Bay Area LATATrax
Tow Contractor Quick Guide

Monitoring, Operations, Fleet Management, and other Tools
Table of Contents

Introduction ................................................................................................................................................. 3

1. Live Map and Monitoring ..................................................................................................................... 3

2. Back-Ups .................................................................................................................................................. 7
   2.1. MTC Instructions ............................................................................................................................... 8
   2.2. Back-up Resources ............................................................................................................................. 9
   2.3. Request a Back-Up ............................................................................................................................. 10
   2.4. Respond to a Request ....................................................................................................................... 14
   2.5. Back-up Request Status .................................................................................................................. 15

3. Trouble Tickets ...................................................................................................................................... 17
   3.1. Mechanical/Truck Out of Service ..................................................................................................... 18
   3.2. In-Vehicle Equipment General ....................................................................................................... 21
   3.3. In-Vehicle Equipment LATATrax .................................................................................................. 22

4. Making Appeals ...................................................................................................................................... 24

5. Order Supplies/Order History ............................................................................................................... 28

6. Incident Report ....................................................................................................................................... 33

7. Shift Entry ............................................................................................................................................... 36
Introduction

While there is a great deal of information provided to the Freeway Service Patrol Tow Contractor through the LATATrax Website, this guide focuses on the functions that are most useful to the Tow Contractor. Other resources will cover the contractor functions in the Data, Administration and FAQ menus that are not covered here.

The functionality that this guide covers are:
- Viewing your trucks in real time
- Requesting backups
- Submitting trouble tickets
- Making appeals
- Ordering supplies from MTC
- Viewing your drivers’ incident and assist information
- Manually entering incidents into the LATATrax system from DSRs

1. Live Map and Monitoring

Once a contractor logs into the MTC LATATrax site, the Live Map is displayed. This provides a quick look at the status and location of company vehicles. You can display tow yard, drop sites, call boxes and a congestion layer to the map. You can also change the look of your map using the Basemap function (see red arrow). This will allow you to change between streets view, imagery, topo, etc.
The vehicles are represented as circular icons with an arrow in the center representing current heading. The colors represent the statuses shown below. While on the Live Map, you can select the legend (see blue arrow above) as a quick reference to this same information.

<table>
<thead>
<tr>
<th>Vehicle Status</th>
<th>Map Icon</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Awaiting driver log on</td>
<td>gray</td>
<td>ReliaGate is powered up due to vehicle ignition switch being on or vehicle started</td>
</tr>
<tr>
<td>Logged On</td>
<td>purple</td>
<td>Driver logged on with name, password, beat, shift, and call sign</td>
</tr>
<tr>
<td>Rolled Out</td>
<td>Light blue</td>
<td>Enroute to assigned beat. System generates when vehicle leaves tow yard geofence when in Driver Logged On state</td>
</tr>
<tr>
<td>Enroute</td>
<td>Orange</td>
<td>Enroute to an incident. System generated after driver acknowledges a dispatch.</td>
</tr>
<tr>
<td>On Patrol</td>
<td>Green</td>
<td>On beat and patrolling. Selected manually, or by the system when the vehicle enters the beat geofence while in Roll Out mode</td>
</tr>
<tr>
<td>On Incident</td>
<td>Dark blue</td>
<td>Covers one or more assists at same location</td>
</tr>
<tr>
<td>On Break</td>
<td>Light blue</td>
<td>Selected by driver</td>
</tr>
<tr>
<td>On Lunch</td>
<td>Light blue</td>
<td>Selected by driver</td>
</tr>
<tr>
<td>Rolling In</td>
<td>Light blue</td>
<td>Selected by driver when leaving beat to return to tow yard</td>
</tr>
<tr>
<td>Logged Off</td>
<td>gray</td>
<td>After driver logs off, the icon stays gray until ReliaGate computer shuts off power.</td>
</tr>
<tr>
<td>Towing</td>
<td>Yellow</td>
<td>Selected by driver during period when they are transporting motorist</td>
</tr>
</tbody>
</table>
There are some other helpful screens located in the Monitoring Menu. The first is Live Incidents.

This selection allows you to view your tow trucks that are dispatched to an incident but have not acknowledged the request, those active on an incident, and the assists that have been completed for the day.
The last screen available under the Monitoring menu, is the Daily Schedule (see arrow). Here you can view the schedule for the day,
2. Back-Ups

By June 30, 2015 (at the latest) MTC will require that all tow contractors document all back-up requests and responses to those requests through the LATATrax system. Tow contractors are encouraged to call back-up contractors for up-to-date information before submitting requests, particularly if back-up service is needed for shifts in the immediate future. The system functions are found in the Back-Ups screen under the Operations menu.

Selecting Back-Ups will open the following screen allowing a user to read MTC directions, view back up resources, request a back-up, respond to a back-up, or check the status of a back-up:
2.1. **MTC Instructions**

This provides useful information about the back-up request process. The time to respond is also listed (blue arrow).

![MTC Instructions](image)

<table>
<thead>
<tr>
<th>Type of Back-up Request</th>
<th>Description</th>
<th>Time to Respond</th>
</tr>
</thead>
<tbody>
<tr>
<td>URGENT</td>
<td>Back-up needed within 30 minutes from now</td>
<td>5 minutes</td>
</tr>
<tr>
<td>STANDARD</td>
<td>Back-up needed more than 24 hours from now</td>
<td>10 minutes</td>
</tr>
</tbody>
</table>

All listed back-up contractors for a beat will receive an email and possibly an SMS when their beat's contractor submits a request. They will see which back-up contractor was indicated by the requestor — only that back-up contractor will need to respond. If a higher ranked back-up contractor does not accept or decline the request in the LATATrax system by the time period listed in the table below the request will go to the next back-up contractor on the list, unless the system shows that this contractor's back-up trucks are unavailable. If the tertiary contractor has declined or fails to respond by the indicated time OR if the requestor selected 'None' the back-up request goes out to the entire back-up contractor pool. The back-up assignment will go to the first contractor who accepts through LATATrax with no required time for response.
2.2. **Back-up Resources**

This link’s two tabs list the back-up trucks by beat and what beats provide the back-up coverage for any given beat.
2.3. **Request a Back-Up**

This is where a contractor enters a back-up request.

The first step is to determine whether this will be an urgent or standard back-up request:

![Request a Back-up](image)

The second step is to select your beat from a drop down of your available beat choices (the requesting contractor is auto-populated)

![Select Beat](image)
Once the beat is selected, the back up providers for that beat will populate below in the form:

The third step is to select the shift(s) needing to be covered:
Then, select your reason for needing a back-up:

The fifth step is to enter any comments:

Second to the last, you can select a contractor based on previous agreements via phone and enter that contractor specifically, but include comments for why they are selected.

MTC prefers that you pick your Primary contractor, but understands conditions may necessitate picking another contractor. Just make sure that this is documented in the comments.
The last item is to submit the request (See the arrow):

You will see a green box at the right top of the screen that the back-up request was successfully submitted.
2.4. **Respond to a Request**

Primary, Secondary, and Tertiary providers receive automatic email notifications when a request is in work. This section will only apply if you are a primary, secondary, or tertiary request provider and you have been asked to fill a back-up request.

Below is an example of an email request:

If there are no pending requests you will see the following in LATATrax:
2.5. **Back-up Request Status**

This screen allows a contractor to tab between their unresolved, partially resolved, resolved and cancelled requests (see blue arrows).

---

The table below defines each of these statuses.

<table>
<thead>
<tr>
<th>Status</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unresolved</td>
<td>Indicates the request has been submitted but there has been no response by the primary, secondary or tertiary to cover the beat.</td>
</tr>
<tr>
<td>Partially Resolved (Qualified Response)</td>
<td>The request has been partially filled by one contractor but there are still shifts that need to be covered.</td>
</tr>
<tr>
<td>Resolved</td>
<td>The entire back-up request has been met by one or more contractors.</td>
</tr>
<tr>
<td>Cancelled</td>
<td>The back-up is no longer required and has been cancelled.</td>
</tr>
</tbody>
</table>
Below is an example of a resolved request:

<table>
<thead>
<tr>
<th>Request #</th>
<th>Requestor #</th>
<th>Date of Request</th>
<th>Bit #</th>
<th>Status</th>
<th>Response of Primary</th>
<th>Response of Secondary</th>
<th>Response of Tertiary</th>
<th>Other Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>0001</td>
<td>LATA Test Contractor 01</td>
<td>03/19/15 11:09</td>
<td>21</td>
<td></td>
<td>LATA Test Contractor 02</td>
<td>I am sorry, I can't help with this.</td>
<td>LATA Test Contractor 03</td>
<td>LATA Test Contractor 04</td>
</tr>
</tbody>
</table>

Yes, I can do it.
3. Trouble Tickets

The Trouble Tickets screen is where contractors can report vehicle mechanical failures and in-vehicle equipment failures. Trouble Tickets is available under the Fleet Management menu:

Selecting Trouble Tickets will take you to the portal page:

Select the Tow Contractor Portal:
Links to requesting a back up and merchandise ordering are also available in the opening portal page.

3.1. **Mechanical/Truck Out of Service**

You can enter a new trouble ticket for a truck that has a mechanical issue. This ticket is similar to the old Mechanical Failure form tow contractors would fax in. Below is the initial screen.

Click on the green Add button (with arrow) to add a new mechanical out of service ticket.
This is what a new Mechanical/Truck Out of Service Ticket looks like:

<table>
<thead>
<tr>
<th>Status</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unresolved</td>
<td><em>For MTC-owned equipment:</em> Indicates an appointment or solution has not been arranged</td>
</tr>
<tr>
<td></td>
<td><em>For FSP Vehicle Mech. Failure:</em> The date back in service is not known</td>
</tr>
<tr>
<td>Pending</td>
<td><em>For MTC-owned equipment:</em> Indicates an appointment or solution has been arranged</td>
</tr>
<tr>
<td>Resolved</td>
<td>Truck is Back In-Service or equipment is fixed</td>
</tr>
</tbody>
</table>

Drop down menus will list to the trucks assigned to your company in the system. Please also name and give the phone number for the tow contractor employee most knowledgeable about the problem.
Then, please indicate the date the truck went out of service and your best estimate for when the truck will be back in service. Please answer the questions about the nature and date of the problem and any notes needed to clearly illustrate what is going on.

Once complete with the form, you will notice that you have two submission options: SAVE or SAVE & REQUEST BACK-UP. The second choice will link you back to the Back-Up Requests page.

You can revise all ticket information later by clicking on the pencil icon in the ticket table (see arrow). As explained above a “Pending” status will indicate that you have more certainty about when the truck will be back in service.
3.2. In-Vehicle Equipment General

You can also enter a new trouble ticket for a truck that has an in-vehicle equipment issue. This is for items that are not related to LATATrax equipment (e.g., radios) and all the non-LATATrax antennas in the truck.

Add an In-Vehicle Equipment General ticket in the same manner as the previous ticket types:
3.3. In-Vehicle Equipment LATATrax

The last trouble ticket type relates to LATATrax In-vehicle equipment:

Add an In-Vehicle Equipment LATATrax ticket in the same manner as the other trouble ticket types:
The ReliaGate OEM Serial number is the same name used for the truck’s Wi-Fi network. For example, it will be something similar to MVGE50030.
4. Making Appeals

The Appeals screen is where contractors can add an appeal to items on their invoice from MTC. Appeals is available under the Fleet Management menu:

Selecting Appeals will take you to the portal page. Select the Tow Contractor Portal:
The screens below show the various tab views:
If you want add a new appeal click on the add appeal button in green (see arrow below). This will allow you to enter any of the three types of appeals:

For all three appeal types follow the instructions given and make use of the drop down menus provided to fill out as many fields as possible. The LATATrax system will tell you if a particular field is required to create an Appeal.

A new Violation appeal form is shown below:
A new Overtime appeal form is shown below:

![Overtime Appeal Form]

A new invoice appeal form is shown below:

![Invoice Appeal Form]
5. Order Supplies/Order History

The Order Supplies module is a place for Contractors to request apparel, program materials and equipment that are required for the FSP program and supplied by MTC. The contractor can both order and view supply levels of these various items. Order Supplies can be found in the Fleet Management Menu:

Select “Order Supplies” to make a new request for merchandise. Select “Order History” to view and/or edit old requests.

The order form is very similar to the previous paper version with the following exceptions:

- You can only request quantities of a particular item if MTC has it available. Units in stock are shown for each item.

- The total is auto-calculated by the system.

- Pick up times are broken down by hour increments. MTC will notify the contractor if there is a problem with a selected pick-up time.

- A green “order successfully submitted” notice will appear when an order is successfully submitted.

- Order confirmation emails will be sent to both the contractor and MTC.
Below is the screen you see when you select “Order Supplies.” You can also view your order history by clicking on the black “Orders button” (see arrow below).
Within “Order History” either MTC or the Contractor can make changes to the order and an email notification will be sent to both parties. In order to change an order, click on the blue ID number for the specific order you want to change.

This brings up the screen below. Click on Edit.

You will be able to edit any of the items in the Order Details section, but you will not be able to change the Product List – what you are ordering or how much you are ordering. That will require a new order.
Continuation of the screen from the previous page:

A history of changes to the order is maintained for each order.
Again, if you want to change order quantities, you will need to cancel the order and resubmit. Cancel an order by clicking the red cancel order button.

You will be given the opportunity to confirm the cancellation before the order is actually cancelled.

In “Order History” you will only see orders you have made over the last three months. You can sort and search for a specific order. You can also go back to the Order Supplies page by clicking on the green + Order button.
If a supply order is to be added to the invoice from MTC (i.e. the items have a cost), it will be automatically applied to the tow contractor’s invoice in LATATrax when an order is filled. This happens when the contractor picks up the ordered supplies and MTC changes the status to “Filled.”

6. DSR Incident Reports

Contractors can view DSRs that have been submitted into the LATATrax system.

The DSR incident information is found in the Data Menu. Select Reports:
Once in the Reports screen, click on the Driver Service Report:

This allows you to view the incidents you have submitted for your company.

To view the data you can sort by column or filter it. In order to sort, click on the arrows on the side of each column. To filter, use the “Filter Grid” search bar to look for a specific string. For instance if you want to look for a driver who is names Smith, start typing S- m- i- t- h- and the filter will pull only those record with that associated string.
Clicking on the plus or minus sign next to the record (see arrow below) allows the user to expand or contract the record for viewing purposes as seen below:
7. Shift Entry

The shift entry screen is where contractors enter their driver’s paper DSRs in the event that the LATATrax in-vehicle system was unavailable to post an incident report. This selection is available in the Administration menu (see arrow).

The shift entry form is very similar to the new paper DSR form.
Enter the appropriate driver, shift, and incident information. Some of the fields have drop-down menus and some are free-entry.

Then enter the Assist Data. Fill out one line per assist (MTC counts an assist as the assistance given to one vehicle or the clean-up of an in-lane debris field not associated with another assist). Finally enter the notes for that assist and save it. You may select multiple Problem codes for a single assist line. Click “Enter Another Incident” to submit data on an assist that occurred during another incident.

If you need directions on adding Assist Data, click on the blue book box (see blue arrow on next page).
To add the assist, click on the red + box (see red arrow):
The following form is available for data entry. Fill out the fields and hit Submit to save (blue arrow). Closing will exit without saving the form. Area is the letter designation used to identify the Drop Site cross street.
Once all the information on the assists for a given incident is completely entered, click on the Save This Incident button. You also have the option to Print the record (see arrows).