

Via for Schools

Driver Training



Introducing Via for Schools

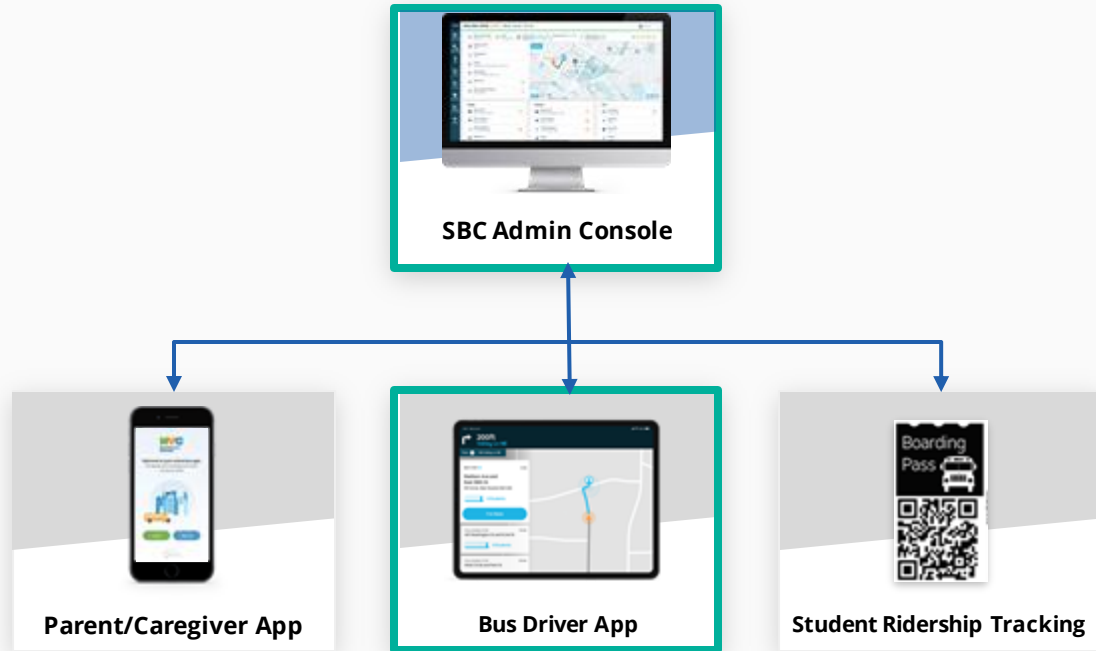
Technology built for student transportation.

A partnership between **Via Transportation** and the **NYC Department of Education** to provide real-time, route-linked GPS technology in all NYC school buses.

- Live route information
- Student boarding tracking
- Real-time communication



The Via for Schools system



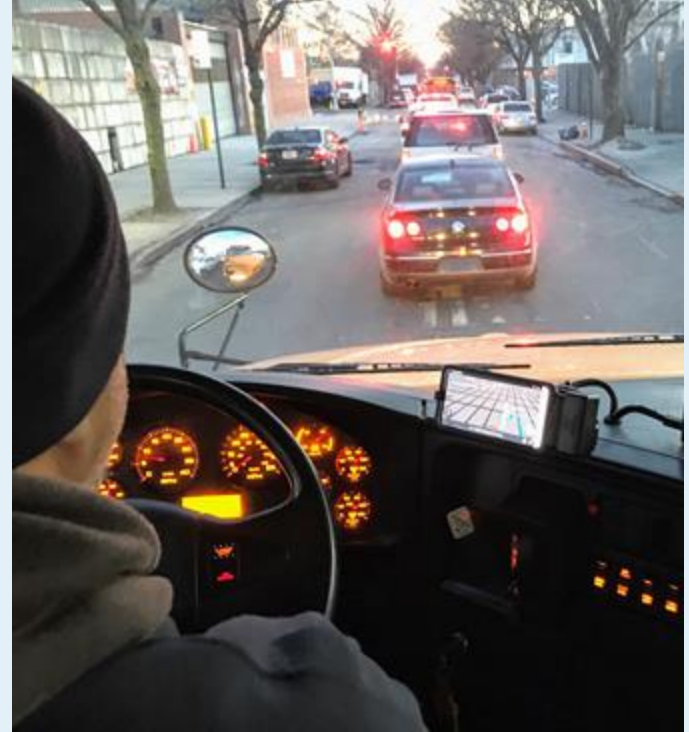
Using the Driver app.



Using your device

You will pick up a phone from the dispatch office every morning.

- Devices are interchangeable between buses and drivers.
- The phone will be fully charged when you pick it up and will be charged while on the bus
- Devices will be distributed in the yard with trip cards, and collected at the end of the day.



Turning on the device

You'll be using a phone on the bus.

- To turn the device on, start the bus and press and hold the power button.
- If the device does not turn on, wait two minutes while doing your pre-trip, and try again.

Power Button



Logging in

Logging in is simple!

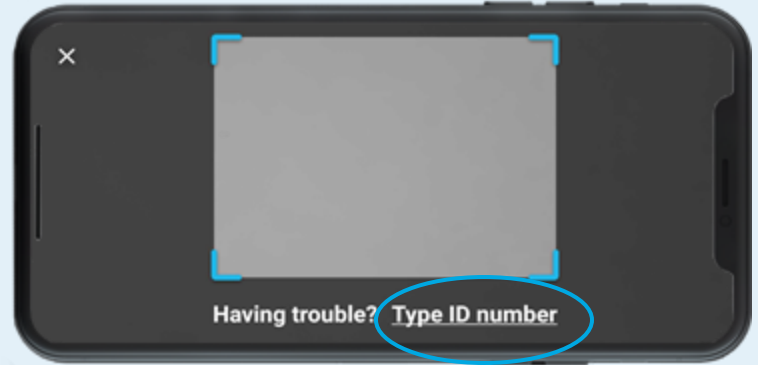
- Tap **Scan QR code**.
- Hold the barcode on your ID card up to the **front-facing camera/selfie camera**.
- Move the card so the code shows up in the viewfinder rectangle.
- Note that the camera is front-facing and located near the top of the phone.
- The app should beep and show a check mark.



Logging in

If the QR code scan doesn't work, that's OK!

- Select '**Type ID number.**'
- Find the ID number on the back of your Department of Education ID card.
- Type it in and press **Submit.**



Password set up

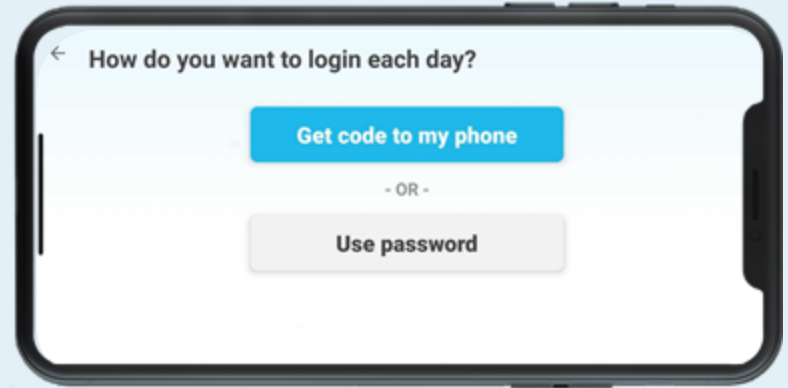
- You'll be able to **choose** how you want to log in every day from two options: **using a password** or **getting a code to your phone**

OPTION 1

- If you select **"Get code to my phone"**, you'll receive a code by SMS every time you log in
- Once you've selected **"Get code to my phone"**, you should get a code within 20-30 seconds to your personal cell phone, the number associated with you in PETS

OPTION 2

- If you select **"Use password"**, you'll be prompted to **create a password**. The password should meet the following **criteria**: include at least 8 characters, 1 digit, 1 uppercase letter and 1 lowercase letter.



Selecting your vehicle number

After logging in, select your vehicle number:

- A drop down menu will appear with all the existing vehicle numbers so you can **choose it directly, or search by typing the first few digits.**
- When you see your vehicle number, tap it, then tap **Next.**

Note: your vehicle number should be visible on the front, side and back of the bus! This is not the same as the license plate.



The image shows a mobile app interface for selecting a vehicle number. At the top, it says "Enter your license plate" with a "SKIP" link in the top right corner. Below this is a text input field containing "p177090". At the bottom, there is a blue button labeled "Next →".



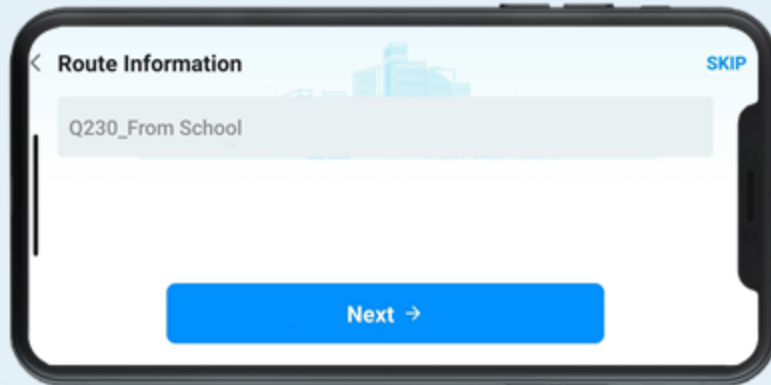
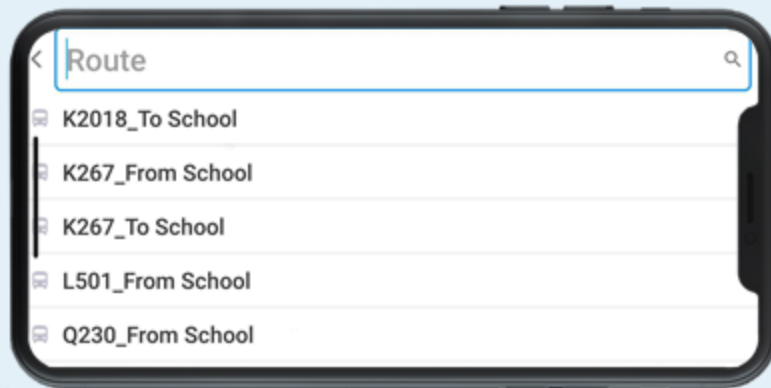
Selecting your route

After selecting your vehicle number, select your route:

- A drop down menu will appear with all the existing routes so you can **choose it directly, or search your route by name.**
- If you see your route name, tap it, then tap **Next.**

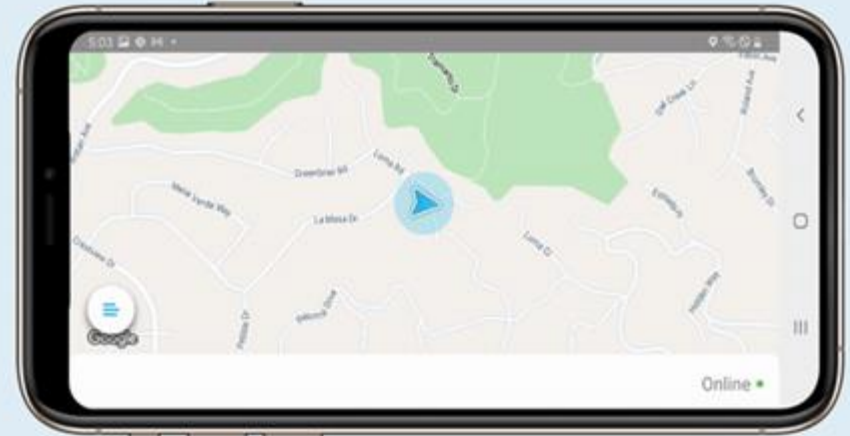
You're ready to drive!

Note: if you are taking the **last route of the day**, the app will automatically take you to that route after login and you won't have to go through this route selection process.



Changing routes

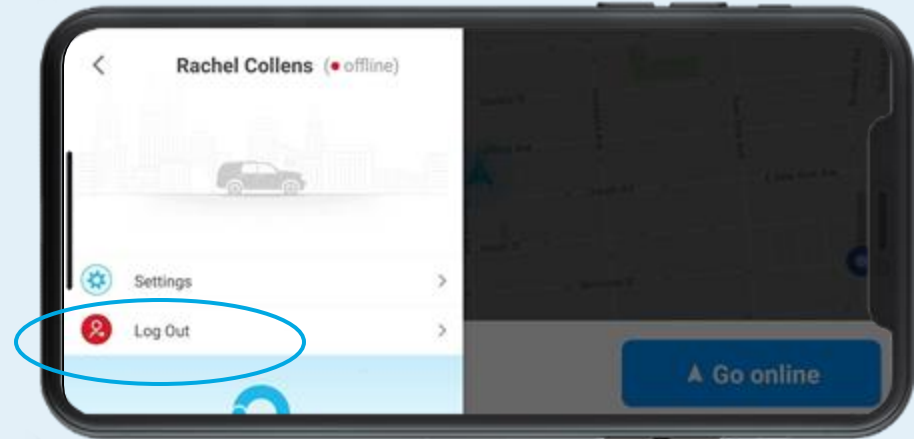
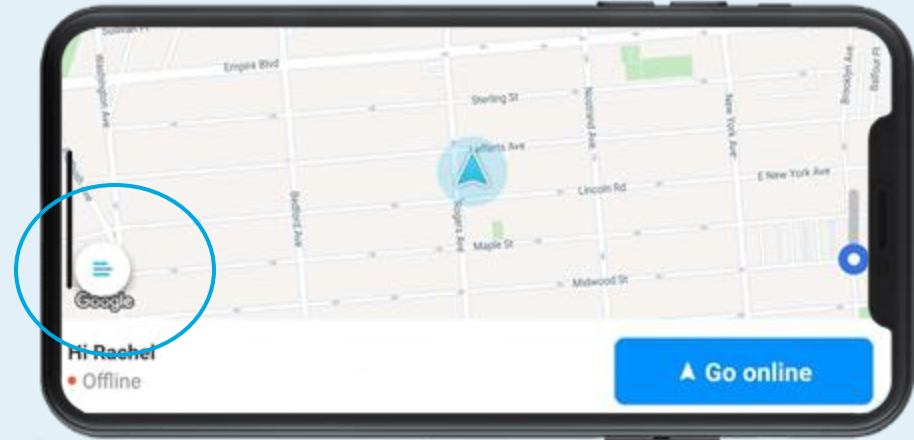
- If you selected the wrong route, no problem!
- In the map screen, go to the menu and select **End Shift**, then confirm the action.
- To select a new route:
 - Select **Go online** in the bottom right
 - Select the new route name in the route selector and press **Next** .
- You will automatically be logged out 60s after ending shift so make sure to press Go online if you plan on starting a new route.
- Dispatchers have the ability to remotely log drivers out if they are on the wrong route. In that case, simply log in again with the correct route.



Logging out

You'll automatically get logged out 60s after ending shift, unless you choose to "Go online".

- Should you need to manually log out, enter the **Menu** - remember, this is the round button with three lines.
- Tap **Log Out** - that's it!



Setting the device in the mount

- Pinch...
- Place...
- Plug in!

Set the “x-grip” on the right side of the device.

That way, the grips won’t press any buttons.



Powering off the device.

Turn off the device before leaving the bus to help maintain the battery.

- Hold down the power button on the right side of the device
- From there, tap the red **Power off** button. Confirm by tapping it again.
- To restart the device, follow the same process with the green **Restart** button instead.



Let's walk through a typical day.

1. Log in to the device.
2. Select your morning route.
3. Bring your device out to the bus and place it in the mount.



Let's walk through a typical day.

4. Once you've finished your morning route, tap 'End Shift.'
5. Take your device with you if leaving the bus.
6. Select your afternoon route.



Let's walk through a typical day.

7. Once you've finished your afternoon route, tap 'End Shift.'
8. Go to the menu and log out.
9. Power off the device.
10. Return your device with your trip card.





Troubleshooting login and route selection

If you get an error message:

1. Double-check that you're typing the correct ID number, password, or route number.
1. If you can't solve it, tell dispatch.
 - For login issues they can reset your password
 - For other issues they can switch out your device



Your input is valuable!

- You're helping us pilot this new program!
- Your feedback will help us improve and design a better system for NYC.
- Tell us what you think!
- Let your dispatcher know about any issues you encounter.

Tell us what you think!



The most important things to remember:

- **Via will help you provide better service to students and parents.**
- **There are five daily tasks for drivers:**
 1. Power on your device and log on in the morning.
 2. Select a route.
 3. Change your route before your pm route.
 4. Log out and turn off your device at the end of the day.
 5. Return your device at the end of the day.
- **If you experience any issues with your route, radio dispatch for help.**

The Via system - more functionalities to come!

	Feature	Benefit
Today's version	Link route to GPS data	Know where a student's bus is.
	Link driver to route and date	Track historic path of bus
Future versions	Live arrival time estimates	Parents won't miss a pickup/dropoff.
	Student attendance scheduler	Drivers won't wait for absent student.
	Dynamic turn-by-turn directions	Avoid traffic problems.
	Automatic route updates	Follow directions to new stops.
	Student ridership tracking (scanning)	Know if a student got on/off the bus.

Thank you!

