



DOE School Operations Center

User Manual & Features Guide
for DOE Users

Last Updated: June 12, 2023

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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.

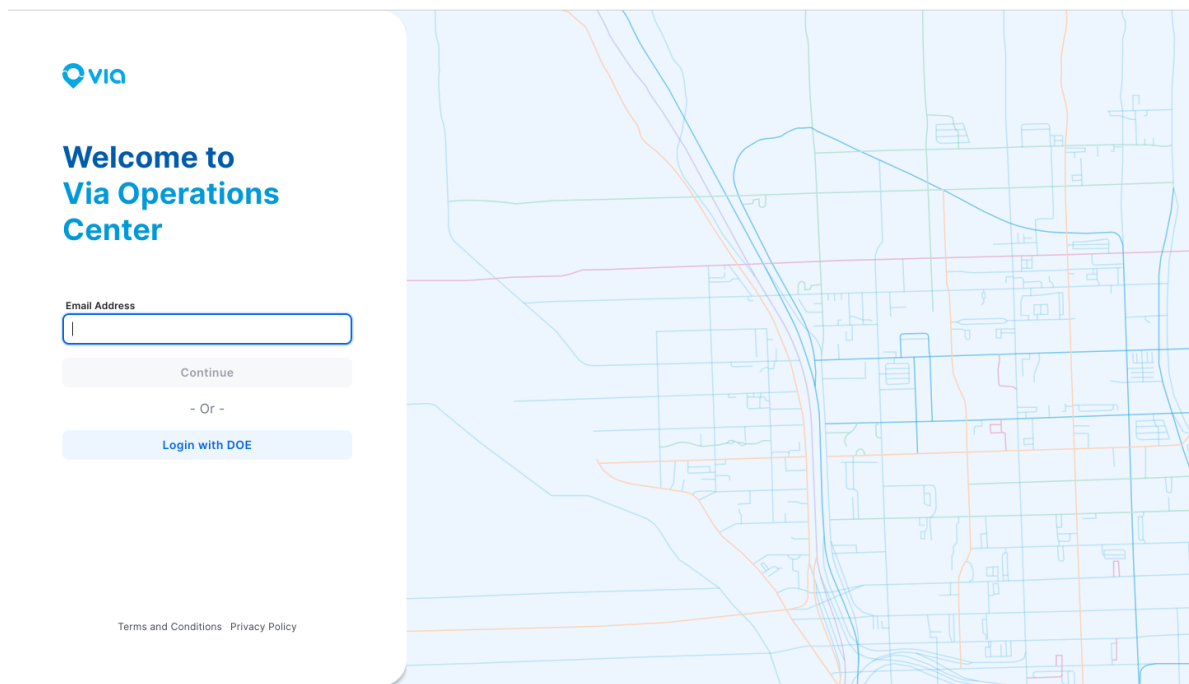
DOE School Operations Center (SOC)

Login

User login

The login integration for the SOC uses your pre-existing DOE credentials, including first-time login for new users. 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.



Sign In

User name / Email

Password

Sign In

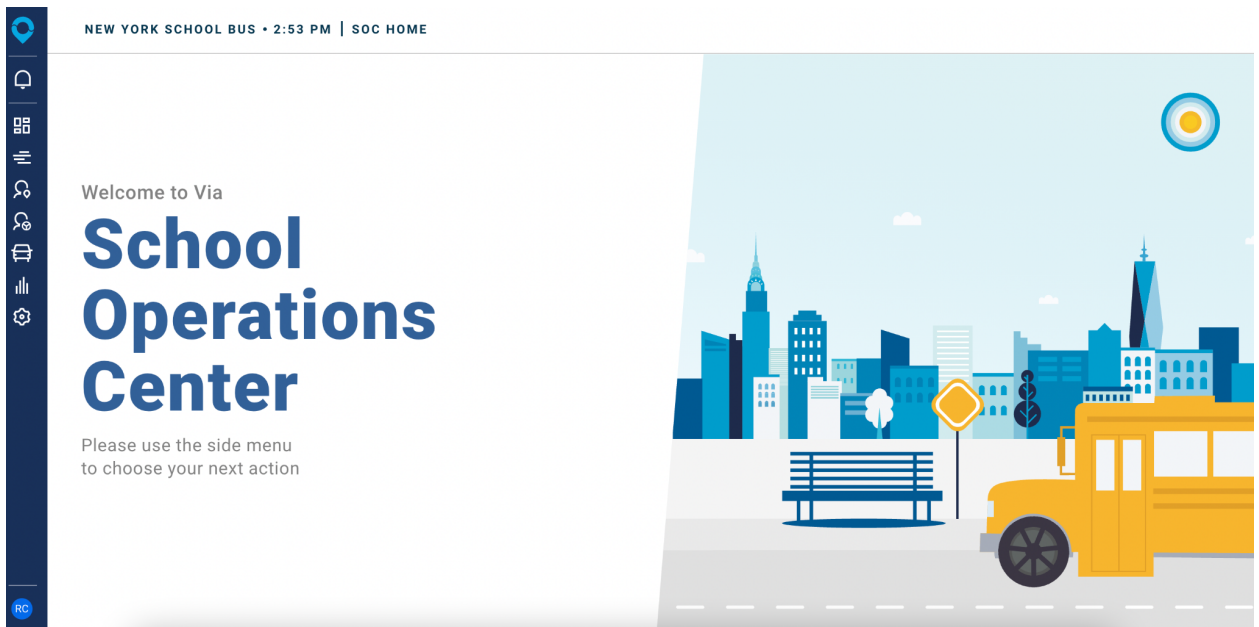


[Password & Profile Management](#)

To reset your password and profile management

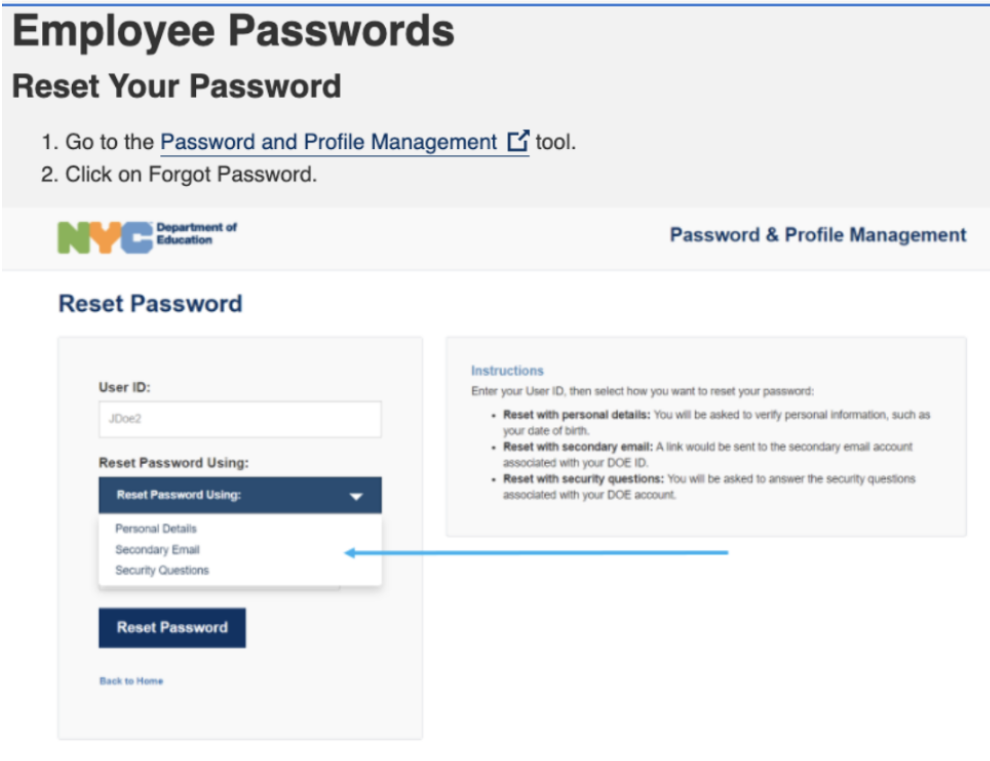
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- This should take users to the School Operations Center where they will see this screen.




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](#).



Employee Passwords

Reset Your Password


1. Go to the [Password and Profile Management](#)  tool.
2. Click on Forgot Password.

NYC Department of Education Password & Profile Management


Reset Password

User ID:

Reset Password Using:

Reset Password Using: 

Personal Details

Secondary Email 

Security Questions

Reset Password

[Back to Home](#)

Instructions

Enter your User ID, then select how you want to reset your password:


- **Reset with personal details:** You will be asked to verify personal information, such as your date of birth.
- **Reset with secondary email:** A link would be sent to the secondary email account associated with your DOE ID.
- **Reset with security questions:** You will be asked to answer the security questions associated with your DOE account.

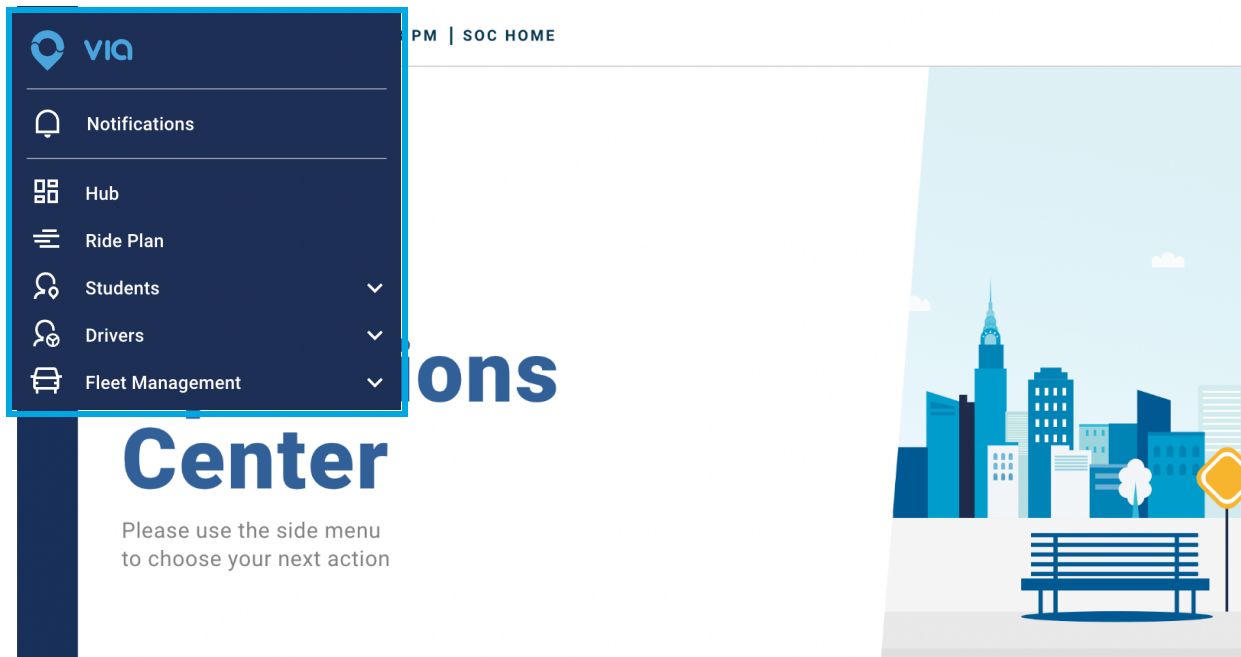
2. If the problem persists, submit an internal support ticket using the DOE [Support Hub linked here](#).

Hub

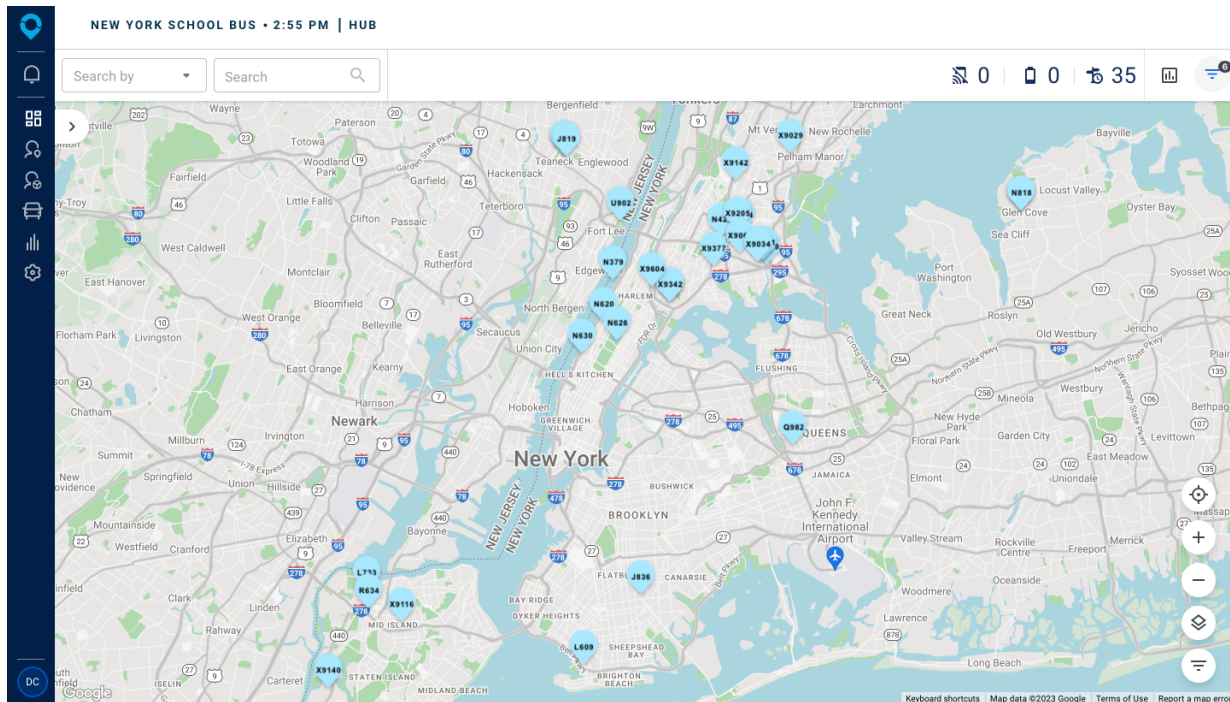
From the Hub page in the SOC, users can monitor completed, unclaimed, and in-progress routes in real-time, along with their associated drivers, while visualizing them on the map.

Accessing the Hub

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

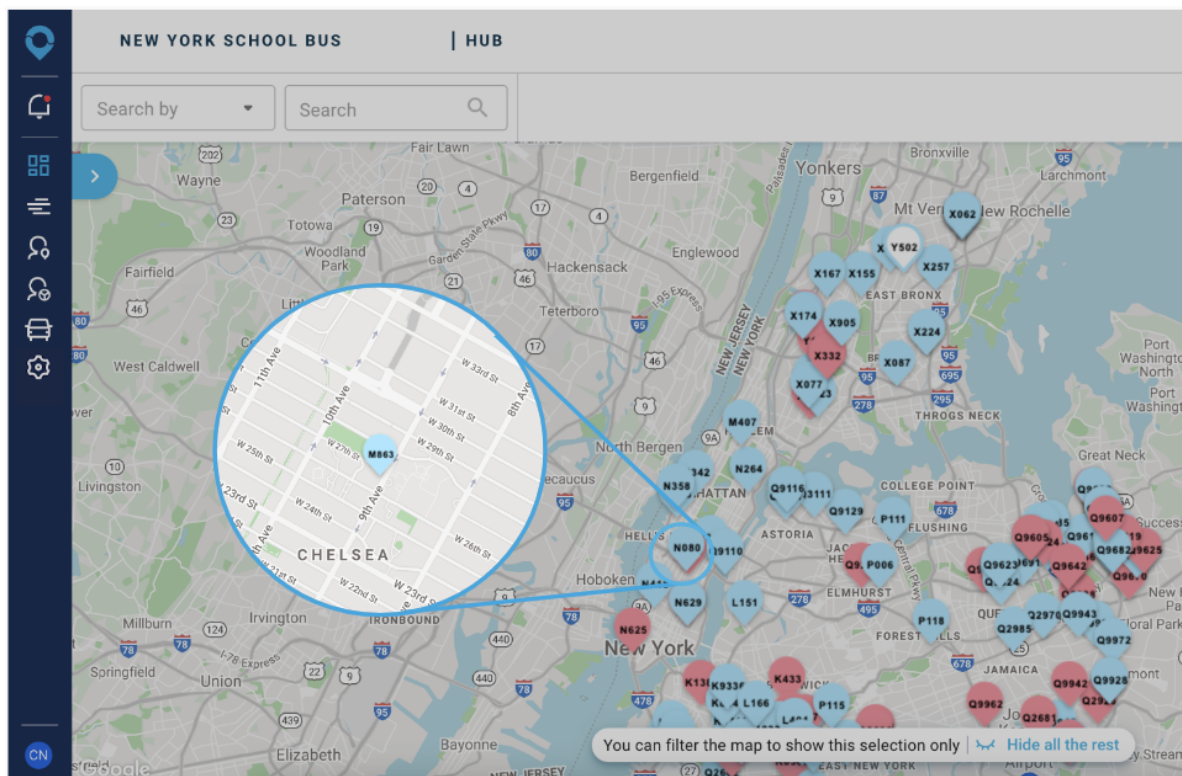


3. You should see the screen below once in the Hub.



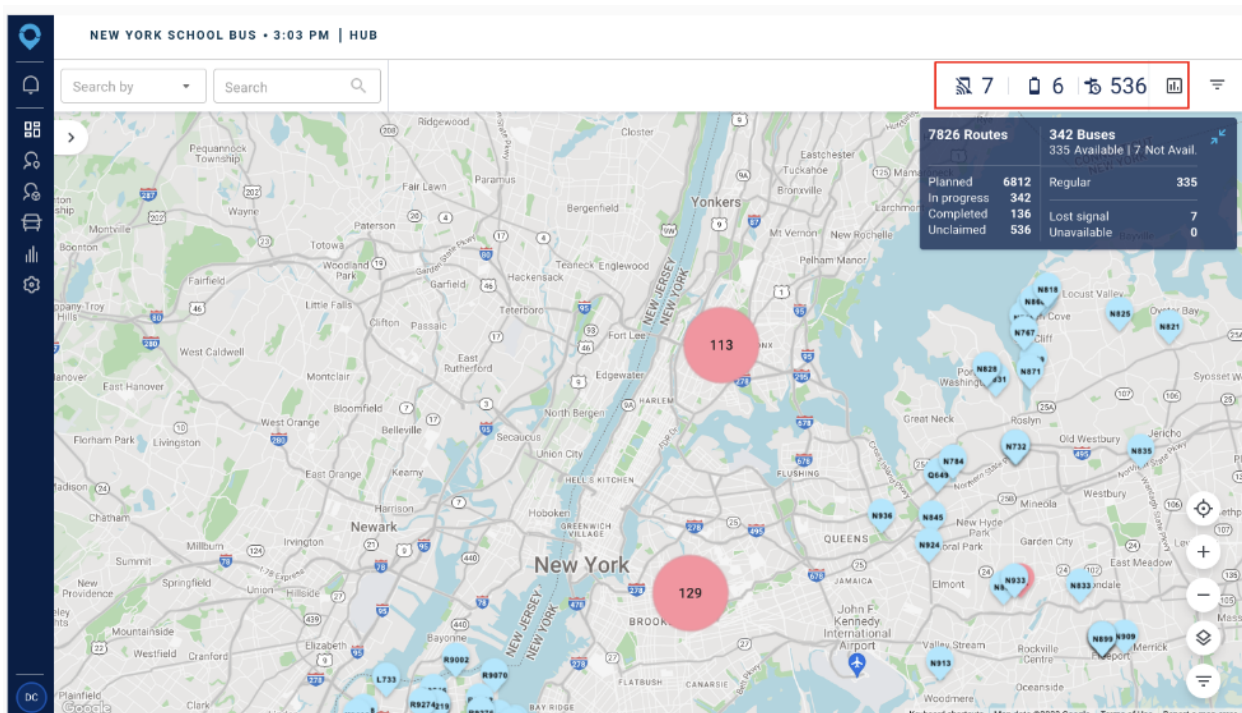
Driver pins

When a driver is online, they will be represented by a pin on the map that corresponds to the driver’s location. Clicking on the pin pulls up the driver’s card (see **‘Driver Card’** in **‘Hub’** section)

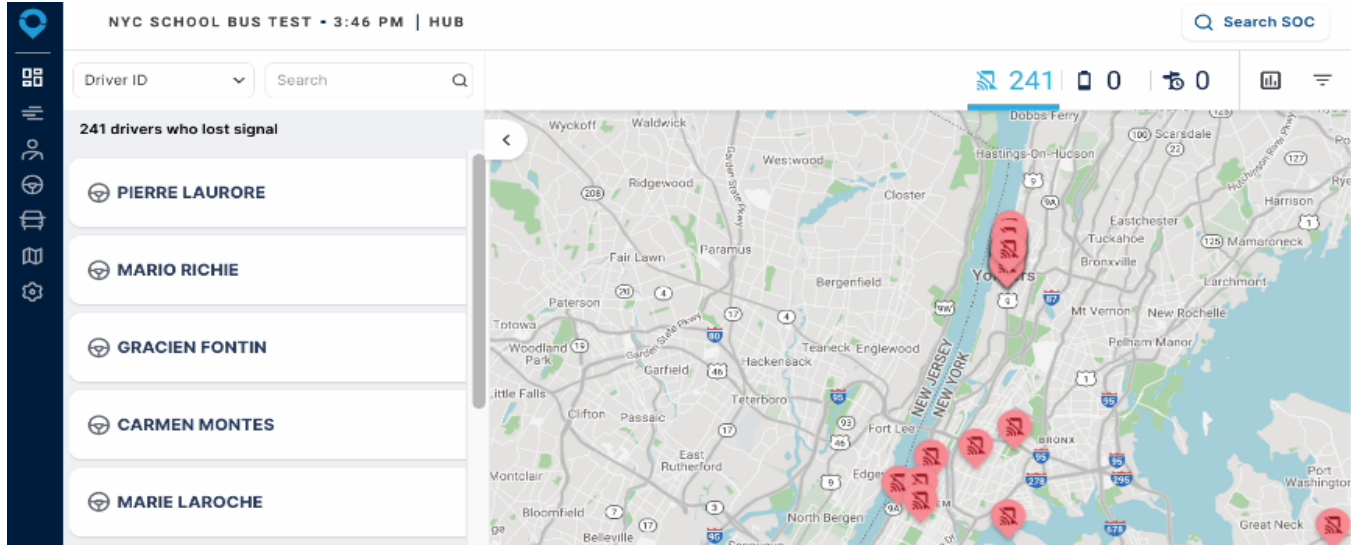


Key stats in the Hub

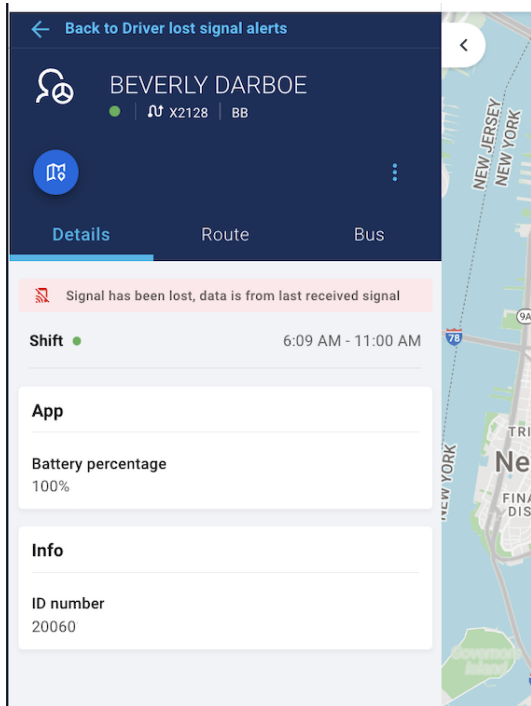
1. In the Hub, there are multiple key statistic indicators in the top right corner that can help users understand the live map -
 - a. **“Lost signal”** - this will be represented by a red pin on the map and indicates the driver’s mobile device is either off or has lost its network connectivity.
 - b. **“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 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:



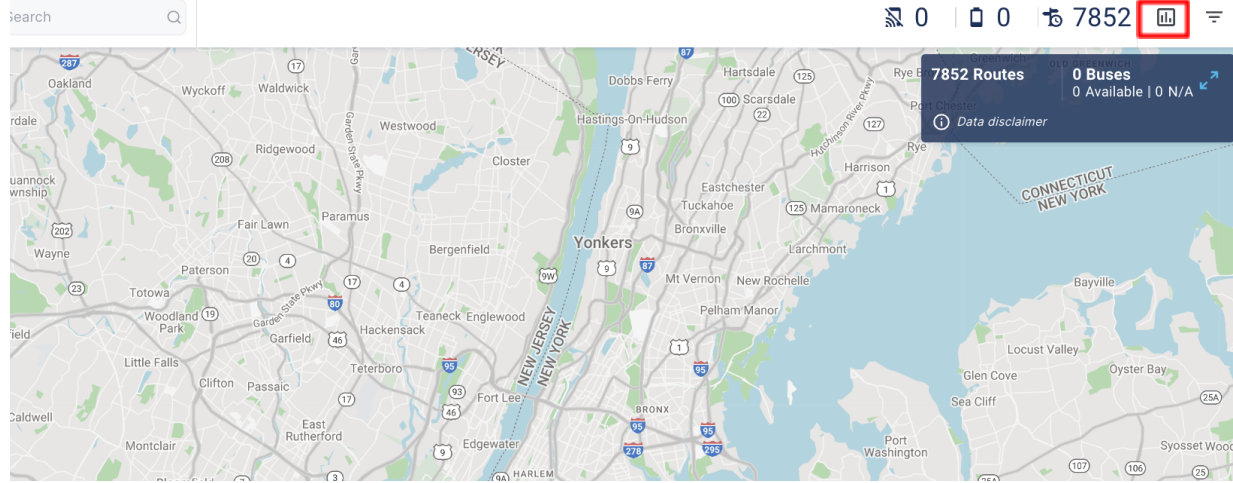
Additional statistics

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

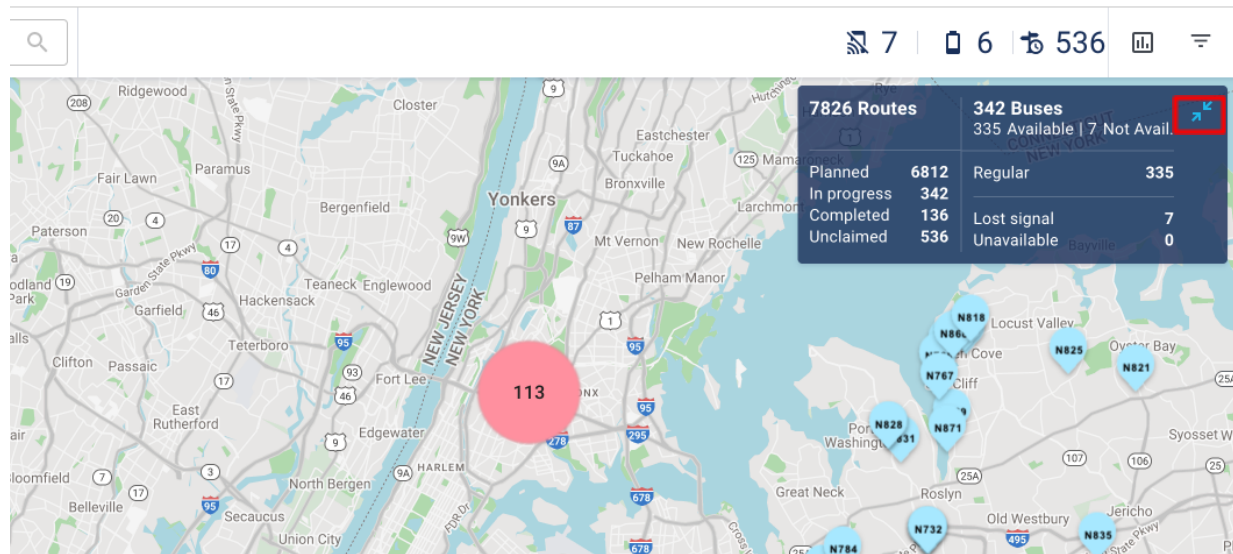
1. To see these statistics, click on the little blue graph in the top right corner, next to the key statistics. This should give you a quick snapshot of the total number of routes for the current shift and how many drivers are online .

BUS • 4:44 AM | HUB

Search SOC



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.



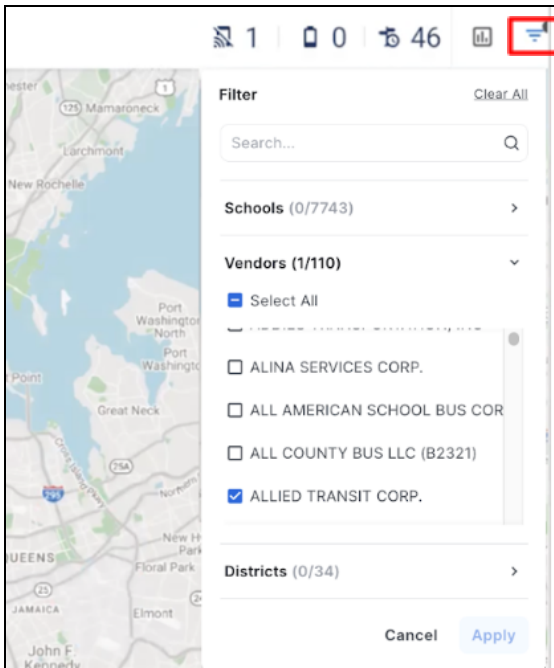
- **Planned:** the number of routes with an upcoming planned start time for this shift
- **In progress:** the number of routes for this shift that have been claimed by drivers and are currently still online
- **Completed:** the number of routes for this shift that have been claimed and ended by a driver (*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

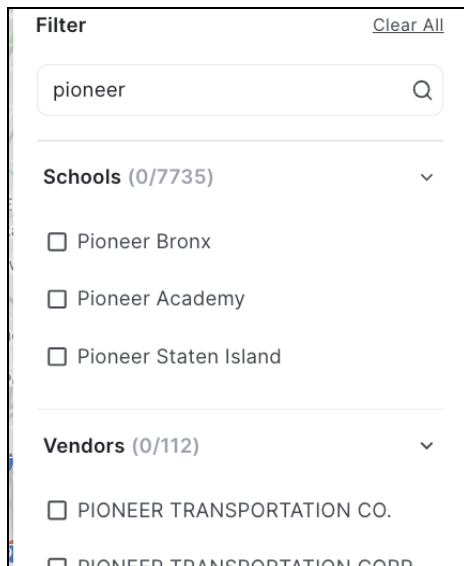
To narrow the information being displayed in the Hub, users can apply filters to view specific routes and their associated pins on the map based on different factors. Filter options available to DOE users include:

- » Filtering by Vendor (Bus company name)
- » Filtering by Schools (School name)
- » Filtering by District number

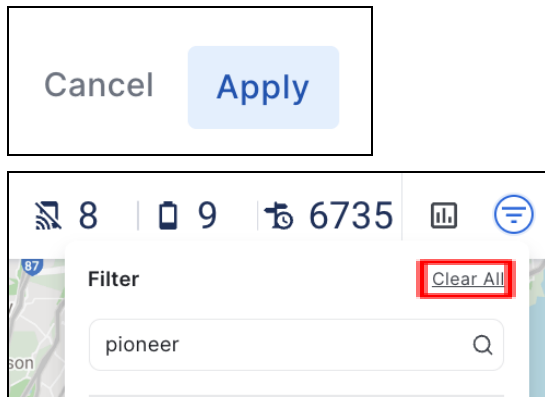
1. Click the filter icon in the far right corner.



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



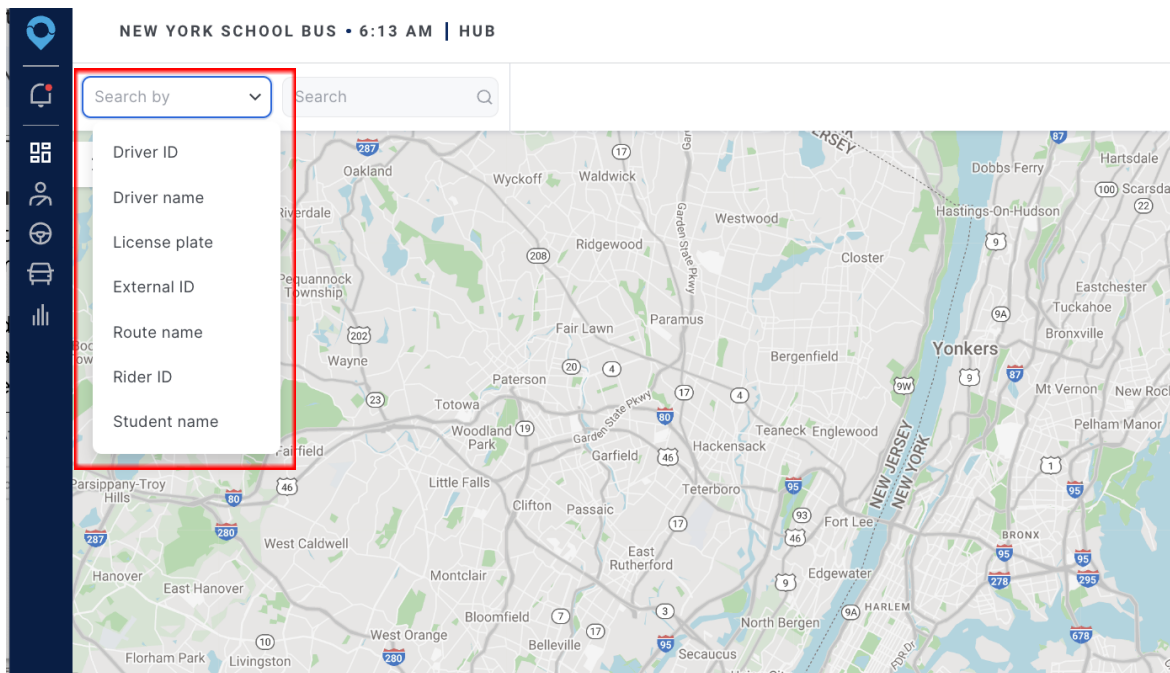
3. Select the checkbox beside the desired filter(s) values then click “Apply” to update the routes and pins displayed in the Hub. To remove applied filters and return to viewing all routes, select “Clear All” then “Apply.”



Searching in the Hub

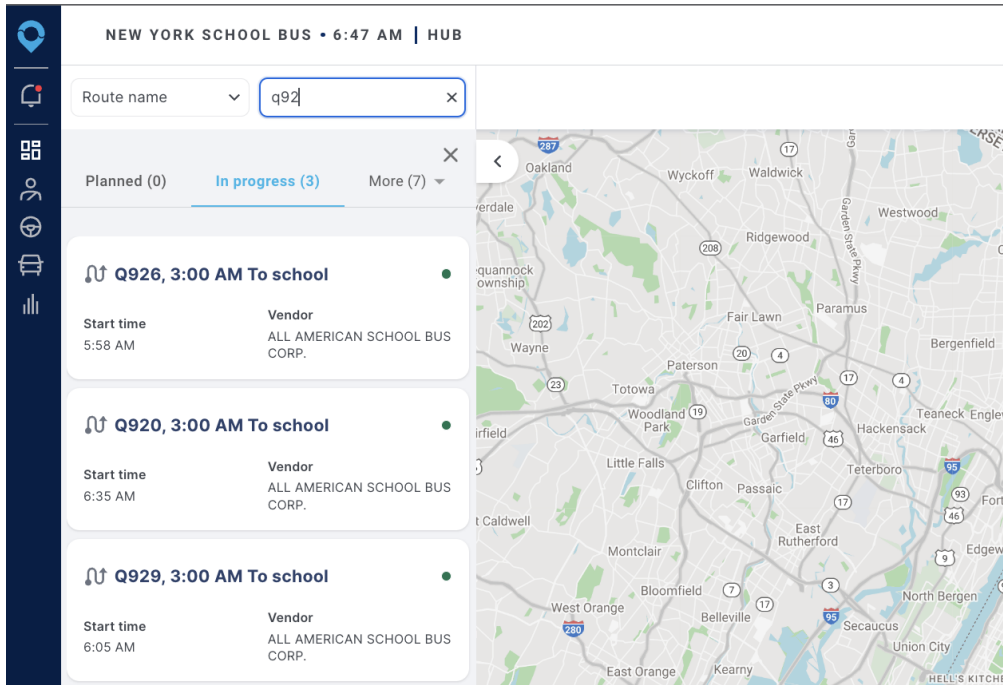
The Hub can be used to search for specific drivers, routes, students (future iteration), and buses through a number of search options. Users can locate a driver or route in the Hub if the route is claimed or the driver is currently online.

1. To search for a driver, bus, route, or student (future iteration) 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, License Plate, or External ID (Student ID), 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.



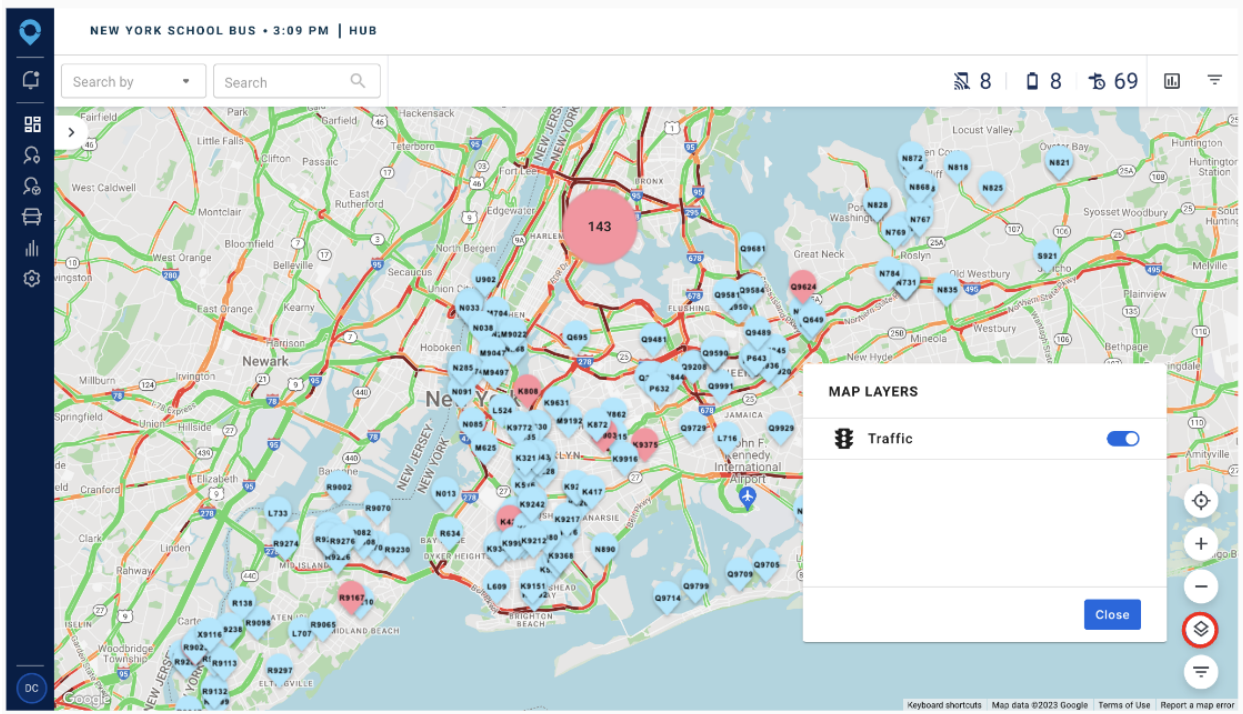
3. If your search term returns one result, the corresponding card should come up (i.e. driver card if search was for a driver, route card if search was for a route, and bus card if search was for a bus). If you searched for a term that corresponds to multiple search results, those should come up as a 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

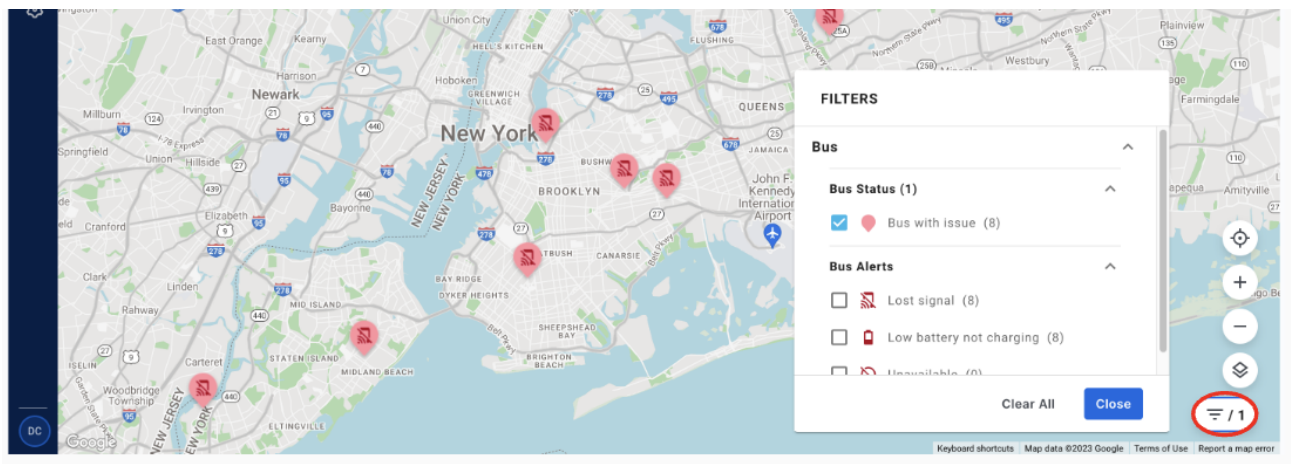
The Hub has multiple toggles that enable users to adjust the map:

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.

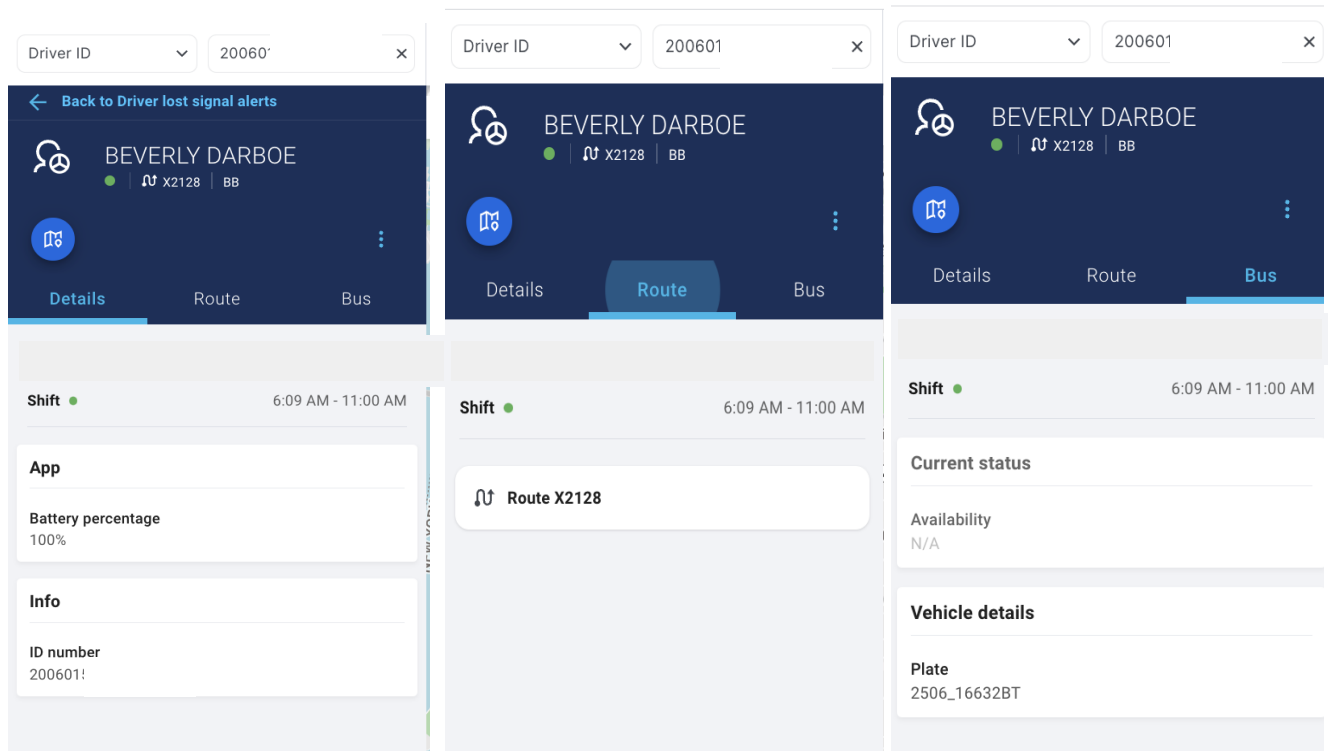


Driver Card

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.

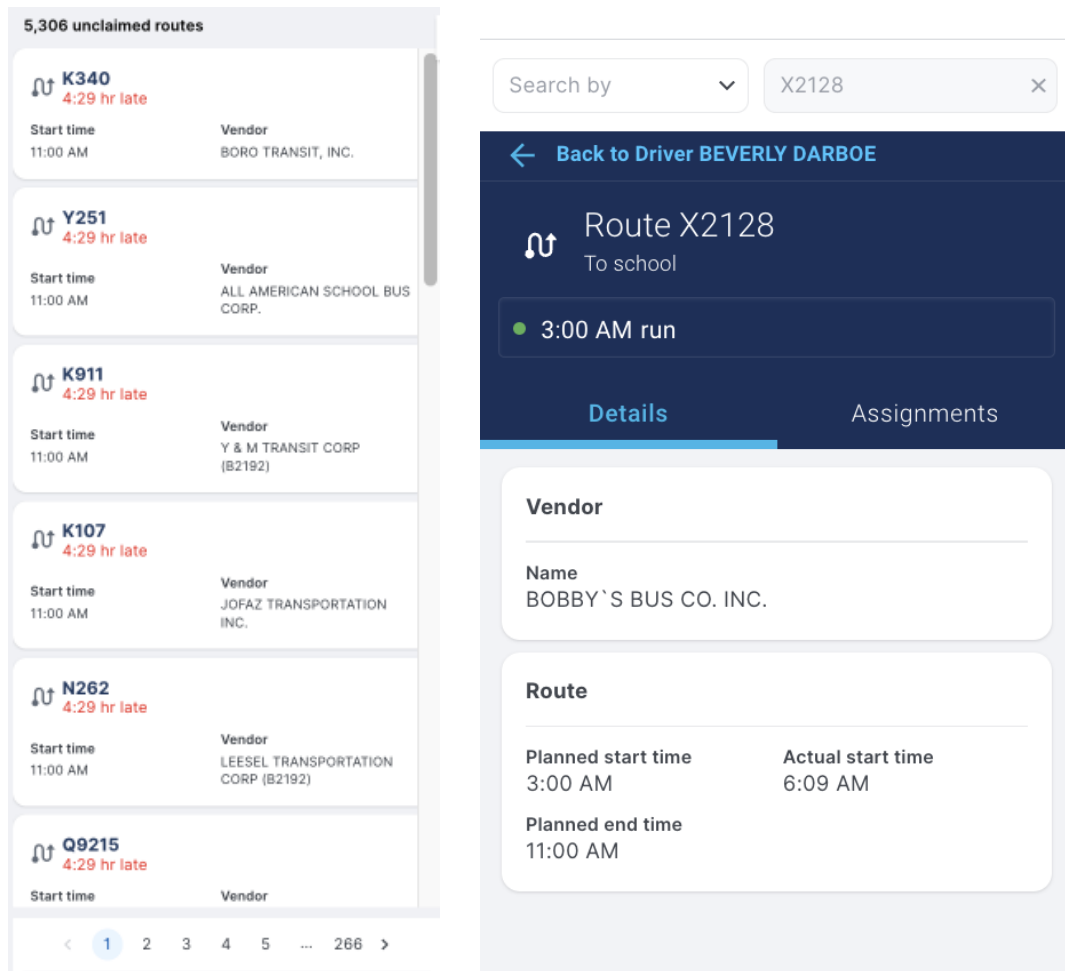
Bus tab: includes the plate number and status of the bus if the driver is actively on a route in-progress.

 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:

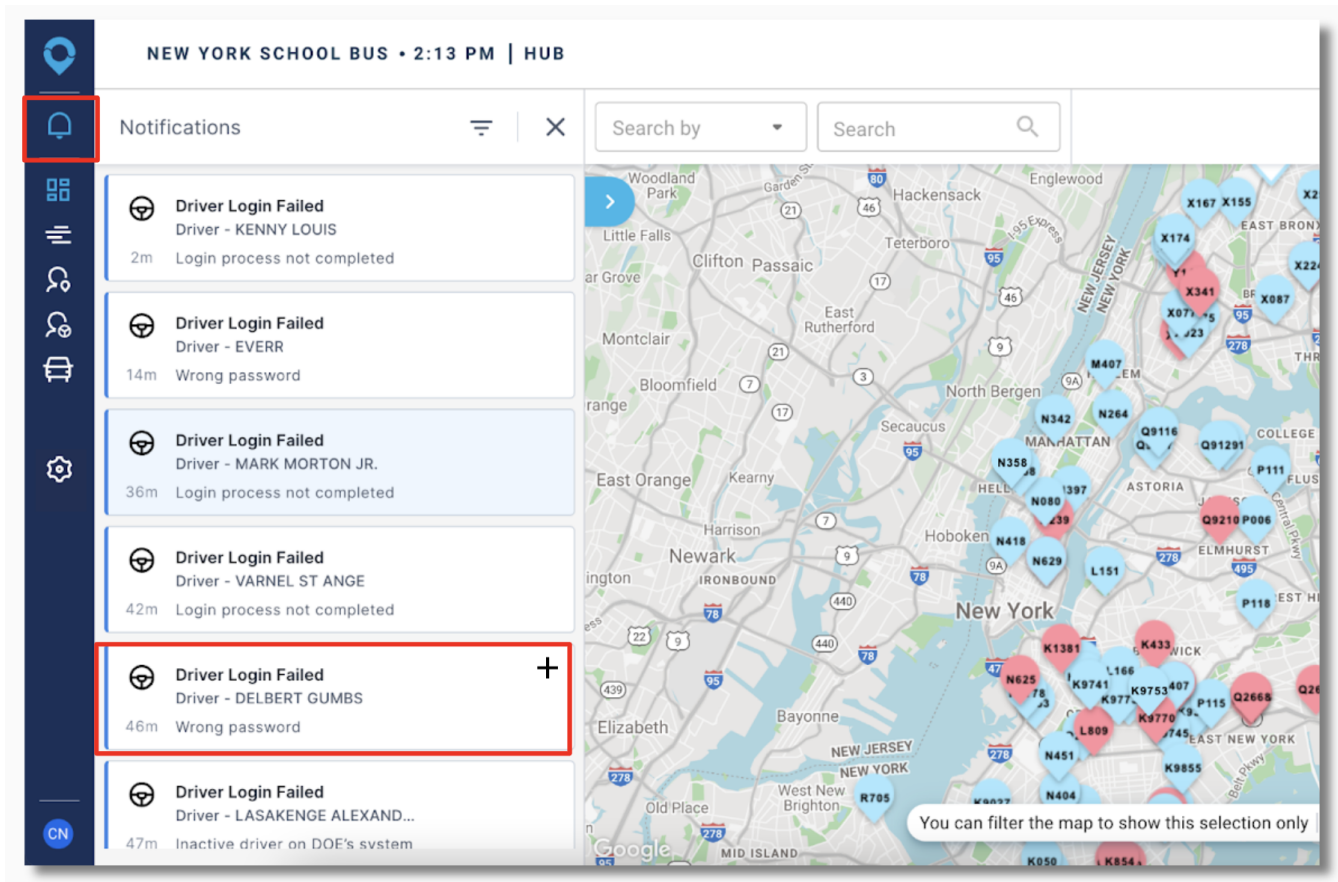
1. Search for the route by route name using the search feature (see ‘**Searching in the hub**’ in ‘**Hub**’) and the route card should appear on the left side of the screen.
2. From a driver card, if they are on a route, clicking on that route should take users to the route card.
3. If the route is unclaimed,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

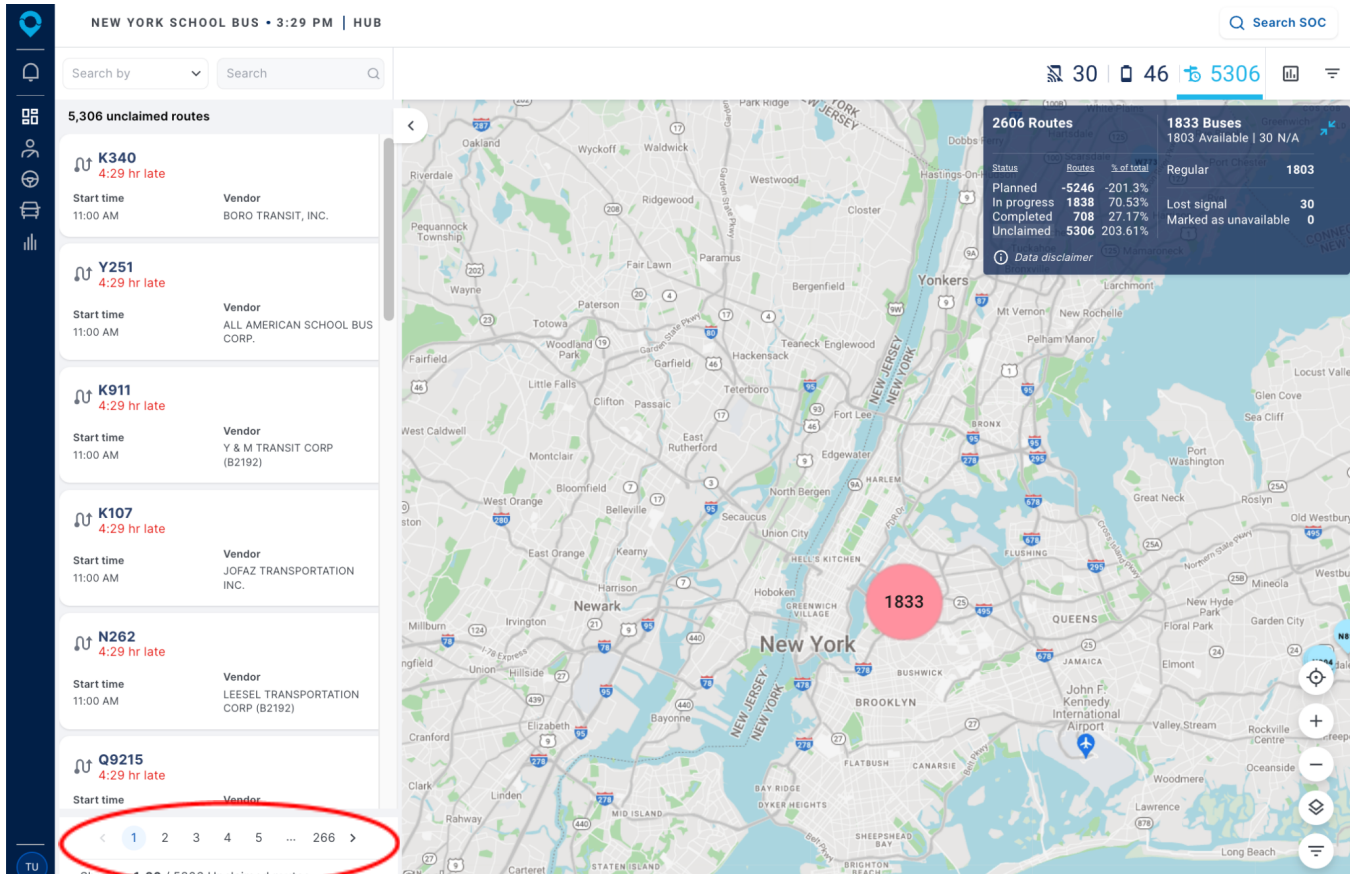


Unclaimed Routes

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.

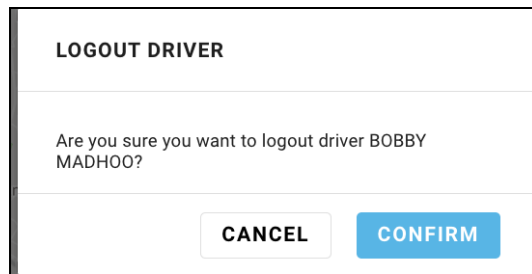
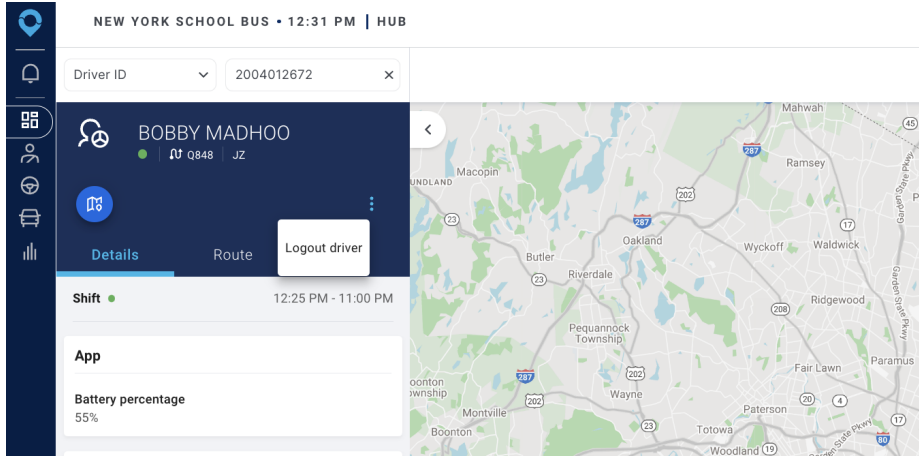
3. Click on a route to navigate to that route card. You can also search for a specific route using the search bar above the left-hand panel
4. At the bottom of the routes panel, navigate between pages of unclaimed routes using the page numbers and arrows.



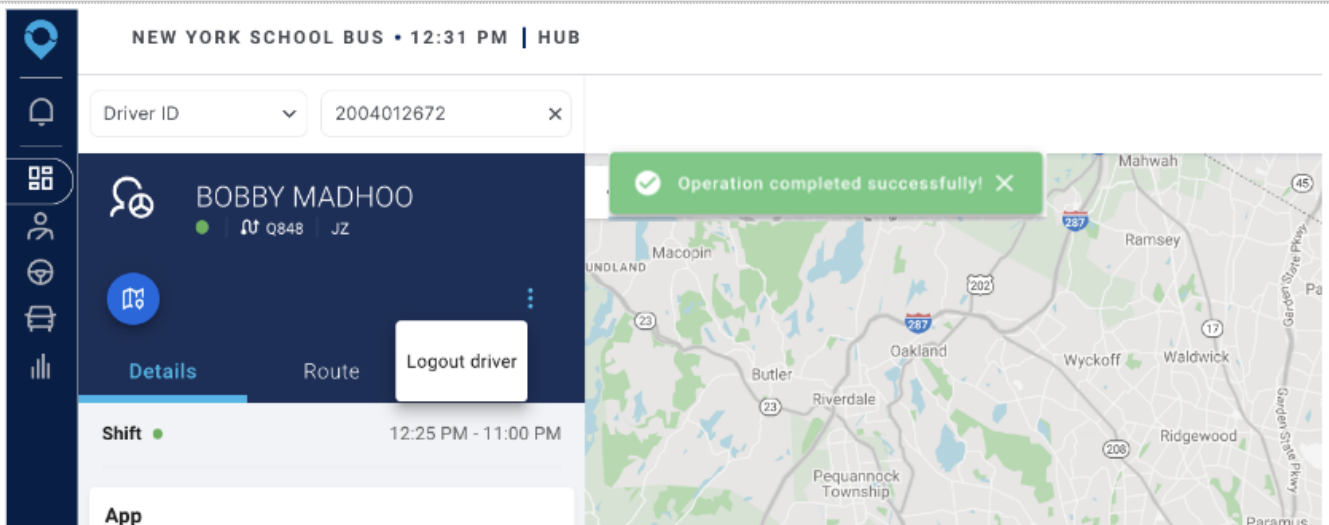
Force ending a route for a driver

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'.



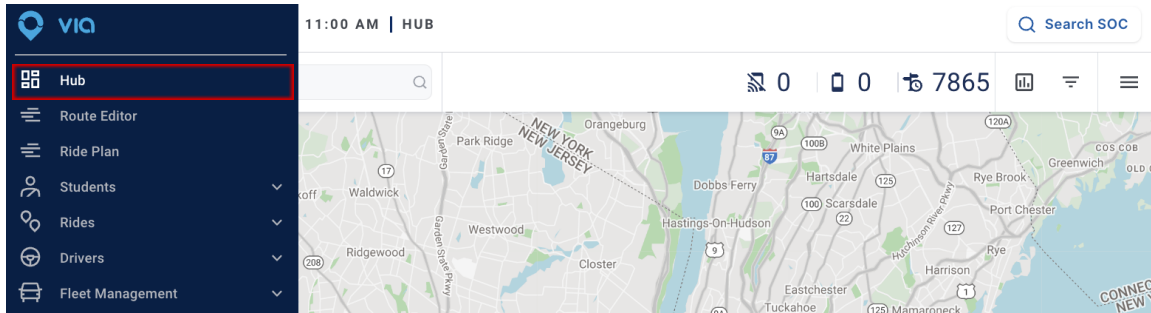
4. Next, a window in the center of the Hub will prompt the user to confirm the logout action.
5. Select 'Confirm' and a confirmation message will appear at the top of the Hub notifying the user the operation was completed successfully. If the operation was unsuccessful, a message will indicate the error.



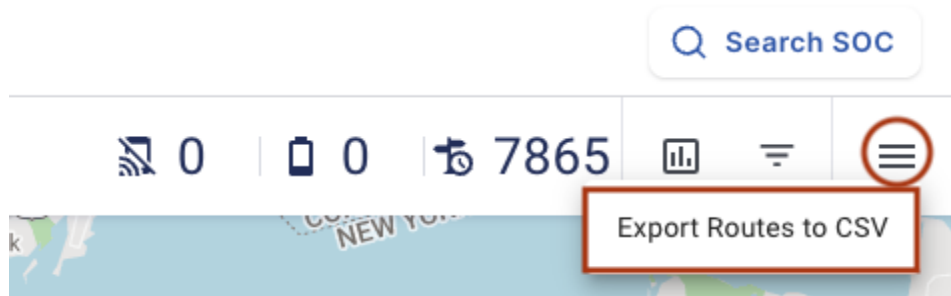
6. The driver will be logged out of their current route on the Driver App. They will then be able to select a new route.

Exporting Hub Route History

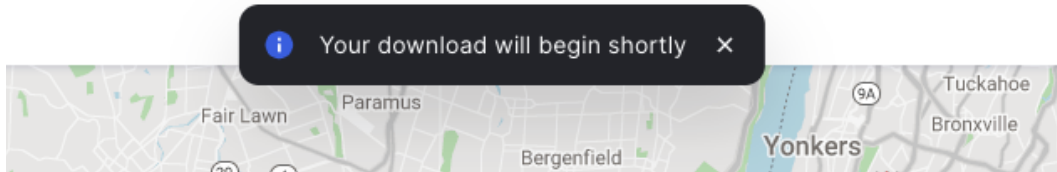
1. In the SOC, navigate to the Hub page using the navigation panel on the left.



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 0:	Tue, May 23, 2023 11:00 AM			Unclaimed	26	26003, 26046, 26074
K642	To school				EMPIRE CHARTER SERVICE INC	Tue, May 23, 2023 0:	Tue, May 23, 2023 11:00 AM			Unclaimed	26	26046, 26074
R483	To school				NYC SCHOOL BUS UMBRELLA S	Tue, May 23, 2023 0:	Tue, May 23, 2023 11:00 AM			Unclaimed	26	26046, 26074
L652	To school				NYC SCHOOL BUS UMBRELLA S	Tue, May 23, 2023 0:	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 0:	Tue, May 23, 2023 11:00 AM			Unclaimed	26	26,067
N397	To school				HOYT TRANSPORTATION CORP	Tue, May 23, 2023 0:	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 0:	Tue, May 23, 2023 11:00 AM			Unclaimed	26	26208
R9093	From school				PIONEER TRANSPORTATION CC	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 0:	Tue, May 23, 2023 11:00 AM			Unclaimed	29	26,067
K891	To school				Y & M TRANSIT CORP (B2192)	Tue, May 23, 2023 0:	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 0:	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.

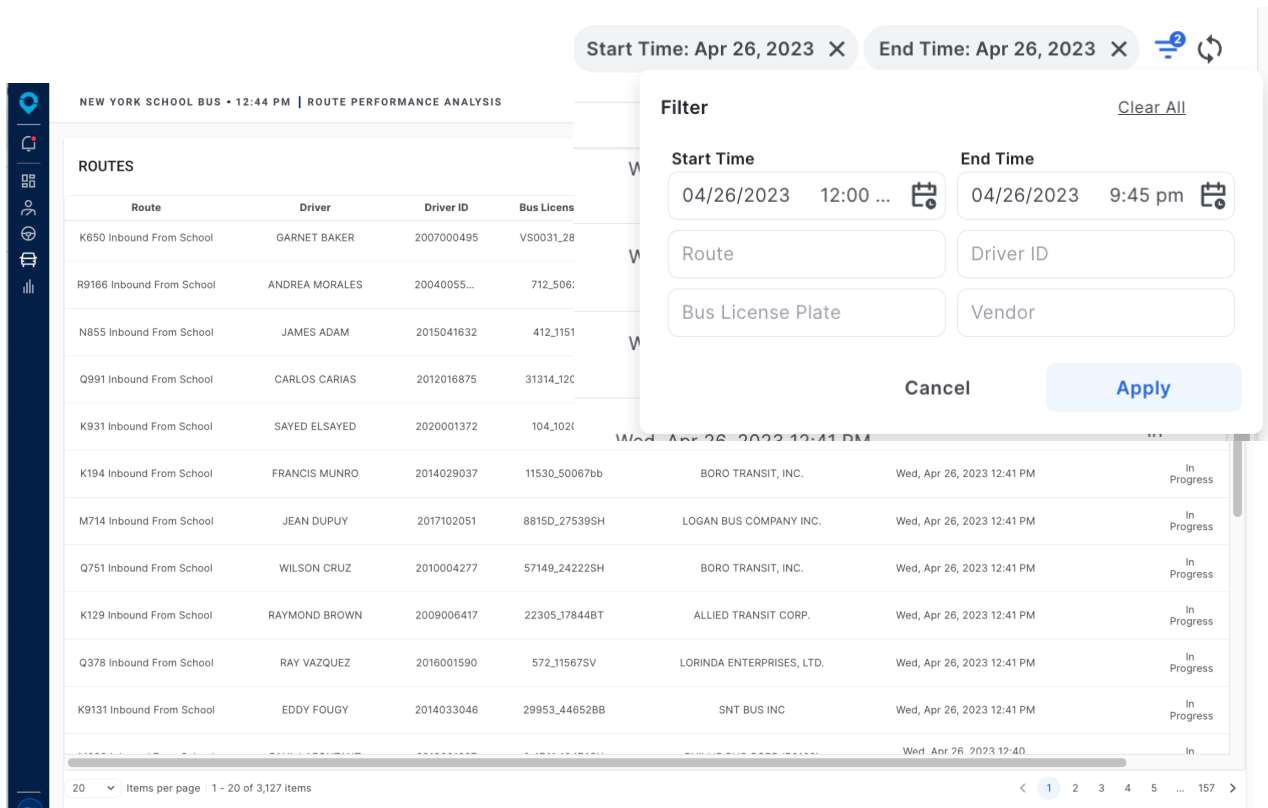
Route History

The Route History page allows users to view the details of recently subscribed routes and validate in real-time which routes and drivers have subscribed to. This page should be used in day-to-day operations to review drivers who subscribed for a current shift and the route they claimed. If a route is not listed, reach out to the assigned driver to remind them to login and ask if they need any support.

Note that the Route History page only shows routes that have been claimed by drivers and does not display unclaimed routes, which can be viewed in the Hub.

Accessing Route History

1. On the left sidebar, click on the 'Routes History' section within 'Fleet Management'. Doing so should take users to the page below:



The screenshot shows the 'NEW YORK SCHOOL BUS - 12:44 PM | ROUTE PERFORMANCE ANALYSIS' page. A table lists routes with columns for Route, Driver, Driver ID, Bus License, Vendor, Date, and Status. A filter overlay is open, showing search criteria for Start Time (04/26/2023 12:00 ...), End Time (04/26/2023 9:45 pm), Route, Driver ID, Bus License Plate, and Vendor. The table data is as follows:

Route	Driver	Driver ID	Bus License	Vendor	Date	Status
K650 Inbound From School	GARNET BAKER	2007000495	VS0031_28			
R9166 Inbound From School	ANDREA MORALES	20040055...	712_506:			
N855 Inbound From School	JAMES ADAM	2015041632	412_1151			
Q991 Inbound From School	CARLOS CARIAS	2012016875	31314_12C			
K931 Inbound From School	SAYED ELSAYED	2020001372	104_102C			
K194 Inbound From School	FRANCIS MUNRO	2014029037	11530_50067bb	BORO TRANSIT, INC.	Wed, Apr 26, 2023 12:41 PM	In Progress
M714 Inbound From School	JEAN DUPUY	2017102051	8815D_27539SH	LOGAN BUS COMPANY INC.	Wed, Apr 26, 2023 12:41 PM	In Progress
Q751 Inbound From School	WILSON CRUZ	2010004277	57149_24222SH	BORO TRANSIT, INC.	Wed, Apr 26, 2023 12:41 PM	In Progress
K129 Inbound From School	RAYMOND BROWN	2009006417	22305_37844BT	ALLIED TRANSIT CORP.	Wed, Apr 26, 2023 12:41 PM	In Progress
Q378 Inbound From School	RAY VAZQUEZ	2016001590	572_11567SV	LORINDA ENTERPRISES, LTD.	Wed, Apr 26, 2023 12:41 PM	In Progress
K9131 Inbound From School	EDDY FOUGY	2014033046	29953_44652BB	SNT BUS INC	Wed, Apr 26, 2023 12:41 PM	In Progress

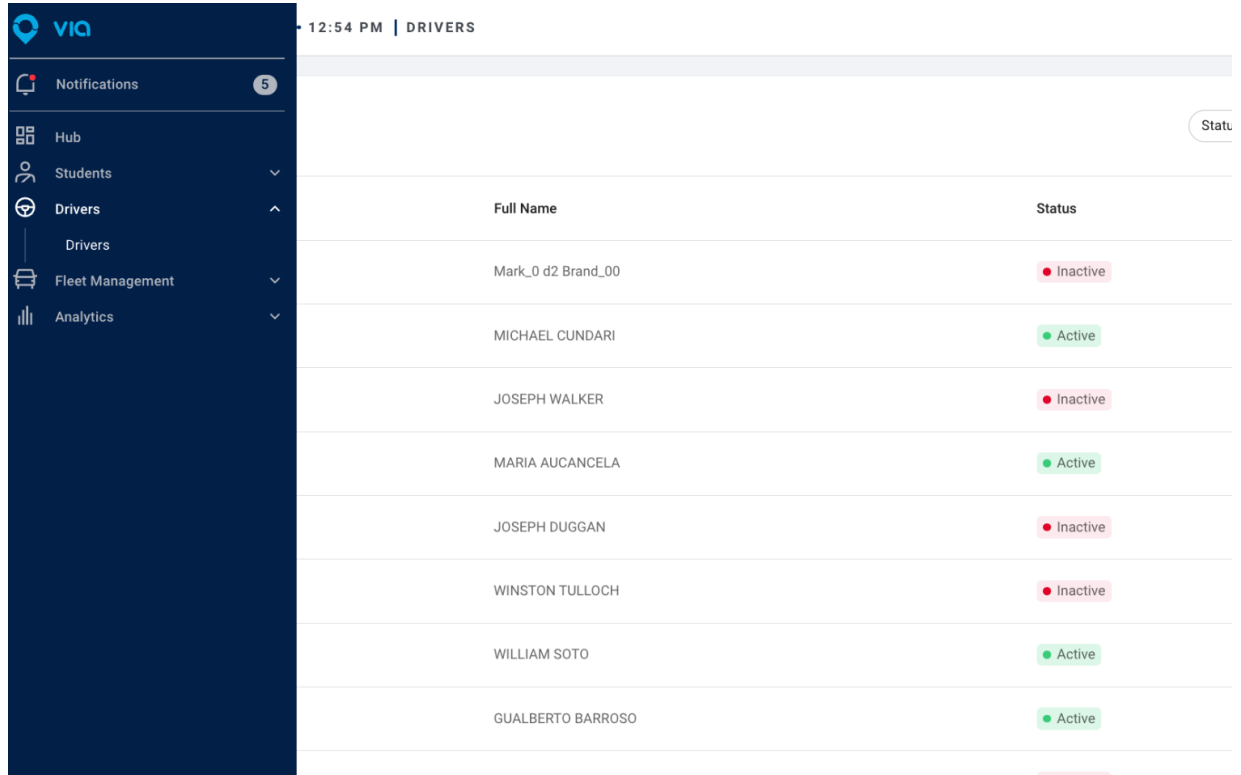
2. The initial view will show the recent history of Routes claimed by drivers, including the route name, driver name & ID, bus/license plate, route status, and the time the route was claimed and completed.
3. To narrow down the displayed route history information, click the three triangular lines in the top right corner. Users can select a date and time range, and search for the subscription history of specific drivers, routes, vehicles, or vendors.

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:

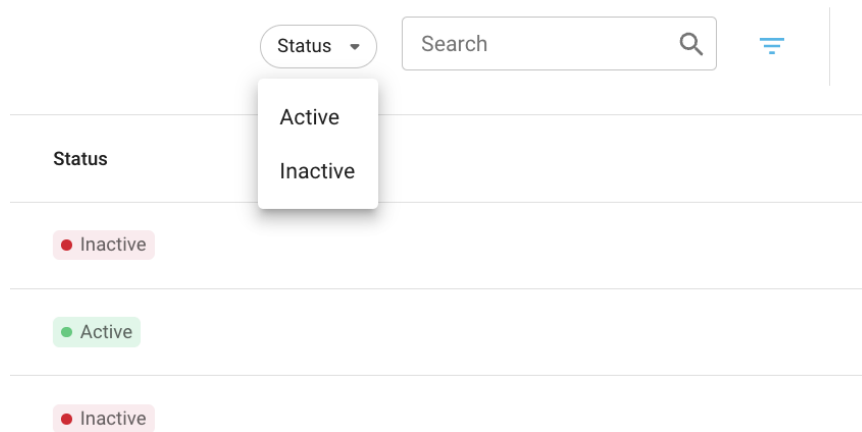


2. Clicking on the tab should direct users to this page.



NEW YORK SCHOOL BUS • 12:58 PM | DRIVERS Search SO

ID ↑	Full Name	Status
> 1	Mark_0 d2 Brand_00	Inactive
> 2001020008	MICHAEL CUNDARI	Active
> 2001402214	JOSEPH WALKER	Inactive
> 2003000970	MARIA AUCANCELA	Active
> 2003005314	JOSEPH DUGGAN	Inactive
> 2003006374	WINSTON TULLOCH	Inactive
> 2003009711	WILLIAM SOTO	Active
> 2003013053	GUALBERTO BARROSO	Active

- 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.



- 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.

Status ▾ Search  

FILTER BY CLEAR ALL



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.

NYC_SCHOOL_BUS_TEST • 12:19 PM | DRIVERS

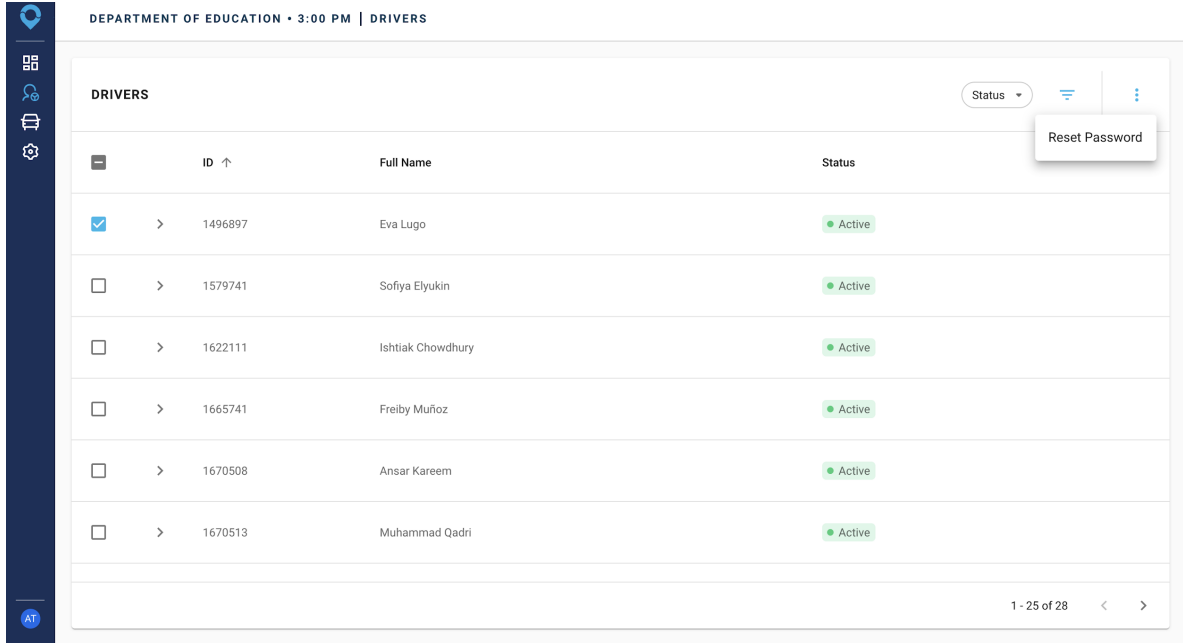
DRIVERS

Status ▾  

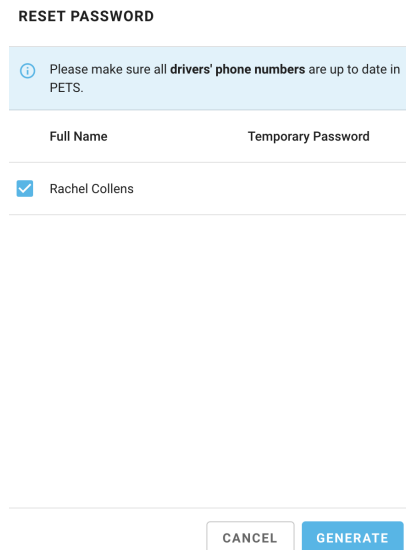
	ID ↑	Full Name	
<input type="checkbox"/>	> 1496897	Eva Lugo	
<input type="checkbox"/>	> 1579741	Sofiya Elyukin	
<input type="checkbox"/>	> 1622111	Ishtiak Chowdhury	
<input type="checkbox"/>	> 1665741	Freiby Muñoz	
<input type="checkbox"/>	> 1670508	Ansar Kareem	● Active
<input type="checkbox"/>	> 1670513	Muhammad Qadri	● Active

1 - 25 of 28 < >

- 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'.



- 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'.



- 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.

RESET PASSWORD

✓ Next, give the temporary password to the driver so they can type it into the app.

Full Name	Temporary Password
<input checked="" type="checkbox"/> Rachel Collens	q!9cm5o0

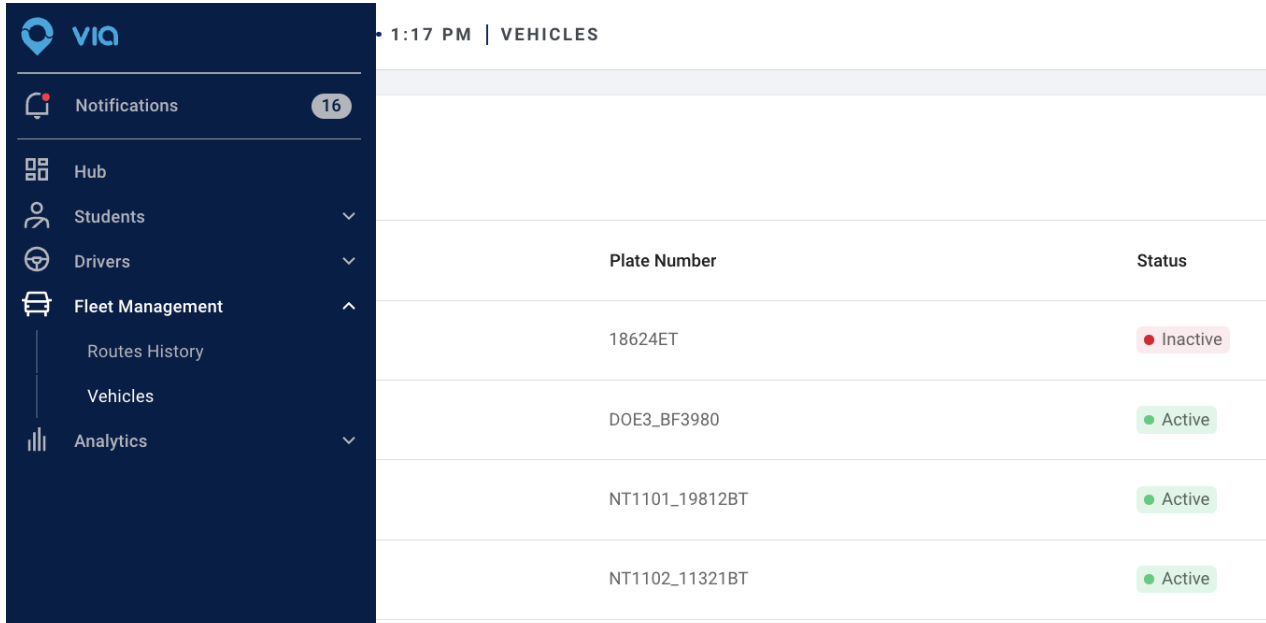
Note: It is not possible to reset the password for a driver whose status in the system is inactive. Doing so will receive a “failed” error message.

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

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



- 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.

NEW YORK SCHOOL BUS • 1:21 PM | VEHICLES Search SOC

VEHICLES Status ▾ Search

ID ↑	Plate Number	Status
> *1FDSS3EP1ADA3614	18624ET	● Inactive
> 00001	DOE3_BF3980	● Active
> 000010	NT1101_19812BT	● Active
> 000011	NT1102_11321BT	● Active
∨ 000012	NT1103_11339BT	● Active
Vendor Code NT	Created 04/08/2022, 11:28 AM	

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.

NEW YORK SCHOOL BUS • 1:34 PM | VEHICLES Search SOC

VEHICLES

ID ↑	Plate Number	Status
> "1FDSS3EP1ADA3614	18624ET	Inactive
> 00001	DOE3_BF3980	Active
> 000010	NT1101_19812BT	Active
> 000011	NT1102_11321BT	Active
▼ 000012	NT1103_11339BT	Active
Vendor Code NT	Created 04/08/2022, 11:28 AM	
> 000013	NT1104_21514BT	Active
> 000014	NT1105_11277BT	Active

Status ▾

Search

FILTER BY CLEAR ALL

Plate Number

Vendor Code

- ACADEMY EXPRESS LLC
- ACCORD BUS LLC
- ADDIES TRANSPORTATION, INC
- ALINA SERVICES CORP.
- ALL AMERICAN SCHOOL BUS CORP.
- ALL COUNTY BUS LLC (B2321)
- ALLIED TRANSIT CORP.

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

NYC_SCHOOL_BUS_TEST • 12:29 PM | VEHICLES

VEHICLES

VIN ↑	Plate Number	Status
> 177001	p177001	Active
> 177002	p177002	Active
> 177003	p177003	Active
> 177004	p177004	Active
> 177005	p177005	Active
> 177006	p177006	Active
> 177007	p177007	Active

Status ▾

Active

Inactive

1 - 12 of 12 < >

Analytics

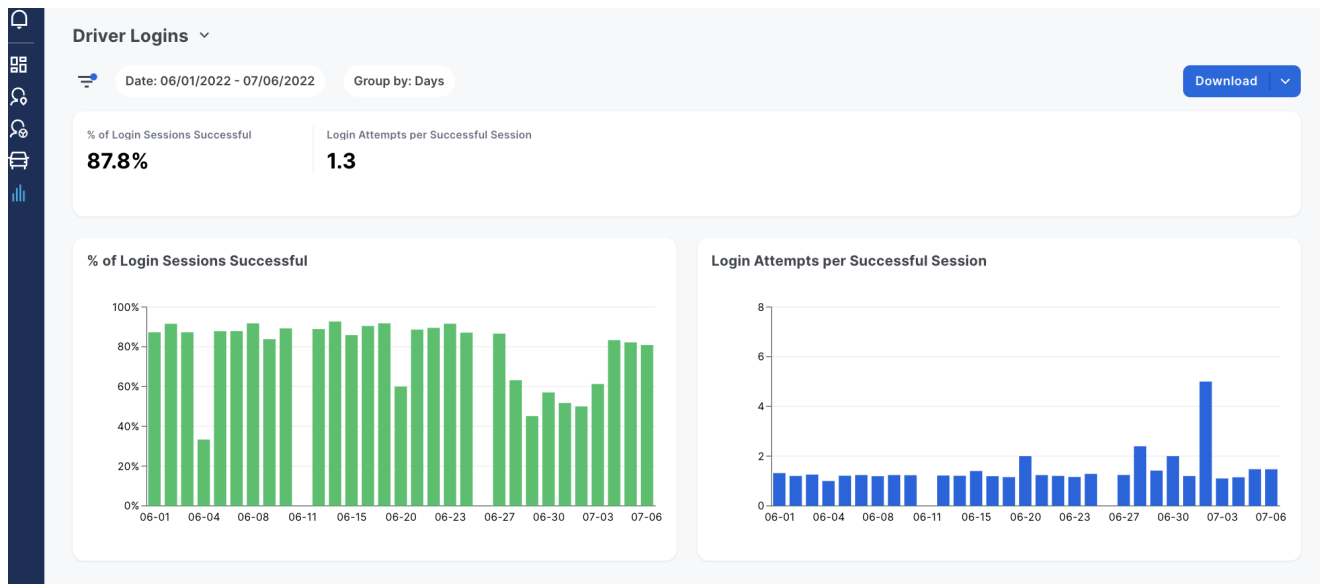
This section allows users to view and export detailed historical data in bulk for driver accounts, individual driver login attempts/sessions and related statistics, and information on individual routes and their subscription. The service KPI Reports contain high level visual information; while the data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

Service KPI Dashboard

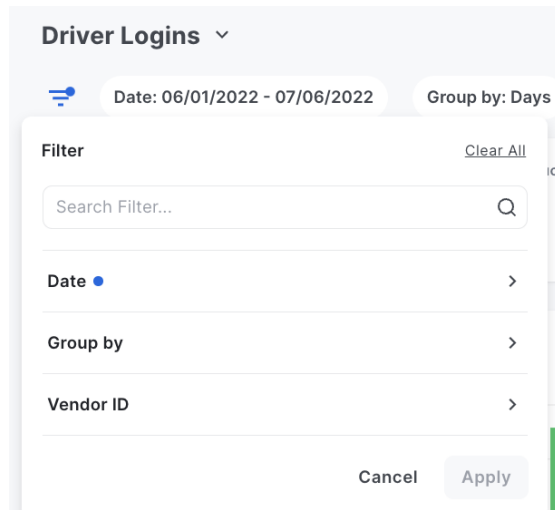
The Service KPI Dashboard is located within the Analytics tab of the SOC and contains four different sets of visual reports, outlined below.

Driver Logins Dashboard

The Driver Logins KPI Dashboard is available to provide users 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.

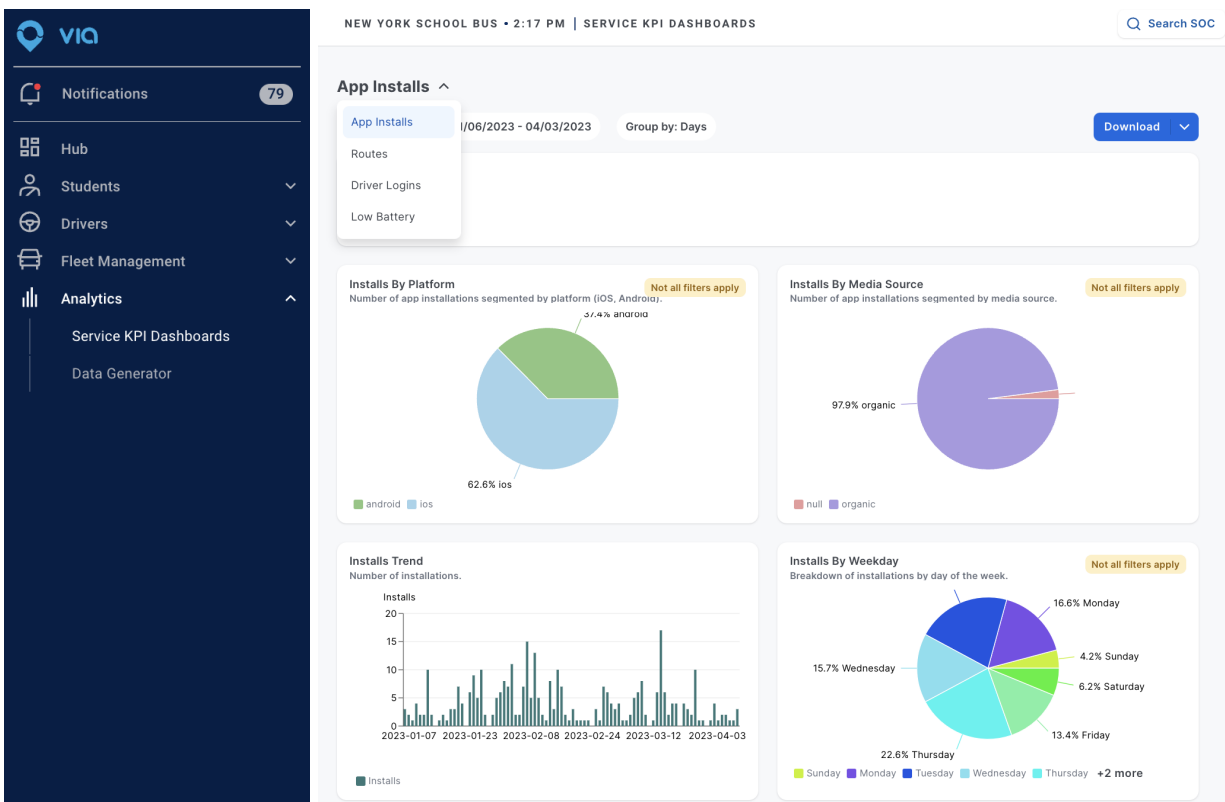


Using filters when utilizing the Service KPI's driver logins dashboard allows users to adjust the visual graphs for a specific date range grouped by days, weeks or months. Additionally, users can filter reports by specific school bus companies by using the Vendor ID filter.

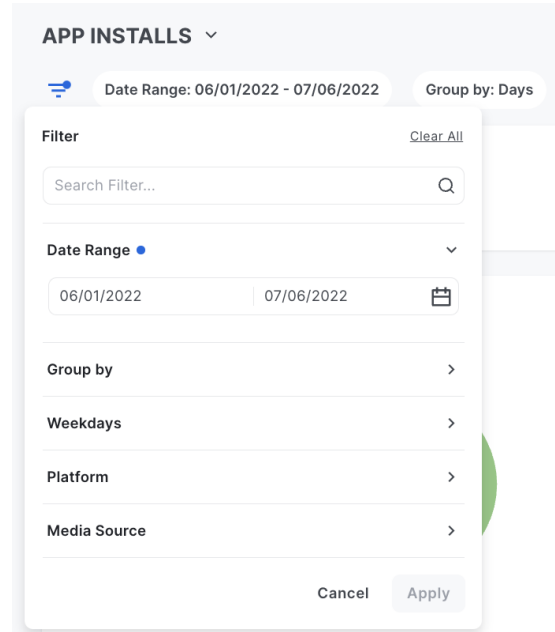


App Installs Dashboard

Users can view overall Caregiver App statistics to gauge the adoption level by caregivers and determine installation trends across different time periods and platforms. Included in the app installs dashboard, is an overview of app installs by platform (Android/iOS), installs by media source (organic or non-organic), installation trend over time, and an installation breakdown by days of the week.



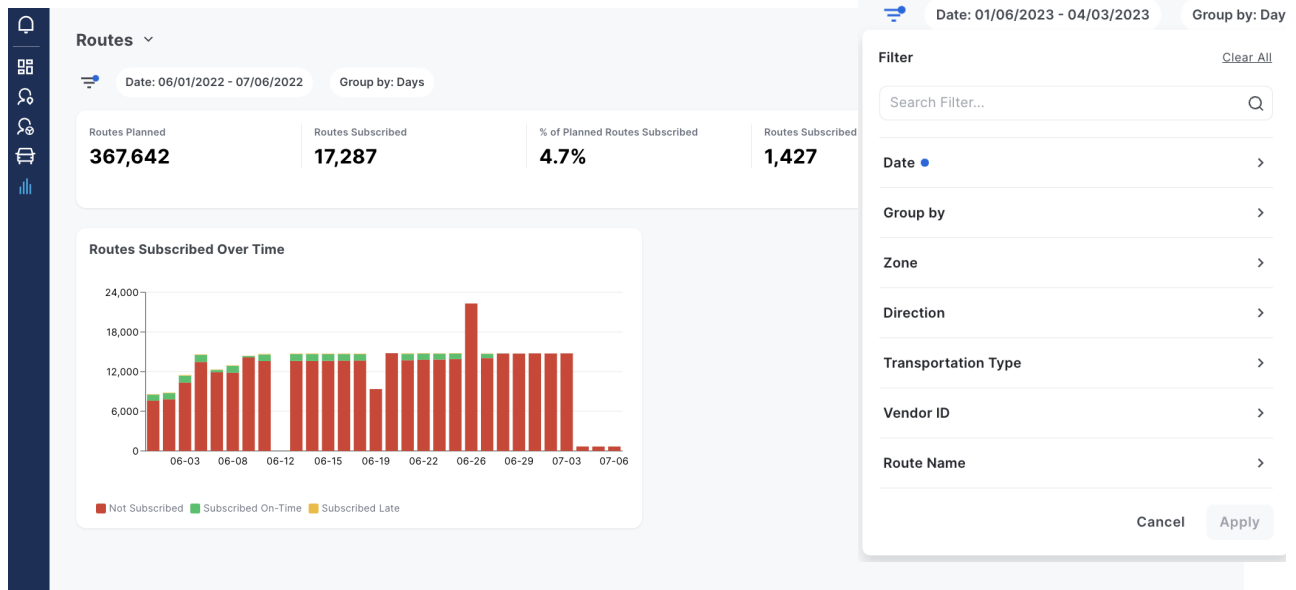
Filters in the App Installs KPI dashboard allow users to customize the graph displays by selecting a specific date range grouped by days, weeks, or months. Additionally, users can filter for a certain day of the week, device platform or media source to see whether most users are operating the Caregiver App on an iOS or Android platform.



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.

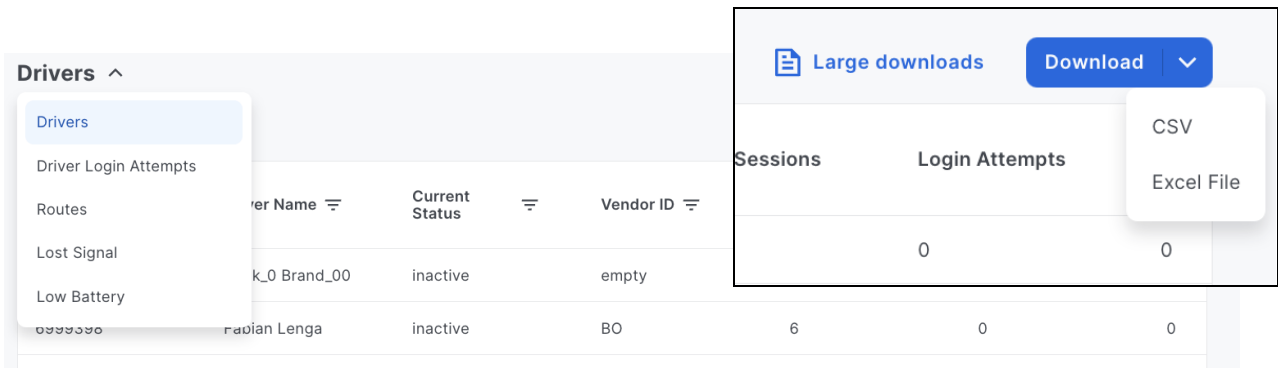
Filters in the Routes dashboard can limit graphs to a specific date range grouped by days, weeks or months. Additionally, users can filter by specific vendor, direction (AM vs PM), and transportation type (SE vs GE)



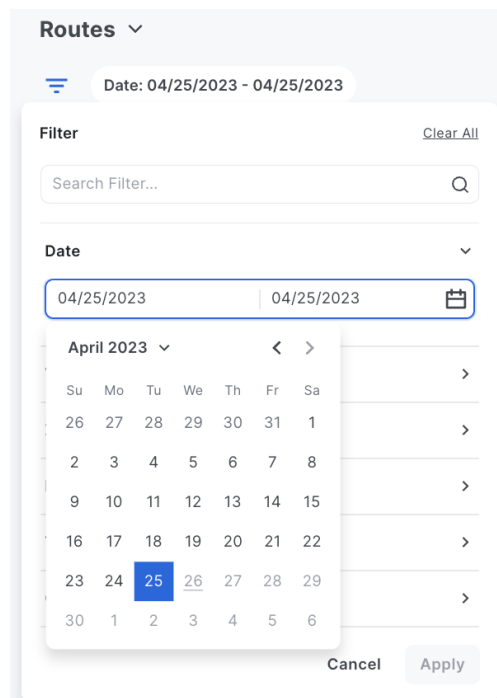
Data Generator

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.

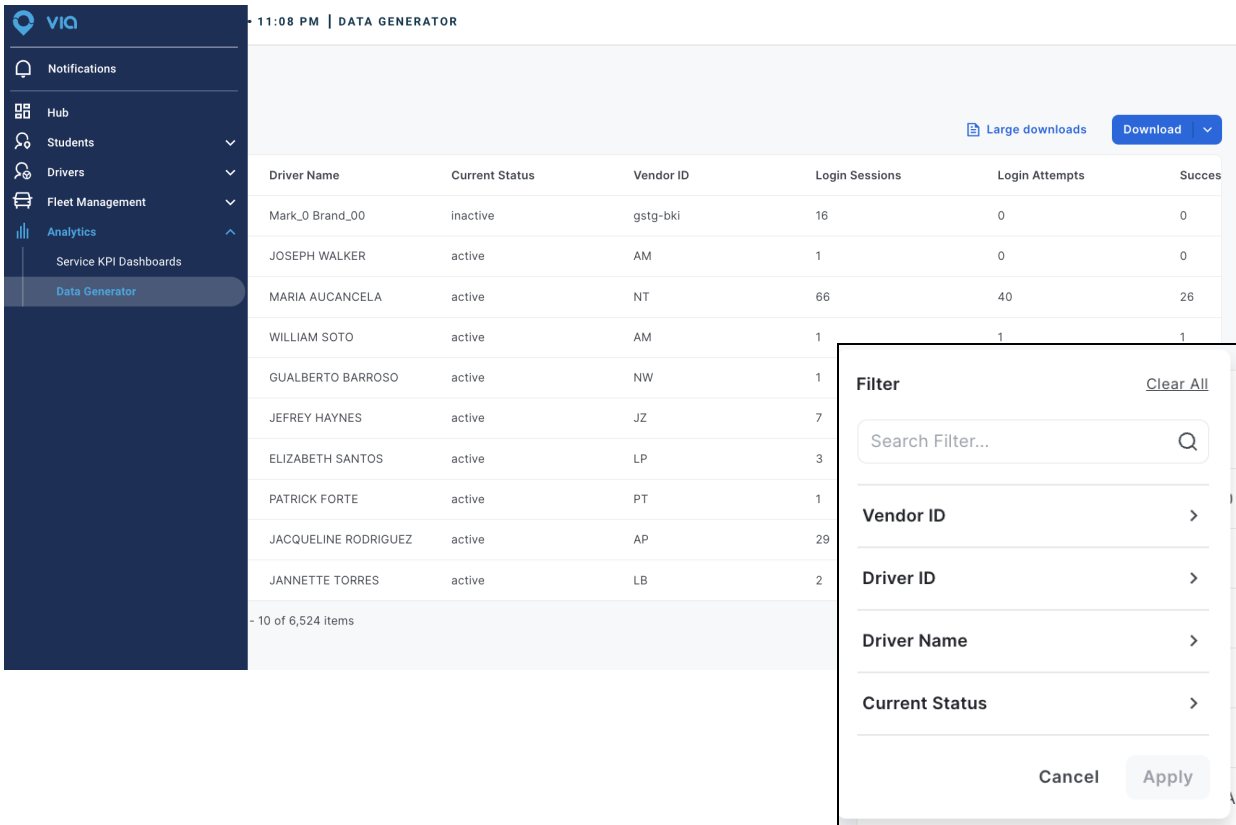


Each report page in the Data Generator tab, with the exception of the Driver Report, has a drop-down menu in the top left to select the range of dates for which data will be displayed. Users can click the dropdown and select a date range from the calendar as recent as the previous day and going back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



Driver Name	Current Status	Vendor ID	Login Sessions	Login Attempts	Success
Mark_0 Brand_00	inactive	gstg-bki	16	0	0
JOSEPH WALKER	active	AM	1	0	0
MARIA AUCANCELA	active	NT	66	40	26
WILLIAM SOTO	active	AM	1	1	1
GUALBERTO BARROSO	active	NW	1		
JEFREY HAYNES	active	JZ	7		
ELIZABETH SANTOS	active	LP	3		
PATRICK FORTE	active	PT	1		
JACQUELINE RODRIGUEZ	active	AP	29		
JANNETTE TORRES	active	LB	2		

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:

Driver Login Attempts ▾

☰ Date: 04/25/2023 - 04/25/2023 📄 Large downloads Download ▾

Driver ID	Driver Name ▾	Vendor ID ☰	Login Attempt Time ☰	Login Status	Error Message
2001020008	MICHAEL CUNDARI	PT	2023-04-25 06:51	successful	
2001020008	MICHAEL CUNDARI	PT	2023-04-25 13:37	successful	
2003013229	PATRICK FORTE	PT	2023-04-25 05:39	successful	
2003013233	EDWIN RAMOS	LR	2023-04-25 06:09	successful	
2003013233	EDWIN RAMOS	LR	2023-04-25 14:00	successful	
2003013245	JANNETTE TORRES	LB	2023-04-25 06:10	successful	
2003013245	JANNETTE TORRES	LB	2023-04-25 12:30	successful	
2003013245	JANNETTE TORRES	LB	2023-04-25 12:30	successful	
2003013245	JANNETTE TORRES	LB	2023-04-25 12:30	successful	

Filter [Clear All](#)

Search Filter...

Date >

Vendor ID >

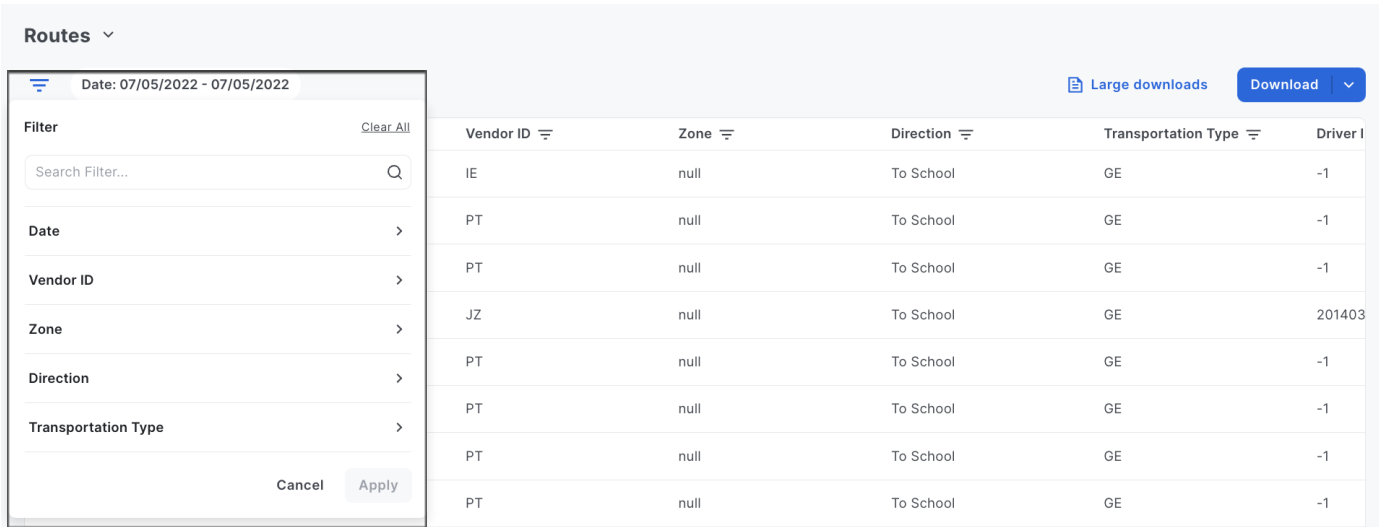
Driver ID >

Driver Name >

Cancel Apply

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.



The screenshot shows the 'Routes' report interface. On the left is a filter sidebar for the date range '07/05/2022 - 07/05/2022'. The sidebar includes a search filter, and expandable sections for Date, Vendor ID, Zone, Direction, and Transportation Type. At the bottom of the sidebar are 'Cancel' and 'Apply' buttons. On the right is a table with columns: Vendor ID, Zone, Direction, Transportation Type, and Driver ID. The table contains 9 rows of route data.

Vendor ID	Zone	Direction	Transportation Type	Driver ID
IE	null	To School	GE	-1
PT	null	To School	GE	-1
PT	null	To School	GE	-1
JZ	null	To School	GE	201403
PT	null	To School	GE	-1
PT	null	To School	GE	-1
PT	null	To School	GE	-1
PT	null	To School	GE	-1

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".