

Mobilitat Chitchat



A Bi-Monthly Newsletter from Mobilitat

August 2009

Easy Rides 3.1.2 will be available for download Monday, August 31!

Trip Code Reasons
NoShow

- Client states no trip scheduled
- Client could not be contacted
- Client not ready/out in time
- Found alternative ride
- Out of window arrival
- Emergency / Client not boarded

OK

This release is jam packed with enhancements you've requested and we appreciate all the suggestions! We strive to offer the best product for your needs. Check out some of the new features:

Finalize Trips with a Reason - Trips can now be finalized (Delivered, No Show, Cancelled etc.) with reasons (determined by users) associated with Trip Codes.

Select to Cancel Other Client Trips - Now when a trip ticket is marked as a No Show, Cancelled, Deleted etc. the improved "Client Has Other Trips" form has a display of other trips as well as the option to use "Canceled" as Trip Code for the rider's other trips.

Schedule Boards Visual Enhancements - There are several new visual enhancements to the Schedule, Sent and Delivered boards.

But wait there's more! Let's look at some of the new features in the Easy Rides Utility as well.

New "Dispatch" and "Agent" Schema - Under this new design, checking the "Dispatch" item allows that user to create and edit trips, and all other functions in Easy Rides with the exception of

creating, editing or viewing a client file which is now an "Agent" feature.

Delete Filtered Trips when Archiving -

Previously, filtered trips remained in Easy Rides as trip tickets under a filtered client's file. Now they can be permanently deleted.

Expanded Funding & Payable Rates (Available Feature)

... and much, much more! Launching the Easy Rides Auto Updater on Monday, August 31 will get you the latest enhancements!

New Easy Rides Overview Video Available!

Easy Rides is a multi-faceted application and can seem daunting to new users. With our latest video, we've created an example of an average day using Easy Rides from logging in, in the morning to the drivers delivering their last rider at the end of the day. Even if you already know all about Easy Rides, take a look anyway. Maybe you'll pick up a few tips:

<http://www.mobilitatsoftware.com/support/training-videos/easy-rides-overview-part-1>

Upcoming Tradeshows

We will be in attendance at numerous conferences this year. Check the links and mark your calendars. We look forward to seeing you at our booth!

Sep 8-11 [CASTA/CDOT Fall Transit Conf/EXPO - Snowmass Village CO](#)

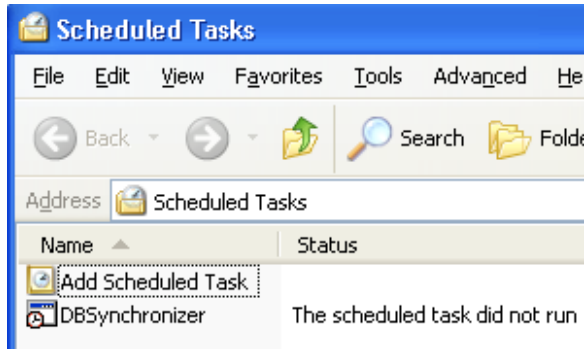
Sep 8-11 Tri-State Transit Conf - Ludlow VT

Sep 21-23 [MN/WISC Public Transit Conf - Duluth MN](#)

Oct 4-7 [APTA Annual Meeting - Orlando FL](#)

Dec 3-5 [Georgia Transit Conference - Athens GA](#)

Where Are Your Backups?



Can you put your hand on a recent backup right now? We like to help automate the backup process as much as possible but sometimes external actions can interfere with the scheduled task we have set up. If you change the system password, you also need to change the password in the scheduled tasks control panel or else the backup task won't run automatically. You will know if backups aren't running if you don't receive a new .zip file in your backups folder every day. If your backups have stopped running or if you have any questions about backups, please give us a call. It's much easier to troubleshoot backups than it is to recreate a lost database caused by some disaster!

HELP!!!

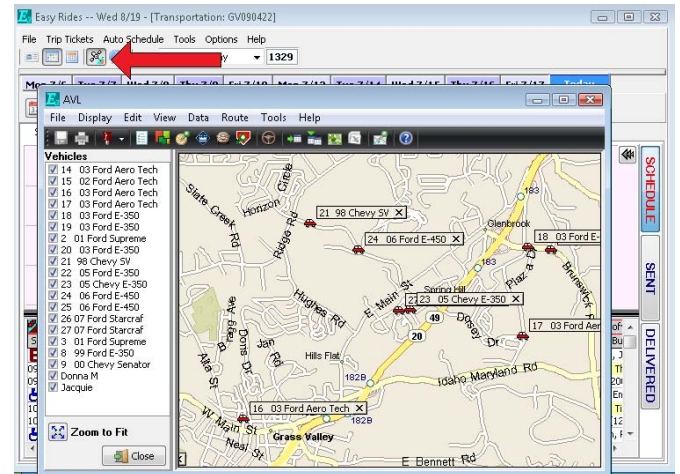
We've added integrated Help to Easy Rides! It will be included with Release 2 of Easy Rides 3.1 and can be found by selecting Help then Easy Rides Help.

This new feature contains an overview of Easy Rides, configuration assistance, reporting explanations and much more! Additionally, the help information will be updated each time the Auto Updater is run.

Contact Us

If you need to change your email address, unsubscribe from the newsletter or have a suggestion, email us at: newsletters@mobilatsoftware.com or call us at 888-806-6595

Little Known Tips and Tricks: Pseudo AVL



Pseudo AVL (auto vehicle locator) is available to Easy Rides Plus users who do not utilize MDTs and is accessed by clicking the AVL icon. It displays a map showing the last known location of each vehicle based on the most recent ticket that was moved either on board or delivered by the dispatcher.

Who Else Wants Training?

We hold monthly online training sessions to show new or little known Easy Valley Rides features to make your job easier. Here is the schedule of upcoming training events:

- Aug 27, 28: New Features in 3.1.2
- Sep 24, 25: Using Reports with MapPoint
- Oct 22, 23: Basic Performance Indicators

Sessions are usually 20-40 minutes long. You can choose which day to attend.

You can also receive training with our online video tutorials:

<http://www.mobilatsoftware.com/support/training-videos>

If you would like to participate in our monthly training or would like to suggest a future topic, please email training@mobilatsoftware.com