

Mobility

User Guide



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RouteMatch Software, Inc.

Mobility

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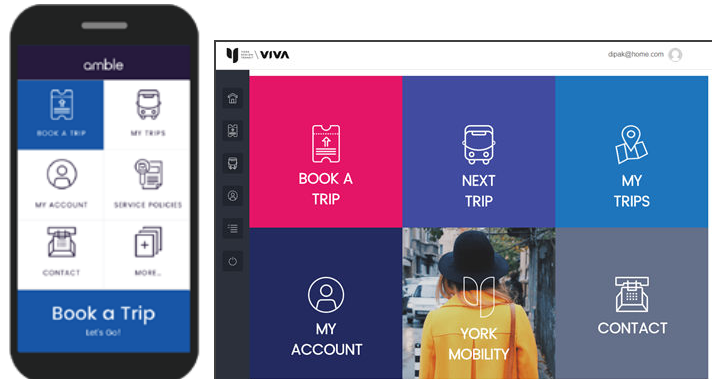
RouteMatch Software, Inc.
1201 West Peachtree Street Suite 3300
Atlanta, GA 30309
866-653-3629

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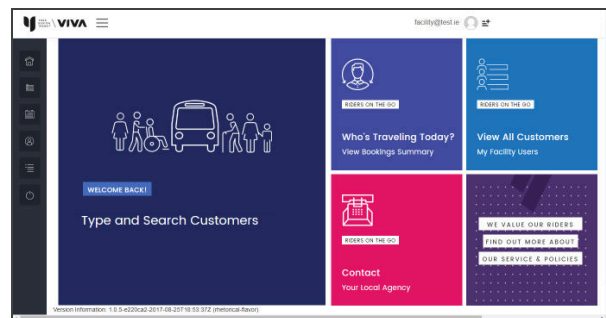
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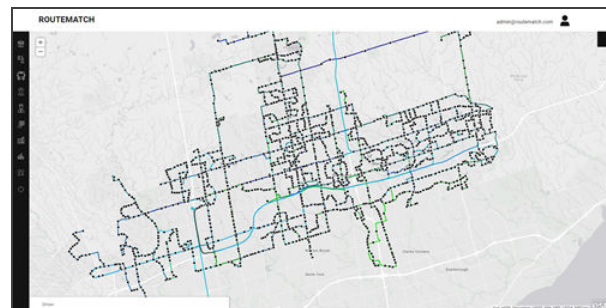
- **Riders** book their own trips through an online web portal and a mobile application. The app can support both paratransit and multi-modal, on-demand trips through configurable business rules.



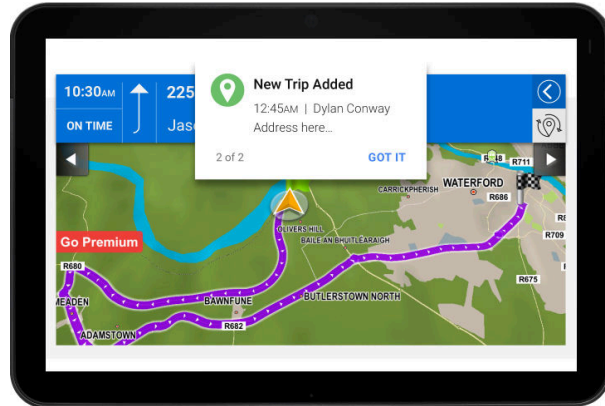
- **Facility users** create and manage trips for multiple passengers.



- **Mobility managers** can keep track of riders, register facilities, designate travel hubs, define vehicle fleets, dispatch vehicles in real-time, and configure how riders use an agency's various modes of transportation through customizable services. Mobility managers use the portal in tandem with the core application.



- **Drivers** use a tablet-based app to receive real-time trip information on a dynamic manifest designed for on-demand service delivery.



About the Mobility User Guide

This User Guide explains the features of Mobility. It details how riders and mobility managers use Mobility's various components. Each section contains instructions on how to use each feature of Mobility. These instructions address the user directly, so that readers of this guide can more easily assist themselves or other users of Mobility.

[Chapter 1: Rider Web Portal](#) explains how riders register for access and make reservations over the internet via an intuitive browser-based interface.

[Chapter 2: Facility Web Portal](#) allows facilities (healthcare providers, assisted-living homes, senior centers, etc.) to manage rides for multiple passengers via a secure online portal.

[Chapter 3: Rider Mobile Application](#) discusses how riders register for access and make reservations using the Mobility mobile application.

[Chapter 4: Mobility Management Portal](#) shows how mobility managers can keep track of riders, register facilities, designate travel hubs, define vehicle fleets, and configure how riders use an agency's various modes of transportation through customizable services.

[Chapter 5: Routematch Integration](#) explains how Mobility integrates with the main application.

[Chapter 6: Mobility Trip Planner](#) provides an overview of the Trip Planner and covers its workflow and configurable options.

[Chapter 7: Mobile Driver Application](#) pushes work assignments to the driver's Android device in real-time. In this way, the Mobile Driver Application facilitates real-time service.

[Appendix: Mobility Client Configuration Options](#) provides more information on the Trip Planner's functions, as well as its configurable options. The Mobility Trip Planner is what powers the creation of intermodal itineraries for riders.

CHAPTER 3

Rider Mobile Application

The Rider Mobile Application – called **Amble** – makes it more convenient for riders to book and manage their trips. The Rider Mobile Application lets riders register for access, request trips, and review the status of their trips over the internet via an intuitive browser-based interface.



Note: The Rider Web Portal can support traditional para-transit service, and with the optional Trip Planner, can also support multi-modal and on-demand service. The instructions here are written for both types of service scenarios.

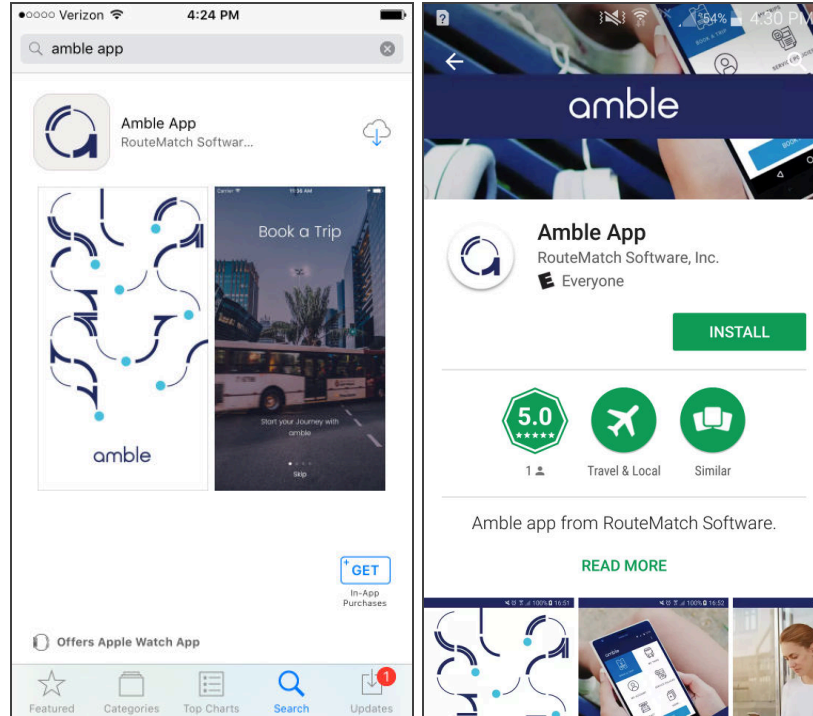
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Accessing the Rider Mobile Application

You can download the Rider Mobile Application for Android from Google Play, or for iPhone from the Mac App Store. Your agency may also make the app available on its website.

Once you have downloaded and installed the Rider Mobile Application, tap the icon to open it.



How to Create a Rider Mobile Application Account



Note: If you have already created a Mobility account through the Rider Web Portal, you do not need to create an account specifically for the Rider Mobile Application. You can simply log in using your email address and password.

1. To create a Rider Mobile Application account, first download the Mobility mobile app. [You can find instructions here.](#)
2. Open the Mobility app on your phone. The login screen will appear.
3. Tap the **Sign Up** tab.

Verizon 3:33 PM

< Back Sign Up

Login Sign Up

Email Address

Password

Confirm Password

Customer Internal I.D.

Year of Birth YYYY

Create

By clicking "Create" I agree to our [Terms of Service](#)

4. Enter your account information.

- > Email
- > Password



Note: Your Mobility account password must be between 8 and 20 characters and must contain at least one uppercase letter and one number or special character. Example: **blueBus3**

- > Confirm Password
- > Routematch ID



Note: Your agency will provide you with this information. Please contact your agency if you cannot locate your Routematch Internal ID.

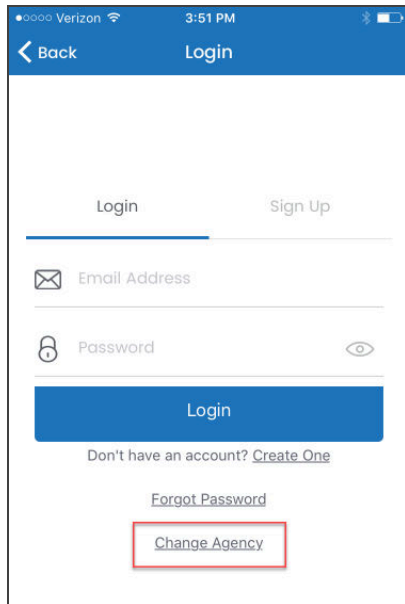
- > Year of birth

5. Tap **Create**. A confirmation screen will appear. You can now use the Mobility Rider Mobile Application.

Select an Agency for the Rider Mobile Application

Before you first use the Rider Mobile Application, you will need to select a transit agency. To do this:

1. After you open the app, tap the **Change Agency** button.



2. Select your agency from the menu.

Choose your agency

on_yrt

Next

Cancel Done

Ride On Demand on_yrt

COMMUNITY TRANSIT Community Transit, FL

PCPT PCPT

Valley Metro Valley Metro

3. Tap **Done** and then **Next**. You will then return to the login screen.

How to Log In to the Rider Mobile Application

1. Open the Mobility app on your phone. The login screen will appear.

Back Login

Login Sign Up

Email Address

Password

Login

Don't have an account? [Create One](#)

[Forgot Password](#)

[Change Agency](#)

2. Enter your email address and password.



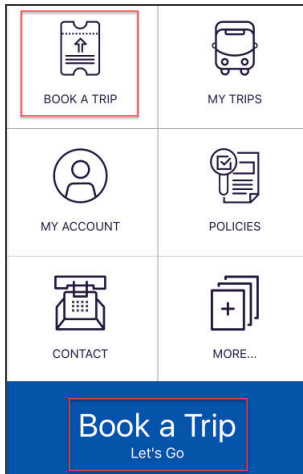
Note: If you have already created a Mobility account through the Rider Web Portal, enter the same email address and password. If not, [create an account](#).

3. Tap **Enter**. The Rider Mobile Application home screen will appear.

How to Book a Trip using the Rider Mobile Application

To book a trip using the Rider Mobile Application, follows these steps:

1. From the home screen, tap the **Book a Trip** button. The Book a Trip button appears in two places on the home screen.



2. Enter your basic trip information. This includes:

A screenshot of the trip booking form. It contains five input fields, each with a red lettered label (A-E) to its left: 'A' Trip Date (Date >), 'B' Time (Time >), 'C' Time Chosen is for (Pick Up >), 'D' Depart From (Select Location >), and 'E' Traveling To (Select Location >). Below these fields are two buttons: a blue 'Next' button and a white 'Cancel' button.

- A. Trip Date
- B. Time
- C. Pick Up or Drop Off
- D. Depart From
- E. Traveling To

When you have finished entering your basic trip information, tap **Next Step**. Tap **Cancel** if you wish to cancel booking a trip.



Note: Currently, Mobility supports Favorite Addresses only. Riders can only select from a list of options drawn from the Favorite Addresses tab in the Customers module of the main Routematch.

If you are a rider who needs to travel to or from a destination not listed in the available options, contact your local transit agency.

See [How to Add Favorite Addresses](#) if you are an agency user seeking to add a Favorite Address for a rider.

3. Now enter important service information about your trip, including:

- A. Number of attendants
- B. Attendant mobility type
- C. Number of guests
- D. Guest mobility type

The screenshot shows a mobile app interface for entering service information. It has four rows, each with an icon, a label, a value, and a control. The first row is for 'Attendants' with a value of 1 and minus/plus buttons. The second row is for 'Attendant Mobility...' with a value of 'Ambulatory' and a right arrow. The third row is for 'Guests' with a value of 1 and minus/plus buttons. The fourth row is for 'Guests Mobility Type' with a value of 'Ambulatory' and a right arrow. At the bottom are two buttons: a blue 'Next' button and a white 'Back' button with a black border.

	Attendants	1	- +
	Attendant Mobility...	Ambulatory	>
	Guests	1	- +
	Guests Mobility Type	Ambulatory	>

Next

Back

4. Then tap **Next**.
5. Review the details for your trip.

The screenshot shows the 'Trip Details' screen with two tabs: 'Trip Details' (active) and 'Travel Itinerary'. The date '10/20/16' is displayed in red. Below the date are fields for 'To:' and 'From:' with placeholder icons. A table shows trip details: 'Time Pref.' is 'PICK UP', 'Time' is '11:51 AM', and 'Status' is 'PENDING'. Below the table, it says 'Additional Companions Traveling: 0 x Attendants, 0 x Guests'. Under 'Mobility Type:', it says '1 x None'. At the bottom are two buttons: 'Confirm Booking' (blue) and 'Back' (white).



Note: Your itinerary will look differently depending on whether you are booking a traditional point-to-point trip, or whether you are using the Mobility's Trip Planner. Your agency determines which type of service you can access.

6. If you are satisfied with your trip, tap **Confirm Booking**. The following confirmation screen will appear.

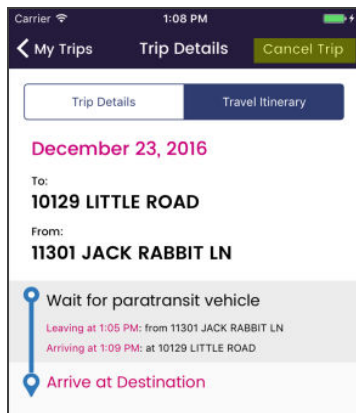
The screenshot shows the confirmation screen with a large blue checkmark icon in a circle. Below the icon, it says 'Congratulations. Your Trip has been submitted'. At the bottom are two buttons: 'View My Trips' (blue) and 'Book a new Trip' (white).

You can then click **View Trips** to review the details of your booked trips. Alternatively, you can **Book a New Trip**.

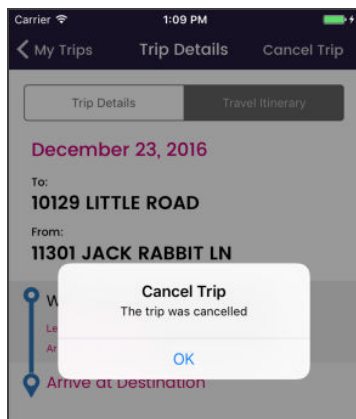
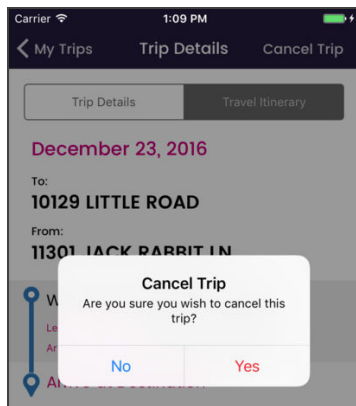
How to Cancel a Trip using the Rider Mobile Application

If you wish to cancel a trip using the Rider Mobile Application, follow these steps:

1. Navigate to the **My Trips** screen from the main screen or the navigation menu.
2. Click on the trip you wish to cancel from the list of your trips.
3. Click the **Cancel Trip** button.



4. Confirm that you wish to cancel the trip. The trip will then be cancelled.

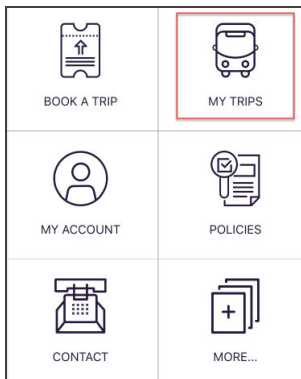


Note: You can only cancel a trip within the time frame specified by your agency: for example, no later than two hours in advance.

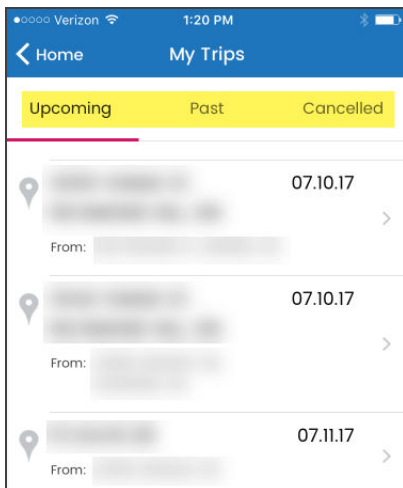
View My Trips in the Rider Mobile Application

Mobility allows you to review details for your upcoming and previous trips. You might use this feature to plan out your day for tomorrow's trip, or to remind yourself of when and where you made a trip in the past. To review your upcoming and past trips:

1. Tap the **My Trips** button from the home screen.



2. A list of your trips will appear. Upcoming trips appear by default. Tap **Past** to review your past trips. Tap **Cancelled** to view your cancelled trips.



3. Click on a trip to view trip details. Click on **Travel Itinerary** to review your trip itinerary.

Trip Details

Travel Itinerary

December 3, 2016

To:
[REDACTED] [REDACTED] [REDACTED], [REDACTED]

From:
[REDACTED] [REDACTED] [REDACTED], [REDACTED]

Time Pref.	Time	Status
PICK UP	6:07 AM	LOADING

Additional Companions Travelling:
1 x Attendants
0 x Guests

Mobility Type:
1 x Ambulatory

Trip Details

Travel Itinerary

December 3, 2016

To:
[REDACTED] [REDACTED] [REDACTED], [REDACTED]

From:
[REDACTED] [REDACTED] [REDACTED], [REDACTED]

Wait for paratransit vehicle

Leaving at 06:07AM: from [REDACTED] [REDACTED] [REDACTED], [REDACTED]

Arriving at 06:15AM: at Stop 9723:
[REDACTED] [REDACTED] [REDACTED] [REDACTED]

Bus towards [REDACTED] [REDACTED] [REDACTED] [REDACTED]

Leaving at 06:25AM: from Stop 9820:
[REDACTED] [REDACTED] [REDACTED] [REDACTED]

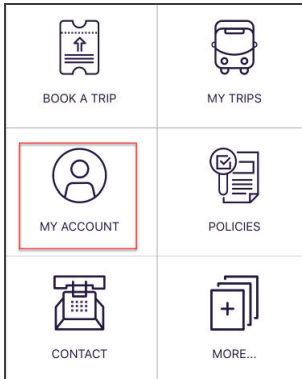
Arriving at 06:44AM: at Stop 9742:
[REDACTED] [REDACTED] [REDACTED]

Wait for paratransit vehicle

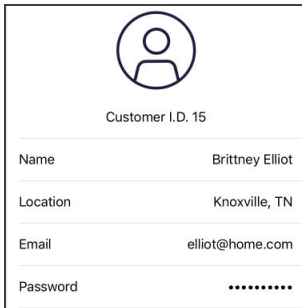
Leaving at 06:54AM: from Stop 9743:
[REDACTED] [REDACTED] [REDACTED] [REDACTED]

View My Account in the Rider Mobile Application

To review your account information, tap the **My Account** button on the home screen.

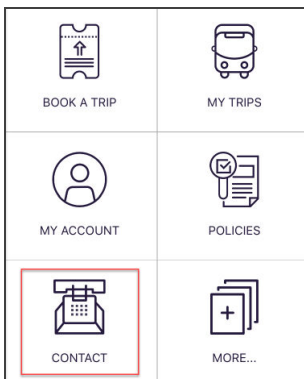


Your account information will appear.

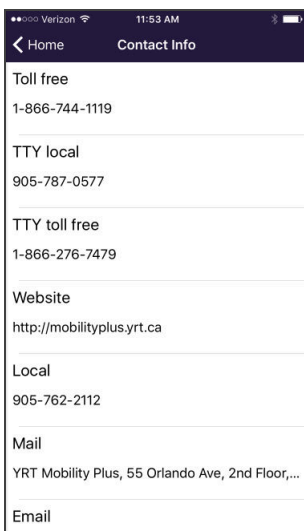


Contact Agency using the Rider Mobile Application

To access contact information for your agency, tap the **Contact** button on the home screen.

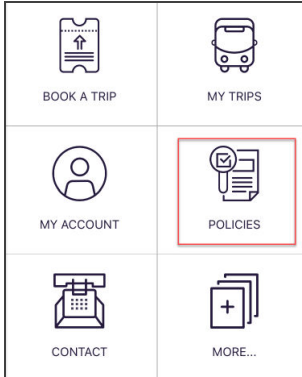


Contact information for your agency will appear.



View Policies in the Rider Mobile Application

To review Mobility's user policies, tap the **Policies** button.



Terms and Conditions

You can view terms and conditions by tapping **MORE...** on the main menu.

