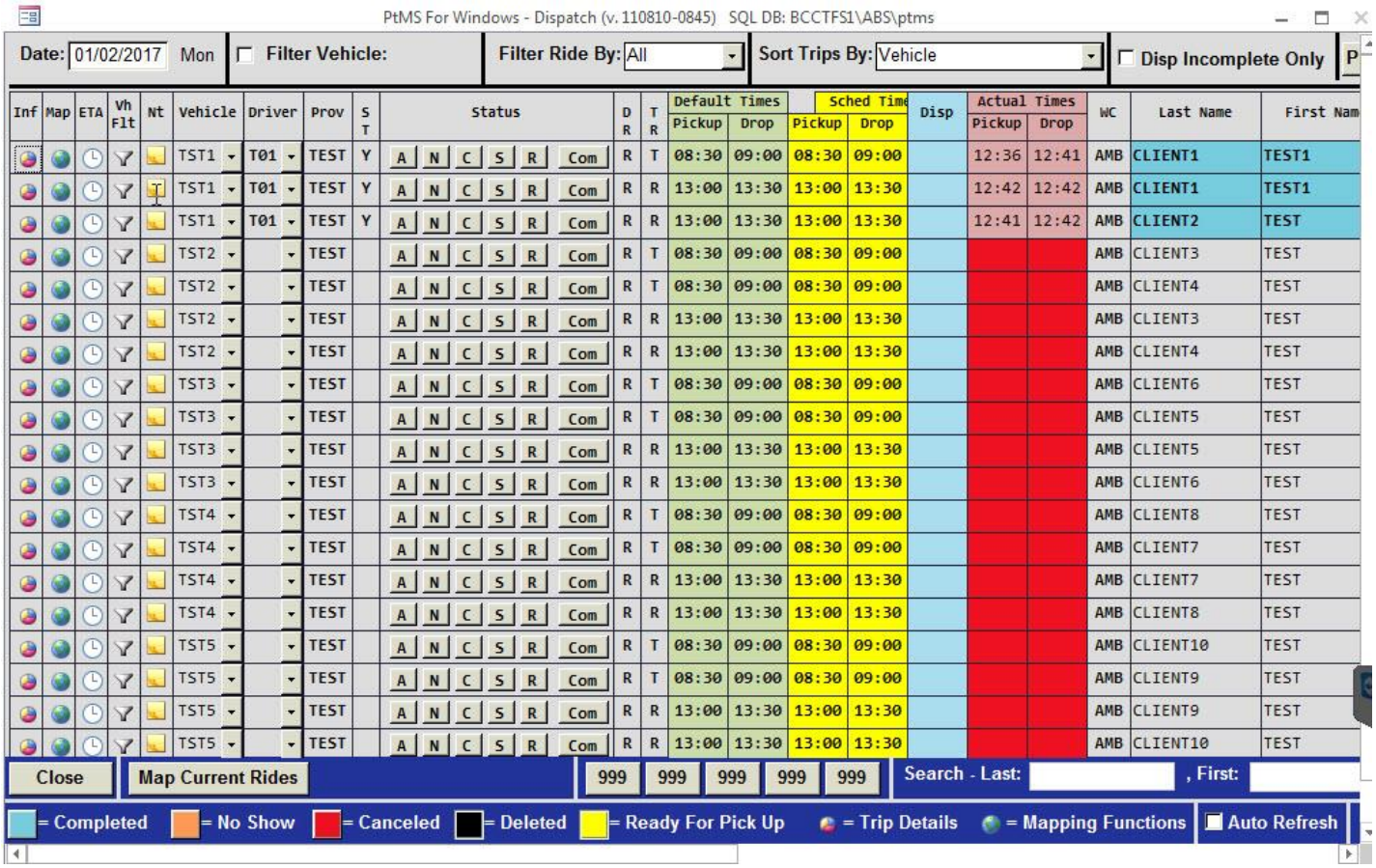
Speed Alerts for Vehicles


PtMS Communications Console - Monday, 01/02/2017 12:53
Providers
Sel
Prov
Description
Click here to setup speed alerts
Automatical
Logged In As:
Alerts Setup
Speed Alerts
Trigger Field
Field Value
Speed >=
Alert Interval (Mins)
Vehicle
TST1
65
5
Alert By Email List
Email Address
On Speed
On Distance
On Panic
Setup an alert for each vehicle
Trigger Field
Field Value
Speed >=
Interval (Mins)
60
5
Email Address
Speed
Distance
Panic
Save Alert
New Alert
Delete Alert
Save Email
New Email
Delete Email
12:54 PM

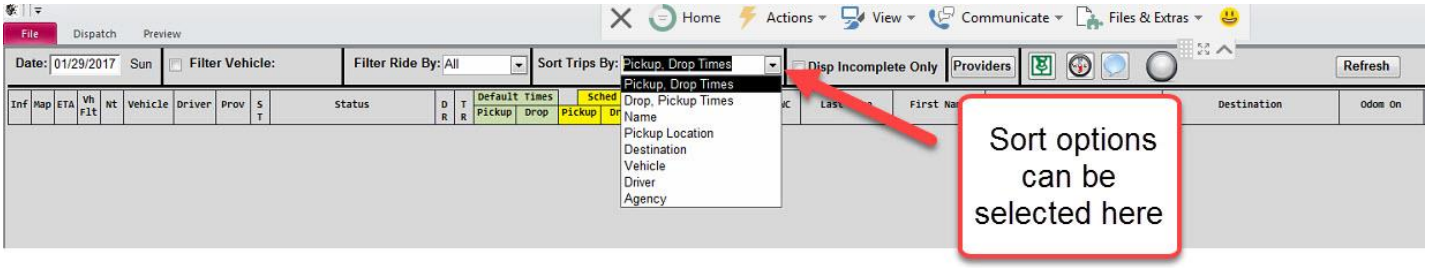
PtMS Mobile Dispatch

Mobile Dispatch Functions include:

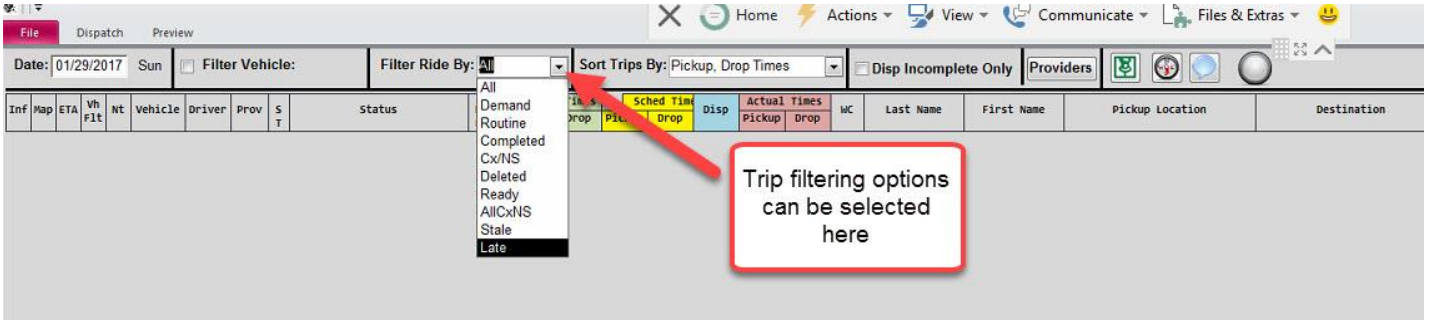
- **Sort Options**
- **Filter Options**
- **Color Coding**
- **Trip Detail**
- **Notes for Client and Trip**
- **Mark Trip Ready for Pickup**
- **Verify Trip**
- **Activate Trip**
- **Map Trip**
- **Current Vehicle Location**
- **Closest Vehicle to Trip**
- **Send Trip Info as Message to one or more drivers**
- **ETA - Estimated Time of Arrival**
- **Map Current Rides for a Vehicle**
- **GPS Vehicle Tracking**
- **Message Console**



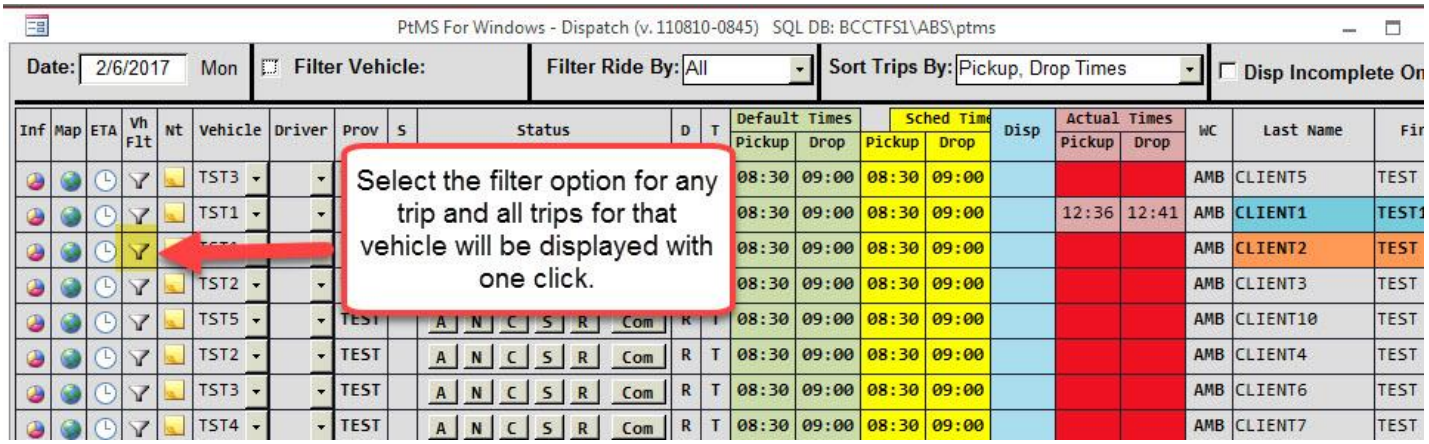
Sort Options



Fliter Options



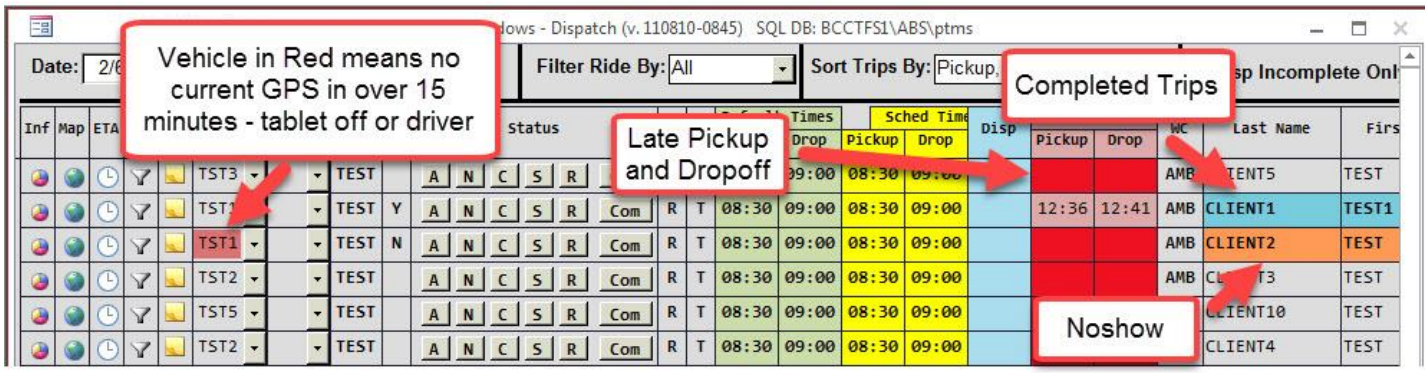
Alternatively, you can filter all trips for a vehicle with one click.



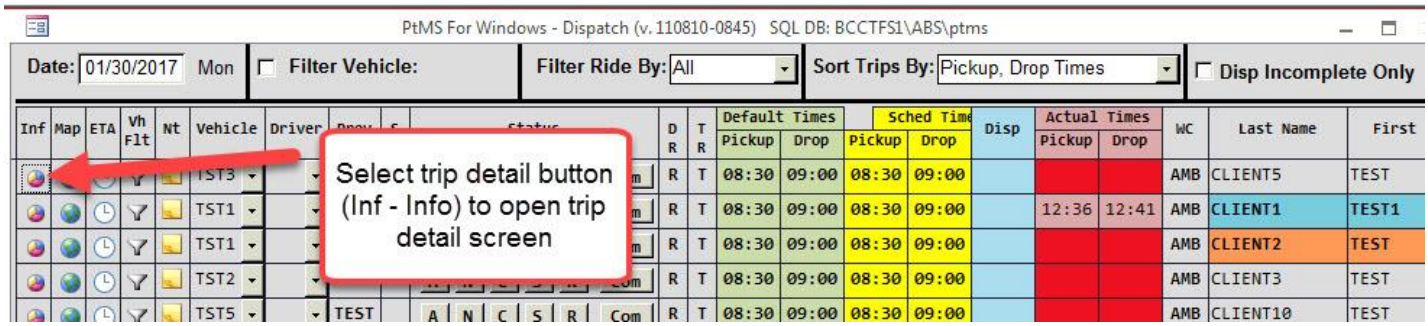
Color Coding

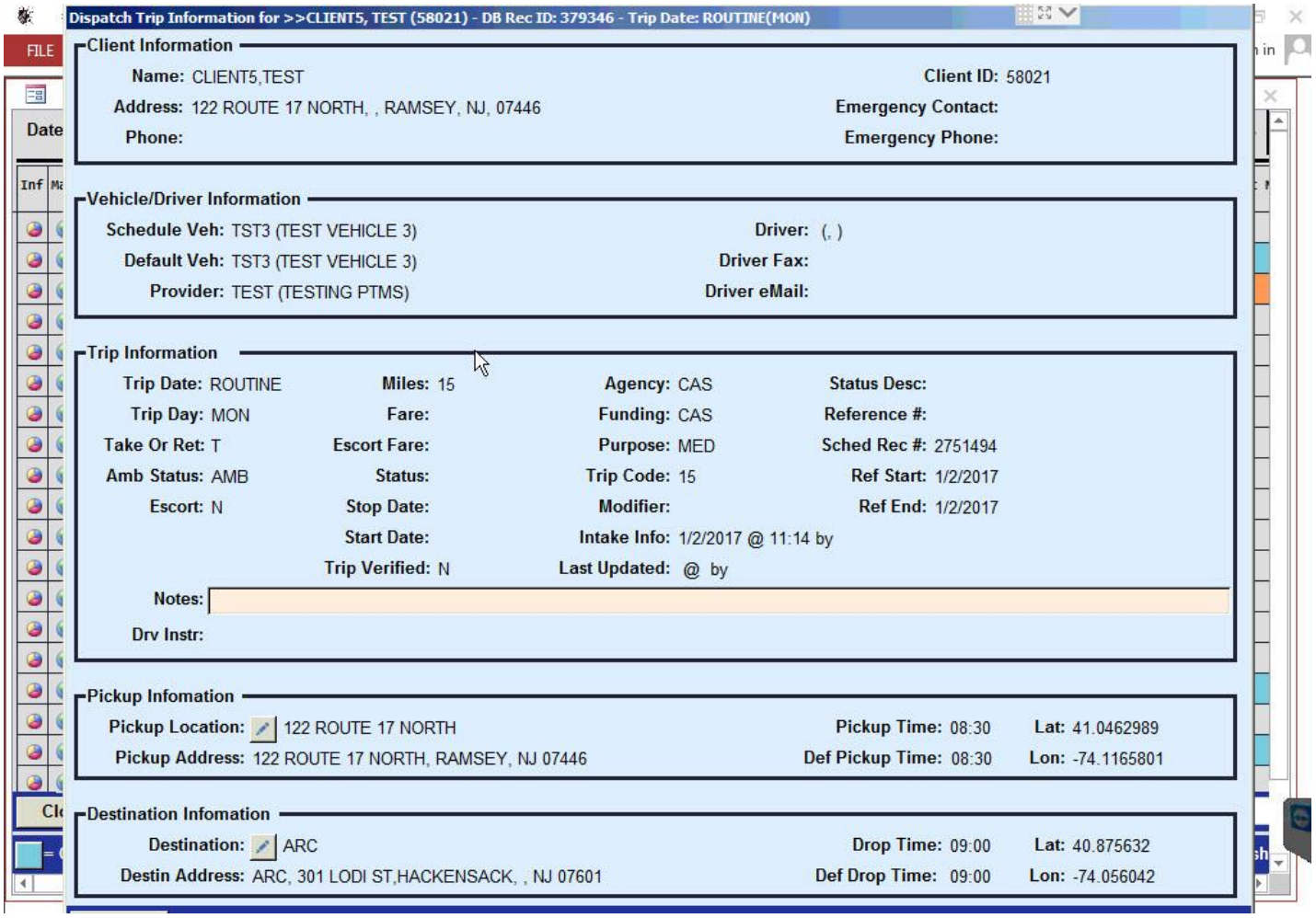
There are a number of Color Coding features on the PtMS Mobile Dispatch screen. The most significant items are:

- Vehicle Code Read - This indicates a vehicle has not sent a GPS coordinate in over 15 minutes - the driver is either logged out or has turned off tablet.
- Actual Pickup Time Red - vehicle is late for scheduled pickup time
- Actual Drop Time Red - vehicle is late for actual drop time
- Last Name Blue - completed trip
- Last Name Orange - No show
- Last Name Red - Cancel

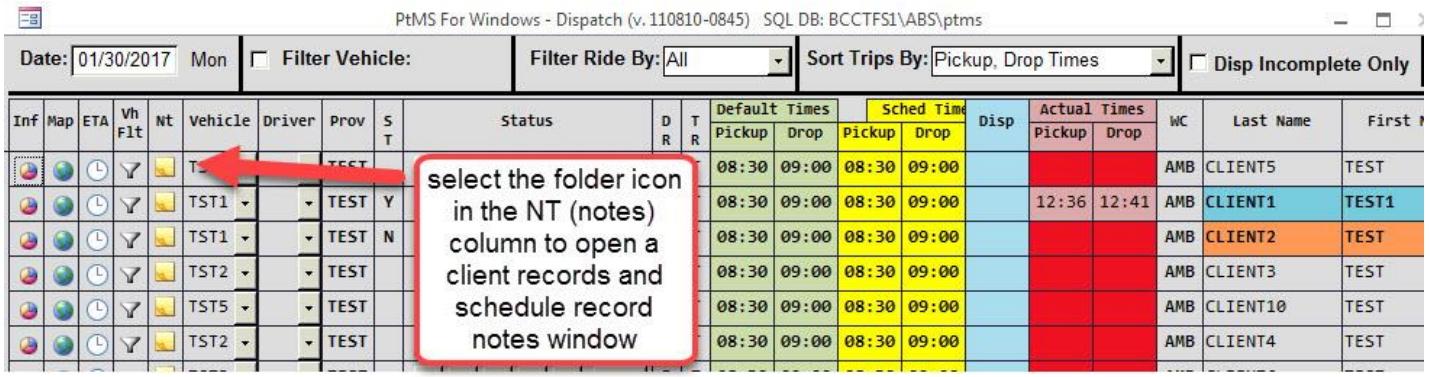

Vehicle in Red means no current GPS in over 15 minutes - tablet off or driver
Late Pickup and Dropoff
Completed Trips
Noshow

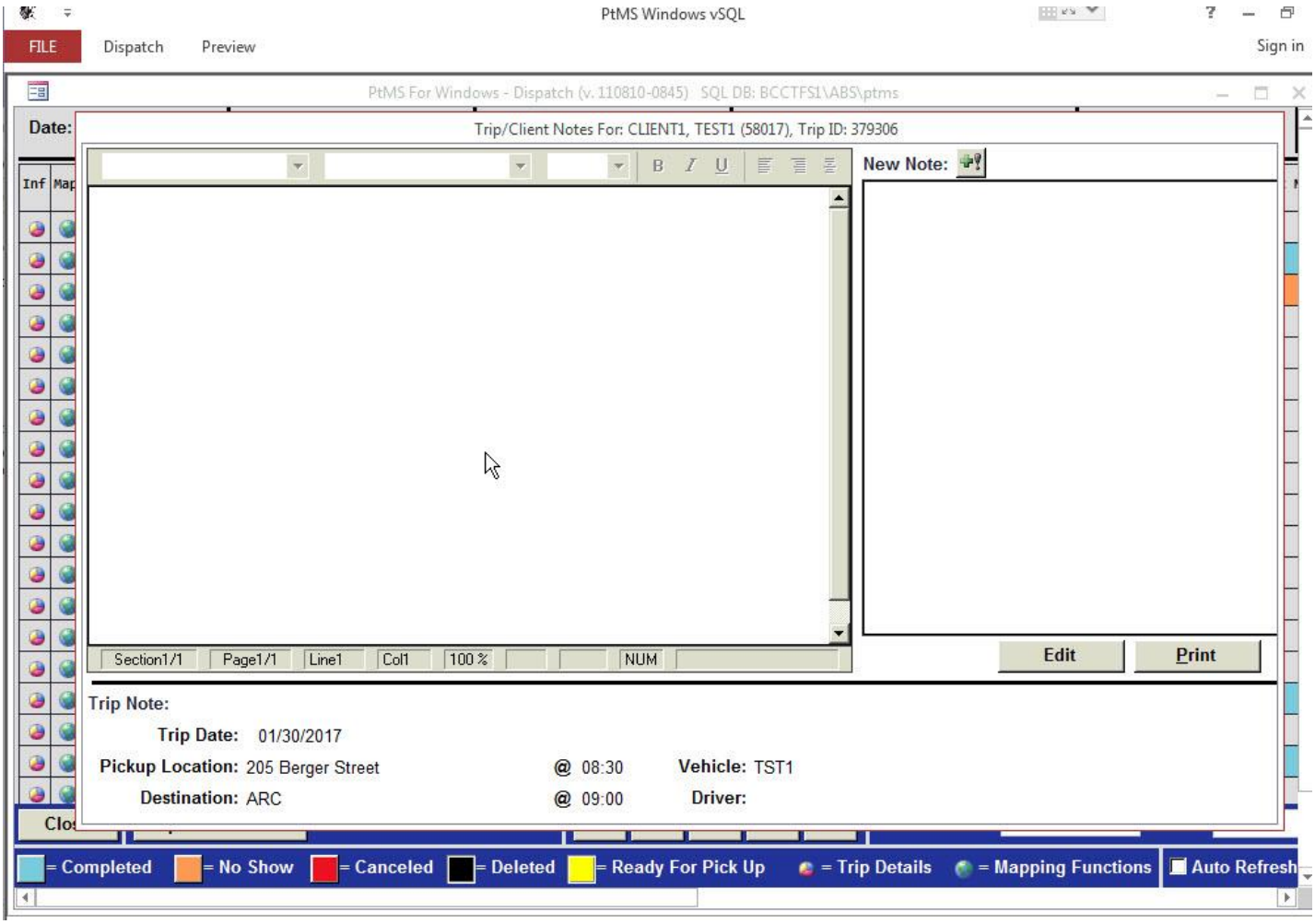
Trip Detail


PtMS For Windows - Dispatch (v. 110810-0845) SQL DB: BCCTFS1\ABS\ptms
Date: 01/30/2017 Mon
Filter Vehicle:
Filter Ride By: All
Sort Trips By: Pickup, Drop Times
Disp Incomplete Only
Select trip detail button (Inf - Info) to open trip detail screen



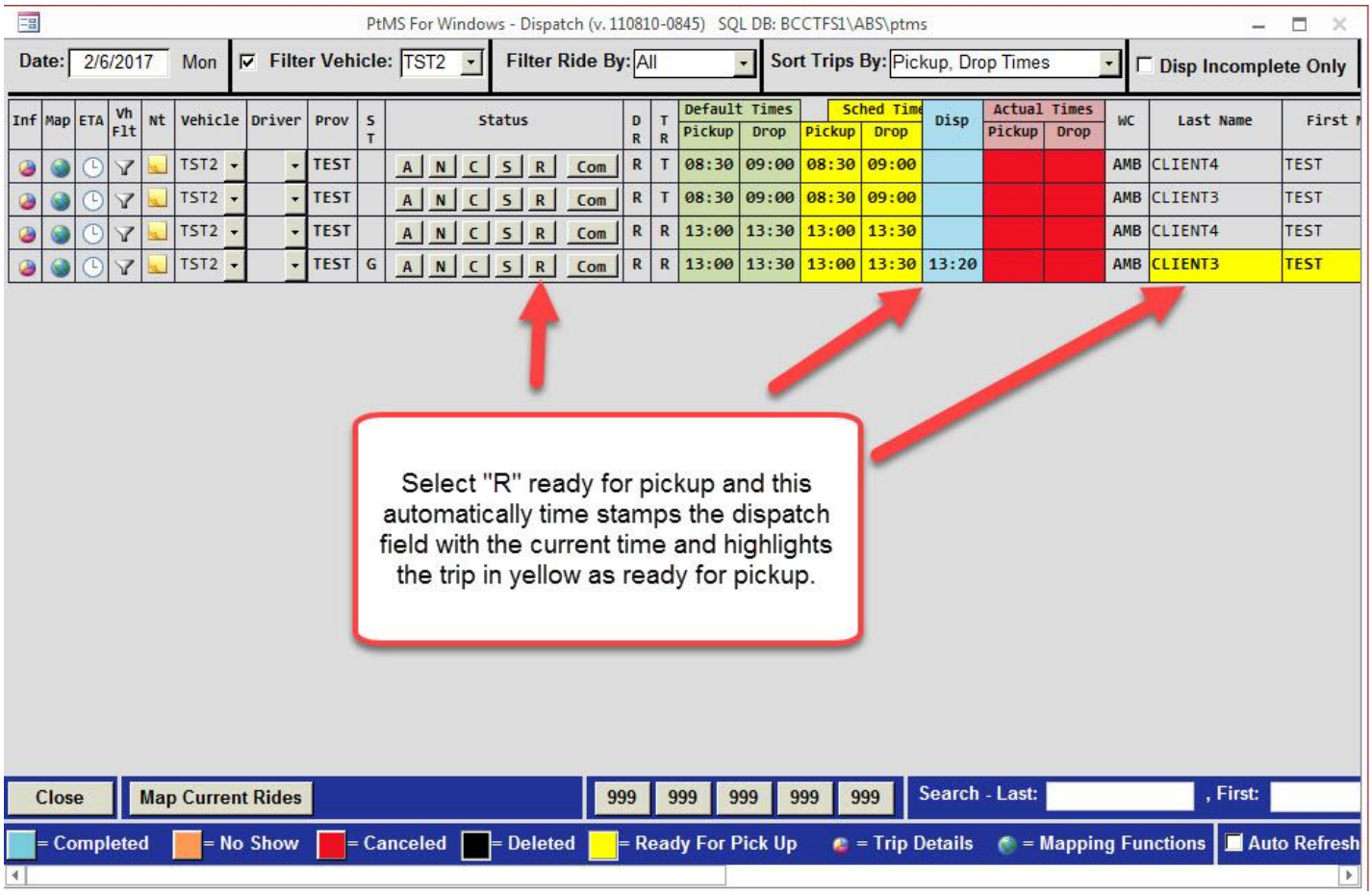
Notes for Client and Trip





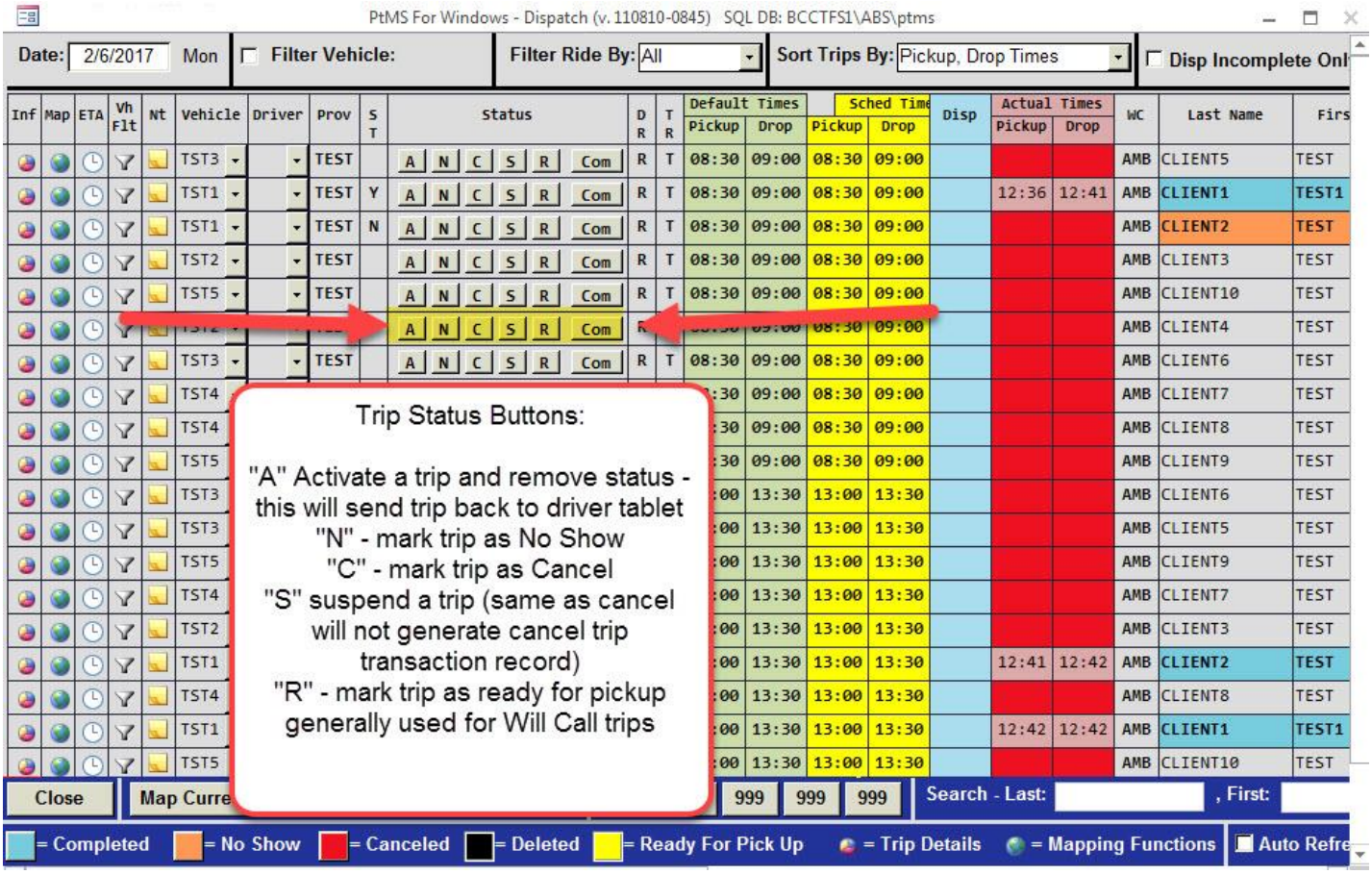
Mark Trip Ready for Pickup

This is a dispatch function where the dispatcher can mark a trip as ready for pickup and the time is recorded in the Dispatch column field. This is typically used on "Will Call" Return trips where the client calls in or a doctor's office or other agency calls for the client and let's the dispatch office know the client is ready for pickup. This allows the dispatcher to mark the trip and not the time while an appropriate vehicle/driver is identfied and assigned the trip for pickup.



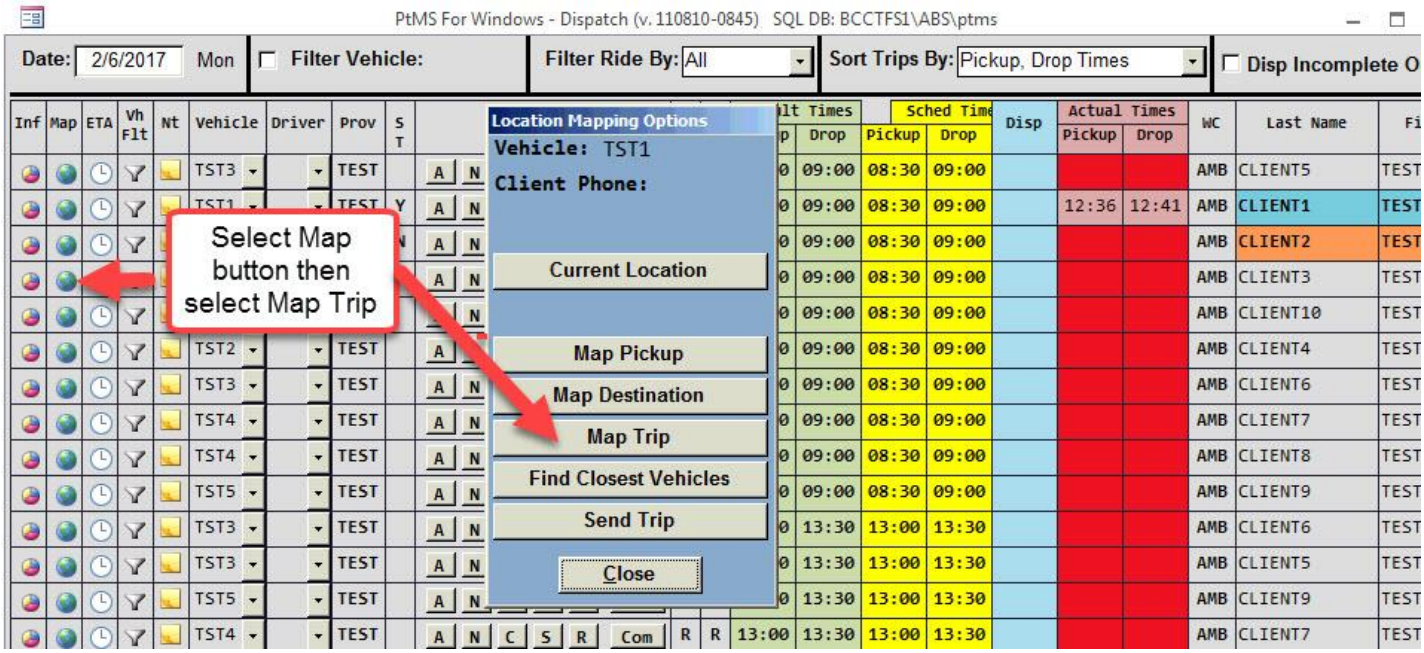
Trip Status

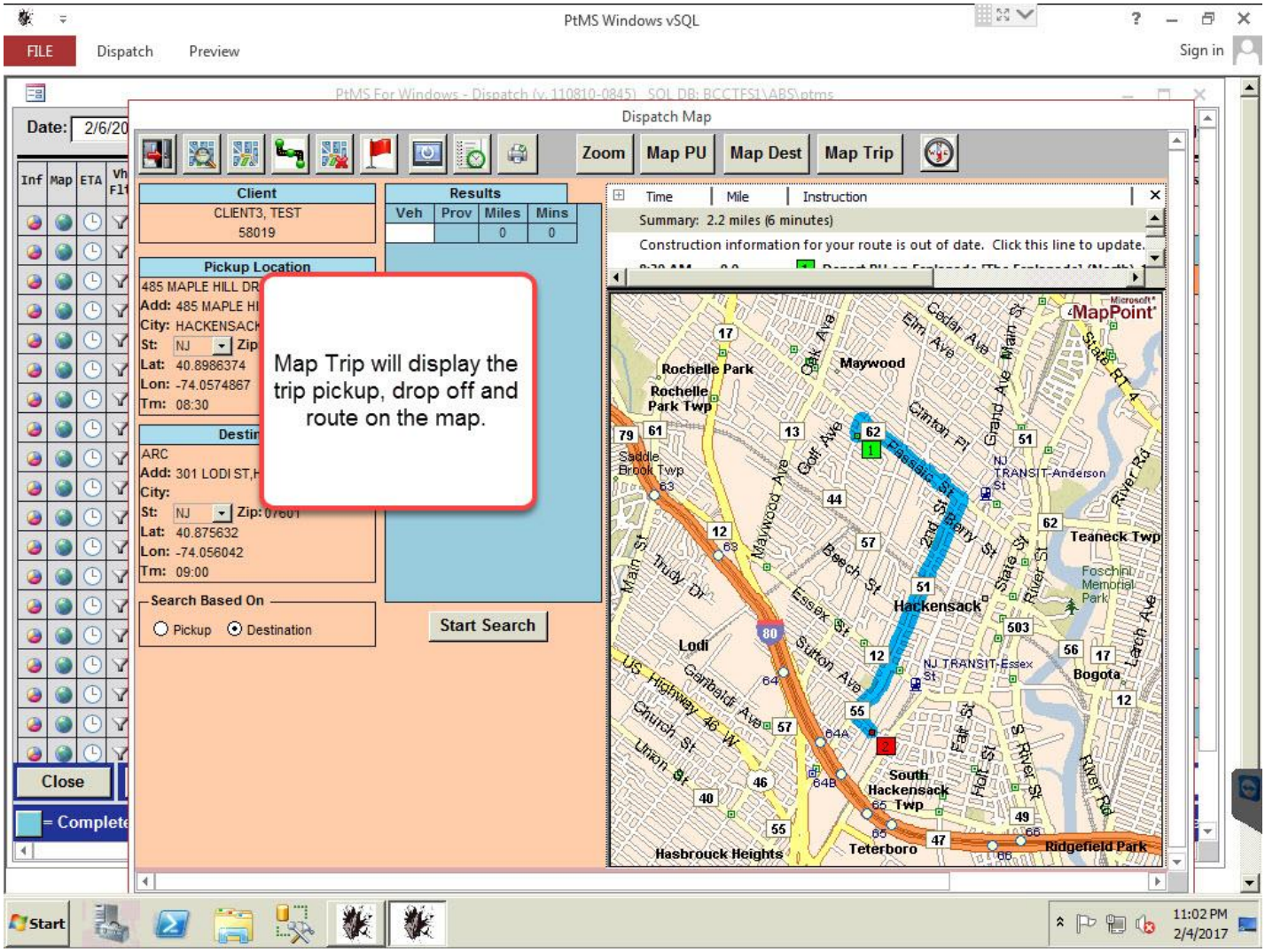
Trip Status buttons can be used to mark trips status. If dispatch cancels a trip then it will send a message to the driver and remove the trip from the driver's mobile app. Verifying trip completion "COM" or marking a trip as a No Show will remove it from the driver's PtMS mobiile app.



Map Trip

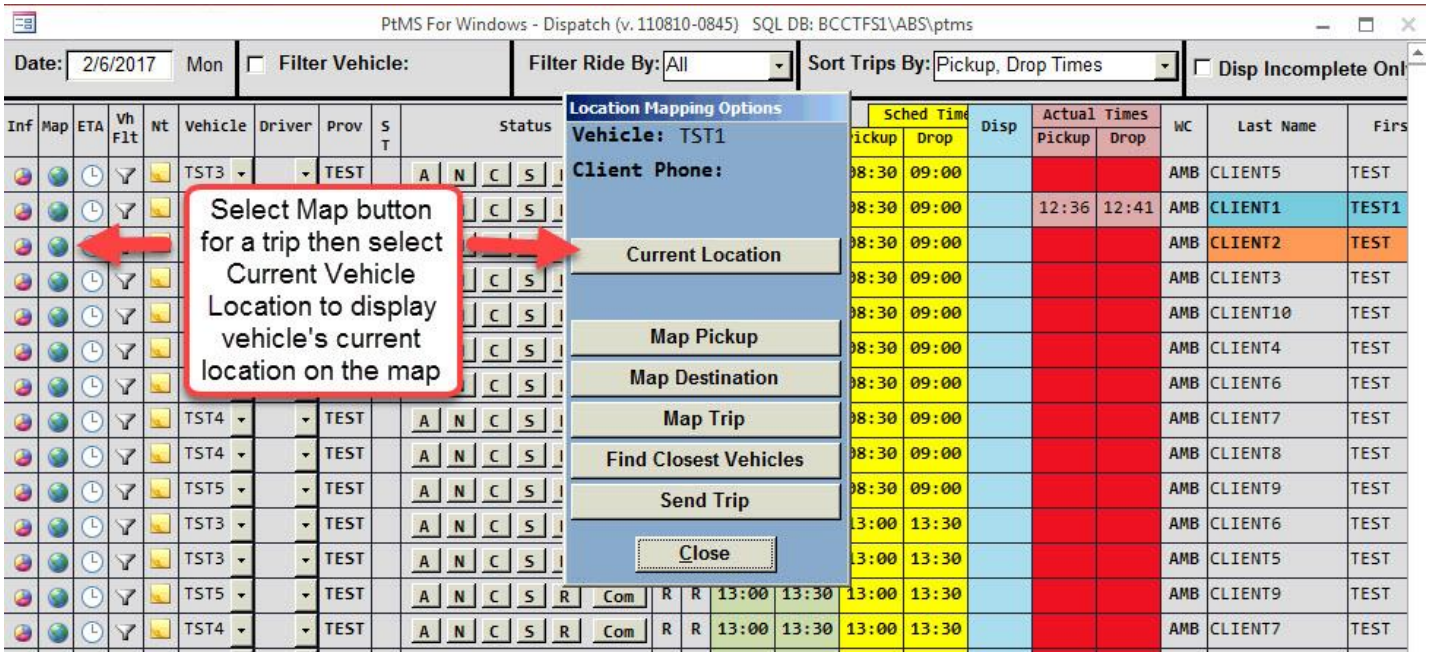
This options maps the trip on the map. Turn by turn directions are also available.





Current Vehicle Location

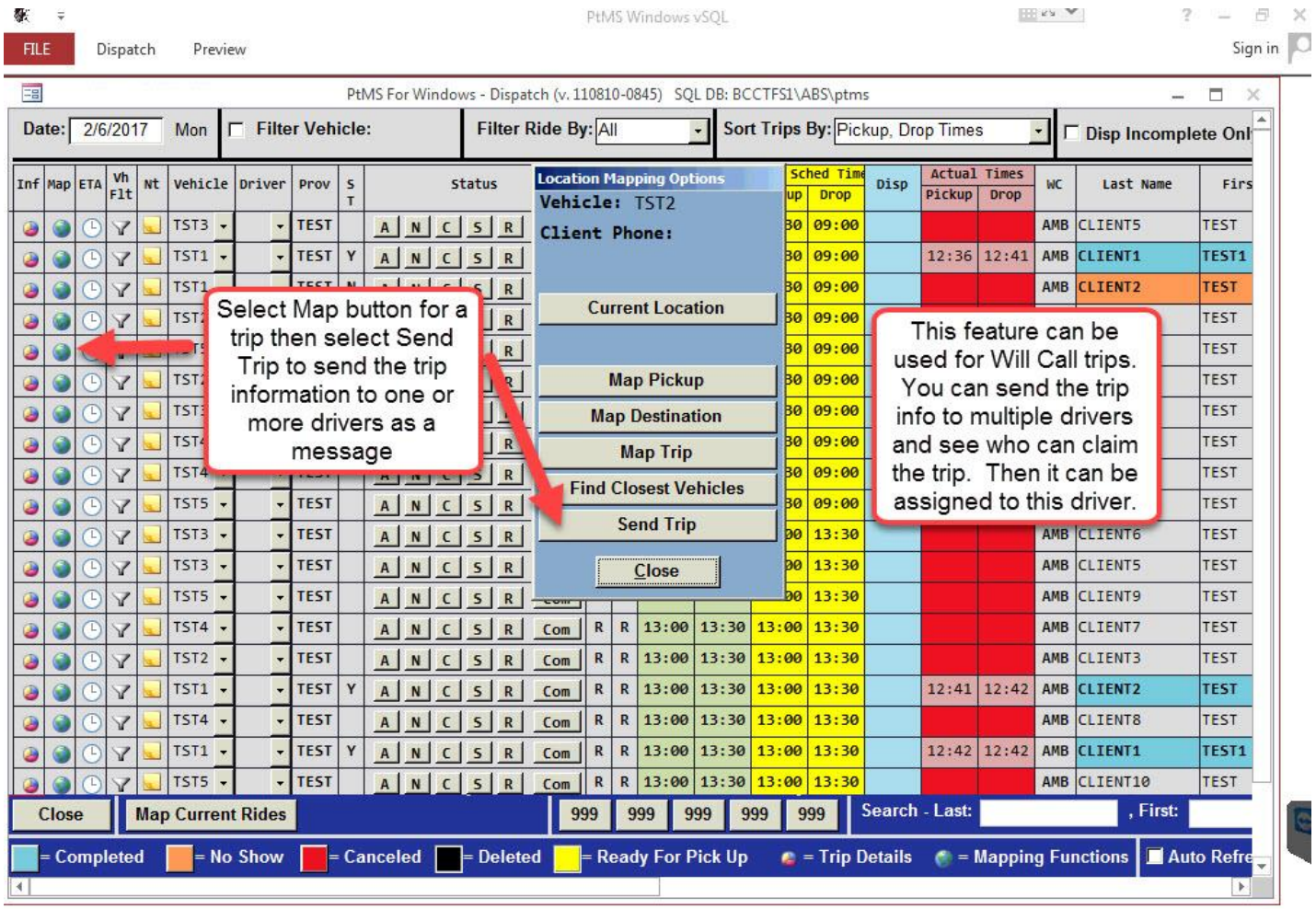
Click the map button then select Curent Vehicle Location button to display the current vehicle location on the map.

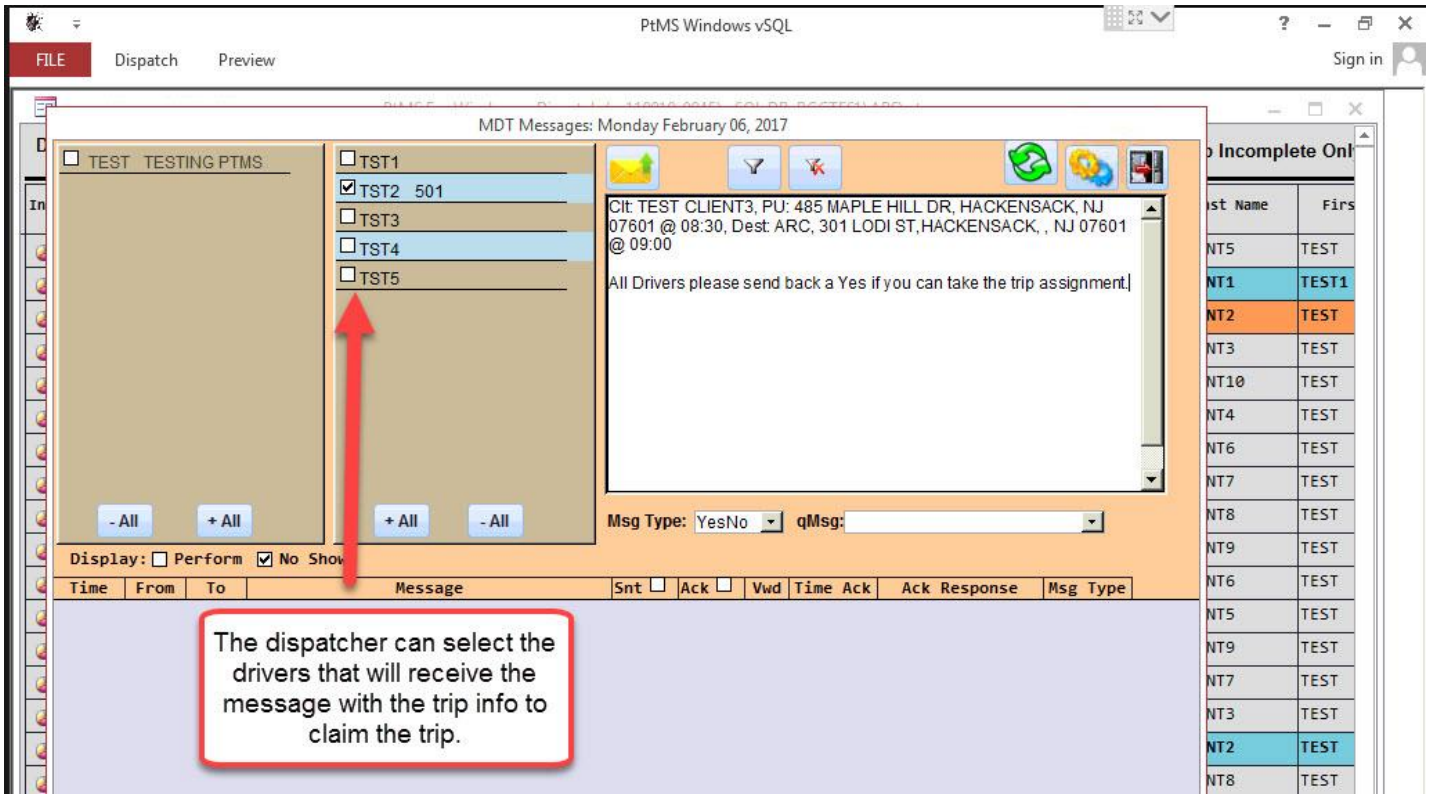


Closest Vehicle to Trip

The Closest Vehicle option is generally used for assigning a vehicle to a Will Call trip or re-assigning an exisiting trip to a new vehicle because the current assigned vehicle is running late and will not make the scheduled pickup time.

Send Trip Info As Message To One or More Drivers


PtMS Windows vSQL
FILE
Dispatch
Preview
Sign in
PtMS For Windows - Dispatch (v. 110810-0845) SQL DB: BCCTFS1\ABS\ptms
Date: 2/6/2017 Mon
Filter Vehicle:
Filter Ride By: All
Sort Trips By: Pickup, Drop Times
Disp Incomplete Onl
Location Mapping Options
Vehicle: TST2
Client Phone:
Current Location
Map Pickup
Map Destination
Map Trip
Find Closest Vehicles
Send Trip
Close
Select Map button for a trip then select Send Trip to send the trip information to one or more drivers as a message
This feature can be used for Will Call trips. You can send the trip info to multiple drivers and see who can claim the trip. Then it can be assigned to this driver.
Close
Map Current Rides
Search - Last:
, First:
= Completed
= No Show
= Canceled
= Deleted
= Ready For Pick Up
= Trip Details
= Mapping Functions
Auto Refre



ETA - Estimated Time of Arrival

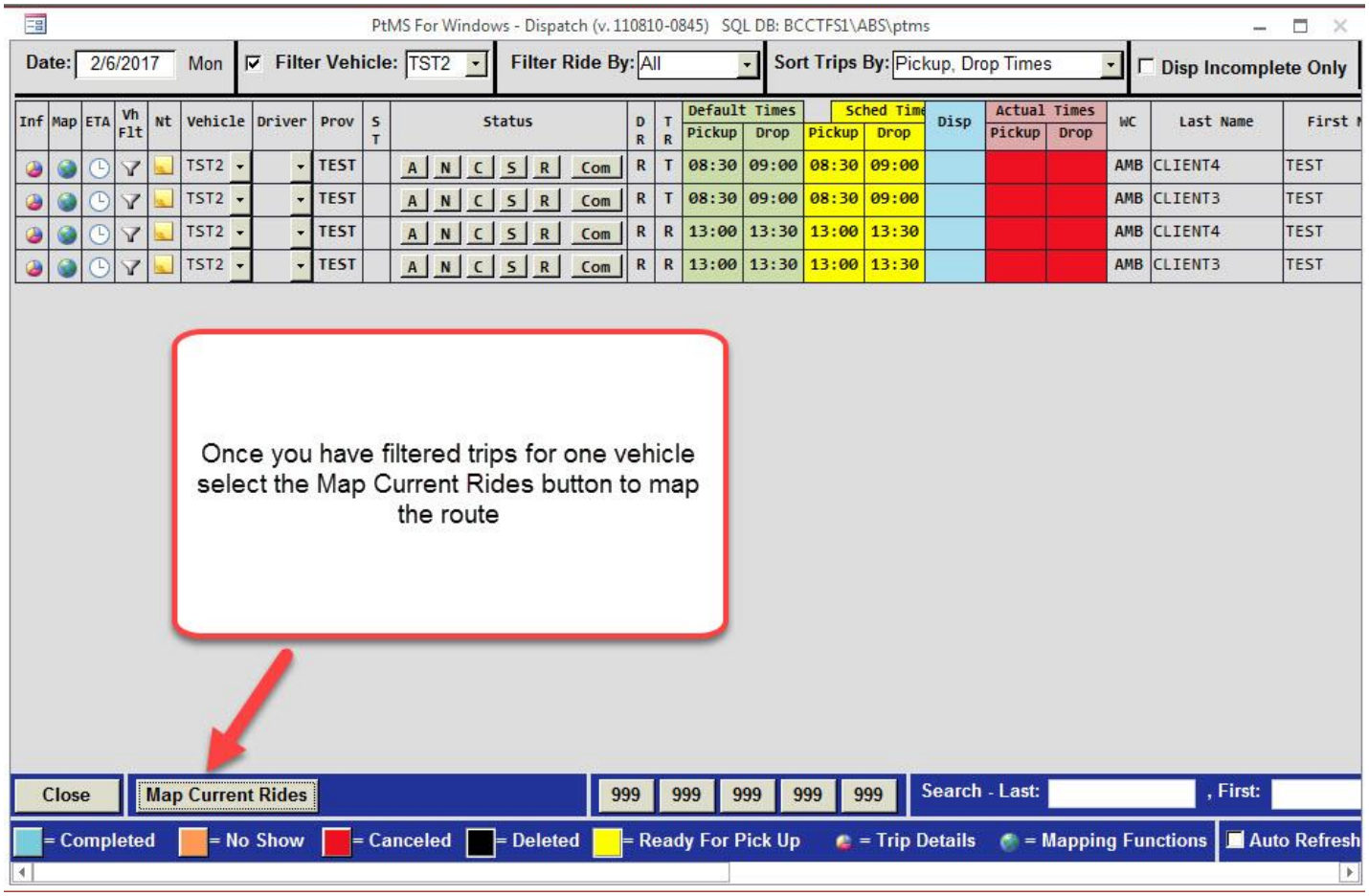
This option can be used to determine if a vehicle is running on time.

Selecting the ETA button on a trip with a completed pickkup but no drop info will assess if the trip will be completeed by the scheduled drop time.

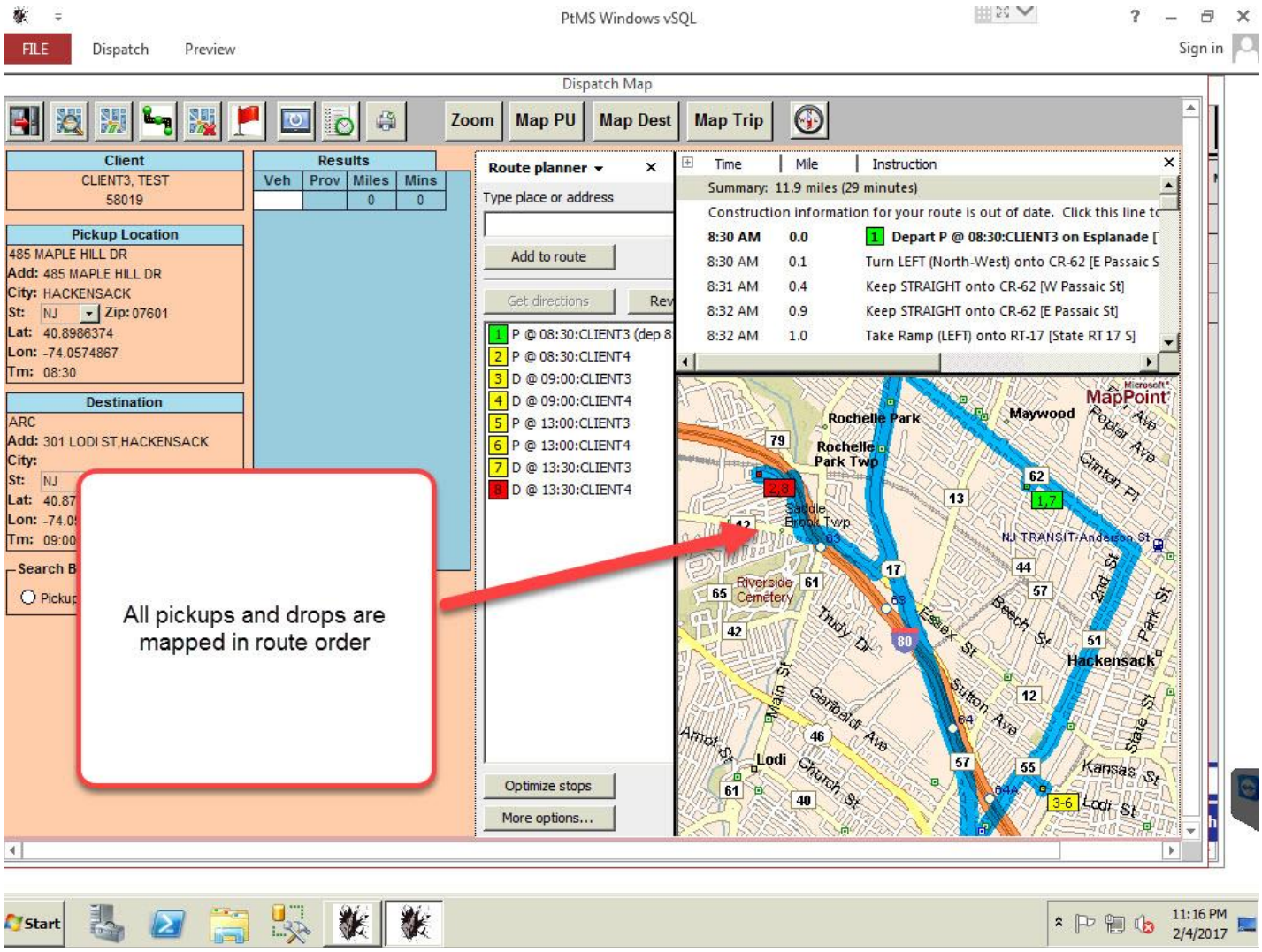
Selecting the ETA button on the next trip in a route where no pickup as occurred will assess if the vehicle is on time for the pickup.

Map Current Trips for a Vehicle

This option will map all the current trip pickups and dropoffs for a selected vehicle as a route on the map for review.

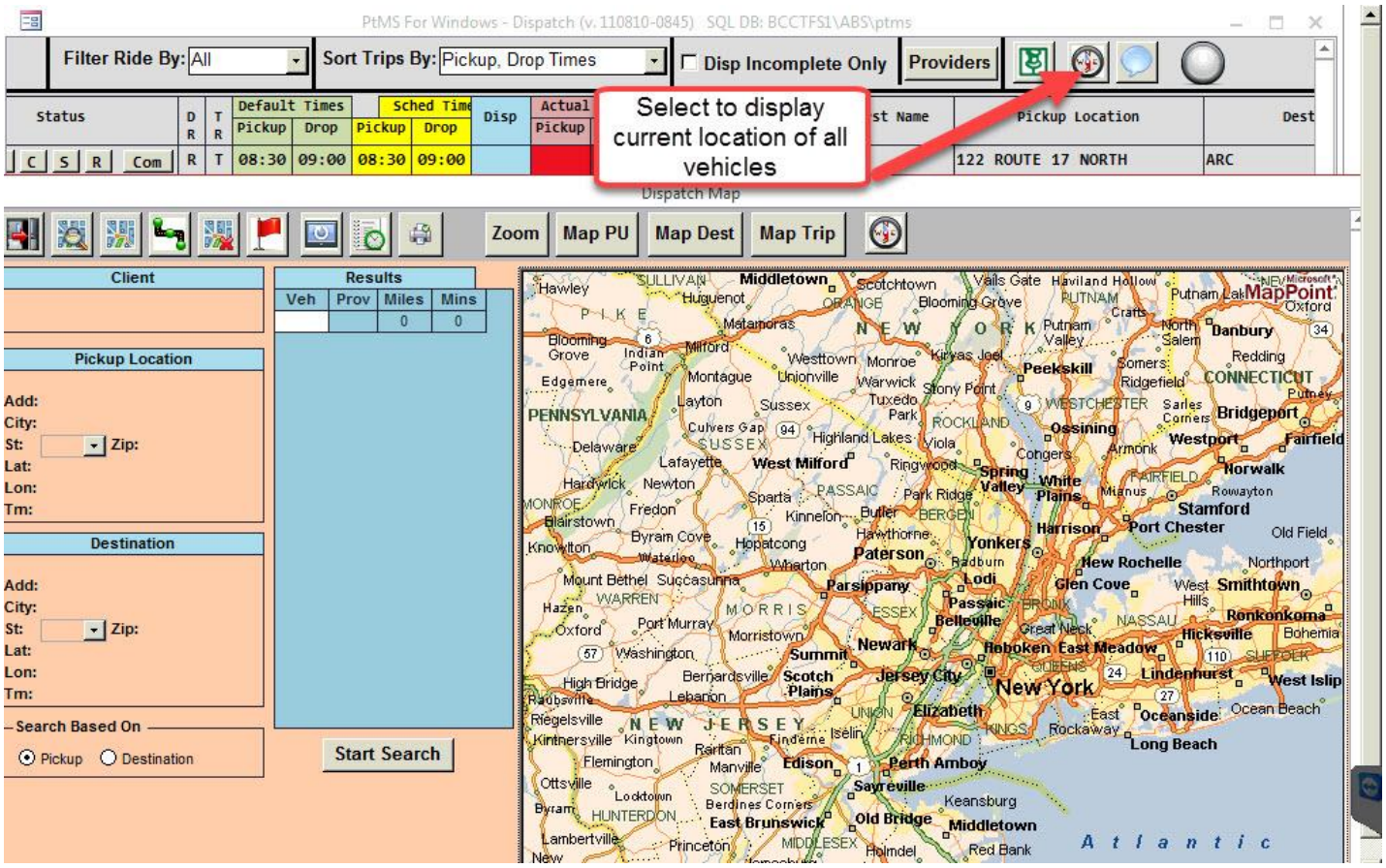


Once the Map Current Rides is selected the trips will display on the map in route order.



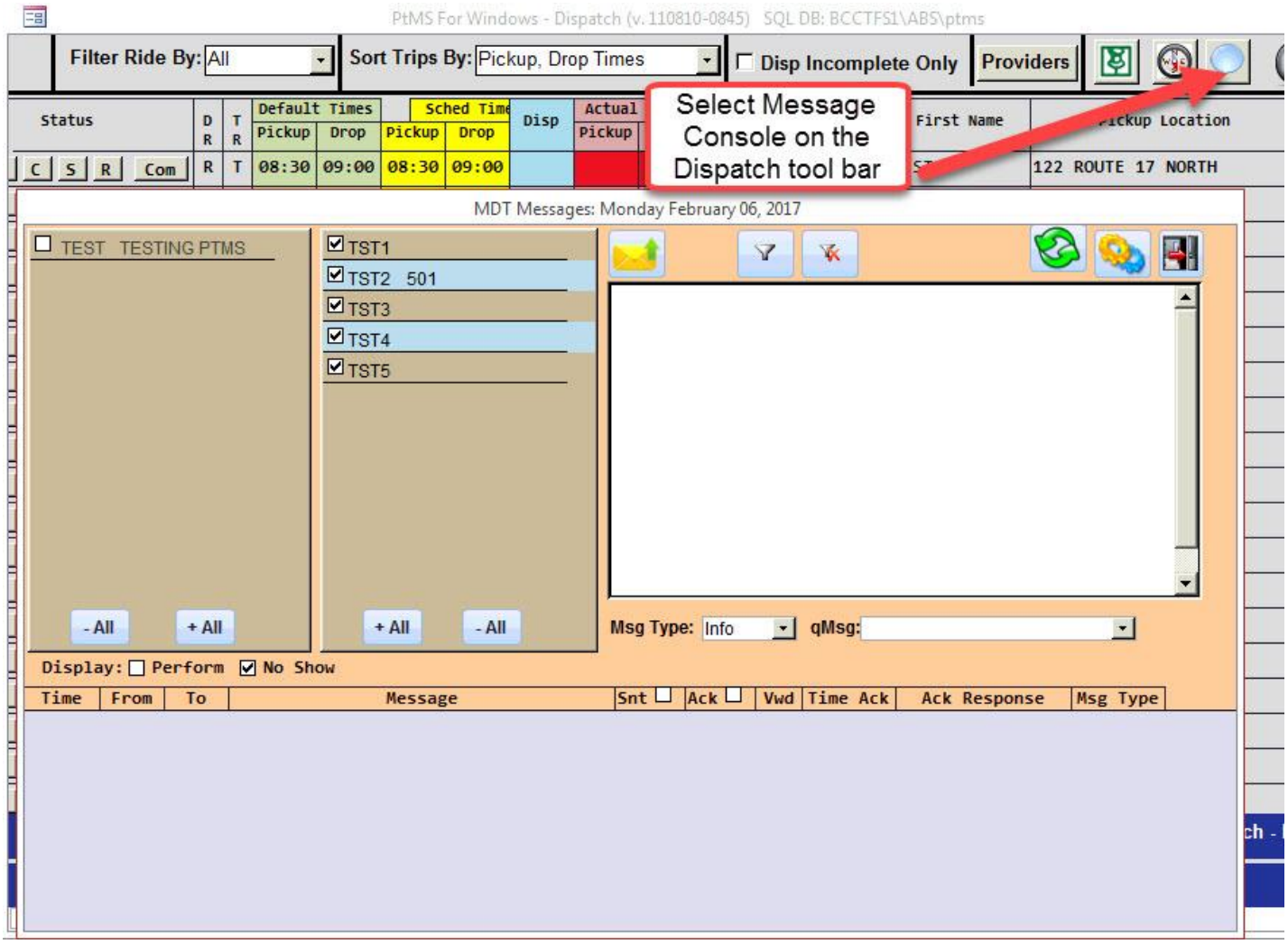
GPS Vehicle Tracking

This option displays the current vehicle location GPS tracking window for all vehicles.



Message Console

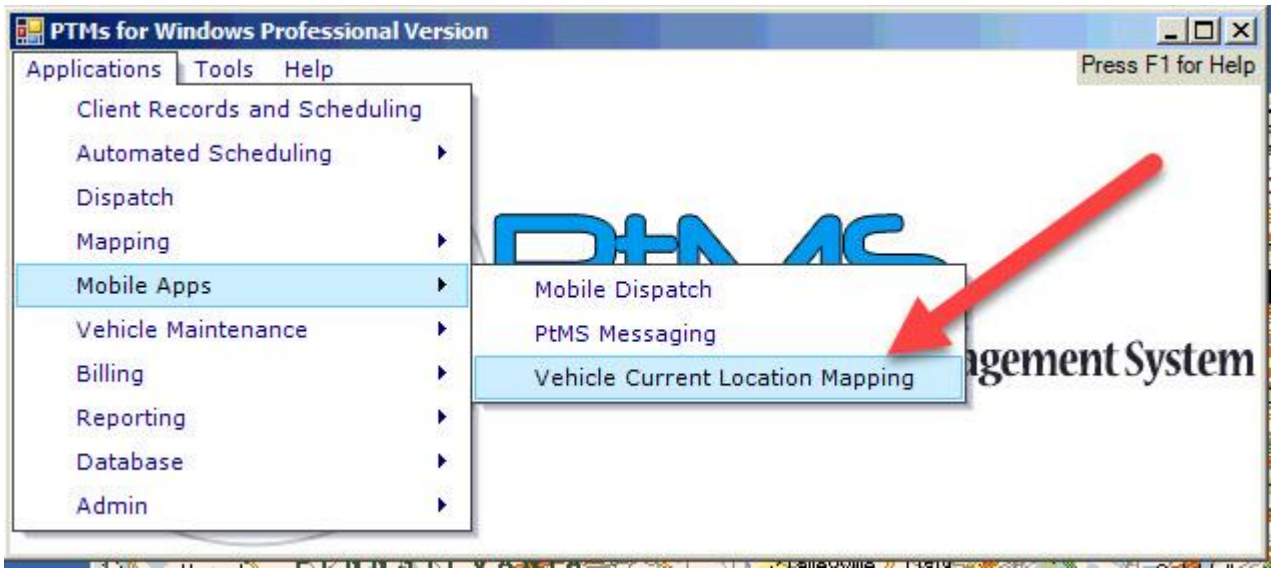
This Option Displays the Message Console on the Dispatch Screen.

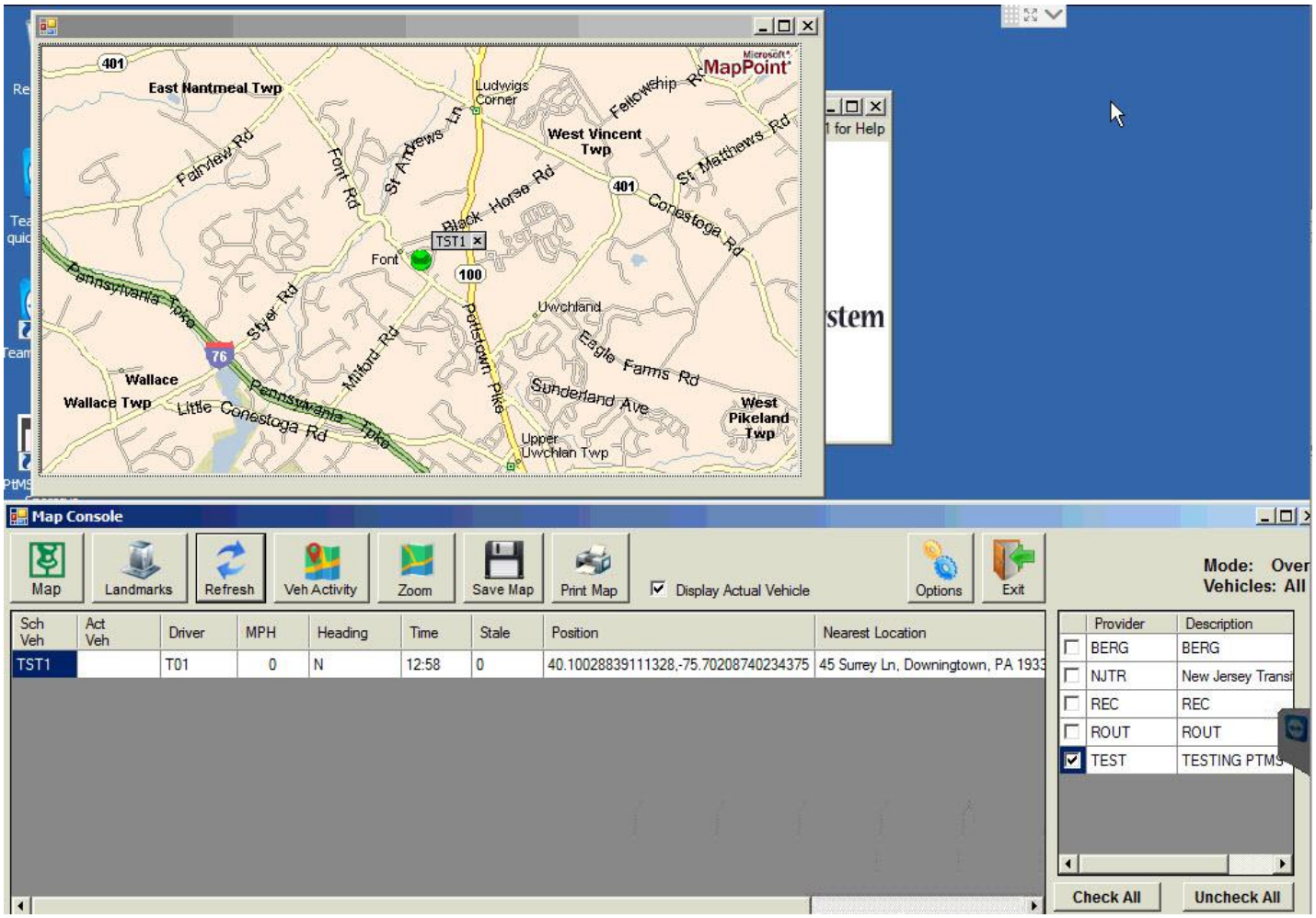

PtMS For Windows - Dispatch (v. 110810-0845) SQL DB: BCCTFS1\ABS\ptms
Filter Ride By: All
Sort Trips By: Pickup, Drop Times
Disp Incomplete Only
Providers
Select Message Console on the Dispatch tool bar
Status
Default Times
Sched Time
Disp
Actual
First Name
Pickup Location
Pickup
Drop
122 ROUTE 17 NORTH
MDT Messages: Monday February 06, 2017
TEST TESTING PTMS
TST1
TST2 501
TST3
TST4
TST5
- All
+ All
Msg Type: Info
qMsg:
Display: Perform No Show
Time
From
To
Message
Snt
Ack
Vwd
Time Ack
Ack Response
Msg Type

PtMS Mobile Vehicle Location Tracking

Vehicle Location Tracking 'aka' Call Center Map.

The Current Vehicle Location Mapping options allows the dispatcher to display a real time map that refreshes every 30 seconds with current vehicle location and tracking information.

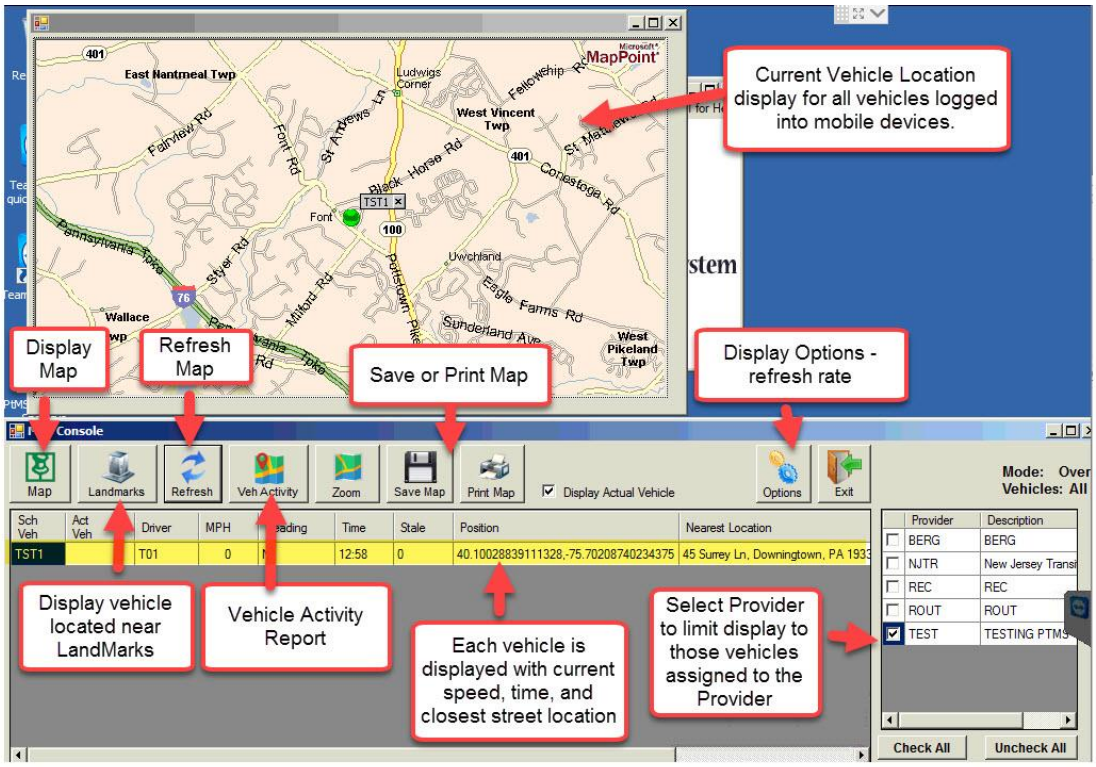




Vehicle Location Functions

Here is a summary of all the Current Vehicle Location Mapping functions.

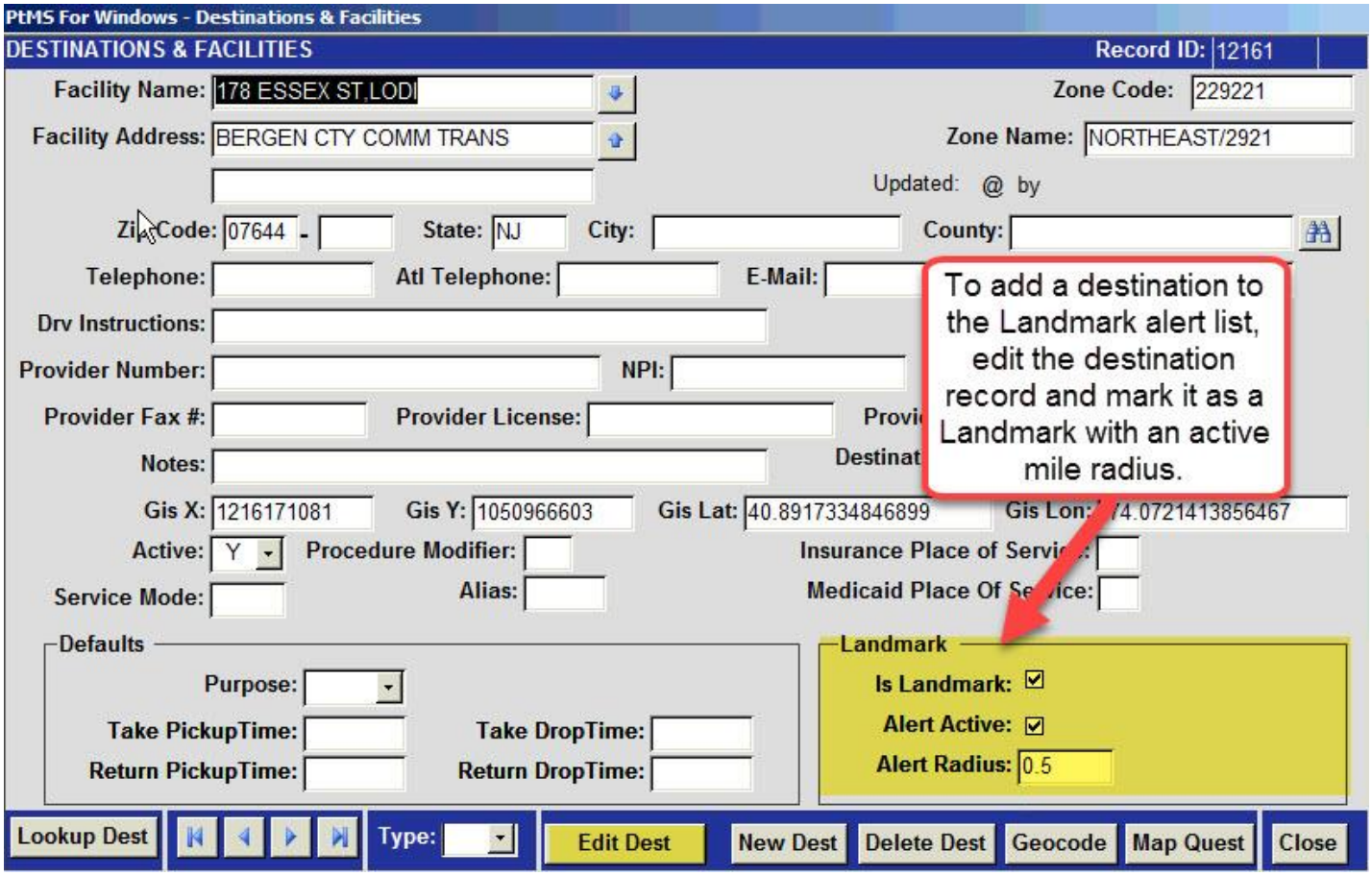
Note: the map can be expanded to any size.

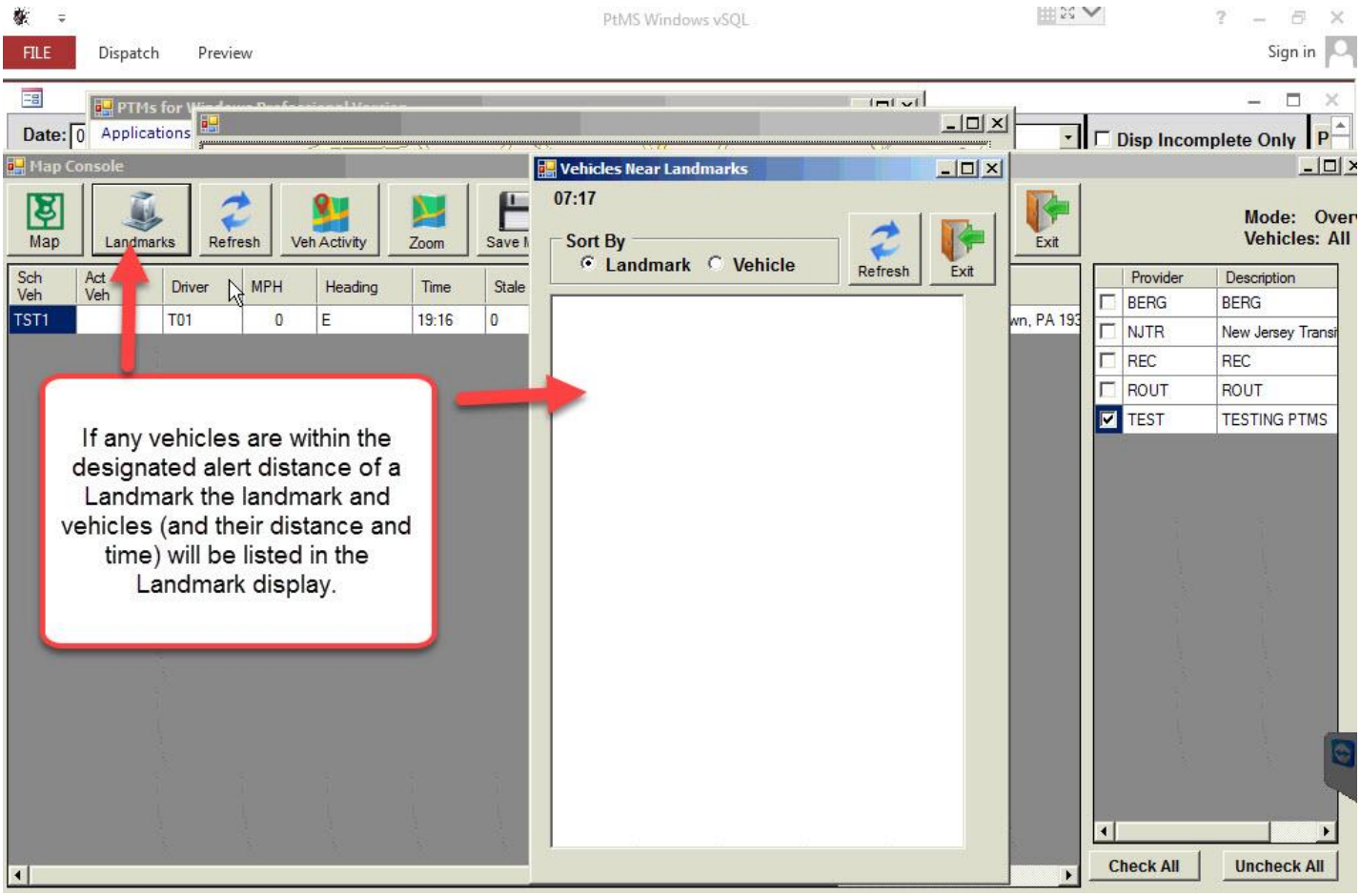


Landmarks

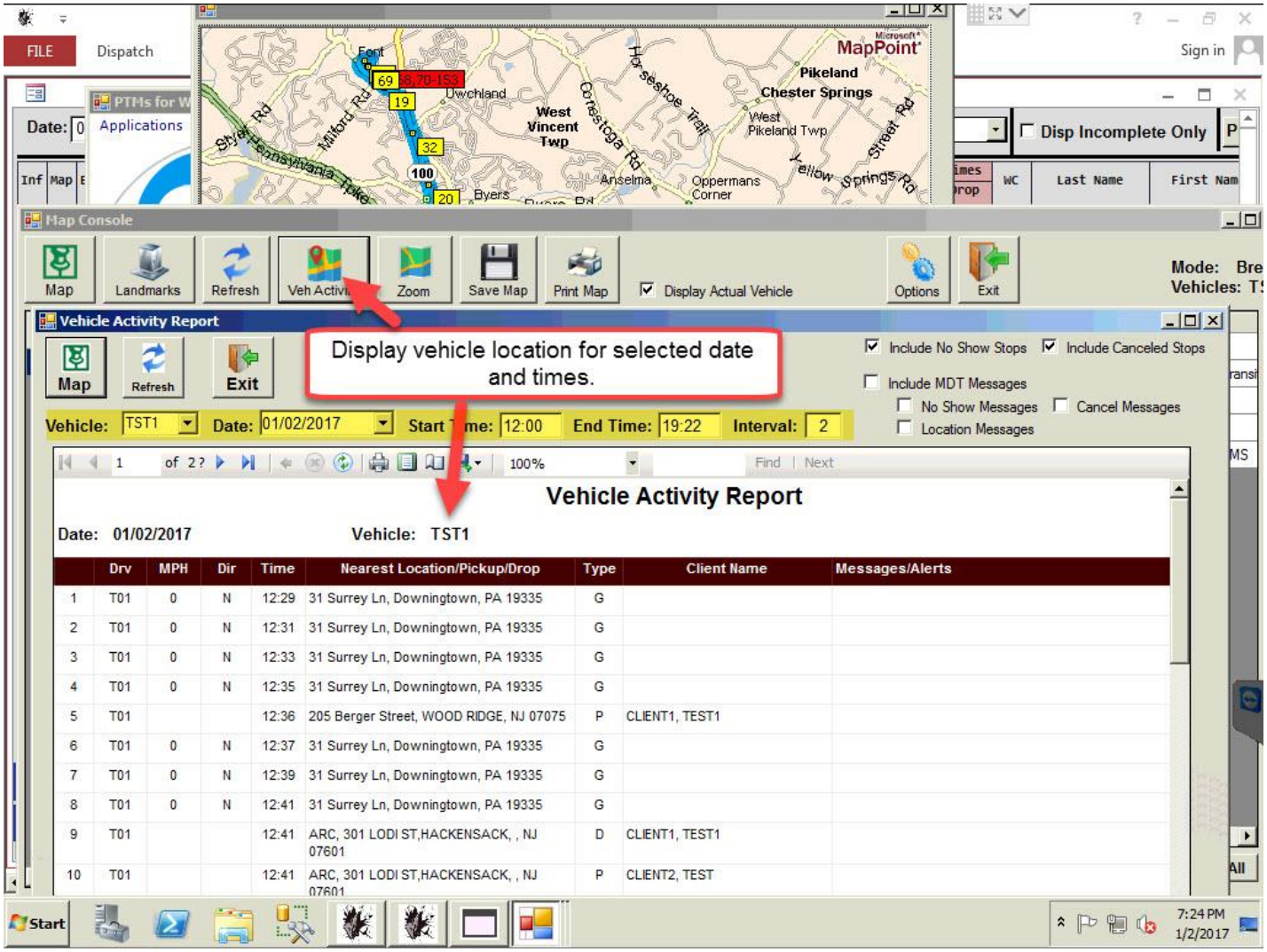
Any destination record in the PtMS destination table can be tagged as a Landmark. This will allow PtMS Mobile to record an alert record when a vehicle moves within the designated radius of the Landmark.

You can mark a destination record as a landmark from the Client Records/Options/Destination screen:


PtMS For Windows - Destinations & Facilities
DESTINATIONS & FACILITIES
Record ID: 12161
Facility Name: 178 ESSEX ST,LODI
Zone Code: 229221
Facility Address: BERGEN CTY COMM TRANS
Zone Name: NORTHEAST/2921
Updated: @ by
Zip Code: 07644
State: NJ
City:
County:
Telephone:
Atl Telephone:
E-Mail:
Drv Instructions:
Provider Number:
NPI:
Provider Fax #:
Provider License:
Notes:
Gis X: 1216171081
Gis Y: 1050966603
Gis Lat: 40.8917334846899
Active: Y
Procedure Modifier:
Service Mode:
Alias:
Defaults
Purpose:
Take PickupTime:
Take DropTime:
Return PickupTime:
Return DropTime:
Landmark
Is Landmark:
Alert Active:
Alert Radius: 0.5
To add a destination to the Landmark alert list, edit the destination record and mark it as a Landmark with an active mile radius.
Lookup Dest
Type:
Edit Dest
New Dest
Delete Dest
Geocode
Map Quest
Close



Vehicle Activity Report



Select the Map button to display the GPS points on the Vehicle Activity Report on the map. Note the report can be exported to Excel, JPG, or Word format.

MapPoint
East Nantmeal Twp
Marsh Creek
Fairview Rd
Greenridge Rd
Styer Rd
Krauser Rd
Milford Rd
Font
65-125
63
62
Uwchland
West Vincent Twp
Dewees Ln
Pikeland
Chester Springs
West Pikeland Twp
Kimberton Rd
Wallace
Wallace Twp
Little Conestoga Rd
Pennsylvania Tpke
Eagle Farms Rd
401
100
61
Byers
Byers Rd
Anselma
Oppermans Corner
Cornog
Eagle
39
Hickory Park
Creek Rd
Chalfont Rd
Marsh Creek State Park
Park Rd
76
60
113
312
59
58
42
Conestoga Rd
Lyndell
Milford Mills
Rice Blvd
Eagleview Blvd
57
56
Dowlin Forge Rd
Dorlan Mill Rd
Shamona Creek
44
55
54
53
Andover Dr
N Pottstown Pike
Charlestown Twp
Uwchlan Twp
282
Dorlan
East Brandywine Twp
Devon Dr
West Whiteland Twp