DOE School Operations Center

User Manual & Features Guide

for School Bus Company (SBC) Users

Last Updated: April 05, 2024

Manual & Guide User Agreement 2
School Operations Center (SOC) 3
Accessing the SOC 3
User Login 3
Password Management 5
Hub 3
Accessing the Hub 6
Driver pins 7
Key stats in the Hub 7
Additional statistics 9
Searching in the Hub 12
Driver Card 15
Route Card 16
Notifications 17
Unclaimed Routes 18
Force ending a route for a driver 19
Exporting Hub Route History 21
Driver Tab 23
Accessing the Drivers tab 23
Generating a temporary password (driver password reset) 25
Vehicle Tab 28
Accessing the Vehicle tab 28
Filtering the vehicle list 29
Analytics 31
Service KPI Dashboard 31
Data Generator 33
Logging Out 36

Manual & Guide User Agreement

The contents of this document comprise proprietary and confidential information as well as Via's trade secrets, they are being shared to permit the user to provide services pursuant to a contractual relationship with the New York City Department of Education and the information should not be disclosed to others.

Before accessing the DOE School Operations Center (SOC), all users must agree to protect the confidentiality of Via's trade secrets as well as the personal information of all users of the Via for Schools service.

School Operations Center (SOC)

The DOE School Operations Center (SOC) is an online resource that provides bus company users with tools to support drivers with the Via Driver App, as well as the ability to view real-time bus locations, route information, and reports on driver activity and route history.

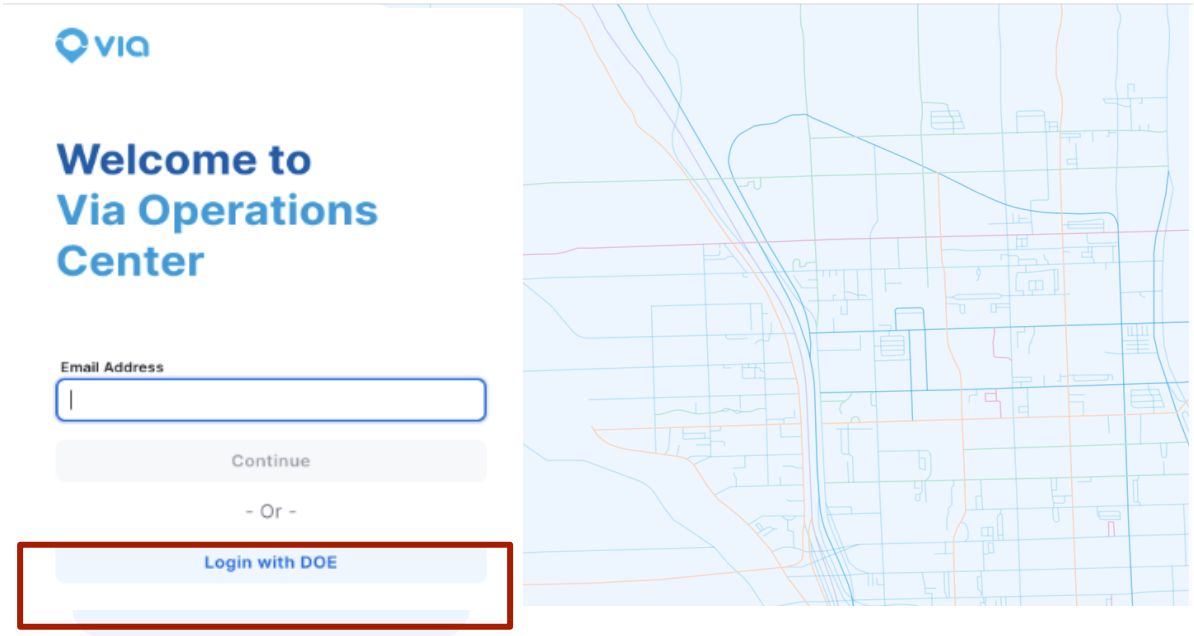
Accessing the SOC

User Login

The login process for the SOC uses your pre-existing DOE credentials, including when logging into the SOC for the first time as a new user. DOE logins are provided and managed by the NYC DOE and are the same credentials used to access other resources on the DOE website such as the OPT Vendor Information System.

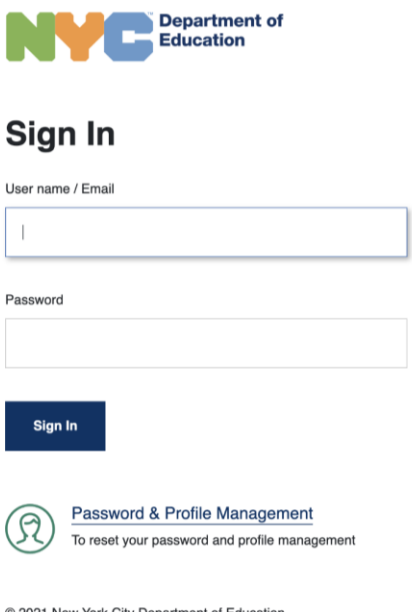
To login, follow the steps below:

1. In your web browser, go to: **https://doe-nys.voc.ridewithvia.com/**. The following page should appear:

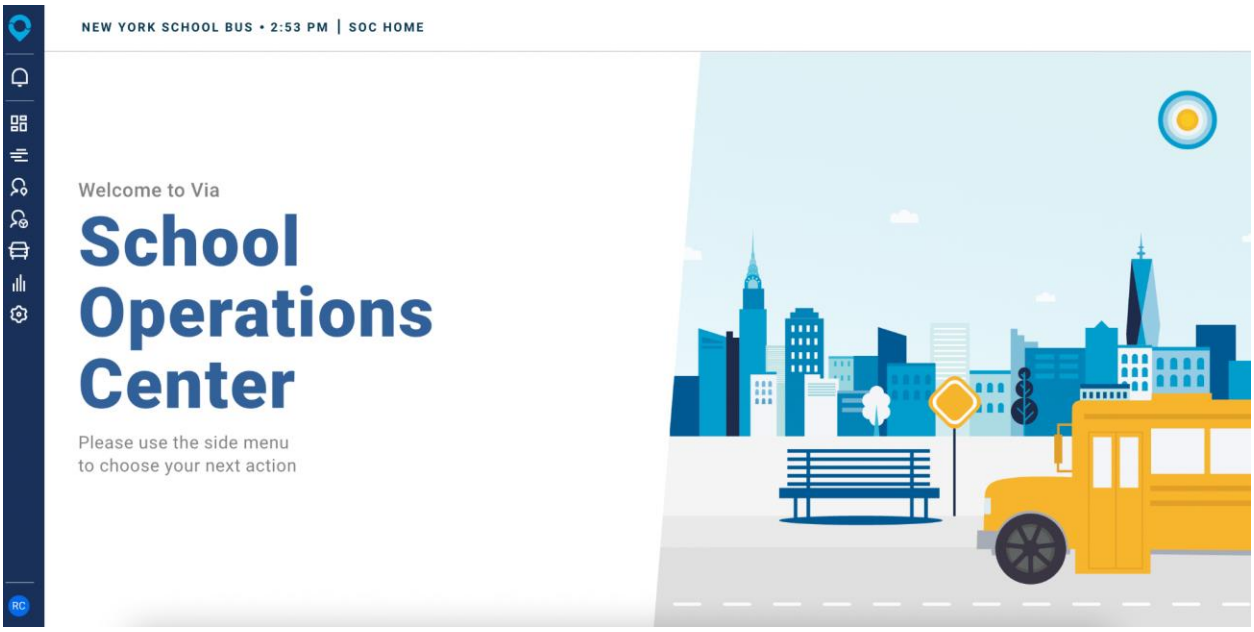


2. **Select "Login with DOE".**
3. Doing so will redirect users to the DOE Login page, as seen below. Here, enter your DOE credentials as you would for any other DOE portal.

Please Note: Users should **NOT** attempt to use the 'email address' option. Entering DOE credentials in the 'email address' section will result in a failed login.

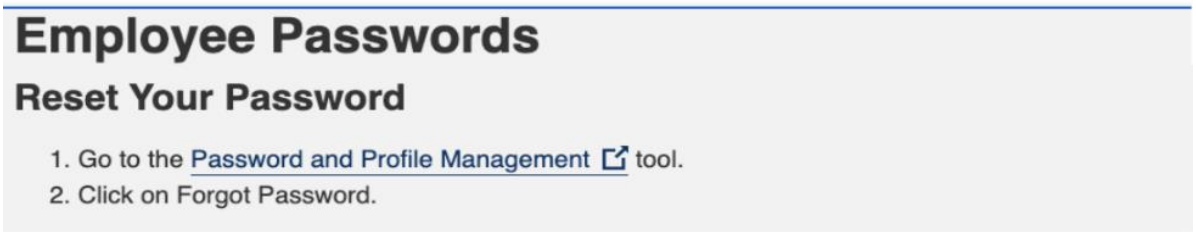


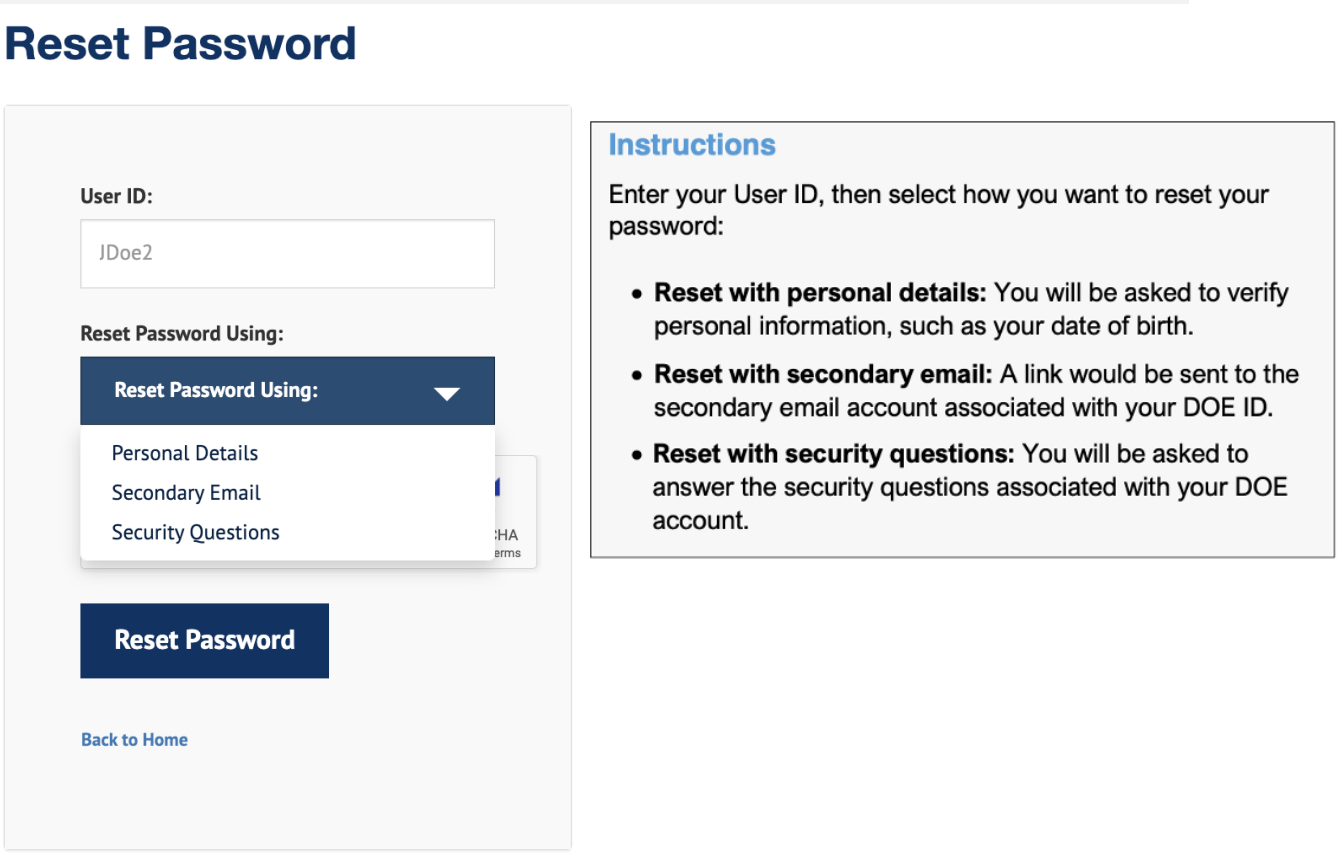
4. This will take users to the home screen of the SOC shown below.



Password Management

1. In the event of a forgotten password, follow the standard steps for DOE credentials retrieval using the Password & Profile Management button.
    a. Detailed instructions can be found on the NYC DOE InfoHub® 'Employee Passwords' webpage linked here.





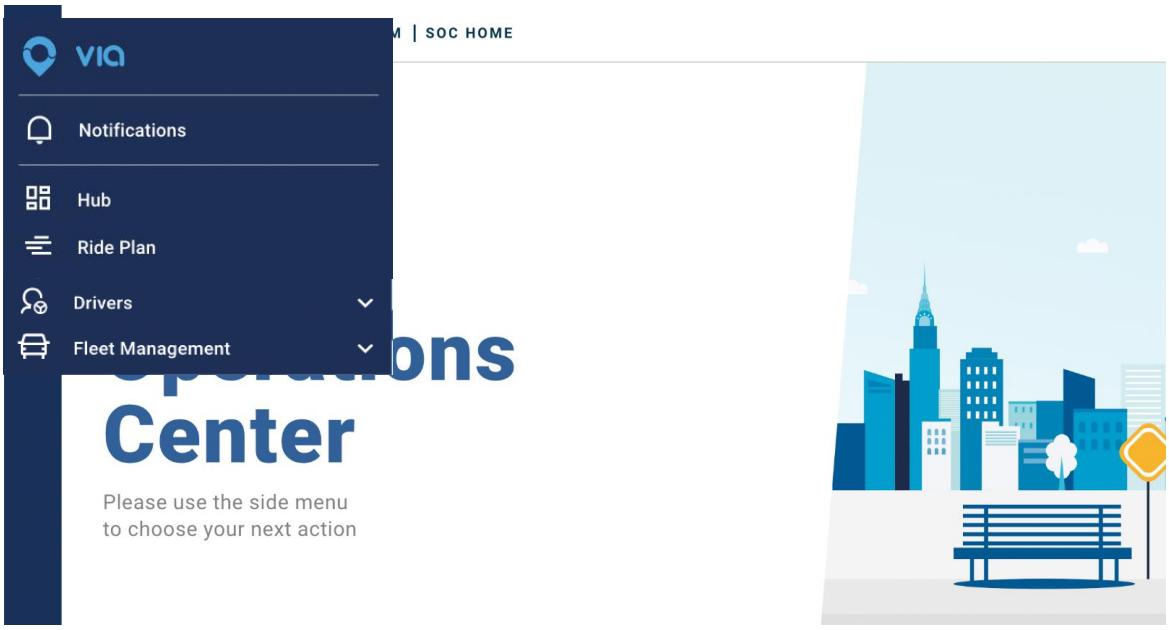
2. If the problem persists, submit a support ticket explain the login issue you're experiencing using the **OPT customer service portal linked here.**

Hub

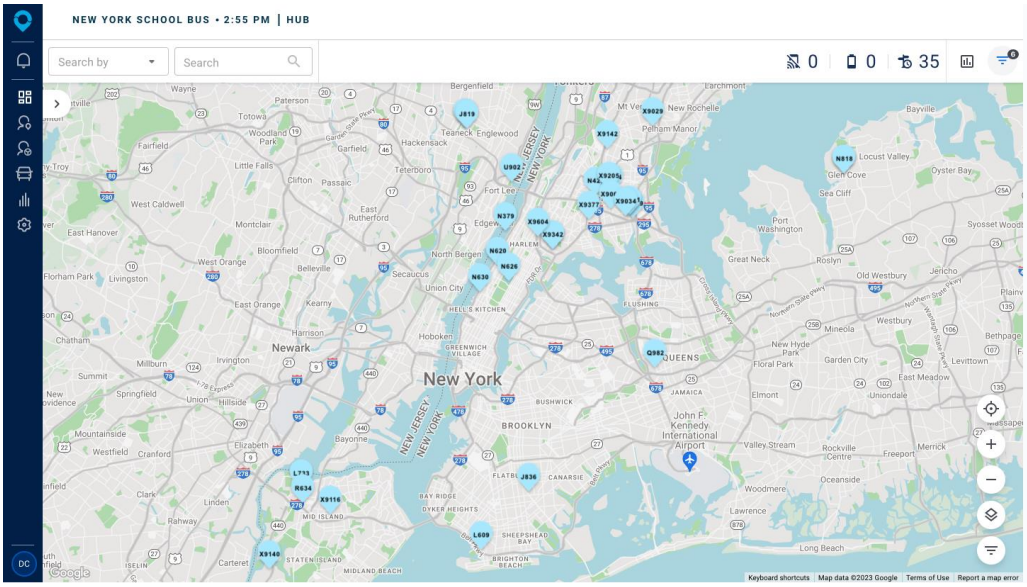
From the Hub page in the SOC, bus company users can monitor completed, unclaimed, and in-progress routes assigned to their bus company and any affiliate companies. Routes and their associated drivers and location can be visualized in real-time on the Hub map.

Accessing the Hub

1. Log in to the School Operations Center (see **Login** section).
2. Click “Hub” in the vertical menu on the left hand side (icon in the image below).

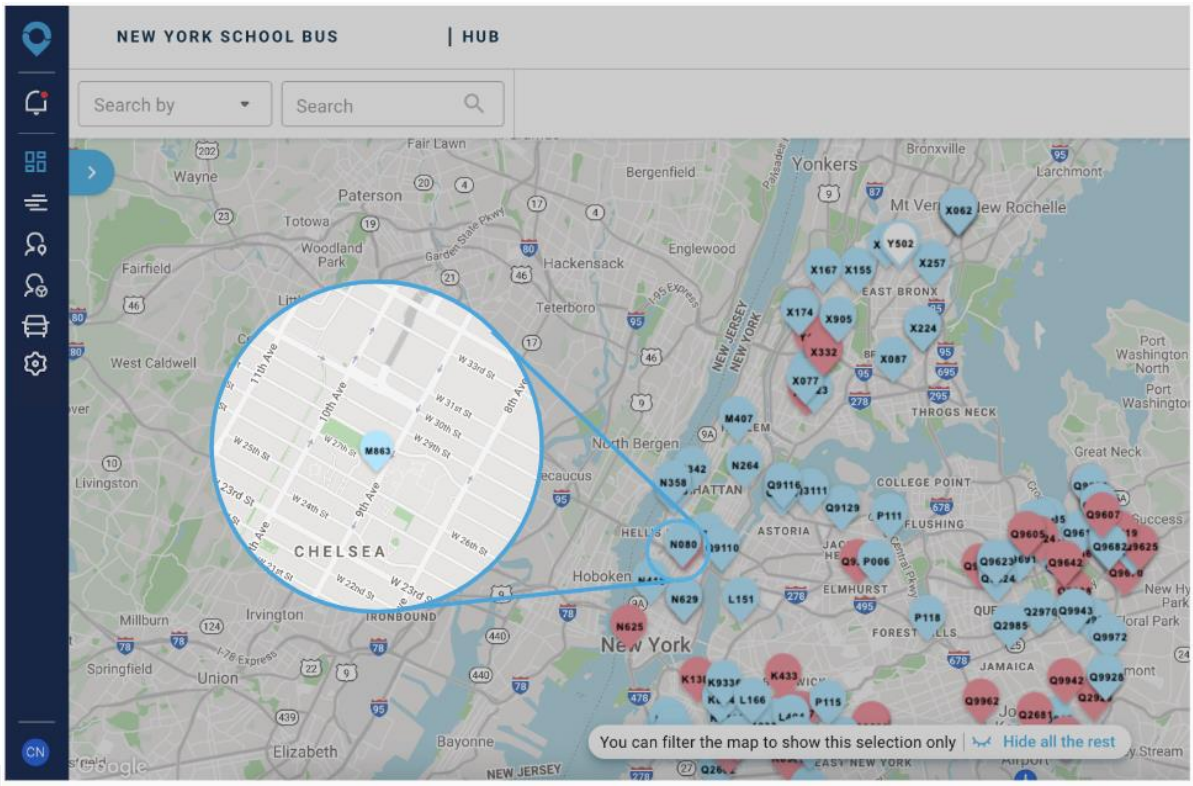


3. You should see the screen below once in the Hub.



Driver pins

When a driver is online, they will be represented by a **blue** pin on the map that corresponds to the driver's location. Bus company users will see pins for only their drivers and those of affiliated companies. Clicking on the pin pulls up the driver's card (see **'Driver Card'** in **'Hub' section**)



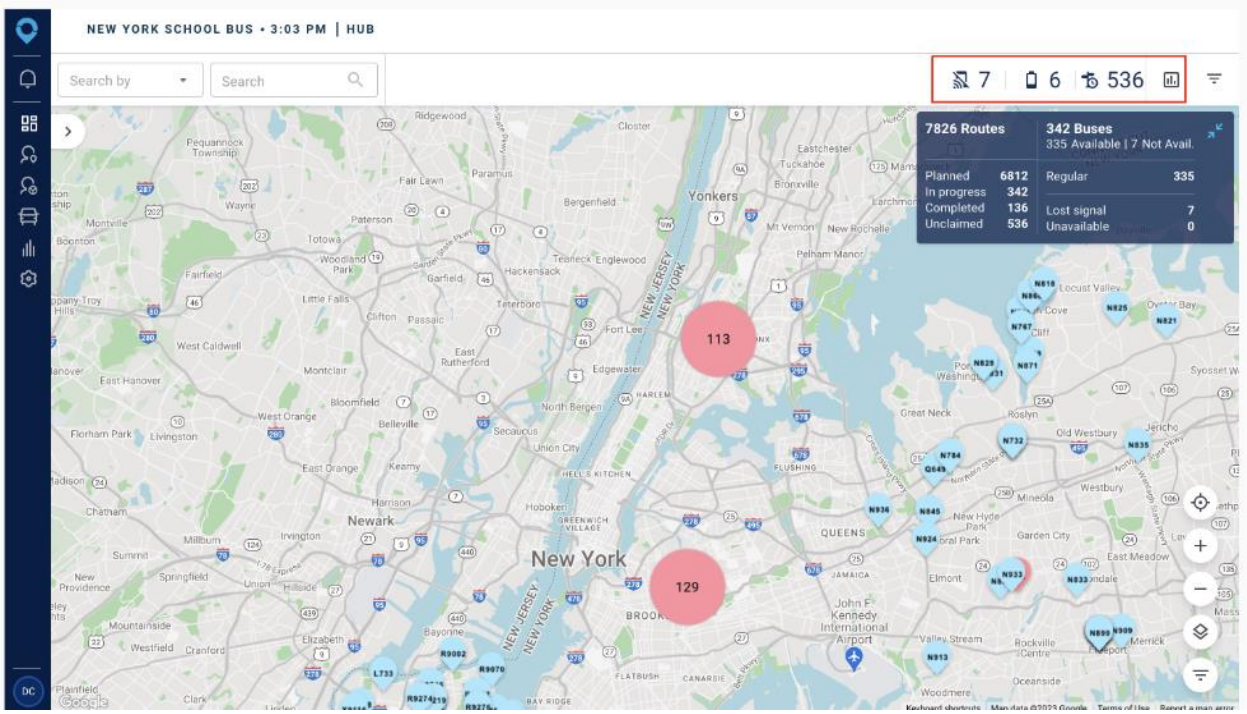
Key stats in the Hub

1. In the Hub, there are multiple key statistic indicators in the top right corner that can help users understand the live map -

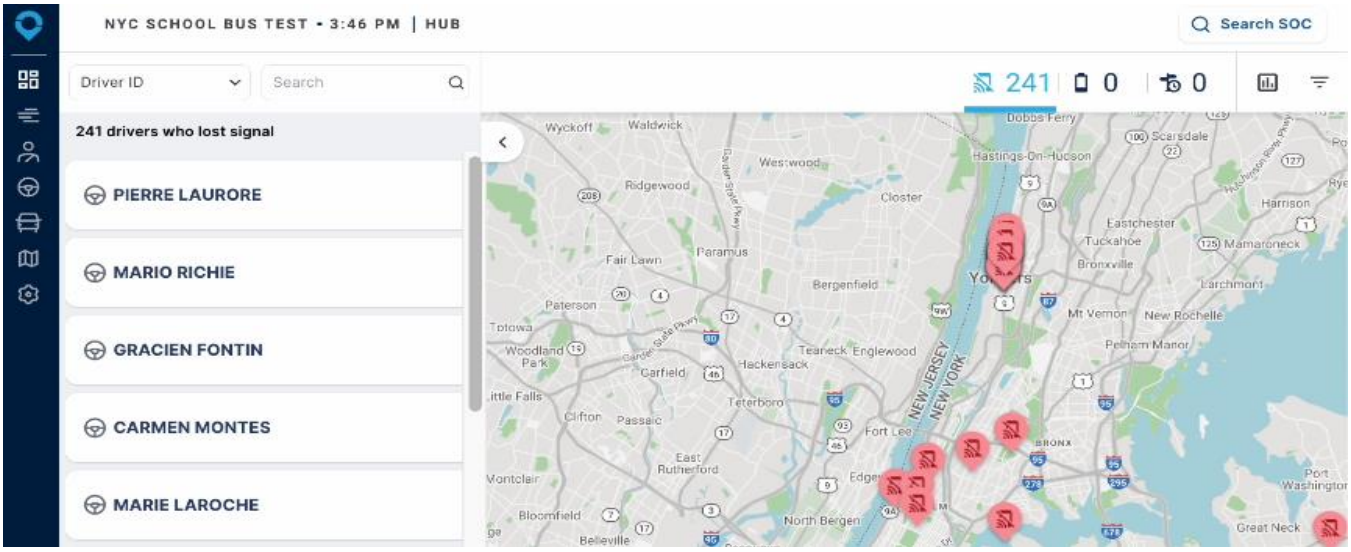
    a. **"Lost signal"** - this will be represented by a **red pin** on the map and indicates the driver's mobile device is either off or has lost its network connectivity.

    b. **"Low battery, not charging"** - this flags devices that are not charging and have low battery. Note that if a device has low battery and has temporarily lost signal, only the lost signal will be indicated until the device regains network connectivity.

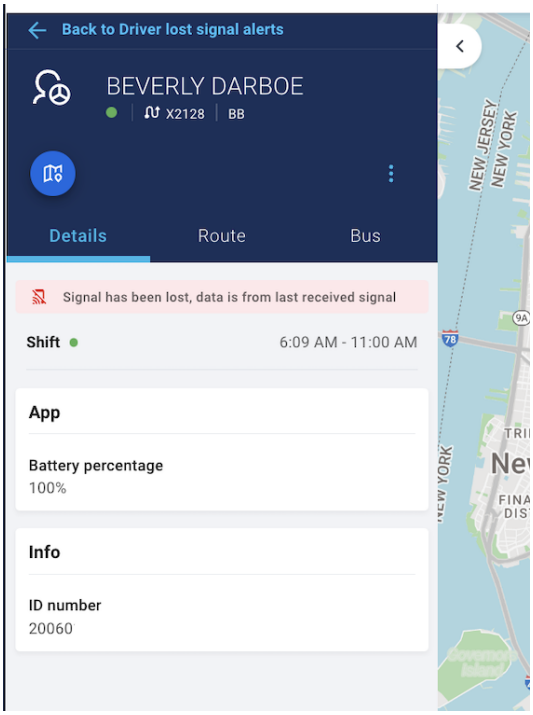
    c. **"Unclaimed routes"** - this indicates routes that are planned for the current shift but have not yet been selected by any drivers. This is important for dispatchers to monitor when shifts start to make sure that drivers are claiming their routes.



2. If there is a number greater than 0 next to any of these icons in the top right corner, then clicking on the icon should pull up the driver(s) or route(s) that are affected. For example, in the below screenshot, 241 drivers have lost signal and clicking on the icon brought up their names. Clicking on each driver in the list should open their driver card



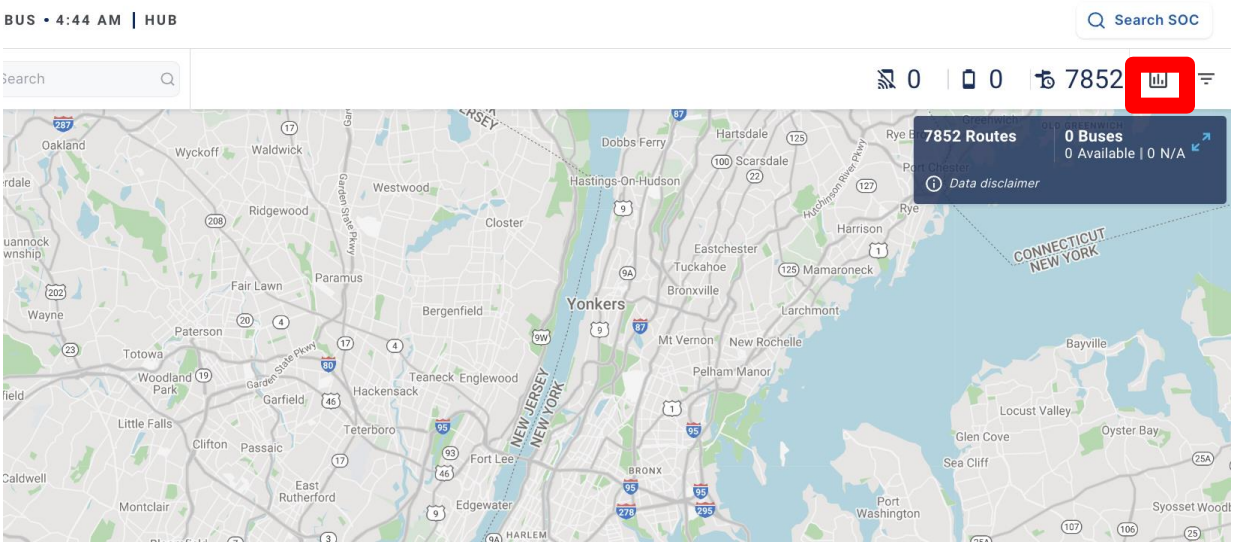
3. Clicking on each driver in the list should open their driver card:



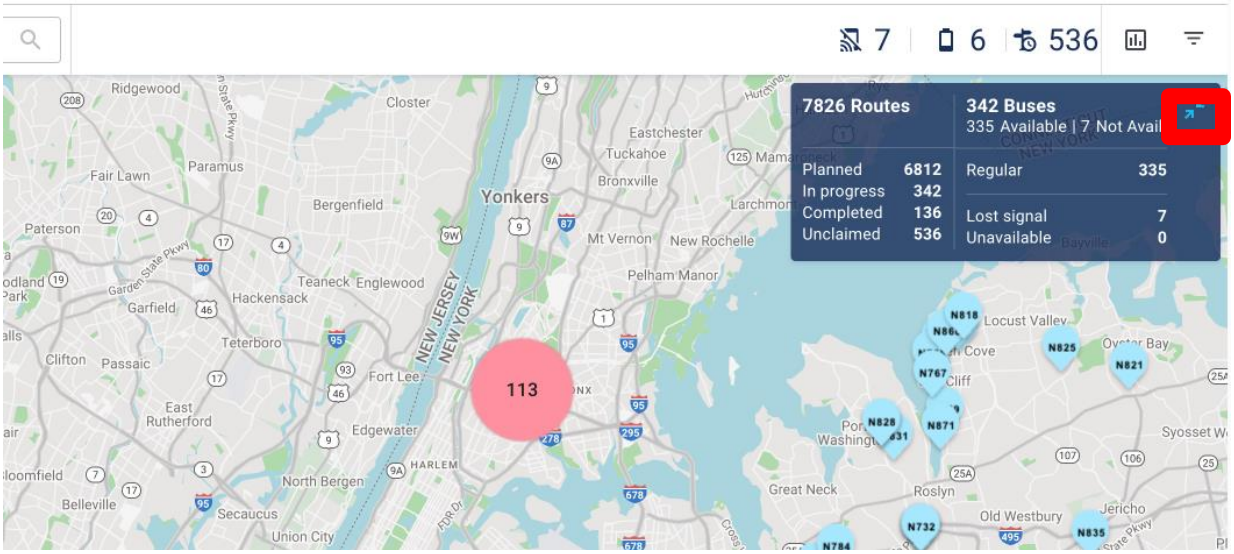
Additional statistics

The Hub also allows users to see key statistics about the live deployment.

1. To see these statistics, click on the little blue graph in the top right corner, next to the key statistics. This should give you a quick snapshot of the total number of routes for the current shift and how many drivers are online .



2. Clicking the little blue arrows in the top right corner should expand that window to show a breakdown of route status and the number of routes in each category.



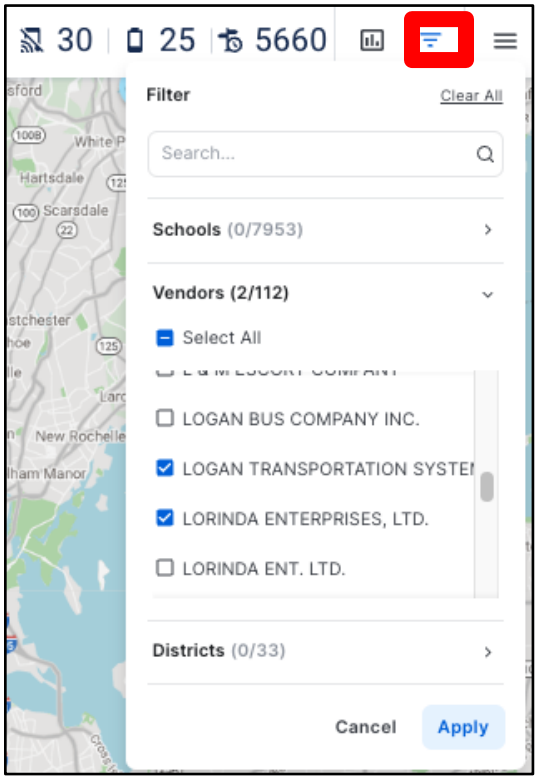
- **Planned:** the number of routes with an upcoming planned start time for this shift
- **In progress:** the number of routes for this shift that have been claimed by drivers and are currently still online
- **Completed:** the number of routes for this shift that have been claimed and ended by a driver *(route must remain online for **at least 30 mins** after being claimed to count as 'Completed')*
- **Unclaimed:** the number of routes for this shift not yet claimed by drivers after their planned start time has passed *(if a route is claimed by a driver but ended in less than 30 mins, the route will return to the unclaimed routes list)*

Filters

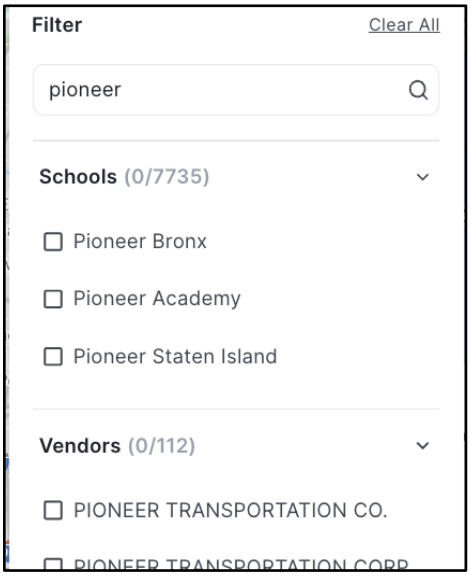
To narrow the information being displayed in the Hub, users can apply filters to view specific routes and their associated pins on the map based on different factors. Filter options available to bus company users include:

- 》 Filtering by Vendor (only applicable if the bus company has other affiliated bus companies)
- 》 Filtering by Schools (School name)
- 》 Filtering by District number (Schools in a specific district/area)

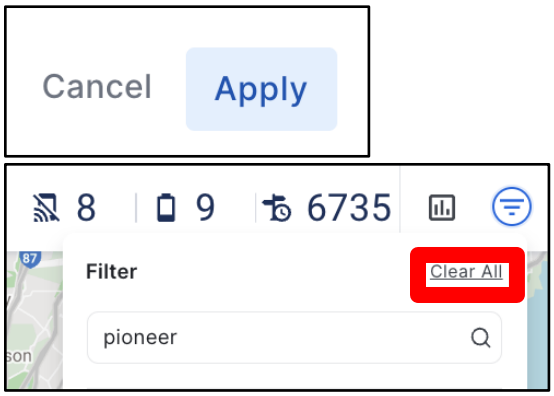
1. Click the filter icon in the far right corner.



2. Find a filter selection manually by scrolling through the dropdown menu or begin typing to search for a specific school or vendor.



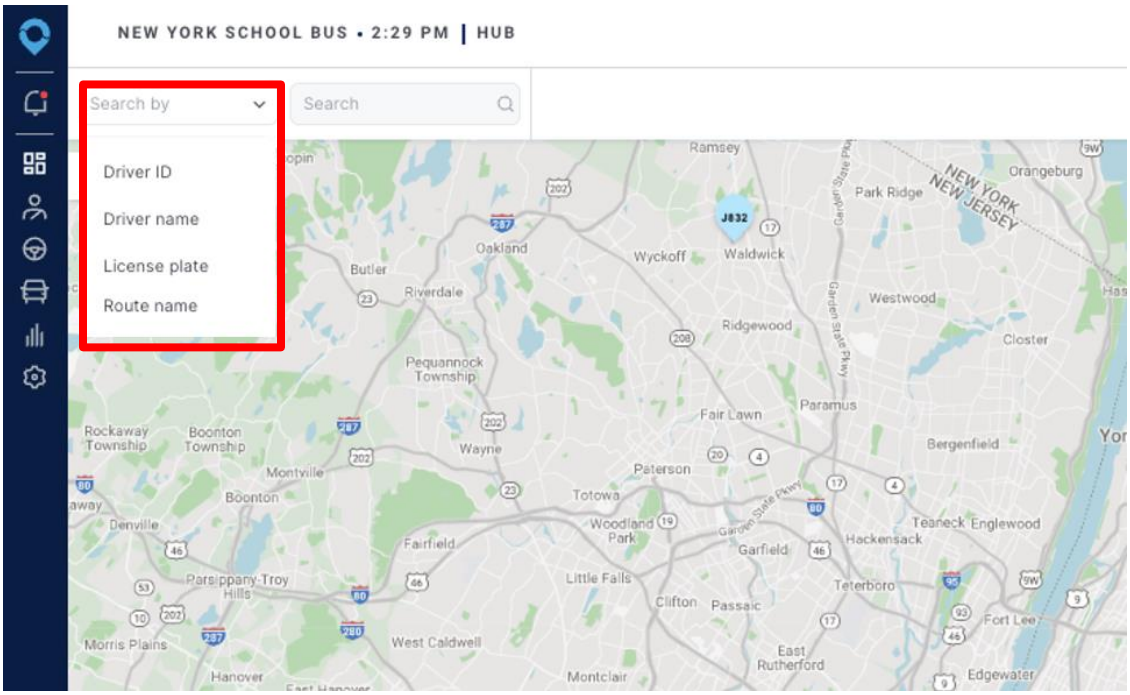
3. Select the checkbox besides the desired filter(s) values then click “Apply” to update the routes and pins displayed in the Hub. To remove applied filters and return to viewing all routes, select “Clear All” then “Apply.”



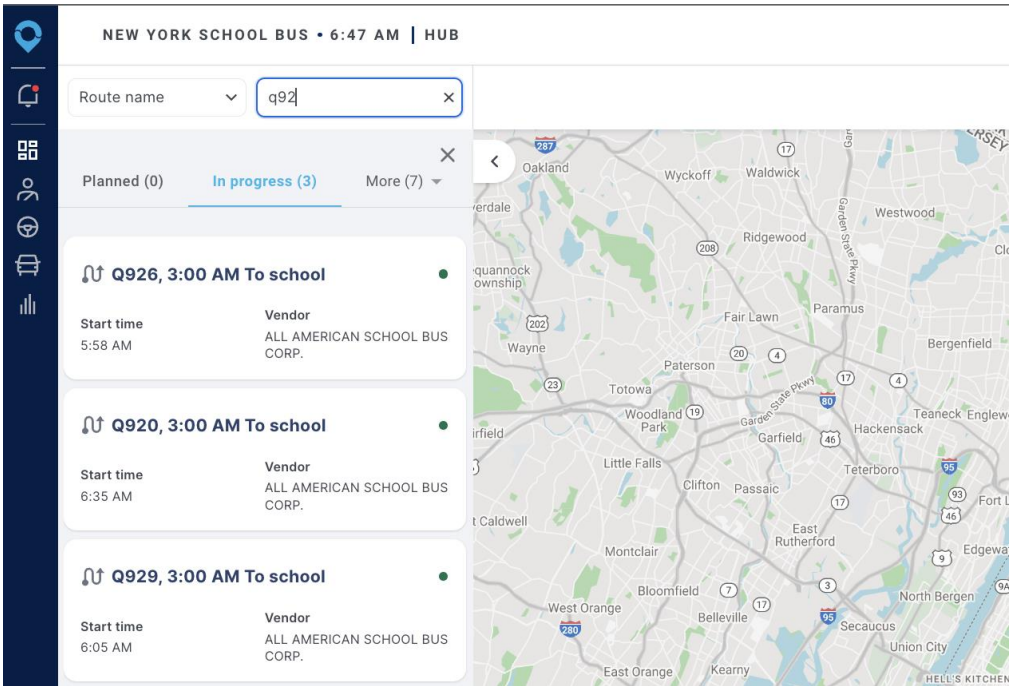
Searching in the Hub

The Hub can be used to search for specific drivers, routes, and buses through a number of search options. Users can locate a driver or route in the Hub if the route is claimed or the driver is currently online.

1. To search for a driver, bus, or route use the drop down menu towards the top left of the Hub and select a field to search by from the options. Users must select a “search by” option to begin searching.



2. Enter your search term. Make sure your spelling is correct and that you don't have any typos
   ***Note**: When searching by Driver ID or License Plate users must input the complete value they are searching for to return a result.*
   (Ex: Driver ID 2010019445 will return a result, but 2010019 will not.)
   When searching by names and routes, users can enter partial search values and the search will return all applicable results.



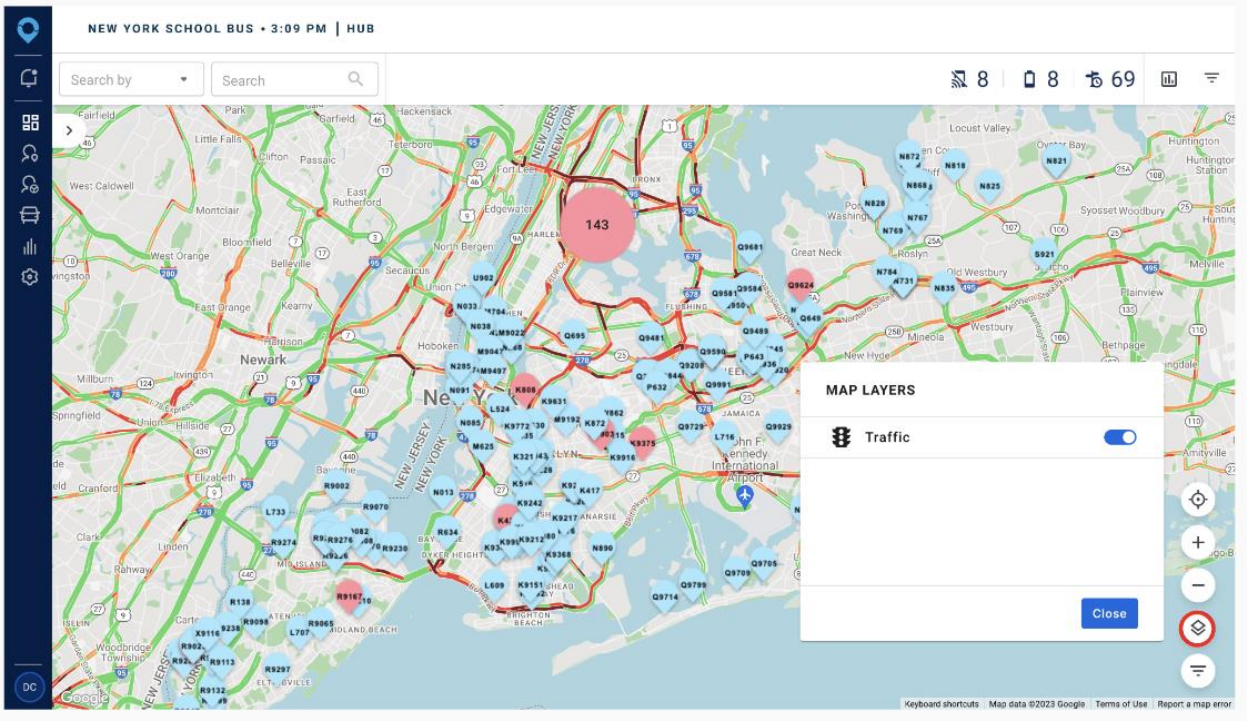
3. If your search term returns one result, the corresponding card should come up (i.e. driver card if search was for a driver, route card if search was for a route, and bus card if search was for a bus). If you searched for a term that corresponds to multiple search results, those should come up as a list from which you can pick the desired result. If there are no corresponding results, a message should come up as a result of the search to reflect this.

Map features

The Hub has multiple toggles that enable users to adjust the map:

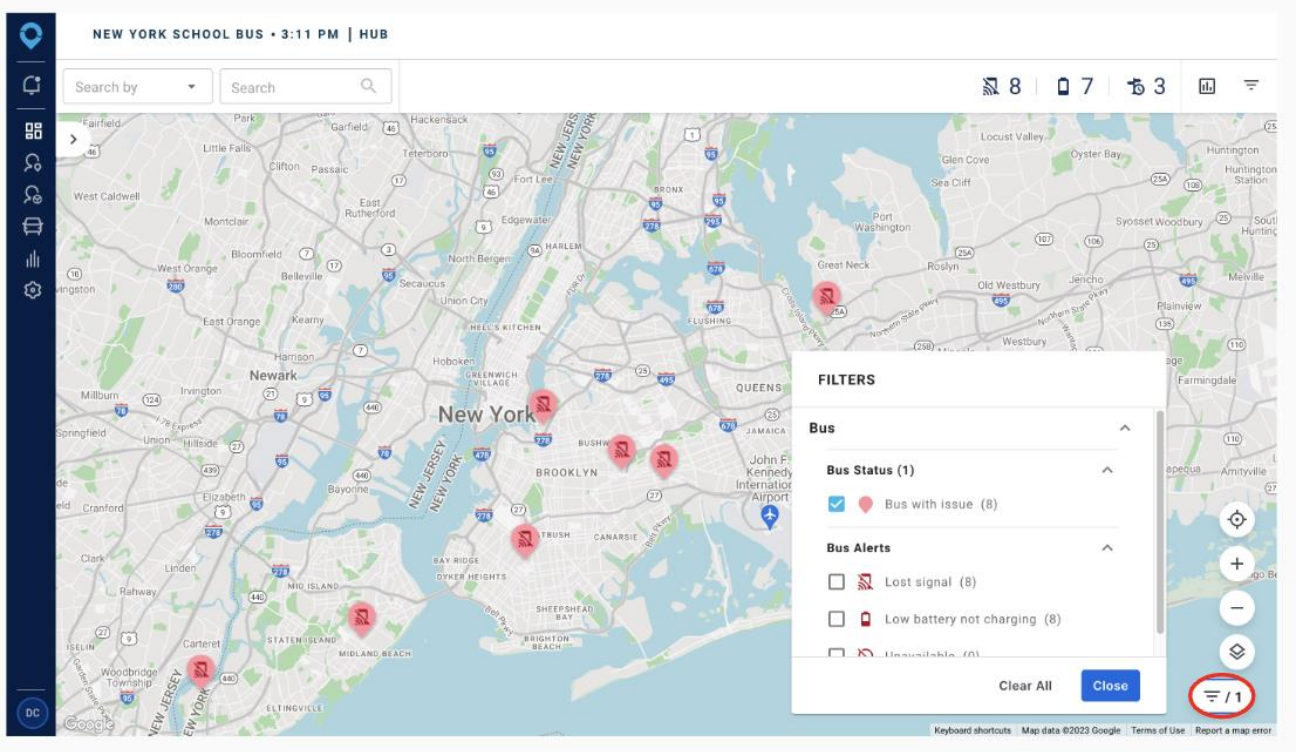
1. Re-center: Pressing this icon centers the map around New York City.
2. Zoom-in: This icon zooms the map in towards the area in the center of the screen
3. Zoom-out: This icon zooms the map outwards to show a wider range
4. Map Layers: Opening this menu enables users to apply map layers to the Hub's map. Currently, users can select to apply the traffic layer to be able to

compare bus locations on their route with real-time traffic data and investigate possible delays.



5. Filter: Opening the filtering menu gives users access to bus status and bus alert toggles which enable filtering of the map to see relevant vehicles.
   a. **Bus alerts**: these include lost signal, low battery, and unavailable. If the number next to these alerts is greater than 0, then checking the checkbox by the alert should filter the map view to only show the relevant vehicles.
   b. **Bus status:** this toggle allows users to filter the map to only show the combined buses that have an issue.

Select “Clear all” to remove the applied filters and return to the full Hub view.

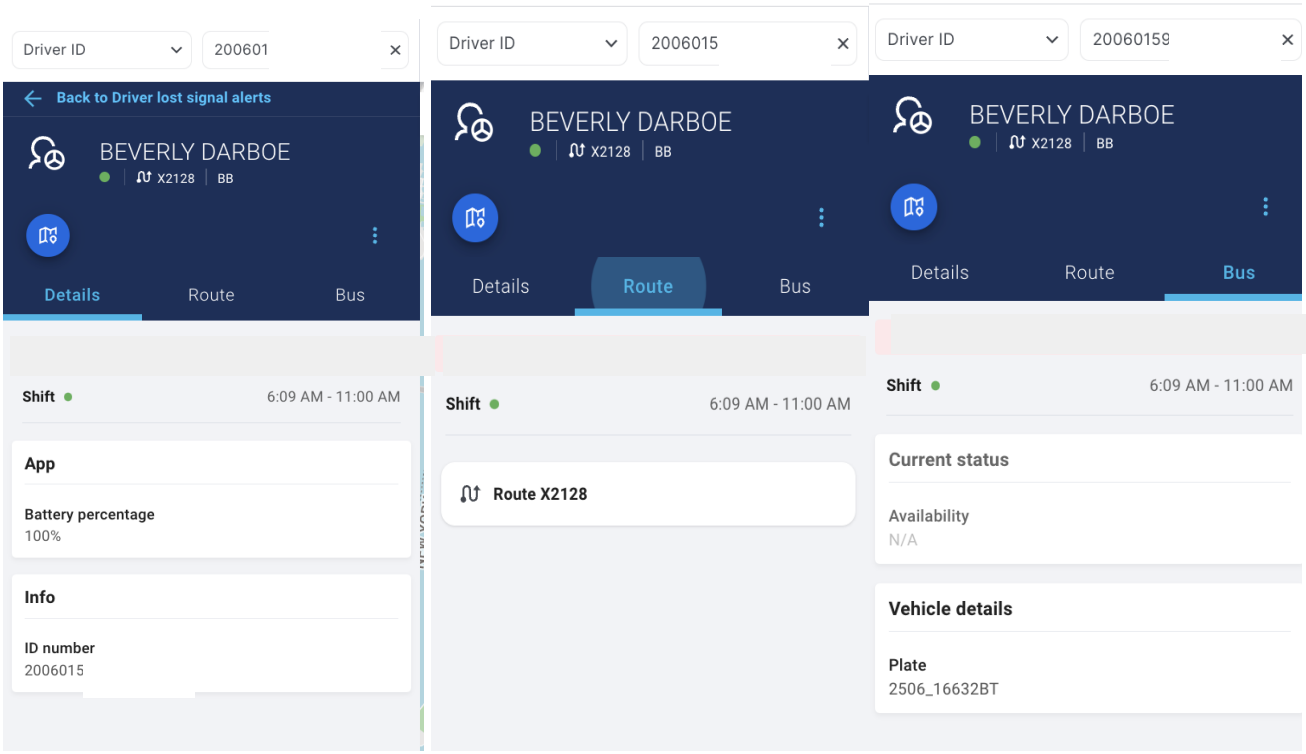


Driver Card

For each driver, users can pull up a card in the hub that includes key information.
There are 3 main ways to pull up a driver card:

1. Search for the driver by name or ID using the search feature (see '**Searching in the hub'** in **'Hub'**) and their card should appear on the left side of the screen.
2. Click on the driver's pin on the map if they are live.
3. Search for a route, and click on the driver currently on that route to access their card.

Any of these methods should result in the driver's card appearing in the Hub:



If the driver is online, the driver card should show a details tab, route tab and bus tab.

Details tab: includes information on the driver including their OPT ID and their device's battery percentage. If the driver is currently online, this will be indicated by a green marker below their name. A red marker will indicate they are offline.

Route tab: includes details about the route currently in-progress and claimed by the driver. If the driver is not actively on a route, no route name will be displayed. Clicking the route name will navigate to the route card.

Bus tab: includes the plate number and status of the bus if the driver is actively on a route in-progress.

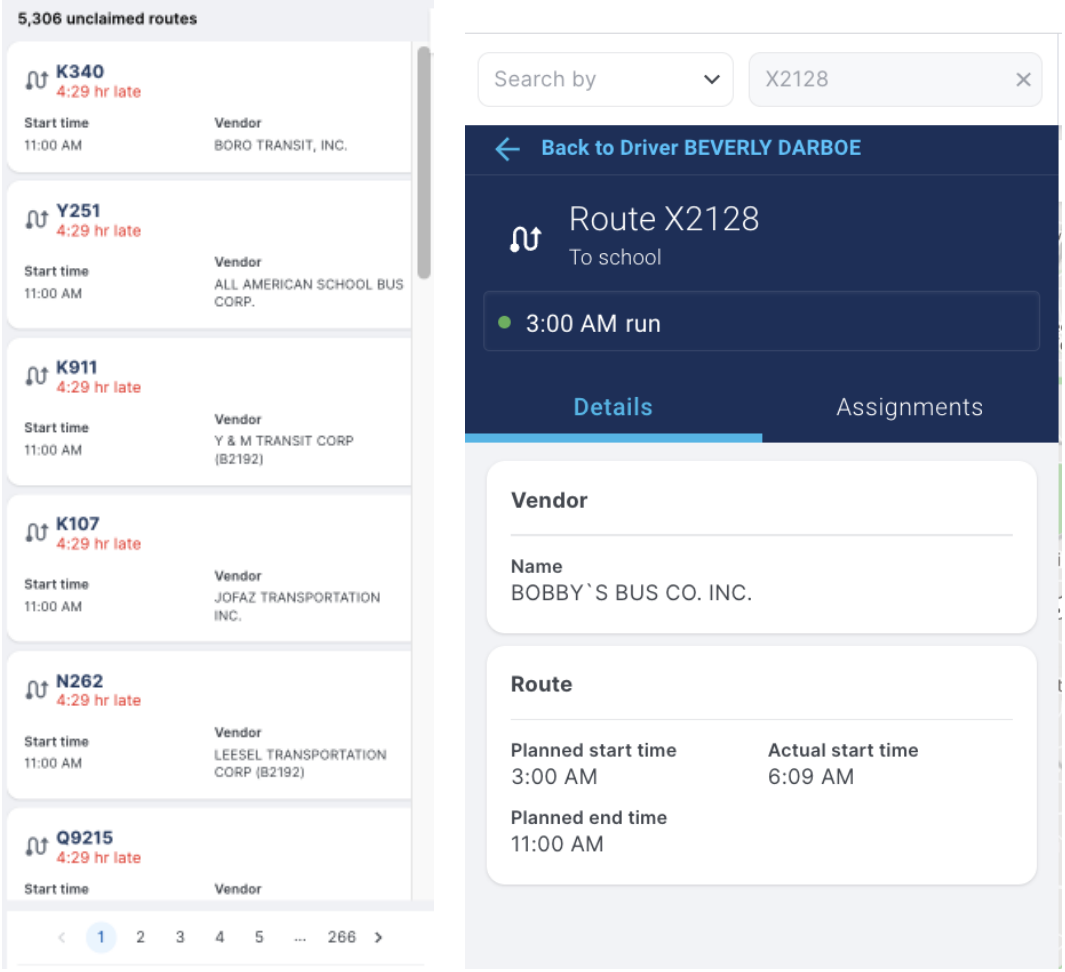
Clicking this icon below the driver name allows the user to quickly focus the Hub map to the driver's current pin location.

Route Card

For each route, users can pull up a card in the hub that includes key information.
There are 3 main ways to pull up a route card:

1. Search for the route by route name using the search feature (see '**Searching in the hub'** in **'Hub'**) and the route card should appear on the left side of the screen.
2. From a driver card, if they are on a route, clicking on that route should take users to the route card.

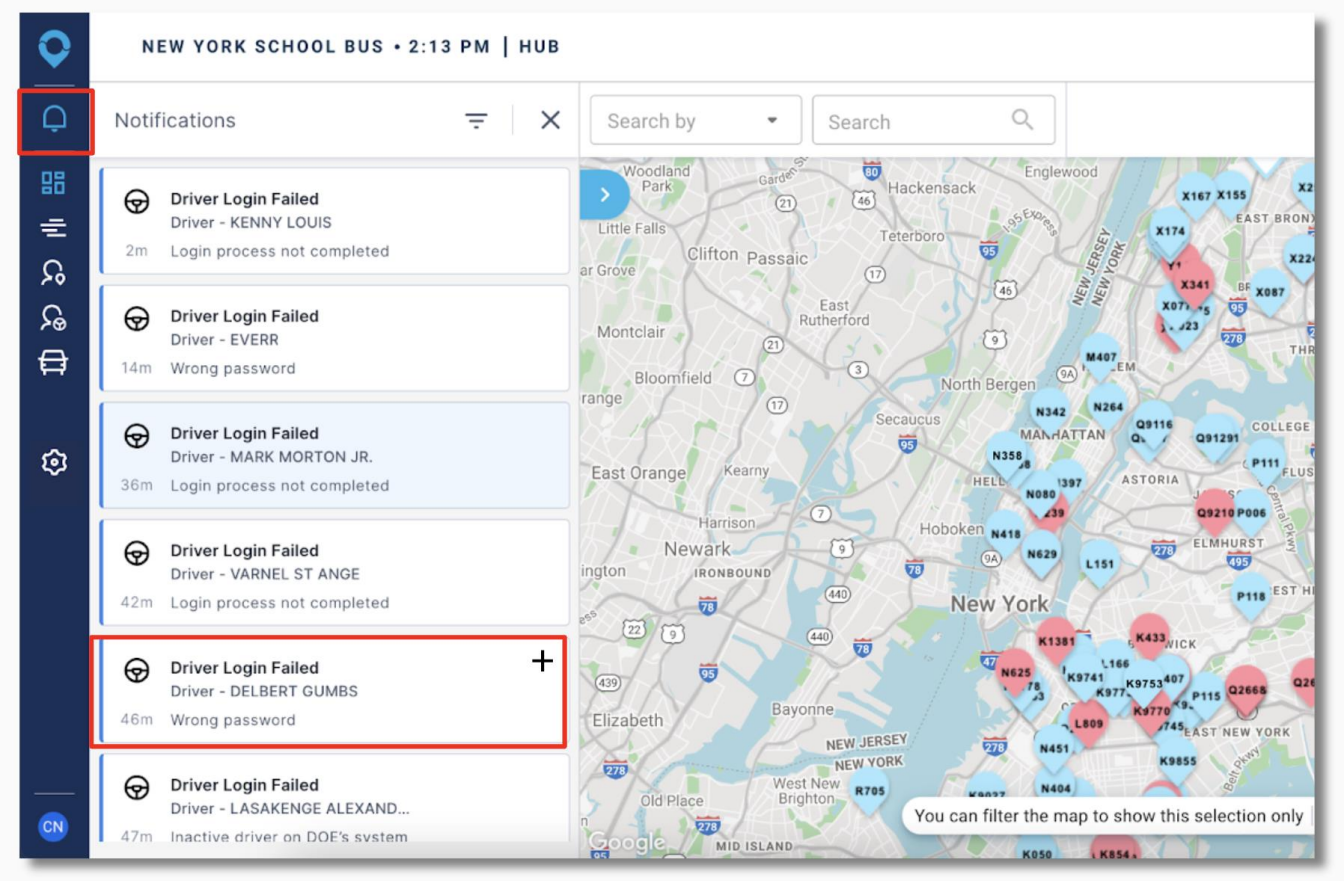
3. If the route is unclaimed, clicking the unclaimed routes icon ( ) should bring up the list of unclaimed routes from which users can access each route's card (or directly bring up the route card if there's only one unclaimed route).



Notifications

In the sidebar of the hub, users will see notifications for scenarios when a driver attempts to login and is unsuccessful.

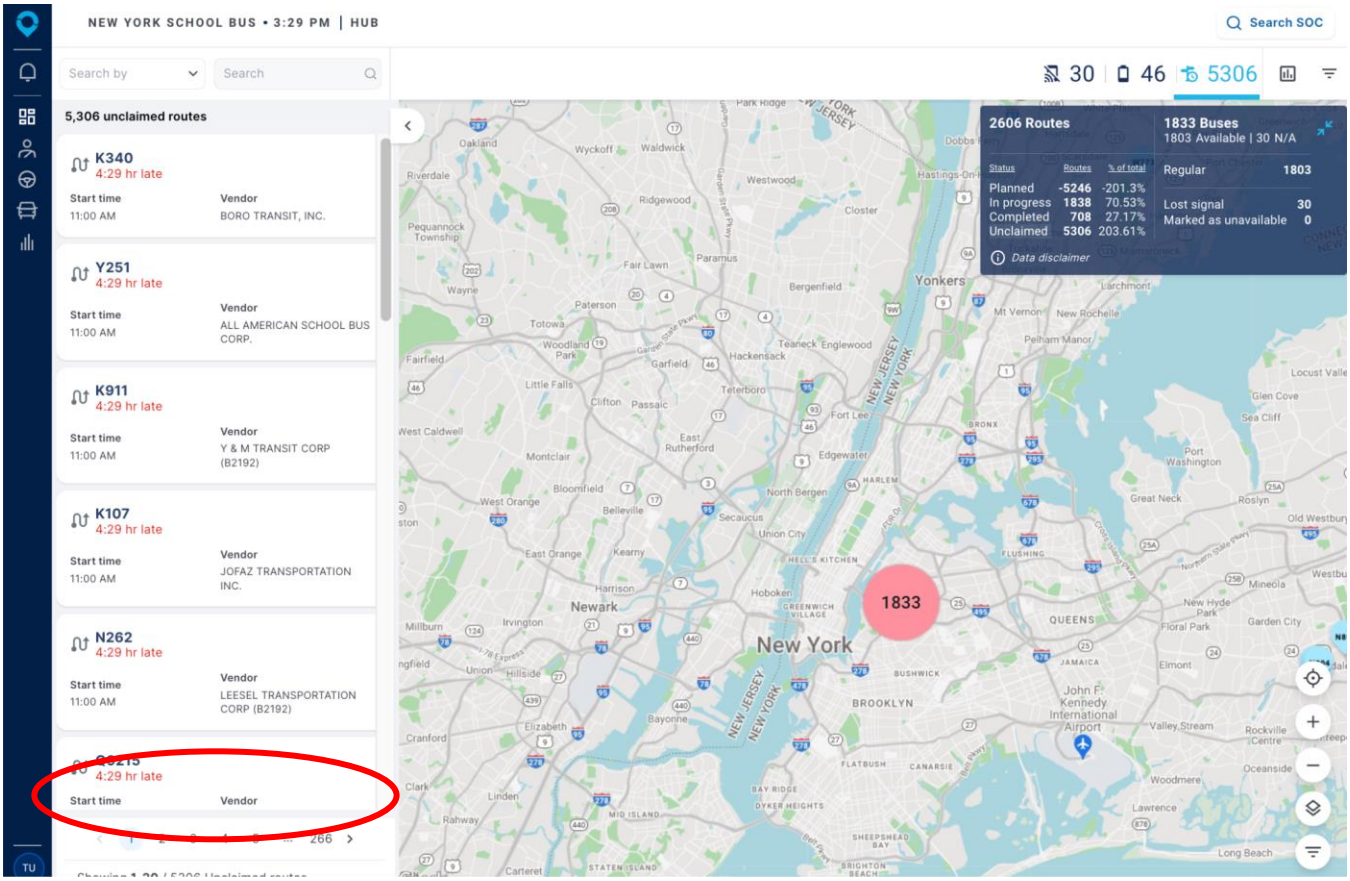
- This feature can be used by dispatchers to identify drivers needing support in near-real time (the notification will appear within 10 minutes of the login attempt).
- Users can indicate that they are handling a notification by clicking on the "+" icon in the top right corner, then they can use the check mark to indicate that the task has been completed.



Unclaimed Routes

In the Hub page of the SOC, users can view unclaimed routes for a current shift which are all routes not yet claimed or selected by a driver for a particular shift.

1. Select the unclaimed routes icon from the top right status bar icons, as shown highlighted in blue in the image below.
2. A list of unclaimed routes will appear on the left hand side of the Hub, with the total number of unclaimed routes at the top.
3. Click on a route to navigate to that route card. You can also search for a specific route using the search bar above the left-hand panel
4. At the bottom of the routes panel, navigate between pages of unclaimed routes using the page numbers and arrows.

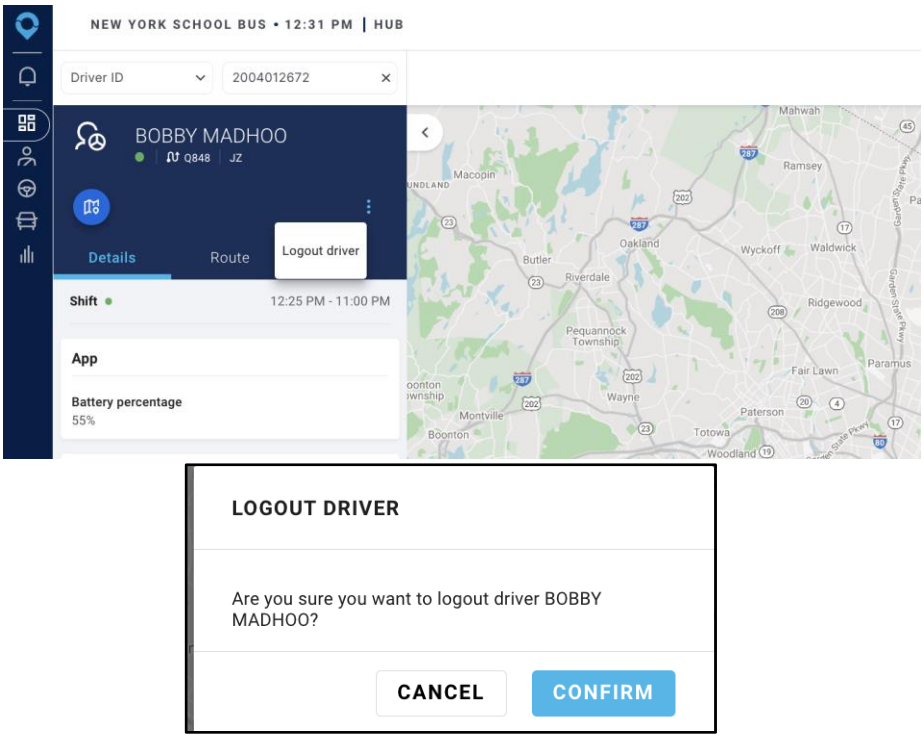


Note: All in progress 'To_School' routes will appear in the Hub between 3:00 am - 10:30 am. At 10:31 am the map will no longer display 'To_School' routes, instead, it will display all 'From_School' routes that are currently in progress. The corresponding route statistics (planned, in progress, completed & unclaimed routes) will adjust accordingly for the 'From_School' shifts.

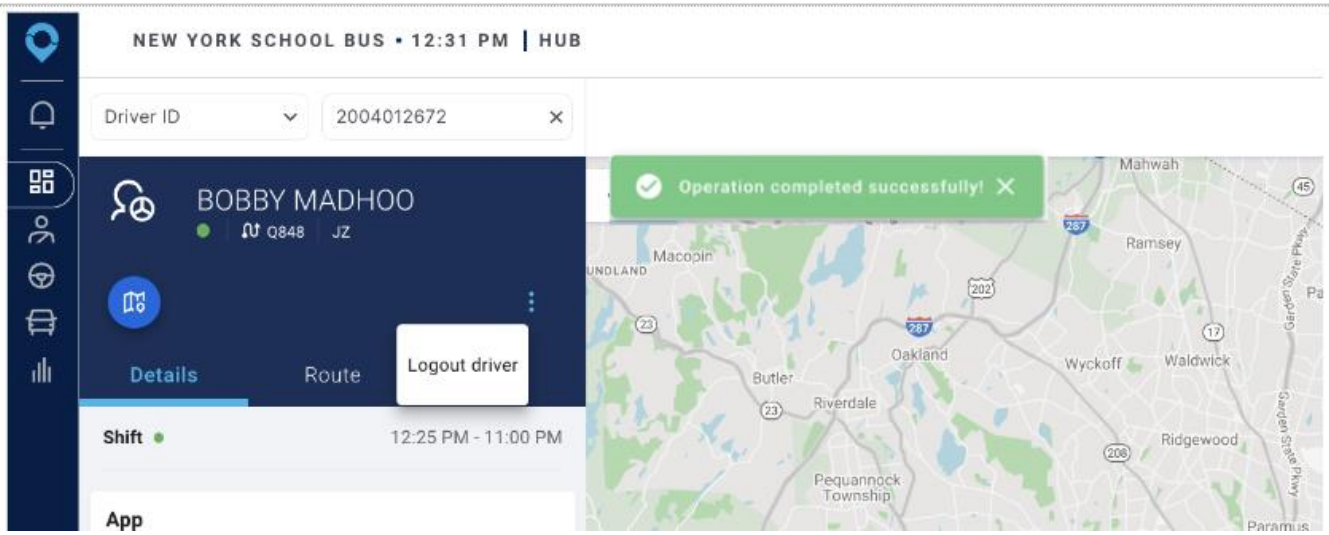
Force ending a route for a driver

If a driver has claimed the wrong route, it might be helpful to end the route for them to ensure the route becomes available again for the correct driver. While drivers can change routes themselves in the Driver App if they notice they've made a mistake, this method can help if they are not aware.

1. Navigate to the Hub
2. Search either directly for the driver or their route or select their route pin on the Hub map and navigate to their driver card.
3. Once on the driver card, click the vertical ellipsis icon and select 'Logout Driver'.



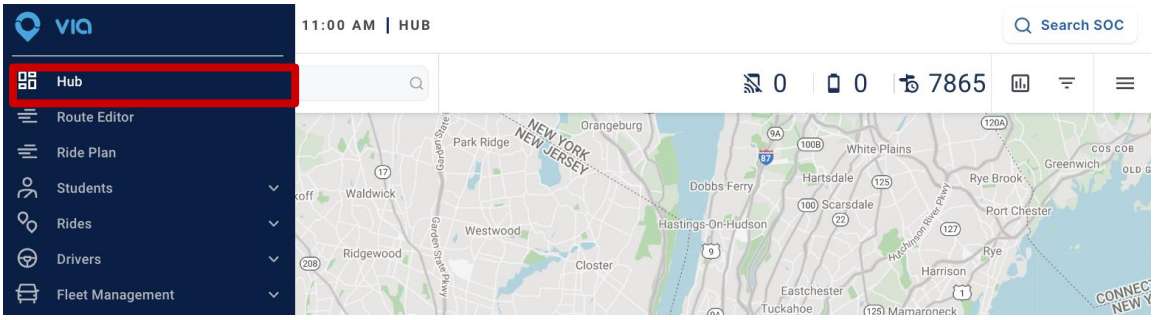
4. Next, a window in the center of the Hub will prompt the user to confirm the logout action.
5. Select 'Confirm' and a confirmation message will appear at the top of the Hub notifying the user the operation was completed successfully. If the operation was unsuccessful, a message will indicate the error.



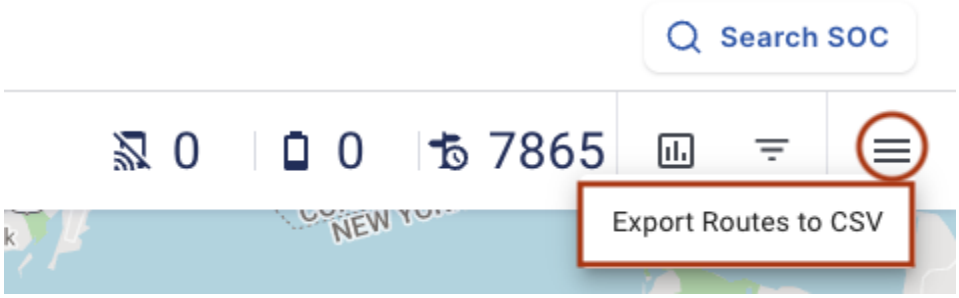
6. The driver will be logged out of their current route on the Driver App. They will then be able to select a new route.

Exporting Hub Route History

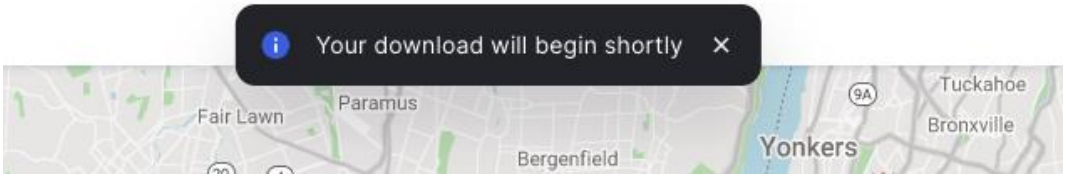
1. In the SOC, navigate to the Hub page using the navigation panel on the left.



2. From the top right of the Hub, select the **(☰)** icon next to the filter option. Clicking on the icon **(☰)** will show an option to **'Export Routes to CSV'.**



3. After clicking this icon, a message will appear in the Hub stating **'Your download will begin shortly'**. Once the download is complete, users can open the file.



4. When users open the file, the following data will be arranged in different columns:
   • Route • Directionality • Driver Name • Driver ID • Bus License Plate • Vendor
   • Planned Start Time • Planned End Time • Actual Start Time • Actual End Time
   • Status (planned, in progress, completed, unclaimed) • District No. • School OPT Code
   *(**Note**: Planned Start and End Times reflect when a route is available for drivers to select)*

Route	Directionality	Driver Name	Driver ID	Bus License	Vendor	Planned Start Time	Planned End	Actual Start Time	Actual End T	Status	Districts	School OPT IDs
L524	To school				NYC SCHOOL BUS UMBRELLA S	Tue, May 23, 2023 03	Tue, May 23, 2023 11:00 AM			Unclaimed	26	26003, 26046, 26074
K642	To school				EMPIRE CHARTER SERVICE INC	Tue, May 23, 2023 03	Tue, May 23, 2023 11:00 AM			Unclaimed	26	26046, 26074
R483	To school				NYC SCHOOL BUS UMBRELLA S	Tue, May 23, 2023 03	Tue, May 23, 2023 11:00 AM			Unclaimed	26	26046, 26074
L652	To school				NYC SCHOOL BUS UMBRELLA S	Tue, May 23, 2023 03	Tue, May 23, 2023 11:00 AM			Unclaimed	26	26046, 26074
Q9428	From school				BOBBY'S BUS CO. INC.	Tue, May 23, 2023 11	Tue, May 23, 2023 11:00 PM			Unclaimed	26	26098, 26221
K603	To school				NYC SCHOOL BUS UMBRELLA S	Tue, May 23, 2023 03	Tue, May 23, 2023 11:00 AM			Unclaimed	26	26,067
N397	To school				HOYT TRANSPORTATION CORP	Tue, May 23, 2023 03	Tue, May 23, 2023 11:00 AM			Unclaimed	26	26186
Q664	From school				LITTLE RICHIE BUS SERVICE	Tue, May 23, 2023 11	Tue, May 23, 2023 11:00 PM			Unclaimed	26	26,186
L138	To school				L & M BUS CORP (A)	Tue, May 23, 2023 03	Tue, May 23, 2023 11:00 AM			Unclaimed	26	26208
R9093	From school				PIONEER TRANSPORTATION CO	Tue, May 23, 2023 11	Tue, May 23, 2023 11:00 PM			Unclaimed	26	26046, 26074
K577	To school				NYC SCHOOL BUS UMBRELLA S	Tue, May 23, 2023 03	Tue, May 23, 2023 11:00 AM			Unclaimed	29	26,067
K891	To school				Y & M TRANSIT CORP (B2192)	Tue, May 23, 2023 03	Tue, May 23, 2023 11:00 AM			Unclaimed		
L576	From school				LORINDA ENTERPRISES, LTD.	Tue, May 23, 2023 11	Tue, May 23, 2023 11:00 PM			Unclaimed		
Q216	To school				HOYT TRANSPORTATION CORP	Tue, May 23, 2023 03	Tue, May 23, 2023 11:00 AM			Unclaimed		

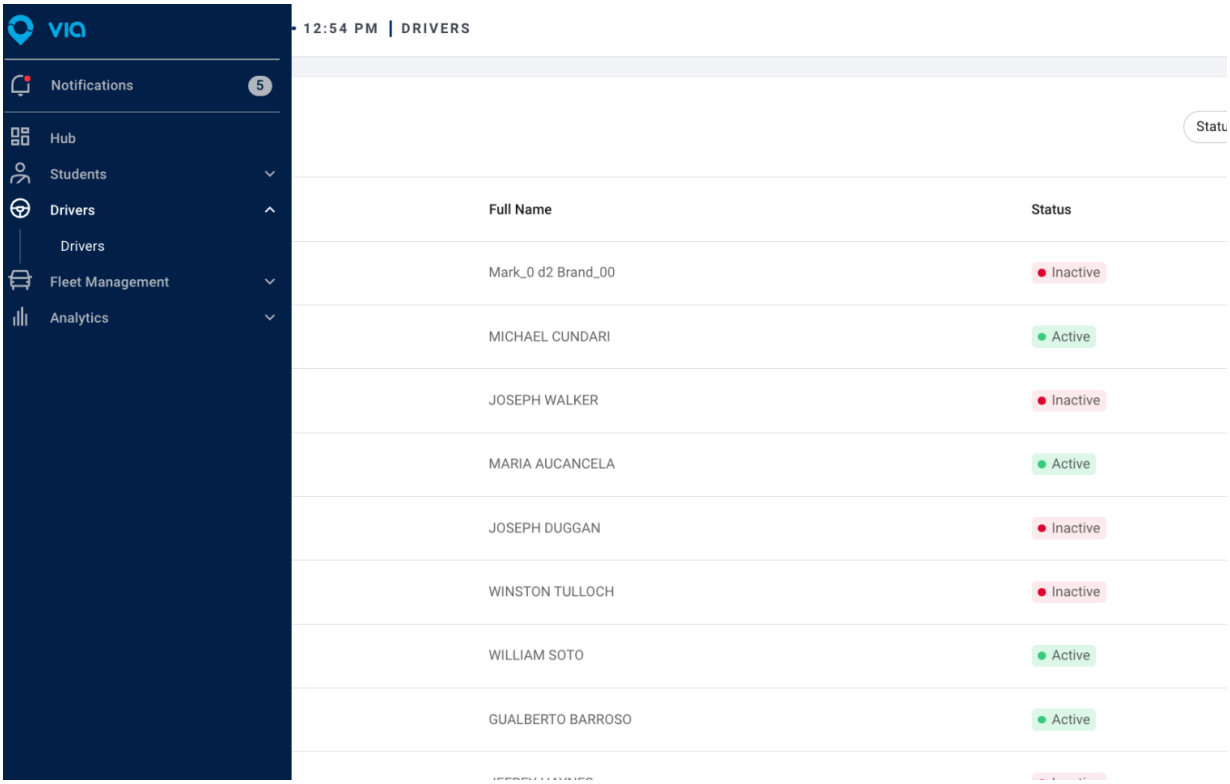
- The data in the routes file reflects the route information at the time of exporting.
- All 'To School Routes' will display a planned start time of 3:00 am, which reflects the start of the morning shift. All 'From School Routes' will display a planned start time of 11:00 am, which reflects the start of the afternoon shift.
- Please note that drivers can claim their routes up to 30 mins before the planned start times to account for early dismissal and other special circumstances.

Driver Tab

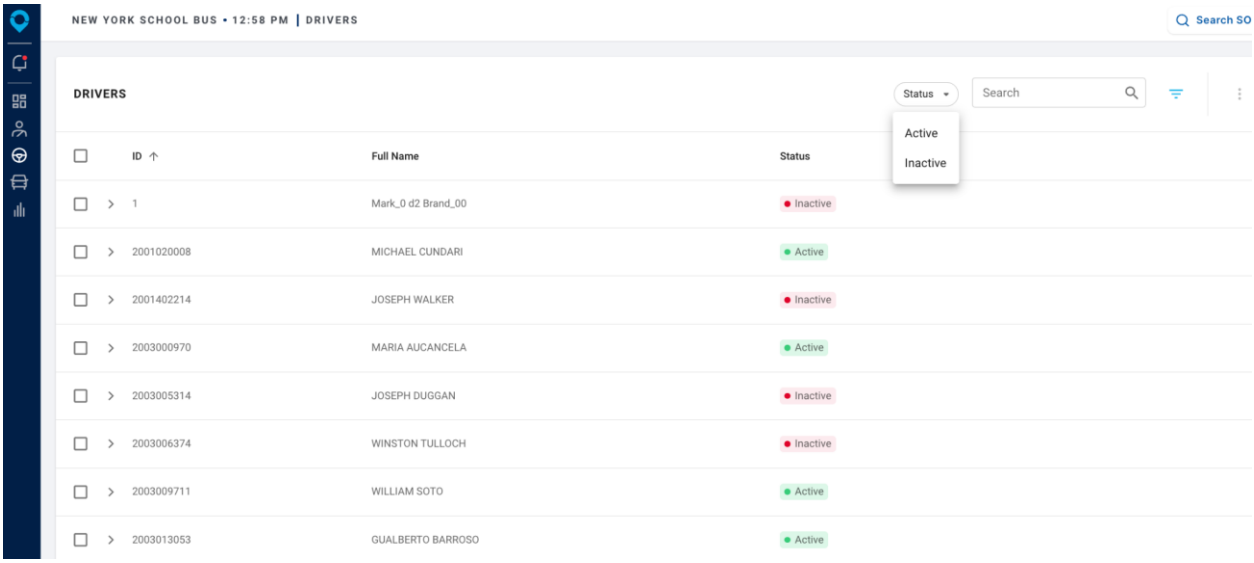
Accessing the Drivers tab

The SOC includes a Drivers Tab from which users can see active and inactive drivers and reset their passwords by creating a new temporary password,

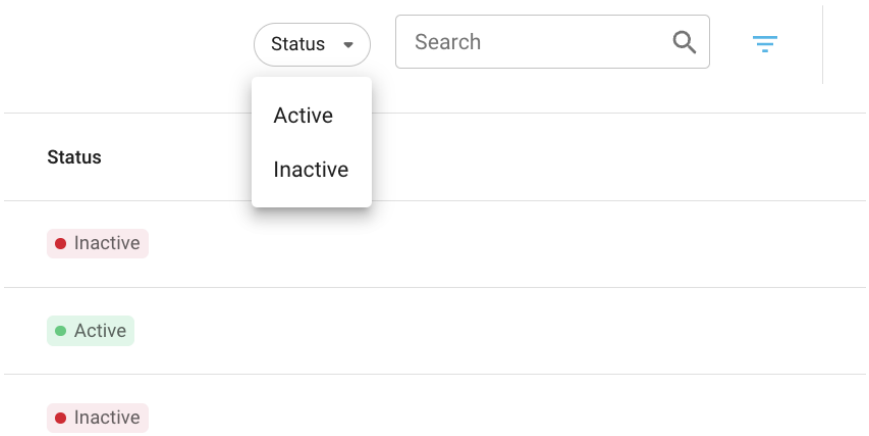
1. To access the Drivers tab, select the tab in the sidebar as shown below:



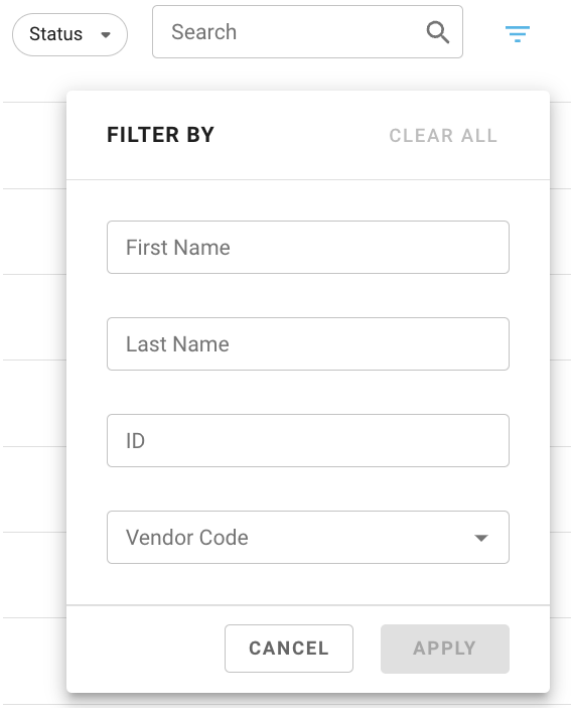
2. Clicking on the tab should direct users to this page.



3. **Status:** In the top right of the Drivers tab, select the Status dropdown to filter for Active or Inactive drivers. Active drivers, indicated in green in the status column, include drivers currently on the DOE roster that should be able to access the Driver App. Inactive drivers, indicated in red, will not be able to access the Driver App.



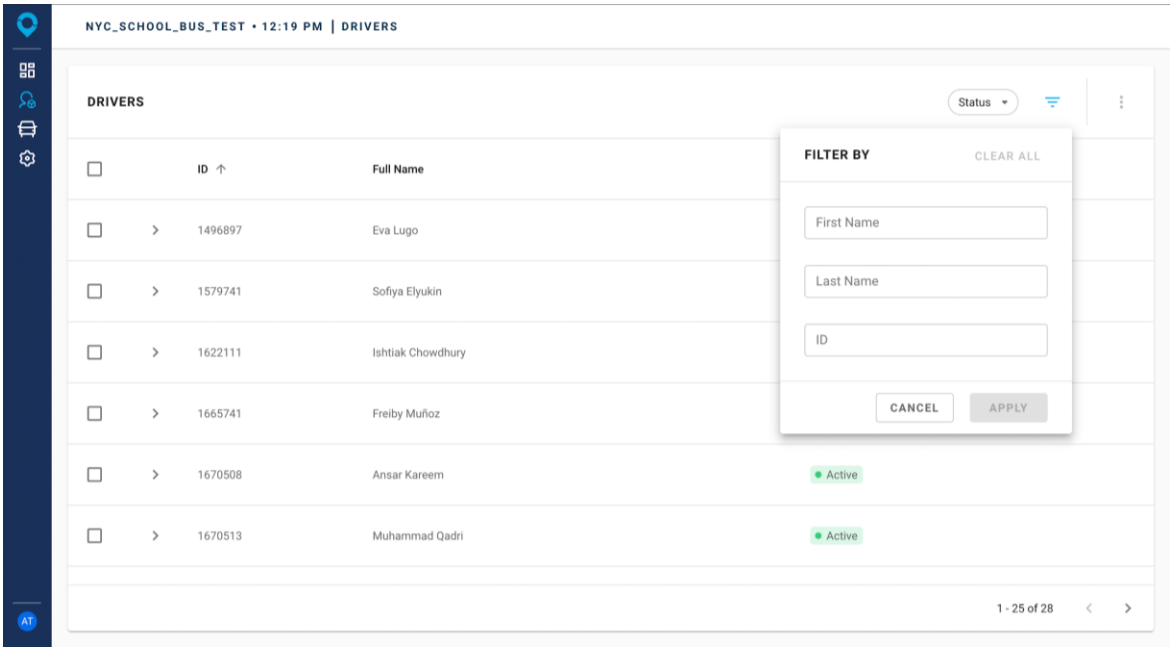
4. **Filter & Search**: Users can also filter by certain driver names, Driver IDs, or vendors. (Ex: 'Mark' in first name will list all drivers with a first name Mark). The Search bar can also be used to search for driver names or IDs and will accept a partial entry.



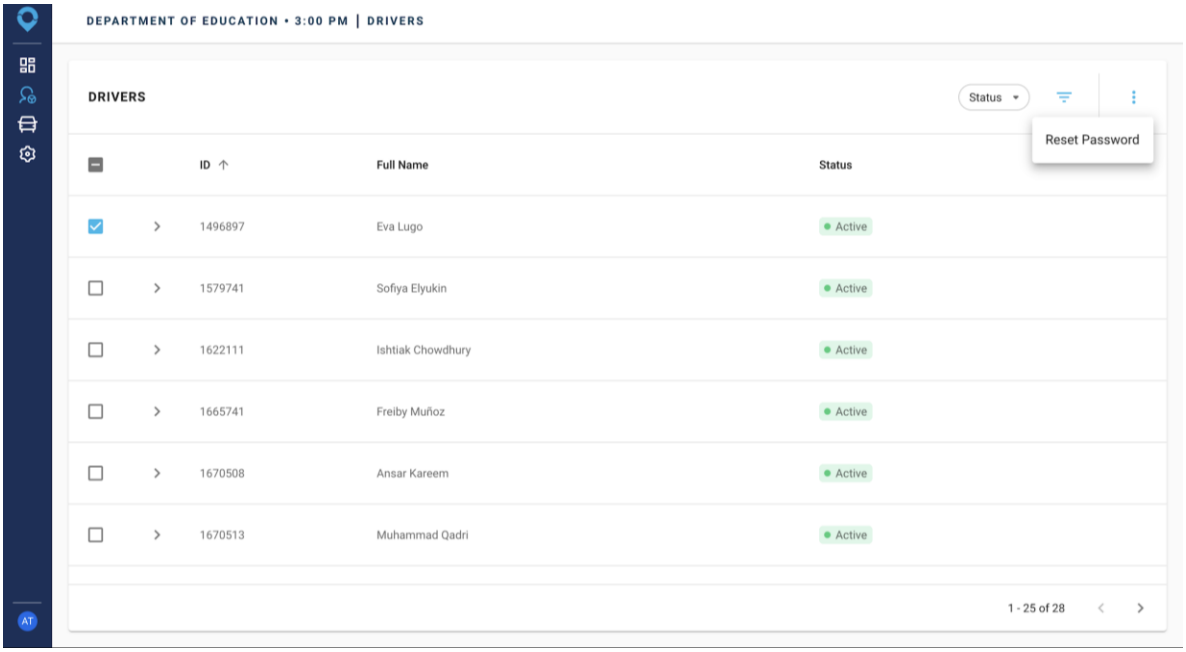
Generating a temporary password (driver password reset)

If a driver will be logging in for the first time, or if they have forgotten their password, the SOC can be used to reset their password.

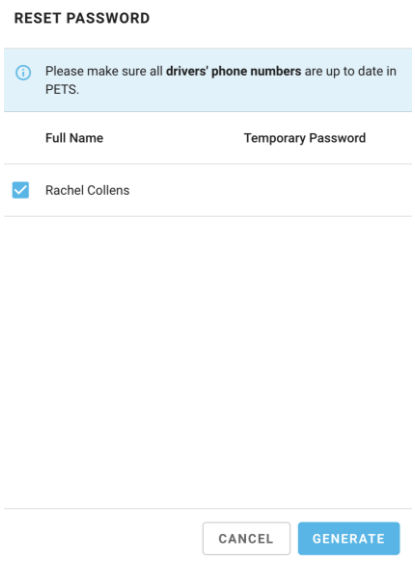
1. Go to the Drivers tab
2. Search for the driver for whom a temporary password needs to be generated using the Search menu.



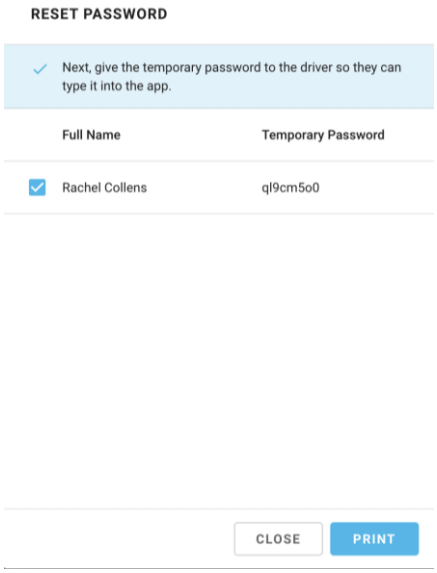
3. Check the box next to the driver(s) for whom a temporary password needs to be generated, and then select the three blue dots in the top right corner and from that menu, click ‘Reset password’.



4. This will bring up a pop-up window. In this window, check the drivers for whom a password needs to be generated and click on ‘Generate’.



5. After pressing generate, a temporary password (made up of 6 lowercase letters) should appear next to drivers' names. These can either be printed, or directly communicated to the driver on the phone for example.
   Note: these passwords are valid for 1 week.

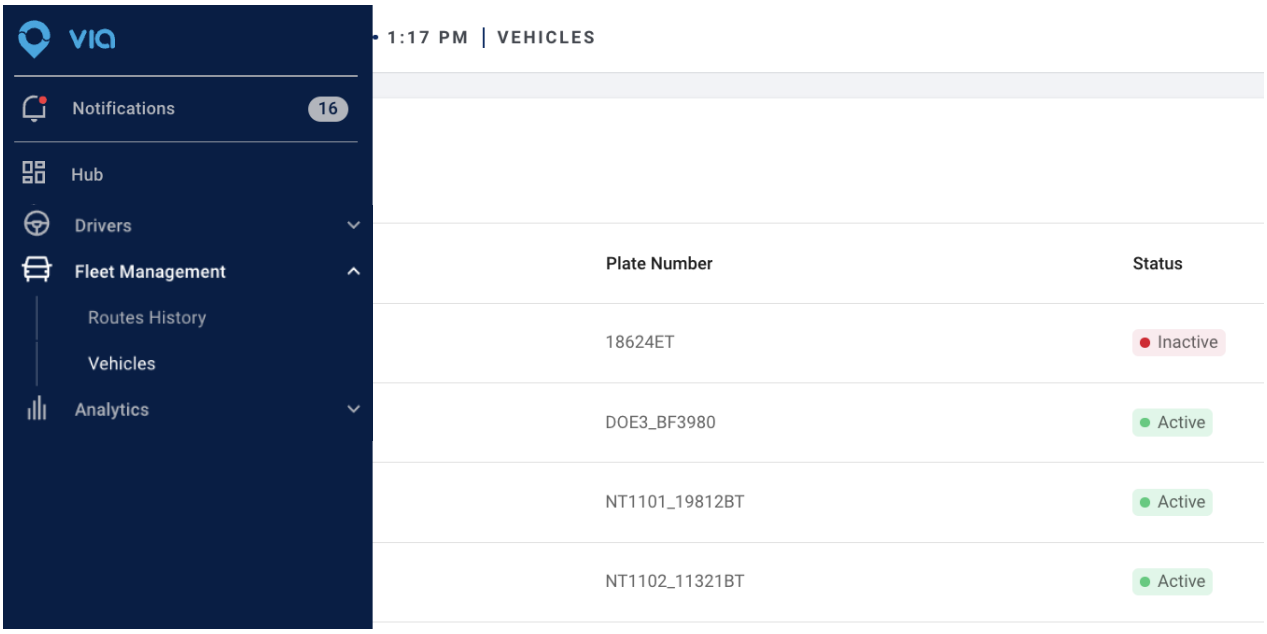


Vehicle Tab

The vehicle tab enables users to see all the vehicles available for selection in the Driver App and search for them by status and plate number.

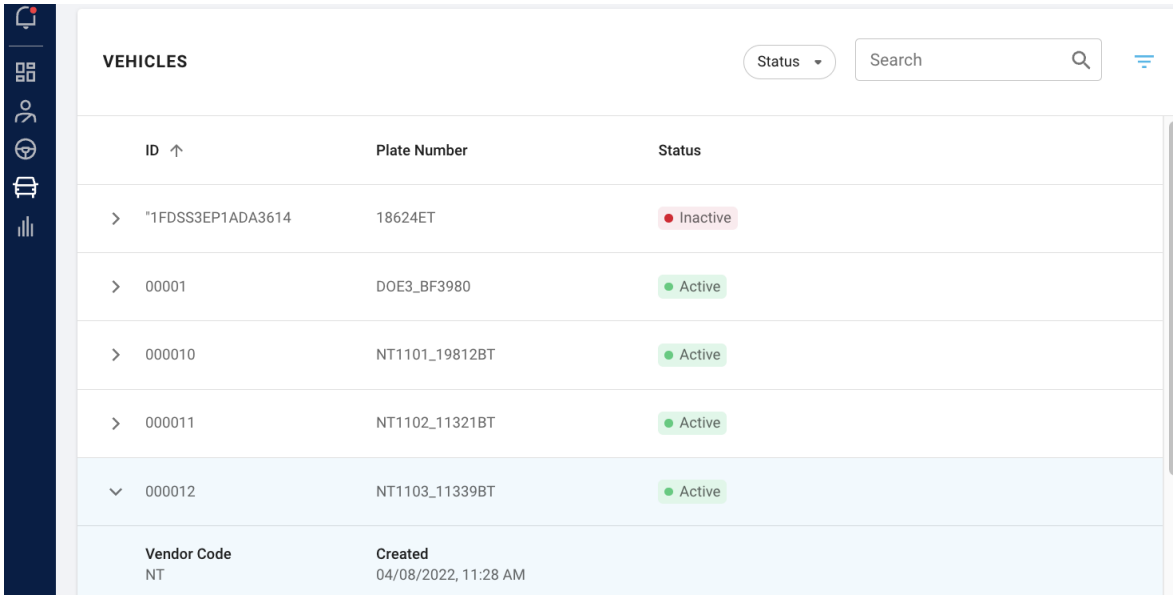
Accessing the Vehicle tab

1. To access the Vehicle tab, select the tab in the sidebar as shown below. The vehicles tab is under Fleet Management in the sidebar.



2. Next, you should see a page listing all vehicles that are currently uploaded to the SOC and their Plate Number (which follows the format Bus number_License plate), their Status and the column ID, which is a record number and not associated with the actual vehicle.

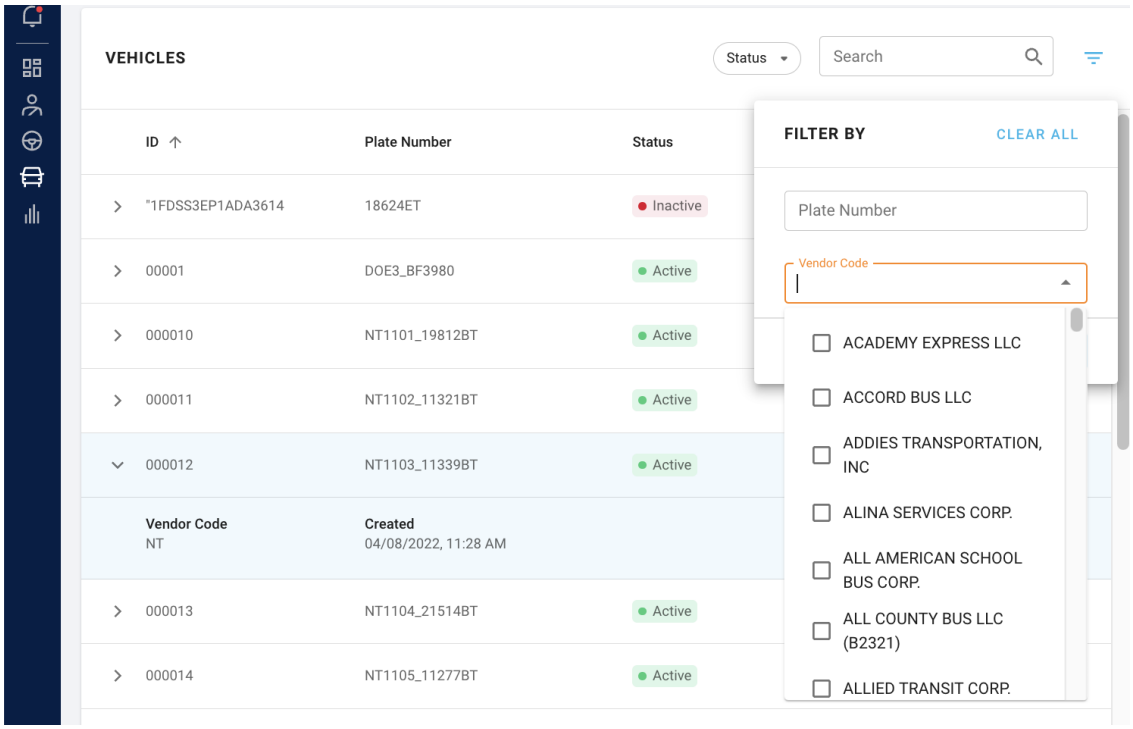
   Note: Only Active vehicles will be available for selection in the Driver App.



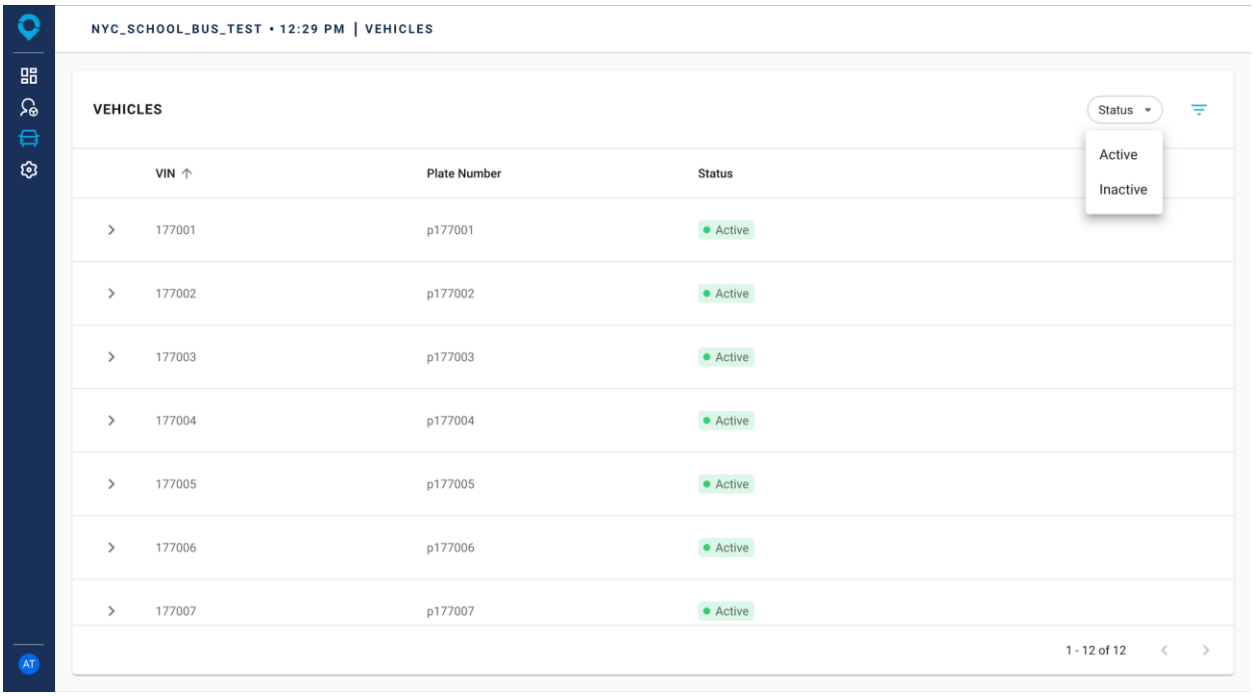
Selecting the arrow to the left of a vehicle record will display the associated vendor code and date of upload to the SOC. Drivers will only be able to select vehicles that are associated with their assigned or affiliated vendor in the Driver App.

Filtering the vehicle list

1. The list of vehicles can be filtered by plate number or vendor. To do so, click on the three blue lines in the top right and enter the plate number or select vendor(s) from the dropdown list. Next, press 'Apply' and the results should be filtered to meet the chosen criteria.



2. Users can also filter by bus status using the status button in the top right.



Analytics

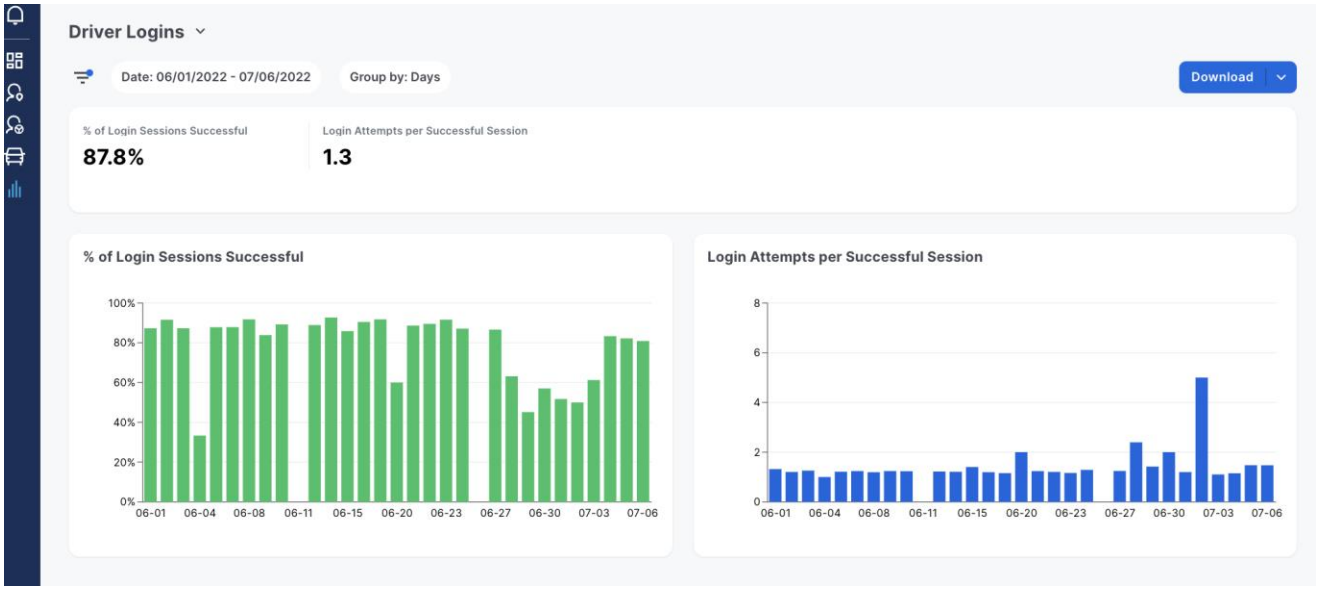
This section allows users to view and export detailed historical data in bulk for driver accounts, individual driver login attempts/sessions and related statistics, and information on individual routes and their subscription. The service KPI Reports contain high level visual information; while the data generator section allows users to download large volumes of reports with detailed information, formatted for use with spreadsheet processing programs.

Service KPI Dashboard

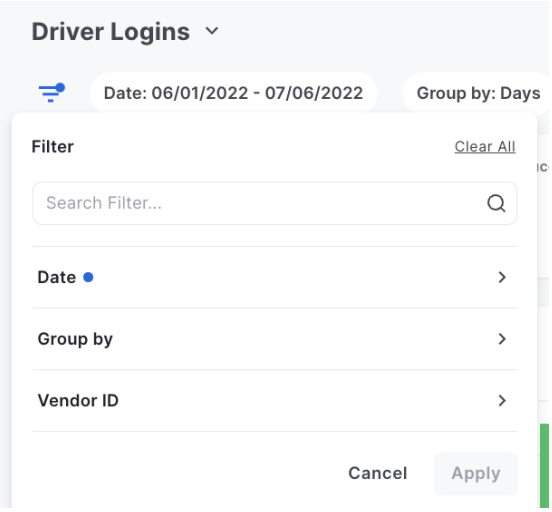
The Service KPI Dashboard is located within the Analytics tab of the SOC and contains four different sets of visual reports, outlined below.

Driver Logins Dashboard

The Driver Logins KPI Dashboard is available to provide users with a high level visual of how well the driver login process is going during the defined time period. Use the filters in the top left to adjust the time period or groupings displayed on the dashboard.



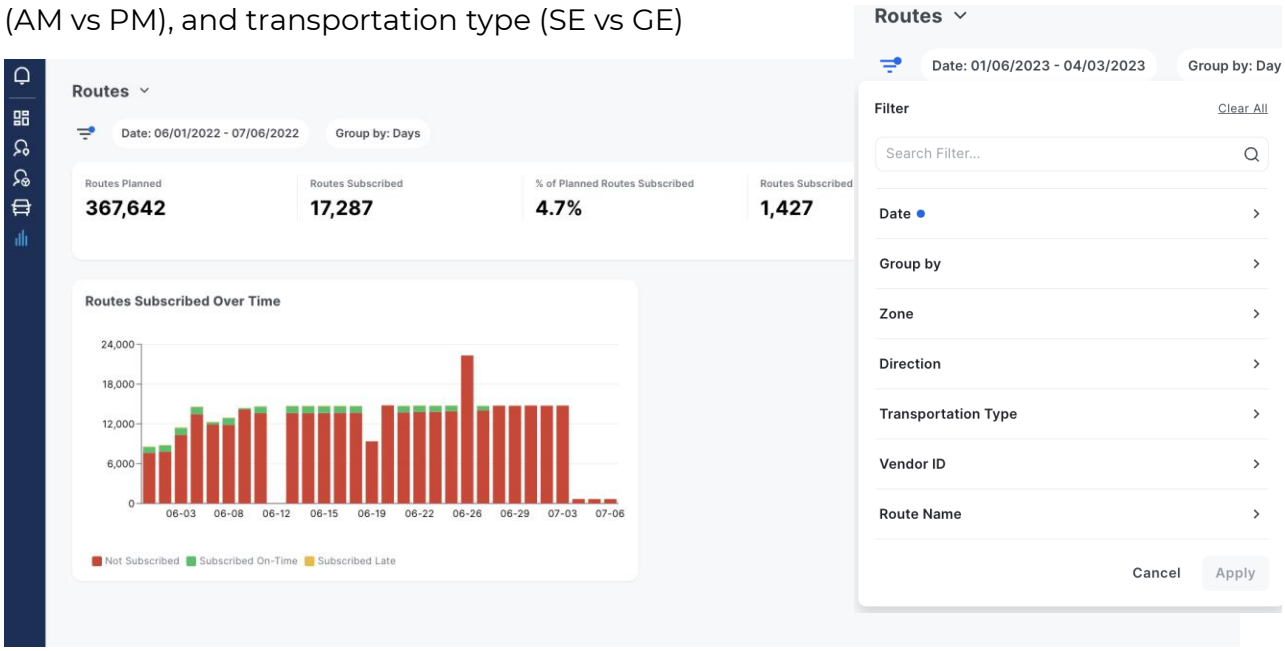
Using filters when utilizing the Service KPI's driver logins dashboard allows users to adjust the visual graphs for a specific date range grouped by days, weeks or months. Additionally, users can filter reports by specific school bus companies by using the Vendor ID filter.



Routes Dashboard

Within the Routes dashboard, users can view overall route subscription to gauge the effective use of the Driver App by drivers. The dashboard allows for viewing high-level route subscription statistics across different selected time periods. Included in the dashboard statistics are the total number of planned or assigned routes over a certain time period, the number and percentage of those routes that were subscribed.

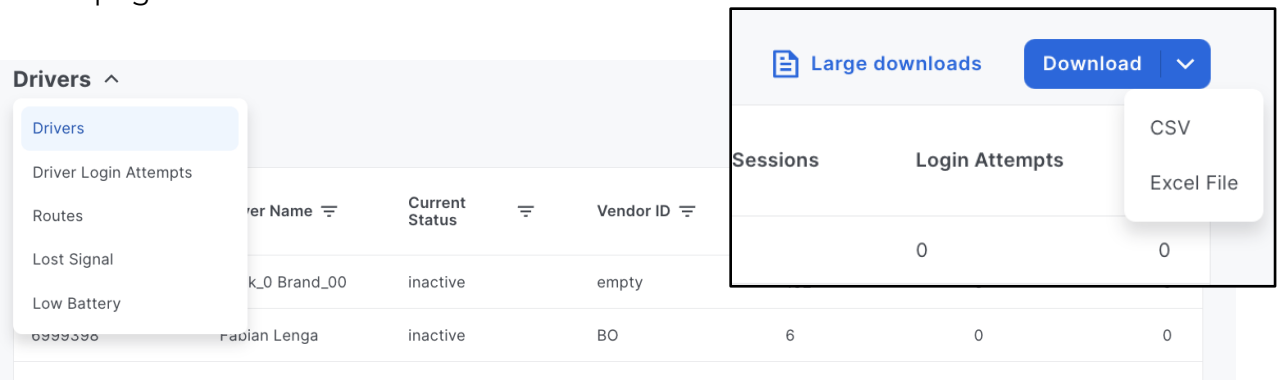
Filters in the Routes dashboard can limit graphs to a specific date range grouped by days, weeks or months. Additionally, users can filter by specific vendor, direction (AM vs PM), and transportation type (SE vs GE)



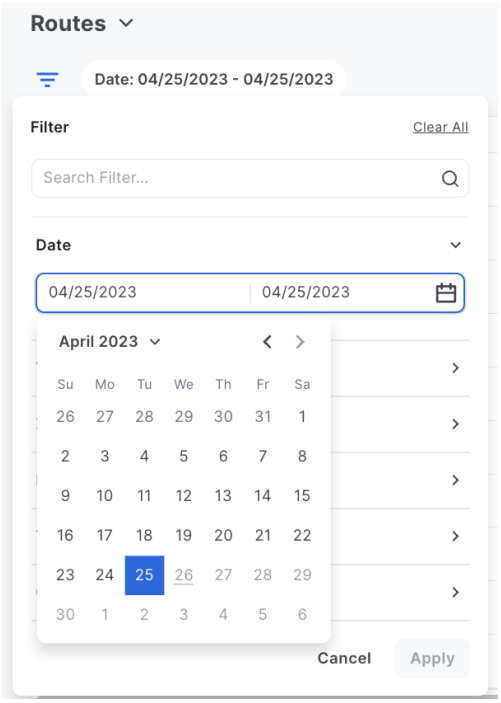
Data Generator

The Data Generator section of the SOC contains exportable reports with historic and recent data starting from the previous calendar day and dating back to previous years. These reports support the following use cases: review of the active and inactive drivers list, route subscription, and driver login attempts to the Via Driver App.

Different reports can be selected from the dropdown menu on the left and after selecting any desired filters, users can download the report as a CSV generic spreadsheet file or as an Excel file from the blue Download button on the right side of the page.

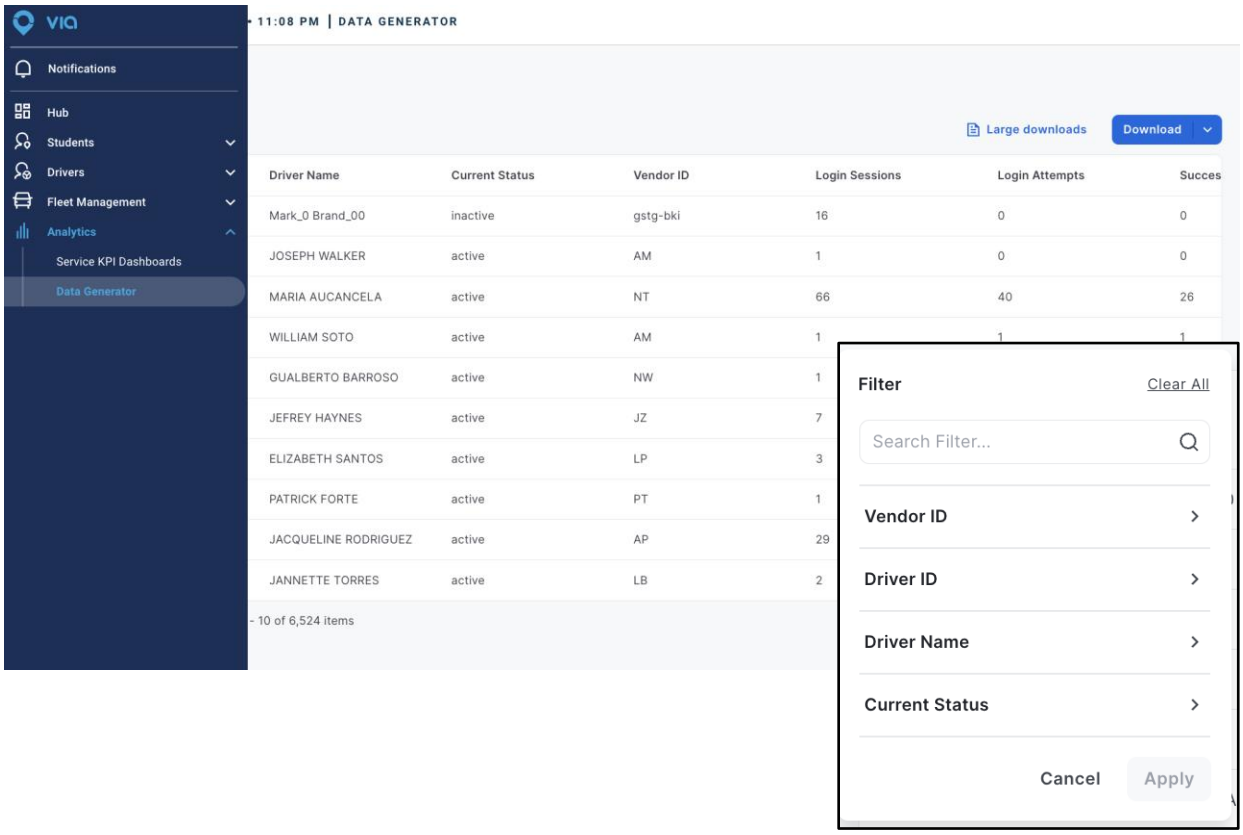


Each report page in the Data Generator tab, with the exception of the Driver Report, has a drop-down menu in the top left to select the range of dates for which data will be displayed. Users can click the dropdown and select a date range from the calendar as recent as the previous day and going back to multiple months or years.



Drivers Report

The Drivers report in the Data Generator allows users to generate reports with a line item for each driver, identified by first, last name, and CAPS ID, and reports their current status, associated vendor, their number of successful login attempts/sessions, and route subscriptions. This report can be used on a weekly or monthly basis to monitor drivers' active use of the Driver app and help determine which drivers may need additional training.

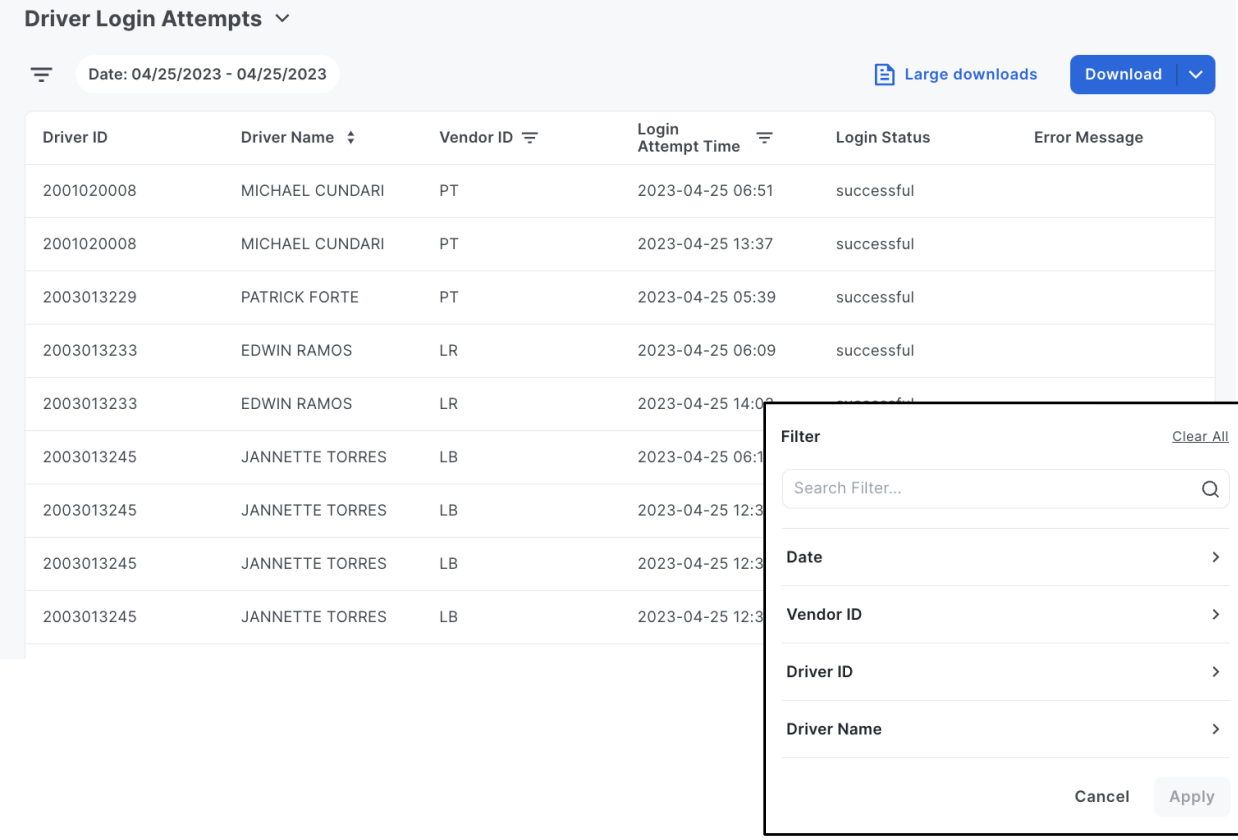


Using filters in this report allows users to download a report of all drivers for a certain vendor or vendors by selecting their vendor IDs from the filter dropdown. A report can also be generated for a specific driver, filtered by name or OPT ID, or for all active or inactive drivers under Current Status.

Driver Login Attempt Report

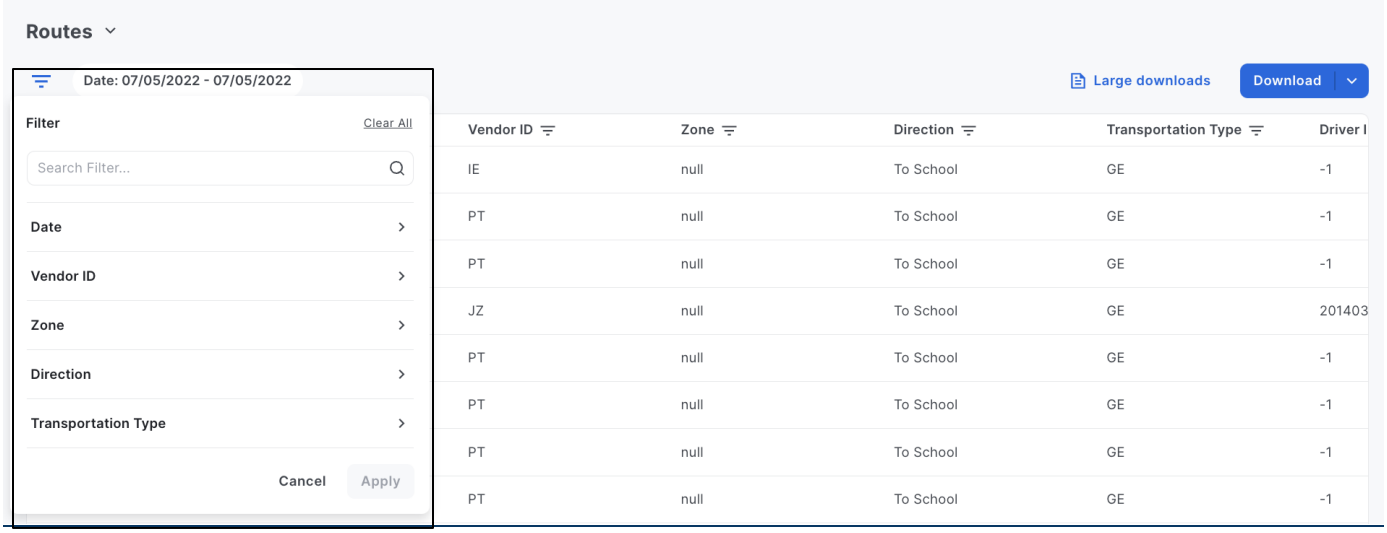
The Driver Login Attempts report lists details of individual driver login sessions, an indication if the login was successful or failed, and describes any errors the driver received such as incorrect password or a server connection issue. This report contains more detailed login info than the drivers report is more helpful for specifically reviewing driver account login issues.

The below table provides more detail on each of the columns and filters within this report:



Routes Report

The **Routes Data Generator** report provides users with the ability to review information about individual routes on a specific day. Users can identify the route and see whether it was subscribed to. From there, if it was subscribed they can see the driver who performed the route as well as the start and end time for their subscription.



Logging Out

1. To log out, open the sidebar on the left of the screen, navigate to the bottom left and click on the user name.
2. From there, click on “Log out”.

Request Support

To submit a request for technical support from OPT or Via, please contact the NYCDOE OPT Customer Service Unit, 718-392-8855, or submit a request through:

https://supporthub.schools.nyc/

This link can also be used to report login issues with your DOE login credentials.