



# DSTS

Durham Student Transportation Services

## Getting started with mTransport application



Checklist before using the tablet in your vehicle – make sure that:

# Welcome

Welcome to the mTransport Solution.

An important new tool for drivers.

## **Checklist before using the tablet in your vehicle make sure:**

1. The Tablet doesn't hinder the vision nor the mechanics of opening the door.
2. The Tablet is connected to it's charger cable and the cable is plugged in to the 12v adapter onboard
3. The screen is visible to the driver and the students
4. The front camera is not obstructed.

# iPad Presentation

## Front camera

To read a card, present the QR code face to it at a distance of 30 cm



QR Code

## Charging Port

Ensure cable is connected securely in the bottom of the device through the rubber flap covering the charging port.



## On/Off

Hold for 2 seconds to switch on or off. If the tablet does not turn on, try to charge it.

## Home Button

To wake up the iPad if it has gone to standby mode (black screen after several minutes when not used)

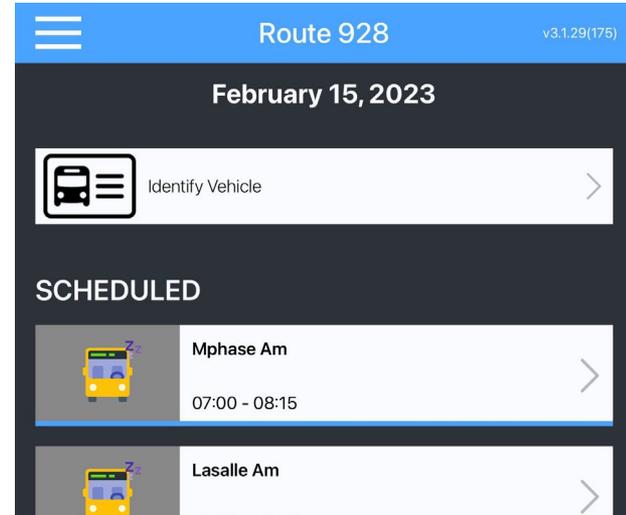
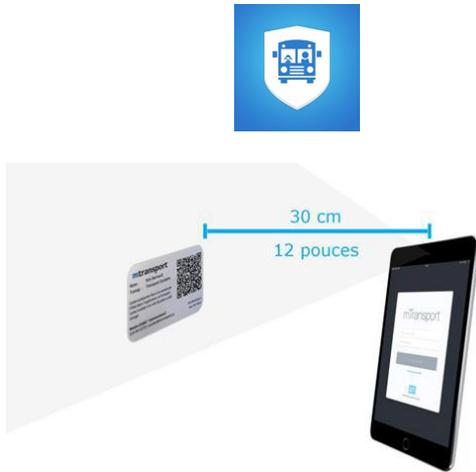
# Fundamentals

- mTransport is a **tool for drivers**. The app **does not replace the judgment of drivers** and does not change the procedures in place. You remain captain of the ship!
- The system enables the **efficient transmission of school transportation information** between vehicle, school, dispatch, transportation team and parents.
- The system is intended to be **intuitive** and easy to use.
- Always remember to not interact with the system while the bus is in motion
- Keep the Tablet Charged at all times and do not leave it unattended when you park your bus. Take it back to the depot or inside when you are done for the day.

# Connection and Route Lists

Connect to the app by presenting the QR code of the driver's card to the camera. A picture of the card can be stored on your personal device and will work the same as a card

Routes displayed once connected are those linked to the driver's card. Dispatch can add or remove a route to the account.



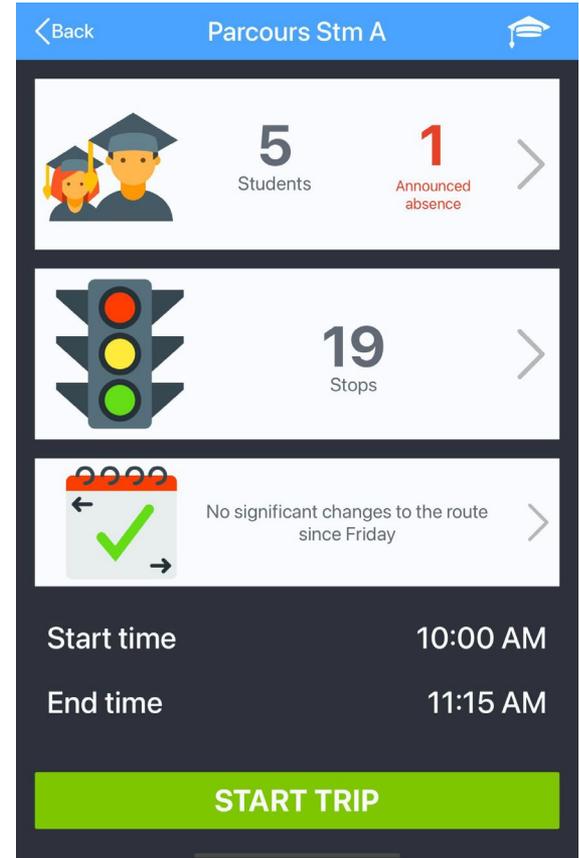
# Route Details

The app displays details about the route:

- Number of **students** and number of absences announced by parents. You can click to consult the list.
- Number of **stops**. You can click to consult the list.
- Information about the changes made to the route. You can **Tap to see the details** (new stop, removed stop, etc.)
- **Notes** added to the route.
- **Start and end** planned times.

To start the trip: Tap **Start trip** button.

Note – If you press start trip well outside of the scheduled start time mTransport will give an additional prompt to ensure you are in the right route.

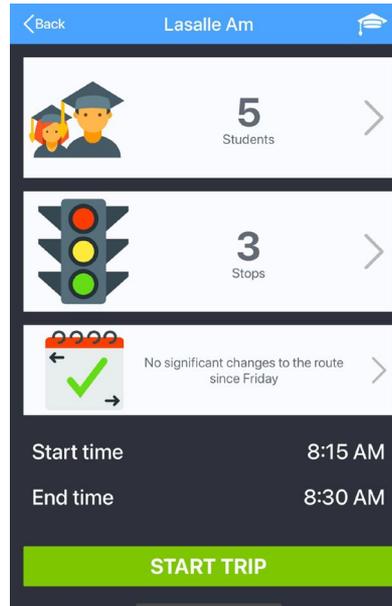


# Blue Mode / Orange Mode

Banner color on top of the page depends on the type of setting set to the route by DSTS.

## Blue:

Registration of students' pickups and dropoffs is required



## Orange:

No student registration  
(This mode is an electronic manifest)



# Trip Progress

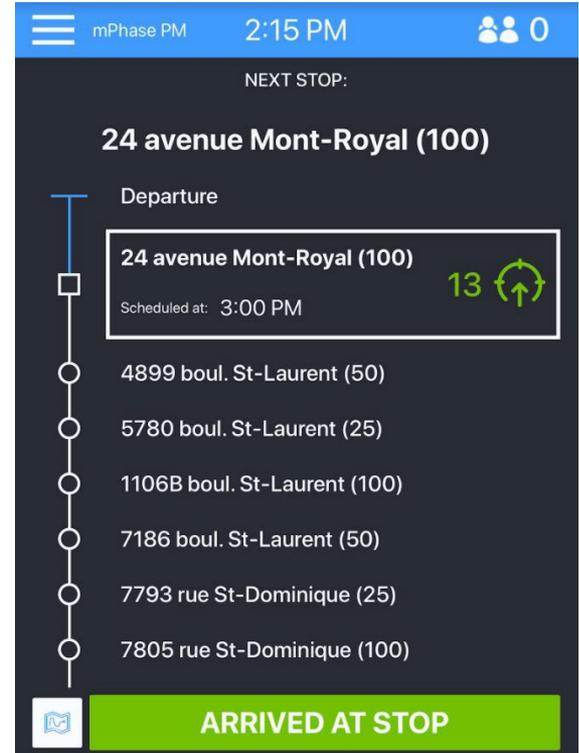
Once Started -

The app displays the **list of stops** and highlights the **next stop**.

If direction instructions are available, they will be displayed before the stop name (you can open and close the instructions by clicking on the blue line).

When the vehicle stops at the stop, the app changes screens and displays the **list of students**. If the screen does not change automatically, the driver can tap on “**Arrived at stop**”.

The square button at the corner bottom left can be used to launch the **GPS (Google Maps) to go to the next stop**, in an external application outside mTransport. This can be used if driver is unsure on how to get to the next stop.



# Stop Page

Once you have arrived at a stop -

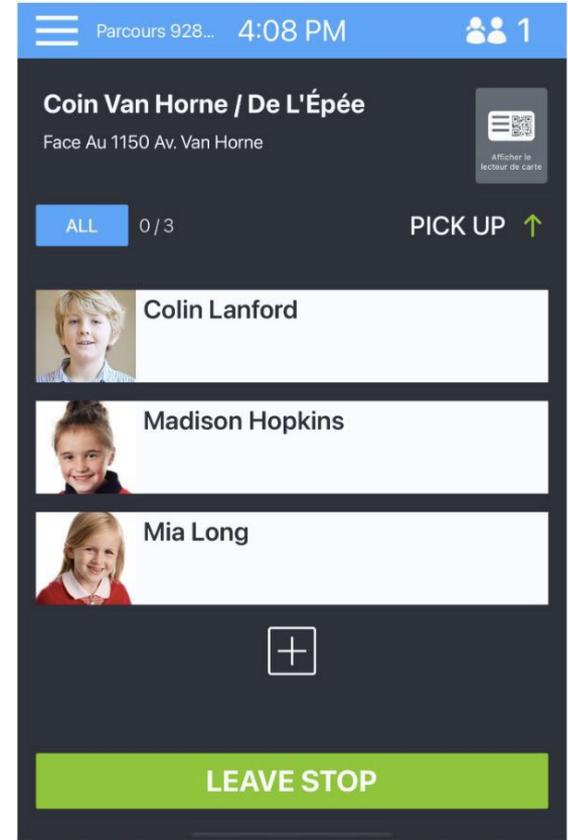
The stop page displays the list of students who are expected to embark or disembark from the bus. Some students may have notes (ex : “Must Be Met”, “Epi Pen”).

If your route is in orange mode, there is nothing to do.

If your route is in blue mode, **pickups and drop-offs must be registered :**

- **Automatic registration:** students show their card (to the tablet camera or the external reader)
- **Manual registration (If student forgot or lost card):** you must Tap on student name (in case of error, click again to change the status) .

Special cases are presented on the following pages.



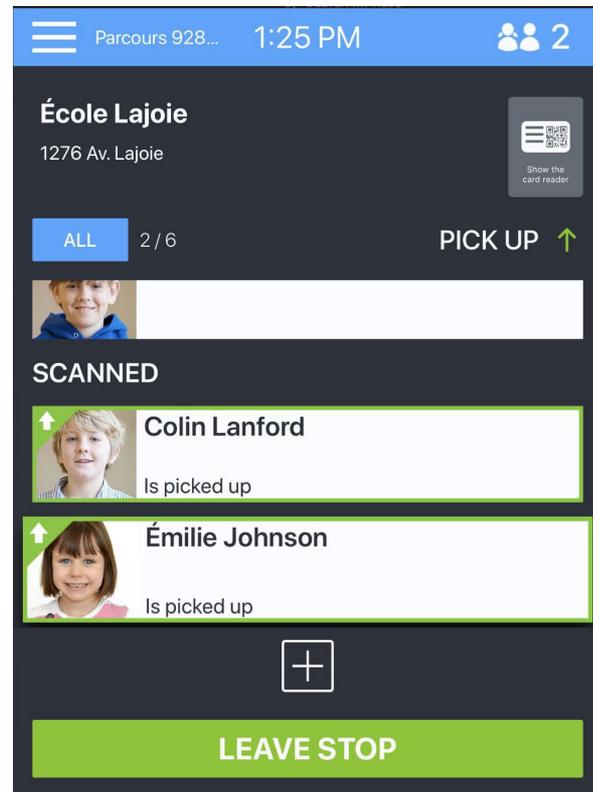
# Student Registration

## What happens when a student does not have their card?

If student attendance must be registered on your route using cards and a student comes without theirs, you can manually register them by tapping on their name on the screen.

It is recommended to have **students without QR cards enter last**, since the student list will then be shorter (all students whose card has been read fall in a “Card read” category).

If the student without their card is **not expected at this stop**, you can look for their name in the master student list after clicking the **“+” button** at the end of the page. (Only students scheduled for the run will appear on this list. If student is not on the list proceed with procedure of when an unknown student is attempting to board.)

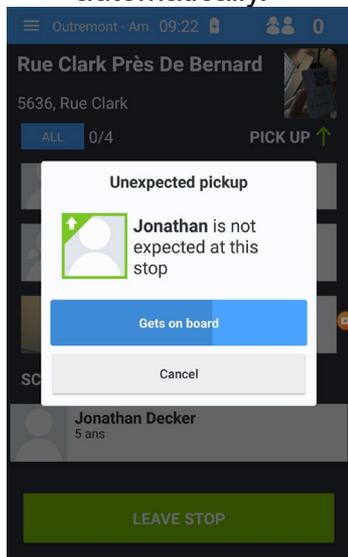


# Student Registration

## What happens when a student is at a wrong stop?

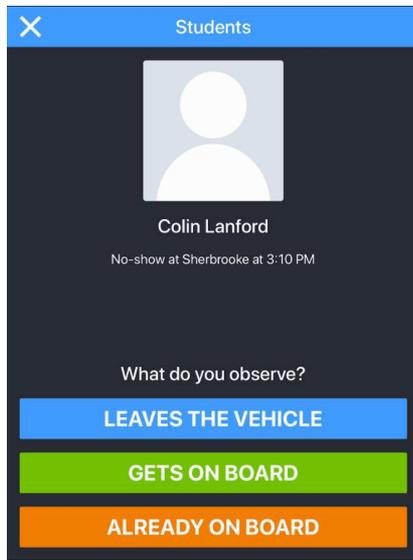
### PICK-UP STOP

When a student shows their card at a wrong pickup stop, the app warns you and registers the student automatically.



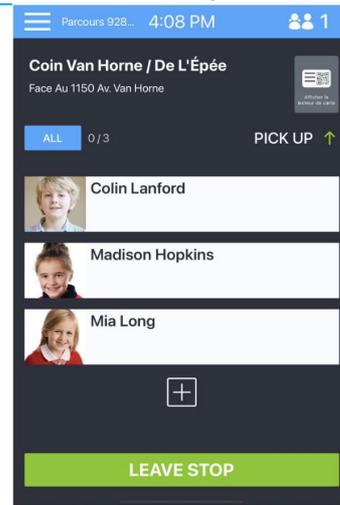
### DROP-OFF STOP

When a student shows their card at a wrong drop-off stop, the app asks you to confirm what is happening.



### Without card

If you want to register a student who does not have a card and is not in the list of students at the stop, click on the "+" at the bottom of the page to open the student master list and then choose the student to register. This is only for student who are on the route list already.

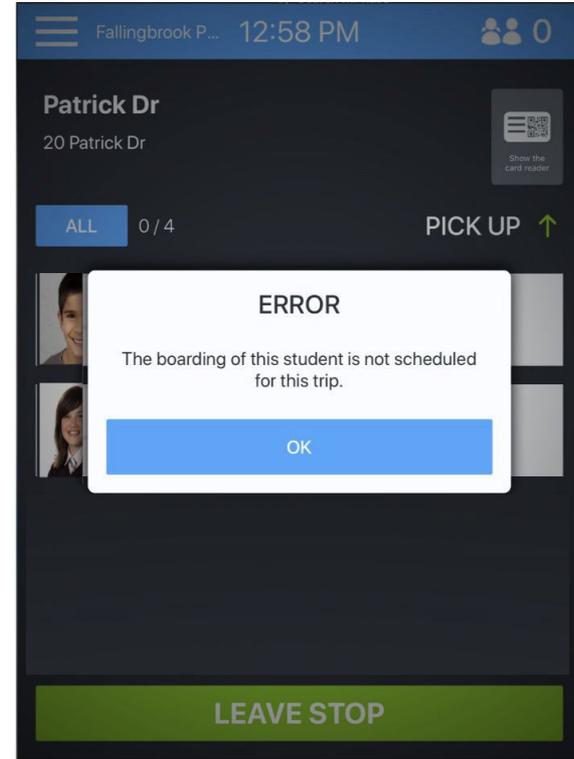


# Student Registration

## What happens when a student wants to use the wrong bus (not registered on the route)?

When a student who is not expected on the trip and scans their card, the app will display a warning about this special situation.

The usual procedure in this kind of situation should be followed.

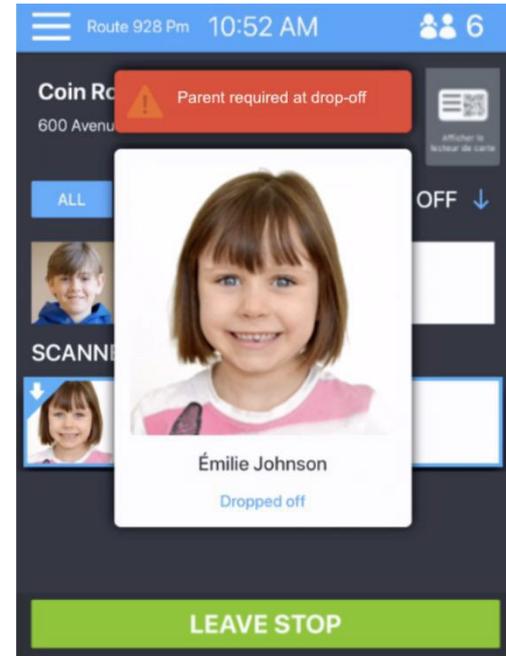
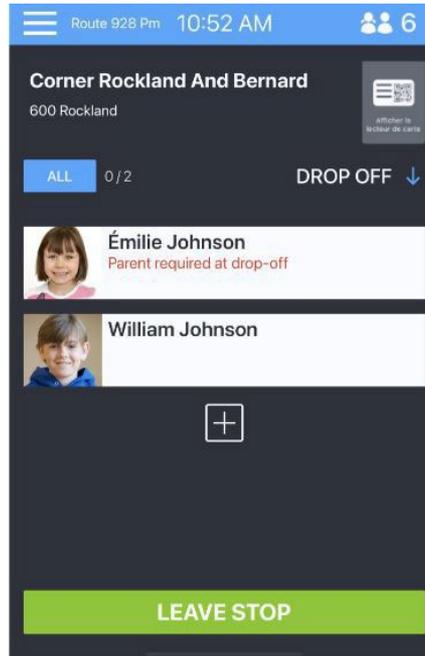


# Student Registration

## Student with a special note at a stop

Some students have a special note, indicated in red, that is only displayed on certain stops. i.e.: “Must Be Met”, for the drop-off stop of a kindergarten student.

When the student scans their card, the driver is notified with an image and a sound.

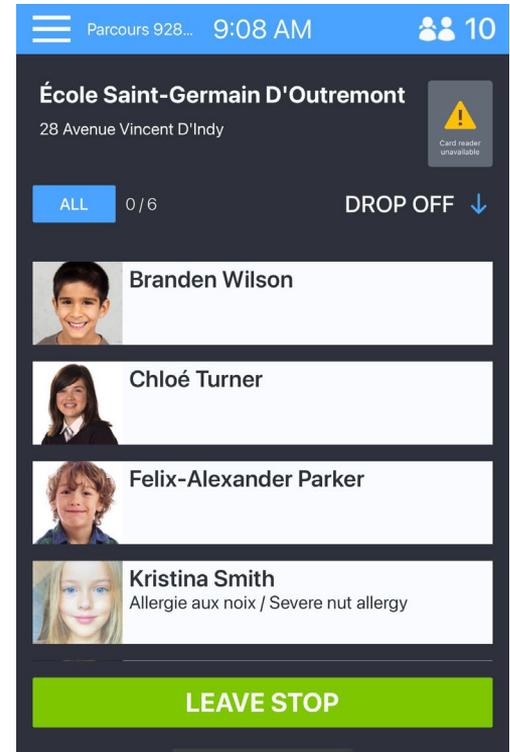


# Student Registration

## Registering students at school drop-off

It is mandatory to carry out the **Child Check** to make sure that all students are really off the bus.

If your trip has **more than one school**, it is safer to request that the students **register their exit of the bus with their card** to ensure they are getting off at the right school.



# Student Registration

## How to register a student between two stops?

What happens when a student is at the stop once you have already closed a stop in the app?

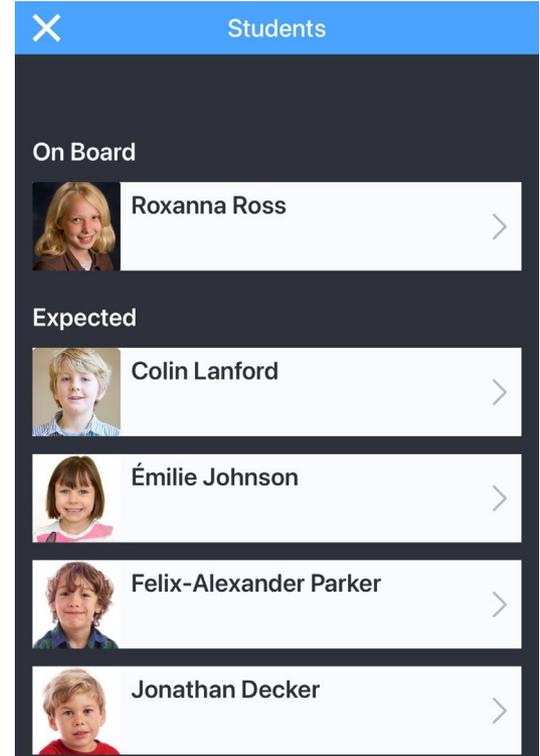
You can **still register them** even if you are not at the stop page anymore.

You should click on the top right corner of the screen on the **student icon, indicating the number of onboard students.**

This will open a page with the list of all students, by category (on board, absent, etc.).

You can then register the student **automatically** (card reading) or **manually** (by clicking on their name).

To close this page, click on the X on the top left corner.



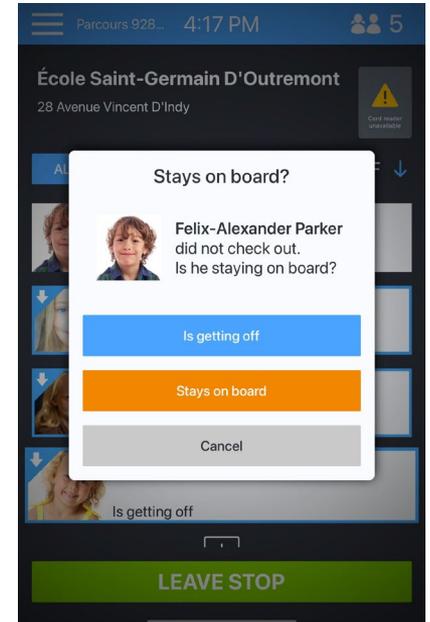
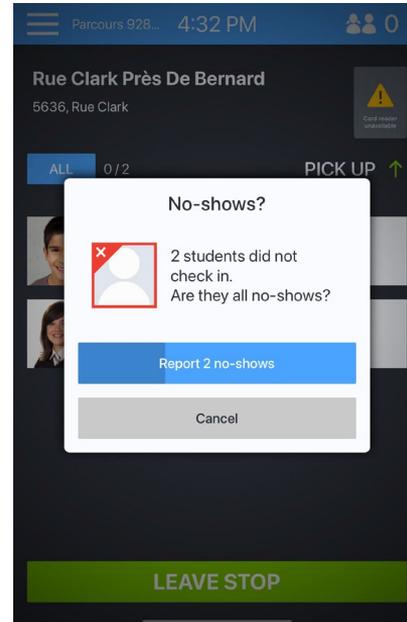
# Stop Completed

Once the students have got on or off are finished prior to the bus moving...

- If you are in **blue mode** (attendance registration), you must click on **“Leave stop”**.

If some students have not been registered:

- At a pickup stop, the app will identify absent student and register their absence **automatically** (image 1).
- At a drop-off stop, the app will ask to **confirm the status** of students who have **not scanned off** to make sure the student is accounted for (image 2).



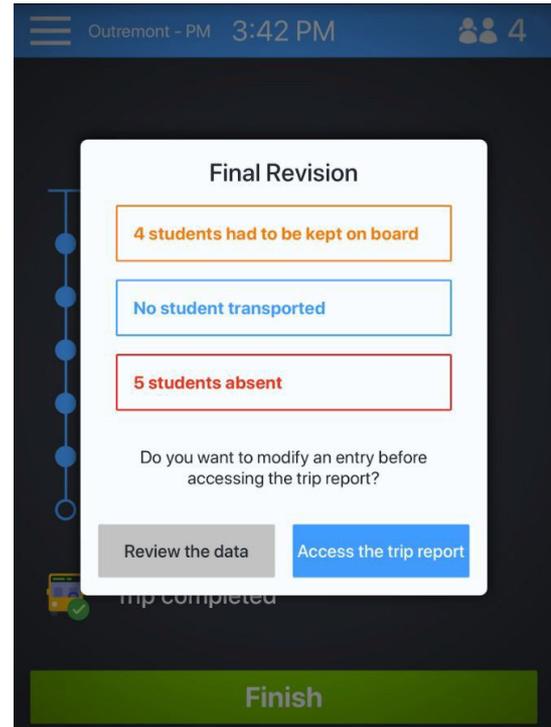
# Completed Trip - Final Verification

**Only for trips in blue mode (attendance registration)**

Once you have clicked on “Leave Stop” at your last stop, the application displays a summary that indicates the complete attendance that has been registered.

If the summary is **correct**, click on “Access the trip report”.

If you **notice an error**, you can click on “Review the data” to modify the information.



# Completed Trip - Final Report

Last stop of your trip in mTransport is the final report.

On this screen, you can identify your vehicle number or confirm the procedures (inspection, disinfection when required) .

The space for notes allow you to write, or dictate (with the microphone icon on the keyboard), a **message that will be transmitted to your dispatch.**

Then click on **Complete.**

You will then be redirected to the home page with the list of your trips.

Complete the trip

Identify Vehicle

Confirm that you completed the required child check inspection by walking to the back of the vehicle.

No student is forgotten on board

Disinfection performed (when required)

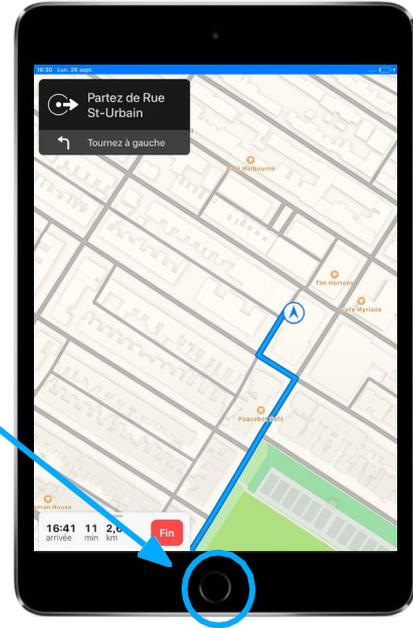
Optional notes (sent to the carrier)

COMPLETE

*To go further...*

# Navigate within the tablet

If you used the button to launch the GPS app and wish to go back to mTransport, you can click on the tablet's **central button** then click again on **mTransport icon**.



# Source of the Data

The information displayed comes from the **DSTS Routing Solution** program.

For **any change** (stop order, students, timing), the request must be **made to your dispatch**, who will forward it to the relevant person at DSTS who has the ability to make the manifest changes. The same procedure is used when giving run updates.

The screenshot shows a mobile application interface for a bus route. At the top, there is a blue header bar with a menu icon, the text "mPhase PM", the time "2:15 PM", and a user icon with the number "0". Below the header, the text "NEXT STOP:" is displayed. The main content area is dark grey and features a vertical line representing the route. The current stop is highlighted with a white square and a blue vertical line segment. The stop name is "24 avenue Mont-Royal (100)". To the right of the stop name, there is a green circular icon with the number "13" and a green arrow pointing up. Below the current stop, there is a list of upcoming stops, each with a white circle icon and the stop name and number in parentheses: "4899 boul. St-Laurent (50)", "5780 boul. St-Laurent (25)", "1106B boul. St-Laurent (100)", "7186 boul. St-Laurent (50)", "7793 rue St-Dominique (25)", and "7805 rue St-Dominique (100)". At the bottom of the screen, there is a green bar with the text "ARRIVED AT STOP" and a small icon of a bus.

mPhase PM 2:15 PM 0

NEXT STOP:

**24 avenue Mont-Royal (100)**

Departure

**24 avenue Mont-Royal (100)** 13 ↻

Scheduled at: 3:00 PM

4899 boul. St-Laurent (50)

5780 boul. St-Laurent (25)

1106B boul. St-Laurent (100)

7186 boul. St-Laurent (50)

7793 rue St-Dominique (25)

7805 rue St-Dominique (100)

ARRIVED AT STOP

# Skip a Stop

If there are **no students expected at next stop**, the app will display a **“skip” button**, allowing you to skip the stop please tap this prior to putting the bus in motion.



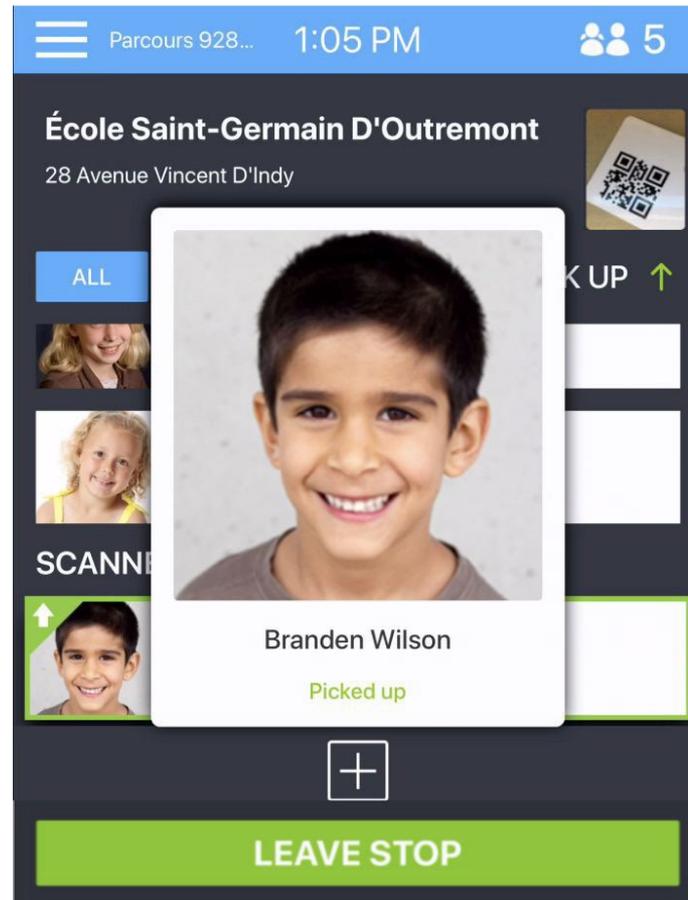
If **some students are expected**, but you know they will not be there and you don't need to execute the stop, you must **go in the trip progress** in the tablet by clicking on “Arrived at Stop” and then “Leave Stop”.

# Visualize Camera View

On a stop screen, the grey zone “Show the card reader” is clickable.

When you click on it, it displays what the camera sees.

This tool can help students understand how to position their card and the QR code during the first days.



# Menu - Settings and Forms

The drop-down icon on the top left corner allows you to open the menu where you can:

- Choose settings (example: language)
- Open forms section:
  - Photo form: take and send pictures to dispatch (IE damage to the bus after the trip)
- Logout from the application

# Parents' Role and Implication

Parents can download the mTransport Parent app.

It will allow them to:

- Receive notifications advising them that the bus is on its way, as well as if their child is boarded or got off the bus.
- Warn you about the student's absence on a trip.

Parents cannot see where the bus is located. We will not be launching the parent app until we give drivers a chance to become comfortable with the system.

# Questions?

Feel free to  
send questions  
to dispatch so  
they can get  
answers from  
DSTS Staff