

Mobilitat Chitchat



A Bi-Monthly Newsletter from Mobilitat

February 2010

Customer Spotlight: Gold Country Telecare



If your organization has been using Easy Rides for several years, chances are there have been staff changes, feature upgrades and changes to your operations that warrant review and refresher training on how you use your software. During the past two months we have been working with fourth year customer [Gold Country Telecare](#) in Grass Valley CA doing just that. We scheduled one to two hour sessions twice a week and offered suggestions regarding reducing workload, improving accuracy and keeping better track of resources on the road.

One of the most significant changes for them was transitioning to real-time dispatching (where Drivers call in every PU and DO as they happen and Dispatchers move the trip tickets accordingly). Real-time dispatching is intimidating to most transportation providers who aren't doing it. However, Gold Country Telecare committed to trying it and it's been going very smoothly from the start several weeks ago.

Between the refresher training and the custom report that we created for them (which completely eliminated some very time-consuming and complex human tasks) they have reduced the average monthly time required to complete that report from about 8 hours to a couple of minutes and reduced the next day's data entry tasks by an hour or two a day so far!

We really have to hand it to the staff at Gold Country Telecare – they listened with open minds during training and put suggestions into action. If your organization has been using Easy Rides for a few years, you might also benefit from a review and refresher – give us a call!

Maybe We Need A Refresher Course?



When was the last time you received training on Easy Rides? Has it been awhile? Do you have new staff that has never had training? If your organization has used Easy Rides for a few years, Mobilitat would like to give you an opportunity for some refresher training. Contact us today to schedule some time with our Instructors, and we'll review your current practices and provide training and suggestions to make the most of Easy Rides.

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:

- Feb 25, 26: Consolidate and Correct Addresses
- Mar 25, 26: Advanced Access Reporting
- Apr 22, 23: Using the Rides Analyzer

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

Do You Skype?



What the heck is Skype anyway? It's a free software application, downloaded from the Internet, allowing users to make voice calls, instant message, transfer files and video conference over the Internet. These features make it a great tool for contacting us at Mobilitat!

Once you download and follow Skype's instructions for logging in, you can search for Mobilitat employee names and add us to your contact list. Once that is established, you can instant message us with your questions or comments. We can even Skype call each other if your computer is set up for it. Did I mention that it's free? You get:

- Free Skype-to-Skype calls
- Free instant messaging
- Free video conferencing

Download it here:

<http://www.skype.com/intl/en/download/>

New Videos!

We're starting off the New Year with some new videos! Check out these new releases:

- Adding A New Rider
- Adding Addresses
- Adding Reruns

And there's more on the way!

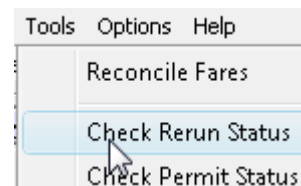
Each video is an easy to follow walk-through of a selected topic that you can watch as often as you like. Access our videos at

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

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

Little Known Tips and Tricks: Suppressing And Deleting Old Reruns



When a rerun or subscription trip expires, we are prompted each time we make a day schedule to continue

making a ticket from that rerun. This is helpful to keep us from forgetting to extend an expiring rerun but there is another tool to help keep track of upcoming rerun expirations. It is found by clicking Tools then Check Rerun Status. Check Rerun Status prompts us to choose how many days in advance we would like to look for expiring reruns, then gives us a list of all those reruns. From this screen we can delete old reruns so we will no longer be prompted to create them, or we can double click a rerun to edit it and extend the expiration date if needed. We can also use this form to suppress a rerun if it will only be temporarily unused.

Long Term Reruns Expired and Expiring in 30 days									
Client Name	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Start Date	End Date
Belin, Rose								1/31/2008	3/17/2008
Belin, Rose								1/31/2008	3/17/2008
Bierman, Robert			Every	Every	Every			9/3/2009	12/2/2009
Bowser, Lillian								1/24/2008	4/23/2008
Bowser, Lillian								1/24/2008	4/23/2008
Chihil, Millie					Every			7/9/2009	8/21/2009
Chihil, Millie					Every			7/9/2009	8/21/2009
Chihil, Millie						Eve		7/9/2009	8/21/2009
Chihil, Millie						Eve		7/9/2009	8/21/2009
Fereos, Mildred		Every	Every	Every	Every	Every		1/9/2008	5/29/2009
Fereos, Mildred		Every	Every	Every	Every	Every		1/9/2008	5/29/2009
Hajdu, Richard								2/14/2008	3/11/2008
Hansen, Danica					Every			3/26/2009	5/7/2009

Upcoming Tradeshow

We will be in attendance at numerous conferences in 2010. Check the links and mark your calendars. We look forward to seeing you at our booth!

Apr 20-22 [CalACT - San Francisco CA](#)

May 19-20 [OPTA - Cleveland OH](#)

May 23-25 [CTAA - Long Beach CA](#)

Sep 14-17 [CASTA - Beaver Creek CO](#)

Oct 24-27 [National Rural Public & Intercity Bus Trans Conf. - Burlington VT](#)

Oct 24-27 [OTA Annual Conf. - Seaside OR](#)