



# Mobilitat Newsletter

October 2007

## What's new: Automatic Updates!

We have a new tool to automate the process of downloading new versions of Easy Rides and backing up old versions. We call it ERAutoUpdater. If you would like to have it installed, please call us at 888-806-6595 to set up a time. Installation takes 15-20 minutes and will give you easy access to all of the latest bug fixes and new features Easy Rides has to offer.

## System Spotlight: Gold Country Telecare, Grass Valley, CA

When Gold Country Telecare went to renew their annual County contract, they were pleased to learn that the contract was renewed for 5 years. This was because in the year since they installed Easy Rides, they have been more productive, increasing their average rides per hour from under 2, to over 2.3 and increased their fare box revenue. This has been done without increasing their hours or mileage. Great job guys!

## Upcoming Training

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

- October 25-26: Call Backs with Access Reports.
- November 15-16: Consolidating Addresses.
- December: To be Announced.

If you would like to participate or would like to suggest a future topic, please contact [training@mobilitatsoftware.com](mailto:training@mobilitatsoftware.com)

## Easy Rides User Conference

Mobilitat will be holding our first ever Easy Rides user conference on Dec 11th in Athens Georgia. More information will be available shortly.

## Christmas Recipes

Last chance to submit your favorite recipes for our Transportation cookbook. We'd love to add your favorite dish to the book. Send recipes to: [recipes@mobilitatsoftware.com](mailto:recipes@mobilitatsoftware.com).

## Tips and Tricks: Call Backs

Call backs are a way of flagging a ticket that you can't yet schedule like a pick up from a doctor's office. Click the checkbox once to mark the ticket as a call back. You can leave the time as 2310, or set an estimated time. Once a client calls in, you click the checkbox again to turn it into a check-mark. You can now set the requested time (the time they called) and the scheduled time (the time a bus will be able to pick them up). Our October monthly training will cover how to use this in more depth show how to create an access report to track your call backs.

<input type="checkbox"/>	Call Back
Reqst.	Sche.
2310	2310

<input checked="" type="checkbox"/>	Call Back
Reqst.	Sche.
1400	1430

## Contact Us

If you need to change your email address, discontinue receipt of newsletters or have a suggestion, email us at: [newsletters@mobilitatsoftware.com](mailto:newsletters@mobilitatsoftware.com) or call us at 888-806-6595.