Mobilitat Chitchat

Customer Spotlight: CitiLink

On July 1, 2010 one of Mobilitat's newest customers CitiLink went "Live" with Easy Rides. Paul Gardner was on-site doing last minute training and adjustments. Here's what he had to say, "When I arrived at CitiLink on Monday morning, I noticed right away that CitiLink's facility and ALL of their buses were noticeably very clean and in excellent condition.

During the entire training process, I worked primarily with Claudia Harris-Stevenson who is the Special Services Manager for CitiLink. I also worked frequently with Nancy Fisher, Pecola Trice, Patricia Jackson, Dawn Hogle and Lateachca Carswell. They were fun to work with!

I have to hand it to all of the customer service and scheduling staff there at CitiLink – they were running their old software at the same time as trying to go "Live" with the new Easy Rides which is very demanding – and they approached it with positive attitudes and a willingness to learn."

The next steps for CitiLink will be the rollout of the Mentor Rangers in the vehicles. The first units are installed now and are just about ready for testing. Mobilitat would like to thank all involved with CitiLink for their hard work and dedication to this project. Welcome to the Mobilitat community!

CitiLink: http://www.fwcitilink.com/

Are Your Computers Being Maintained?

Microsoft Windows provides system tools for computer maintenance which need to be utilized periodically. The Disk Cleanup tool enables you to clear your disk of unnecessary files. Disk Defragmenter defragments your disk making your computer run faster and more efficiently. Sometimes there's no time to break for lunch so sandwich and chip crumbs end up in the keyboard and mouse along with hair, skin epithelium, dust and bugs. If you've ever dripped coffee or soda in there, it's even worse.

In your computer, fans run the entire time the unit is on to help keep it cool. The air in the office is sucked in along with any dust and dander. A spider or two may have ventured in and taken up residence as well. It's also imperative to keep computers in well ventilated areas. Storing them in cabinets or stacking things on them greatly reduces the needed air circulation.

We encourage you to periodically inspect your office equipment just as you do your company vehicles. It's usually only when a computer quits working or becomes extremely slow that all the preventive measures occur to us.

If you are experiencing any of these problems and need some help, contact us and we will be happy to assist.

Upcoming Tradeshows

Check the links and mark your calendars. We look forward to seeing you at our booth!

Sep 8-10 Maine Transit Conf - Bar Harbor ME
Sep 14-17 CASTA - Avon CO
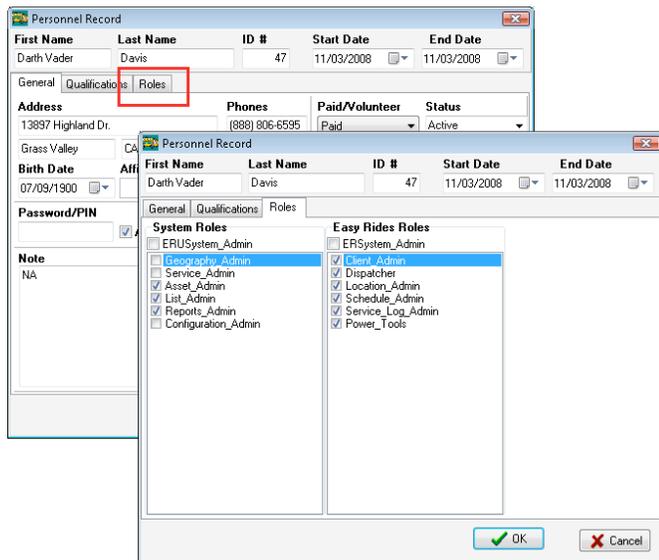Sep 21   Public Transit Conf - Spokan WA
Sep 20-22 WURTA Annual Meeting – Wausau WI
Oct 24-27 Rural TRB Conf. - Burlington VT
Oct 25-29 OTA Annual Conf. – Seaside OR

Little Known Tips and Tricks: Expanded Permissions

In the Easy Rides Utility, select Personnel in the Admin menu then select the Roles tab. Each item checked grants permissions to that category as follows:

Easy Rides Utility Roles
- ERUSystem_Admin – All permissions for the Easy Rides Utility without restriction (When this option is selected the rest of the list is hidden from view because it is all inclusive)
- Geography_Admin – Create, modify and delete Cities, Jurisdictions, Sites and Zones
- Service_Admin – Create, modify and delete Providers, Rate Types, Funders, Purpose, Routes, Fare Types and Trip Code Reasons
- Asset_Admin – Create, modify, events, view and delete Personnel and Vehicles
- List_Admin – Create, modify and delete Age Groups, Ethnic Codes, Statuses, Contributors, Affiliations, and DB Lists
- Reports_Admin – Currently not implemented
- Configuration_Admin - Global Options

Easy Rides Roles
- ERSystem_Admin – All permissions for the Easy Rides program without restriction (When this option is selected the rest of the list is hidden from view because it is all inclusive)

- Client_Admin – Create, modify and delete Clients and any information in the Client File
- Dispatcher – Create and modify trip tickets, edit subscriptions, Batch Schedule
- Location_Admin – Create, modify, consolidate and delete addresses
- Schedule_Admin – Create, archive and delete day schedules, add routes, assign Driver, assign Vehicle, set constraints
- Service_Log_Admin – Create edit and delete Time/Odometer logs
- Power_Tools – Use Ride Reminder, Reconcile Fares

Who Else Wants Training?

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

- Sep 23, 24: Reports In The Utility
- Oct 28, 29: The Tools Menu In The Utility
- Nov 18, 19: TBD

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.mobilitat.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@mobilitat.com

Contact Us

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

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