



Bay Area LATATrax Tow Contractor Quick Guide

Monitoring, Operations, Fleet Management,
and other Tools



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Introduction

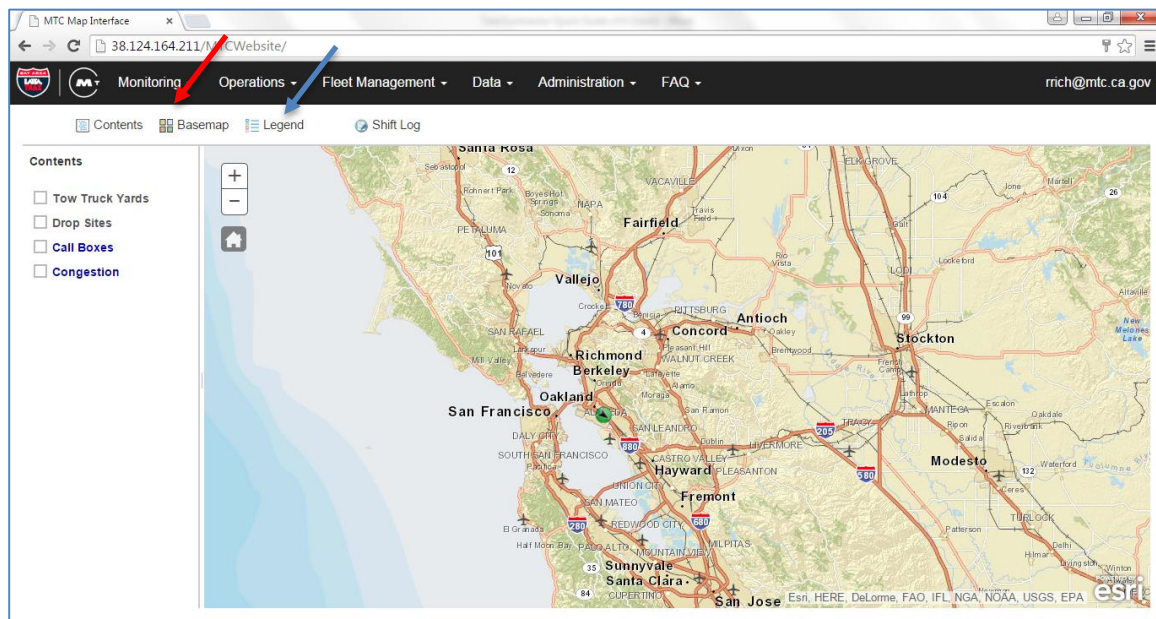
While there is a great deal of information provided to the Freeway Service Patrol Tow Contractor through the LATAtRax Website, this guide focuses on the functions that are most useful to the Tow Contractor. Other resources will cover the contractor functions in the Data, Administration and FAQ menus 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.





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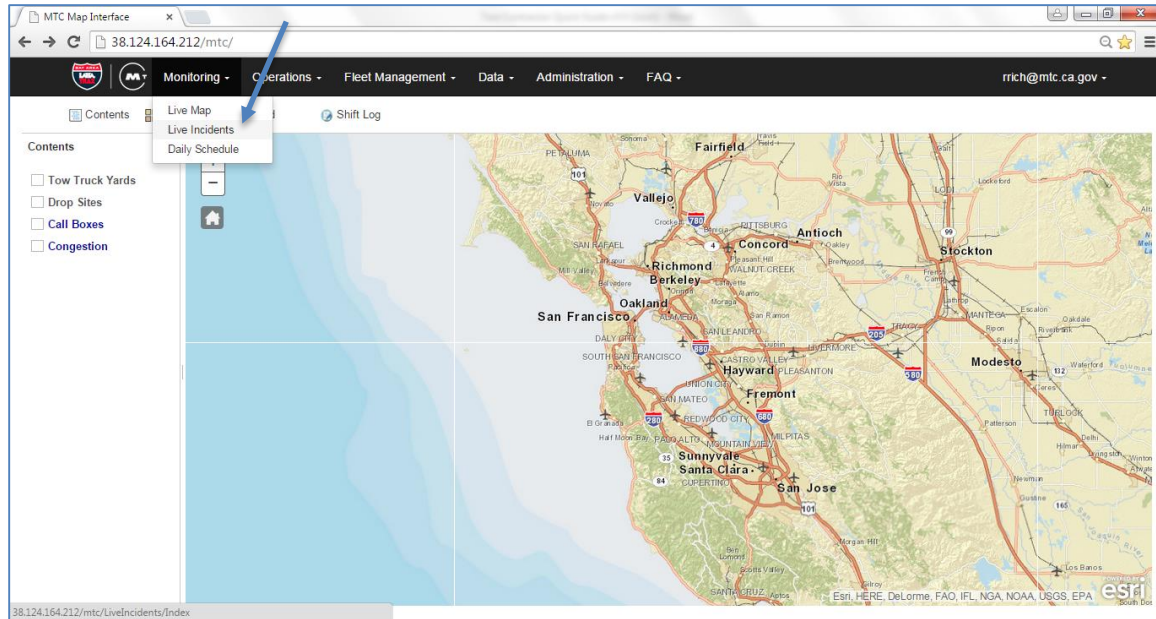
The vehicles are represented as circular icons with an arrow in the center representing current heading. The colors represent the statuses shown below. While on the Live Map, you can select the legend (see blue arrow above) as a quick reference to this same information.

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



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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.

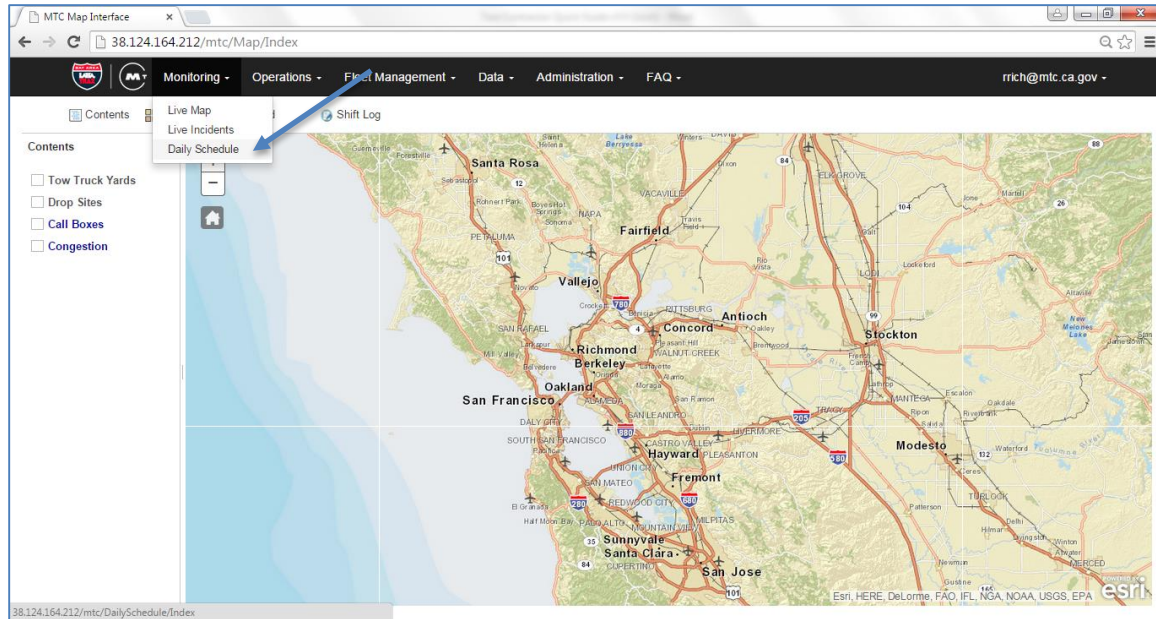
The screenshot shows the "Live Incidents" screen for April 15, 2015. The page title is "Live Incidents April 15, 2015". There is a "Column Configuration" button in the top right corner. The table is divided into three sections: "Dispatched but Un-Acknowledged (0)", "Active (0)", and "Today's Completed (0)". Each section has a table with columns: Incident Type, Beat #, Call Sign, Truck #, Driver, Dispatch Summary Message, Dispatch Time, Status, and Location.

Live Incidents April 15, 2015									Column Configuration
Dispatched but Un-Acknowledged (0)									
Incident Type	Beat #	Call Sign	Truck #	Driver	Dispatch Summary Message	Dispatch Time	Status	Location	
Active (0)									
Incident Type	Beat #	Call Sign	Truck #	Driver	Dispatch Summary Message	Dispatch Time	Status	Location	
Today's Completed (0)									
Incident Type	Beat #	Call Sign	Truck #	Driver	Dispatch Summary Message	Dispatch Time	Status	Location	



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The last screen available under the Monitoring menu, is the Daily Schedule (see arrow). Here you can view the schedule for the day,



Daily Schedule

38.124.164.212/mtc/DailySchedule/Index

Monitoring - Operations - Fleet Management - Data - Administration - FAQ -

rrich@mtc.ca.gov

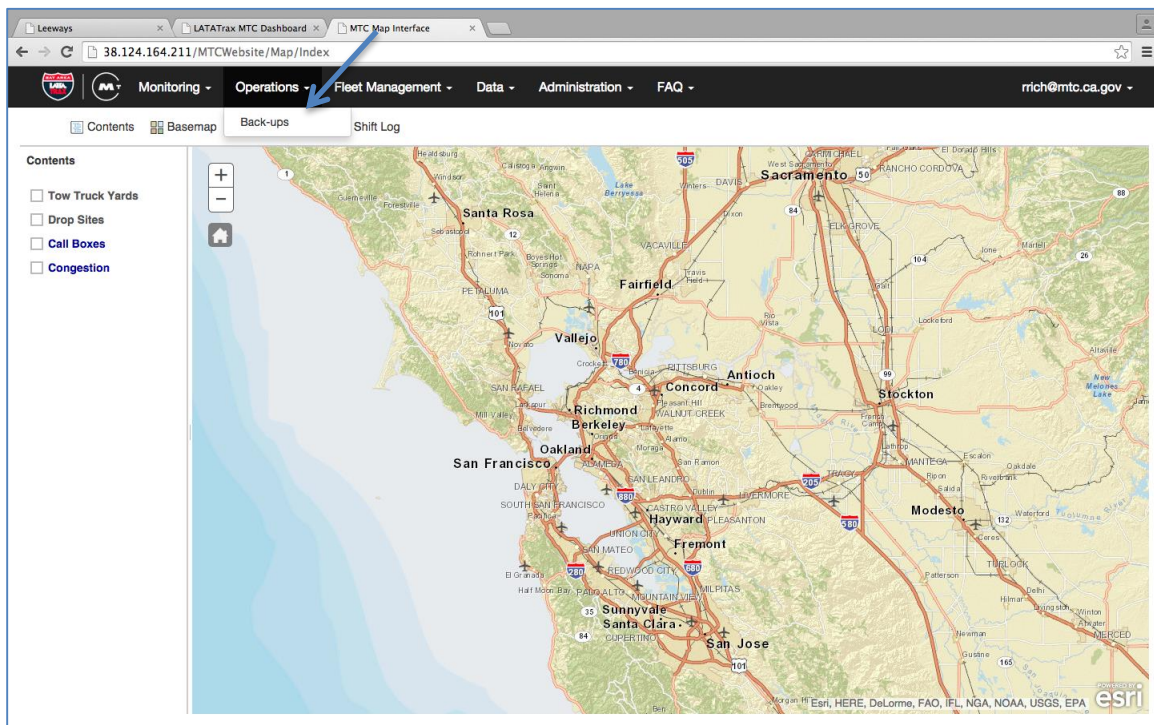
FSP Schedule for April 15, 2015

Beat #	Schedule Name	Service Hours (OP-RI)	Contractor Supervisor	Contractor
2	WeekdayPM	03:00 PM-07:00 PM	Smith, John	Redhill Towing
2	WeekdayMID	10:00 AM-03:00 PM	Smith, John	Redhill Towing
2	WeekdayAM	06:00 AM-10:00 AM	Smith, John	Redhill Towing
4	WeekdayPM	03:00 PM-07:00 PM	Mullette, Kevin	Palace Garage
4	WeekdayPM	03:00 PM-07:00 PM	Mullette, Kevin	Palace Garage
4	WeekdayAM	06:00 AM-10:00 AM	Mullette, Kevin	Palace Garage
4	WeekdayMID	10:00 AM-03:00 PM	Mullette, Kevin	Palace Garage
8	WeekdayAM	06:00 AM-10:00 AM	Smith, John	Lima Towing
8	WeekdayPM	03:00 PM-07:00 PM	Smith, John	Lima Towing
9	WeekdayPM	06:45 PM-06:45 PM	Mullette, Kevin	Palace Garage

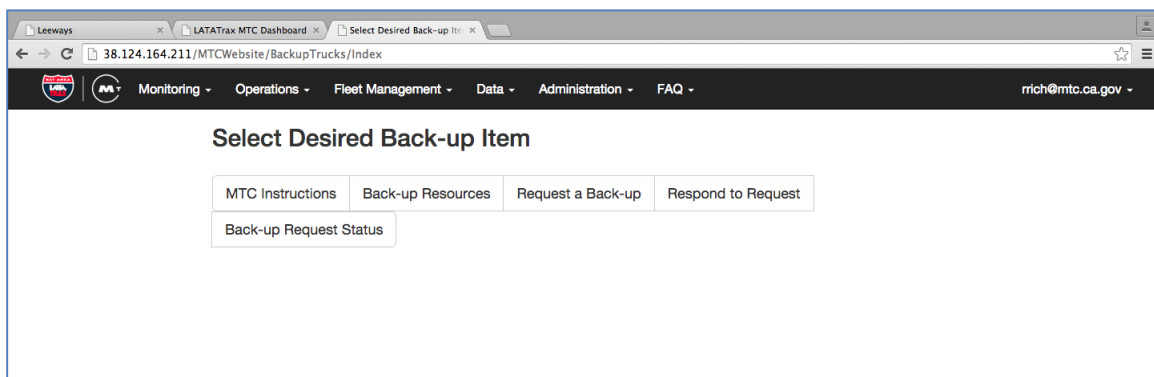
« 1 2 »

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

Back-Up Service Requests and Responses in LATrAX

MTC requires that all tow contractors document all back up requests and responses to those requests, regardless of any additional contact with back up contractors, through the LATrAX system. Tow contractors are to make their back up requests through LATrAX promptly so that back up contractors may, as much as possible, respond during normal service hours.

MTC continues to encourage tow contractors to call back up contractors for up to date information before submitting requests, particularly if back up service is needed for a shift coming up soon. Using LATrAX is a supplementary, but mandatory step in the process.

Contractors requesting a back up (the 'requestor') should check the LATrAX system to see if a back-up truck is available and, preferably, call the contractor to confirm that. When entering the Back Up Truck Request into the LATrAX system the contractor should indicate which of the primary, secondary and tertiary are most likely available. If multiple trucks are available the contractor should pick the highest ranked contractor for their beat (primary, secondary and then tertiary). If, and only if, none of the primary, secondary or tertiary trucks seem to be available, there is a fourth option ('None') the contractor may select.

Type of Back-up Request	Description	Time to Respond
URGENT	Back-up needed within 24 hours	5 minutes
STANDARD	Back-up needed more than 24 hours from now	10 minutes

All listed back up contractors for a beat will receive an email and possibly an SMS when that 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 have a truck and was not selected that back-up contractor is required to call the requestor. The requestor shall cancel the request and reissue the request, indicating that higher ranked back up contractor.

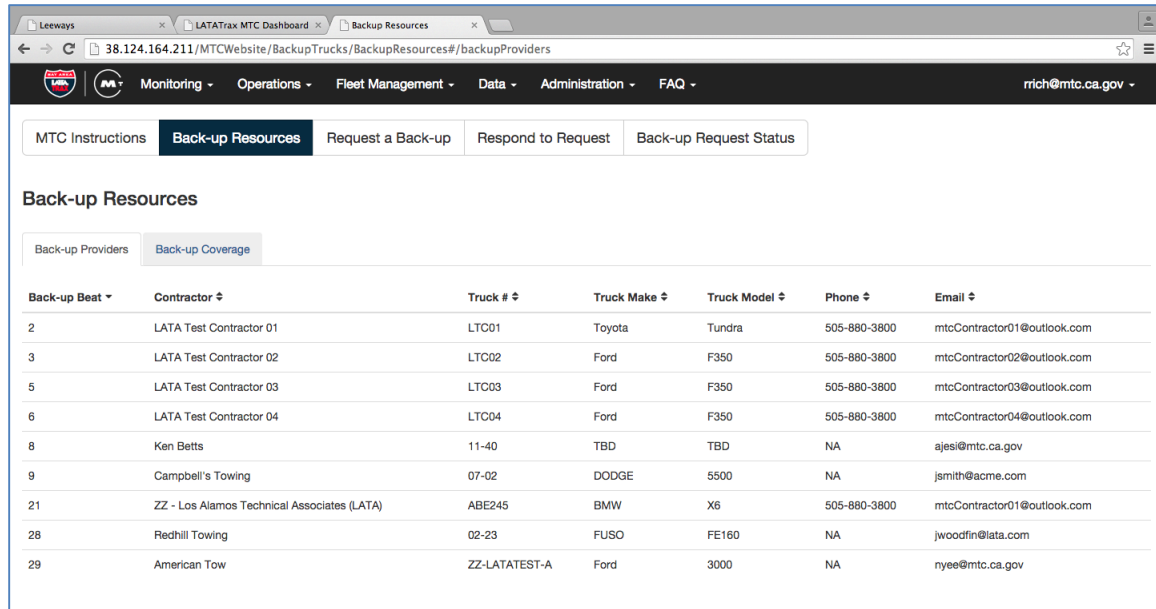
If the back up contractor selected by the requestor does not accept or declines the request in the LATrAX system by the time periods listed in the table below the request will go to the next back up contractor on the list, unless the system shows that this contractor's back up trucks are unavailable.

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 LATrAX with no required time for response.



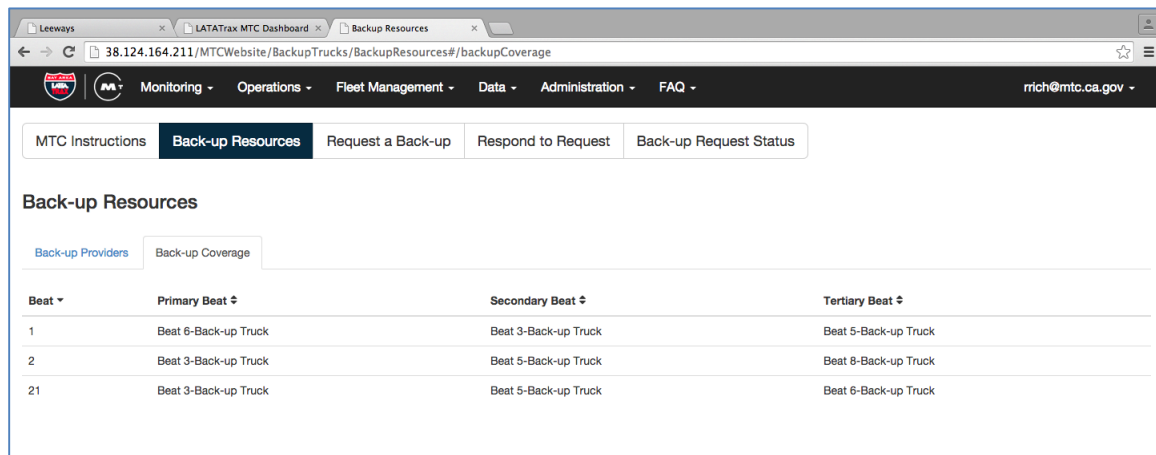
2.2. Back-up Resources

This link's two tabs list the back-up trucks by beat and what beats provide the back-up coverage for any given beat.



The screenshot shows the LATA Trax MTC Dashboard with the 'Back-up Resources' tab selected. The 'Back-up Providers' sub-tab is active, displaying a table of back-up resources. The table has columns for Back-up Beat, Contractor, Truck #, Truck Make, Truck Model, Phone, and Email. The data is as follows:

Back-up Beat	Contractor	Truck #	Truck Make	Truck Model	Phone	Email
2	LATA Test Contractor 01	LTC01	Toyota	Tundra	505-880-3800	mtcContractor01@outlook.com
3	LATA Test Contractor 02	LTC02	Ford	F350	505-880-3800	mtcContractor02@outlook.com
5	LATA Test Contractor 03	LTC03	Ford	F350	505-880-3800	mtcContractor03@outlook.com
6	LATA Test Contractor 04	LTC04	Ford	F350	505-880-3800	mtcContractor04@outlook.com
8	Ken Betts	11-40	TBD	TBD	NA	ajesl@mtc.ca.gov
9	Campbell's Towing	07-02	DODGE	5500	NA	jsmith@acme.com
21	ZZ - Los Alamos Technical Associates (LATA)	ABE245	BMW	X6	505-880-3800	mtcContractor01@outlook.com
28	Redhill Towing	02-23	FUSO	FE160	NA	jwoodfin@lata.com
29	American Tow	ZZ-LATATEST-A	Ford	3000	NA	nyee@mtc.ca.gov



The screenshot shows the LATA Trax MTC Dashboard with the 'Back-up Resources' tab selected. The 'Back-up Coverage' sub-tab is active, displaying a table of back-up coverage. The table has columns for Beat, Primary Beat, Secondary Beat, and Tertiary Beat. The data is as follows:

Beat	Primary Beat	Secondary Beat	Tertiary Beat
1	Beat 6-Back-up Truck	Beat 3-Back-up Truck	Beat 5-Back-up Truck
2	Beat 3-Back-up Truck	Beat 5-Back-up Truck	Beat 8-Back-up Truck
21	Beat 3-Back-up Truck	Beat 5-Back-up Truck	Beat 6-Back-up Truck



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:

Leeways x LATATrax MTC Dashboard x Back-up Request x

38.124.164.211/MTCWebsite/BackupTrucks/RequestBackup

Monitoring Operations Fleet Management Data Administration FAQ

MTC Instructions Back-up Resources **Request a Back-up** Respond to Request Back-up Request Status

Request a Back-up

Request Priority

☐ Urgent: Need back-up within 24 hours. Response required in 5 minutes or less

☒ Standard: Need back-up later than 24 hours. Response required in 10 minutes or less

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

Leeways x LATATrax MTC Dashboard x Back-up Request x

38.124.164.211/MTCWebsite/BackupTrucks/RequestBackup

Monitoring Operations Fleet Management Data Administration FAQ rich@mtc.ca.gov

Requesting Contractor

Palace Garage

Requesting Contractor's Beat needing back-up

26

4



Once the beat is selected, the back up providers for that beat will populate below in the form:

Back-up Request

38.124.164.211/MTCWebsite/BackupTrucks/RequestBackup

Monitoring - Operations - Fleet Management - Data - Administration - FAQ - rich@mtc.ca.gov

Reason back-up needed
--Select--
Please select a back-up reason

Comments

Request Process: Your request will be emailed first to the primary back-up contractor and CC to you and others. Upon receipt of a **DECLINED** response or when the **allowable response time** has elapsed, the request will be emailed to your next back-up contractor, CC you and the others.

If you have already made prior back-up arrangements, indicate the back-up contractor you selected and the reason. All 3 back-up contractors will be sent an email indicating your selection

☐ LATA Test Contractor 02
☐ LATA Test Contractor 03
☐ Ken Betts

Indicate Reason for selection

The third step is to select the shift(s) needing to be covered:

Back-up Request

38.124.164.211/MTCWebsite/BackupTrucks/RequestBackup

Monitoring - Operations - Fleet Management - Data - Administration - FAQ - rich@mtc.ca.gov

Dates and Shifts + Add

04/11/2015	<input checked="" type="checkbox"/> AM	<input checked="" type="checkbox"/> MID	<input checked="" type="checkbox"/> PM	
04/12/2015	<input checked="" type="checkbox"/> AM	<input checked="" type="checkbox"/> MID	<input checked="" type="checkbox"/> PM	Remove
04/13/2015	<input checked="" type="checkbox"/> AM	<input type="checkbox"/> MID	<input checked="" type="checkbox"/> PM	Remove
04/14/2015	<input type="checkbox"/> AM	<input type="checkbox"/> MID	<input type="checkbox"/> PM	Remove

Reason back-up needed
--Select--
Please select a back-up reason

Comments



Then, select your reason for needing a back-up:

Requesting Contractor
Palace Garage

Requesting Contractor's Beat needing back-up
--Select--
Please select the beat

Reason back-up needed
--Select--
A - Regular truck down due to mechanical failure
B - Regular truck was involved in an accident
C - Regular truck has a flat tire
D - Lack of drivers
E - Taken out of service by CHP

The fifth step is to enter any comments:

Reason back-up needed
--Select--
Please select a back-up reason

Comments

Request Process: Your request will be emailed first to the primary back-up contractor and CC to you and others. Upon receipt of a **DECLINED** response or when the **allowable response time** has elapsed, the request will be emailed to your next back-up contractor, CC you and the others.

If you have already made prior back-up arrangements, indicate the back-up contractor you selected and the reason. All 3 back-up contractors will be sent an email indicating your selection

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.



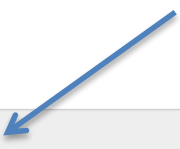
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Request Process: Your request will be emailed first to the primary back-up contractor and CC to you and others. Upon receipt of a **DECLINED** response or when the **allowable response time** has elapsed, the request will be emailed to your next back-up contractor, CC you and the others.

If you have already made prior back-up arrangements, indicate the back-up contractor you selected and the reason. All 3 back-up contractors will be sent an email indicating your selection

☐ LATA Test Contractor 02
☐ LATA Test Contractor 03
☐ Ken Betts

Indicate Reason for selection



The last item is to submit the request (See the arrow):

Back-up Request x LATATrax MTC Dashboard x

38.124.164.211/MTCWebsite/BackupTrucks/RequestBackup

Monitoring - Operations - Fleet Management - Data - Administration - FAQ - rich@mtc.ca.gov

Reason back-up needed
--Select--
Please select a back-up reason

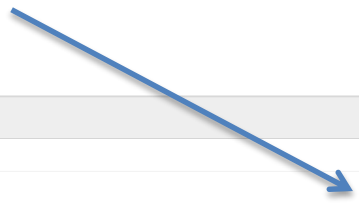
Comments

Request Process: Your request will be emailed first to the primary back-up contractor and CC to you and others. Upon receipt of a **DECLINED** response or when the **allowable response time** has elapsed, the request will be emailed to your next back-up contractor, CC you and the others.

If you have already made prior back-up arrangements, indicate the back-up contractor you selected and the reason. All 3 back-up contractors will be sent an email indicating your selection

☐ LATA Test Contractor 02
☐ LATA Test Contractor 03
☐ Ken Betts

Indicate Reason for selection



Submit

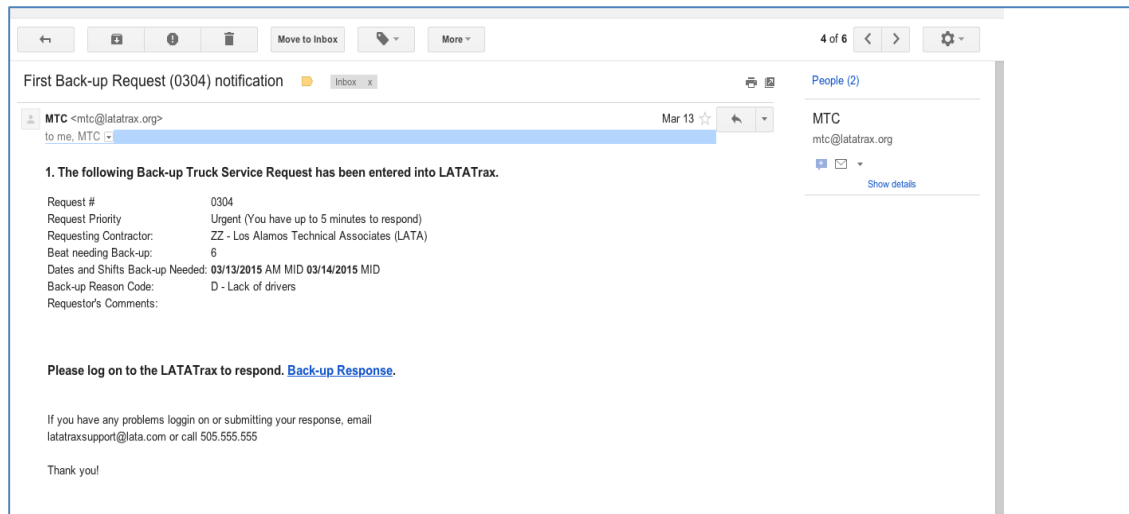
You will see a green box at the right top of the screen that the back-up request was successfully submitted.



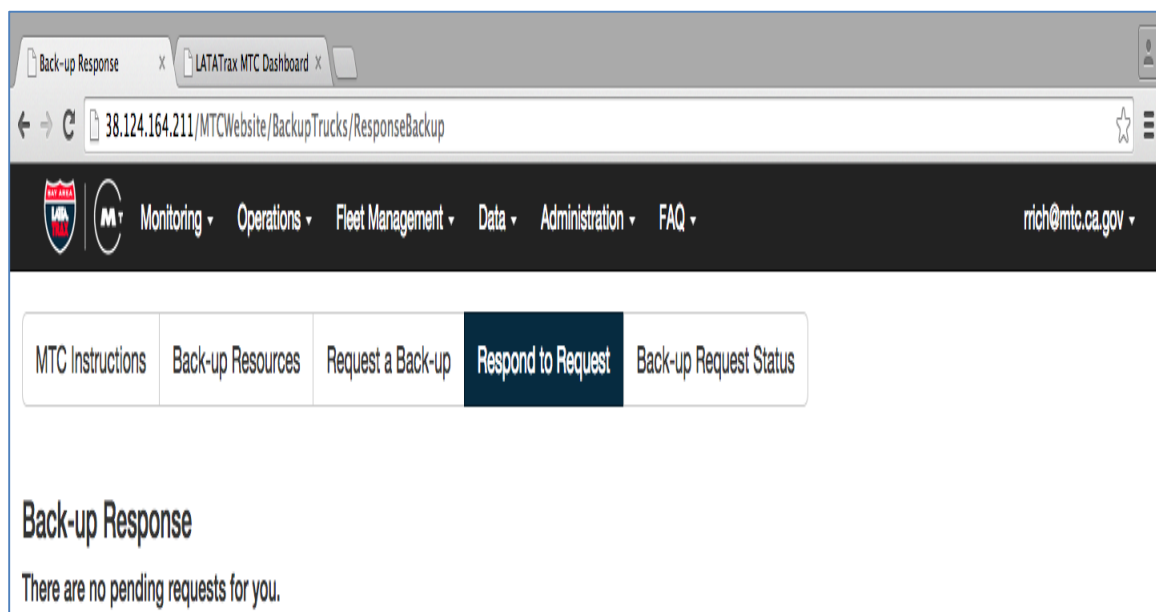
2.4. Respond to a Request

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:



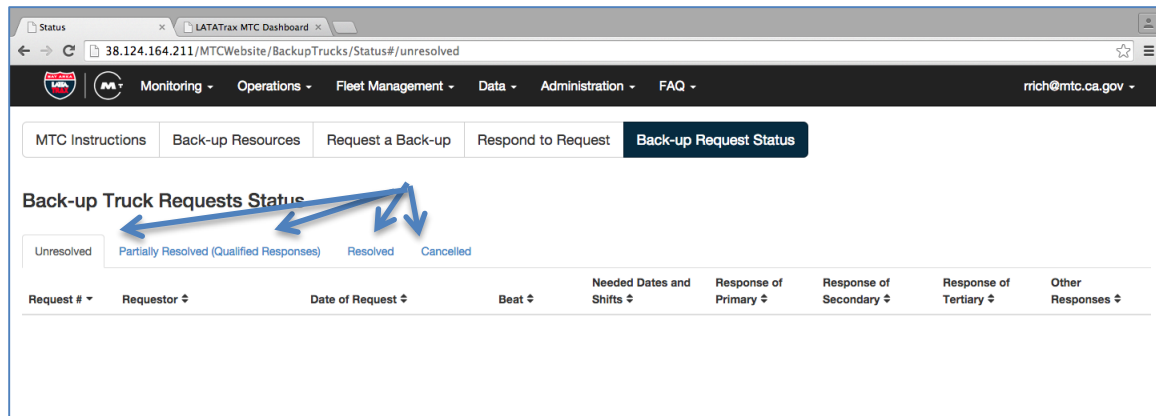
If there are no pending requests you will see the following in LATATrax:





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.

Status	Definition
Unresolved	Indicates the request has been submitted but there has been no response by the primary, secondary or tertiary to cover the beat.
Partially Resolved (Qualified Response)	The request has been partially filled by one contractor but there are still shifts that need to be covered.
Resolved	The entire back-up request has been met by one or more contractors.
Cancelled	The back-up is no longer required and has been cancelled.



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Below is an example of a resolved request:

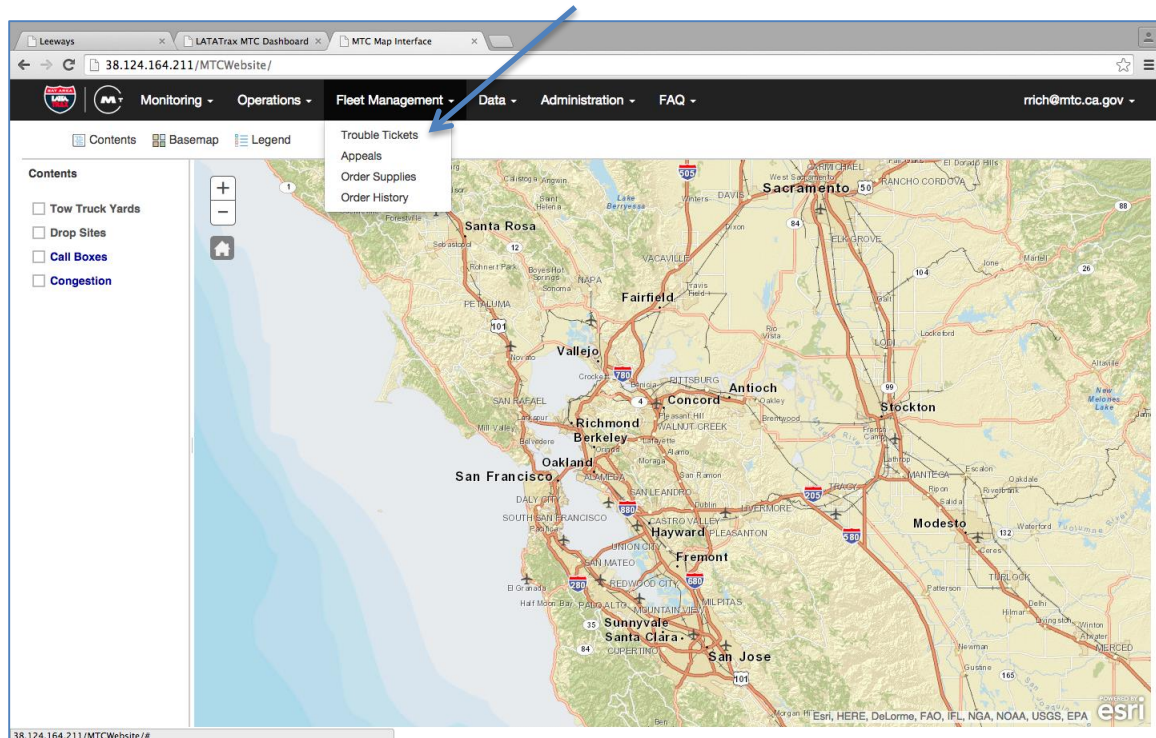
The screenshot shows a web browser window displaying the LATATrux MTC Dashboard. The dashboard has a navigation bar with links: Monitoring, Operations, Fleet Management, Data, Administration, and FAQ. The user is logged in as mtcContractor01@outlook.com. The main content area is titled "Back-up Truck Requests Status" and has tabs for Unresolved, Partially Resolved (Qualified Responses), Resolved, and Cancelled. The "Resolved" tab is selected, showing a table of resolved requests.

Request #	Requestor	Date of Request	Beat	Needed Dates and Shifts	Response of Primary	Response of Secondary	Response of Tertiary	Other Responses
0301	LATA Test Contractor 01	03/19/15 11:59	21	03/19/2015 AM	LATA Test Contractor 02 I am sorry. I can't help with this.	LATA Test Contractor 03 Can't do it. My truck is broken and in the shop right now.	LATA Test Contractor 04 Yes, I can do it!	

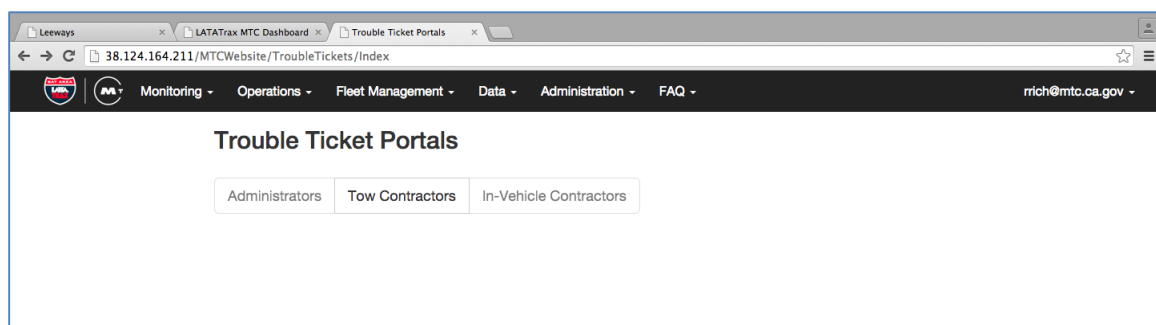


3. Trouble Tickets

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:



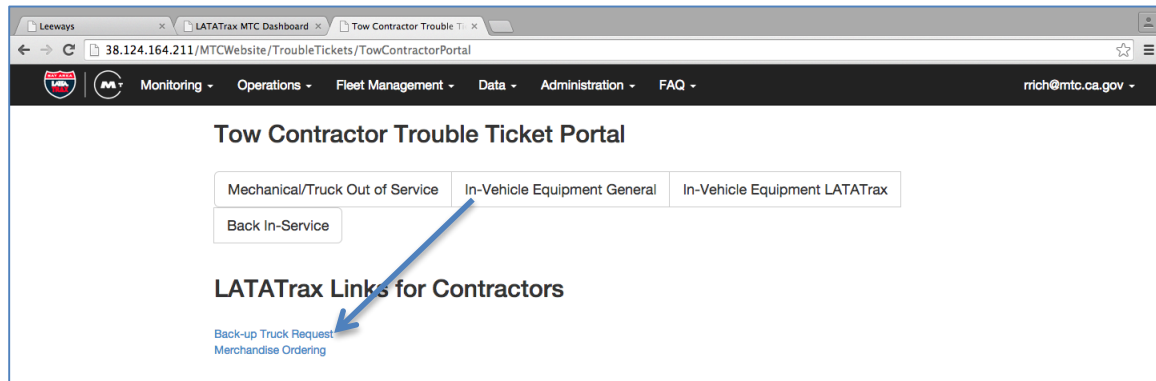
Selecting Trouble Tickets will take you to the portal page:



Select the Tow Contractor Portal:



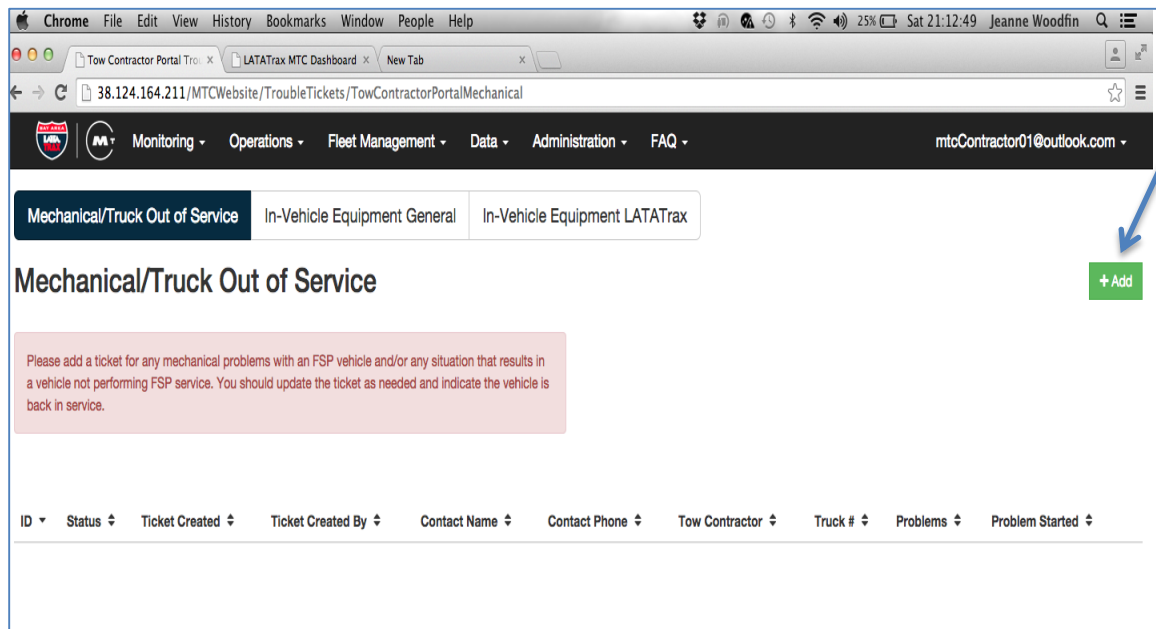
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Links to requesting a back up and merchandise ordering are also available in the opening portal page.

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:

The screenshot shows a web browser window with the LATATrax MTC Dashboard. A modal form titled 'Mechanical/Truck Out of Service Trouble Ticket' is open. The form has the following fields:

- Status: A dropdown menu with 'Unresolved' selected.
- Vehicle: A dropdown menu with '--Select--' selected.
- Contact Name: A text input field.
- Contact Phone: A text input field.
- Estimated Date Out of Service: A date input field.
- Estimated Date In Service: A date input field.
- Nature of the Problem: A list of checkboxes for various issues: Brake Failure, Chassis integrity, Engine Failure, Engine fluid leak, Flat tire, Hydraulic fluid leak, Other, PA system failure, and Winch/sling failure.

The Status field has three choices: unresolved, pending, and resolved. These statuses are found in all Trouble Tickets. MTC and the vehicle contractors responsible for repairs will also adjust them. They are defined as follows:

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

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.



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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.

ID	Status	Ticket Created	Ticket Created By	Contact Name	Contact Phone	Tow Contractor	Truck #	Problems	Problem Started
1045	Resolved	04/08/15 12:44	mtcAdmin@lata.com	test	test	Palace Garage	41-01	Brake Failure Flat tire Chassis integrity Engine Failure Engine fluid leak	04/08/15



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 (eg- radios) and all the non LATATrax antennas in the truck.

The screenshot shows the LATATrax MTC Dashboard in a Chrome browser. The navigation bar includes 'Monitoring', 'Operations', 'Fleet Management', 'Data', 'Administration', and 'FAQ'. The user is logged in as 'mtcContractor01@outlook.com'. The 'In-Vehicle Equipment General' tab is selected, showing a '+ Add' button and a table with columns: ID, Status, Ticket Created, Ticket Created By, Contact Name, Contact Phone, Tow Contractor, In-Vehicle Contractor, Truck #, Component Issues, Affected Drivers, and Problem Started.

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

The screenshot shows the 'In-Vehicle Equipment General' form. The form includes fields for Status (Unresolved), Contact Name, Contact Phone, Vehicle (Select), Drivers who have direct experience with this problem, Indicate In-Vehicle Component Issue (checkboxes for Data antenna, Microphone, Push to Talk, Radio antenna, Radio does not work at all, Radio handset, Radio works poorly), Date Problem Started, and Tow Contractor Notes. The form has 'Save' and 'Close' buttons at the bottom.



3.3. In-Vehicle Equipment LATATrax

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

ID	Status	Ticket Created	Contact Name	Contact Phone	Tow Contractor	In-Vehicle LATATrax Contractor	Truck #	ReliaGate OEM Ser. #	LATATrax Issues	Affected Drivers	Problem Started
----	--------	----------------	--------------	---------------	----------------	--------------------------------	---------	----------------------	-----------------	------------------	-----------------

Add an In-Vehicle Equipment LATATrax ticket in the same manner as the other trouble ticket types:

In-Vehicle Equipment LATATrax Trouble Ticket

Status: Unresolved

Contact Name:

Contact Phone:

Vehicle: --Select--

ReliaGate OEM Serial #:

Drivers who have direct experience with this problem

Indicate LATATrax issue

- ☐ Log on issues
- ☐ On Break/On Lunch issues
- ☐ Screen does not show proper status
- ☐ System does not power on when truck starts
- ☐ Tablet screen freezes up
- ☐ Tablet will not connect to WiFi
- ☐ WiFi issues

Date Problem Started:



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Continued screen:

The screenshot shows a web browser window displaying the LATATrax MTC Dashboard. The dashboard has a dark header with the LATATrax logo and navigation tabs for 'Monitoring', 'Operations', and 'Reports'. The main content area is titled 'In-Vehicle Equipment LATATrax' and includes a message: 'Please add a ticket for any issues with the LATATrax system (e.g., screen freezes, power issues, etc.)'. A modal form is open in the center, titled 'Mechanical/Truck Out of Service'. The form contains the following fields and sections:

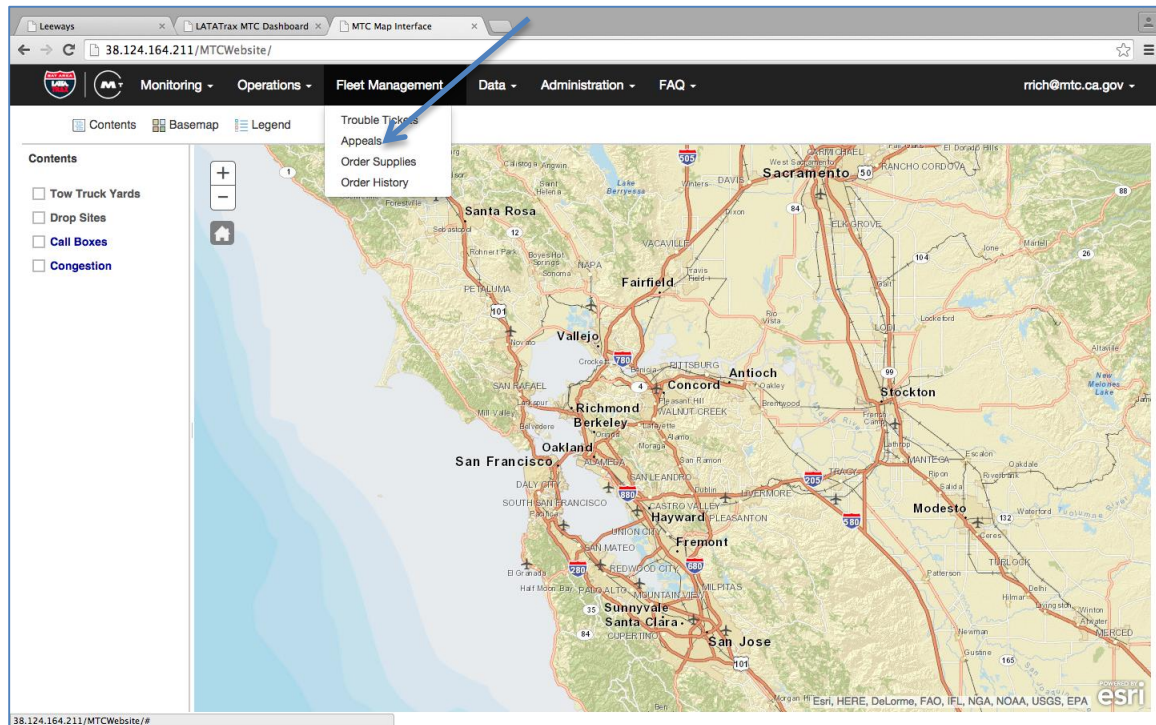
- Contact Phone**: A text input field.
- Vehicle**: A dropdown menu with '--Select--' as the current selection.
- ReliaGate OEM Serial #**: A text input field.
- Drivers who have direct experience with this problem**: A section with a list of checkboxes for common issues:
 - ☐ Log on issues
 - ☐ On Break/On Lunch issues
 - ☐ Screen does not show proper status
 - ☐ System does not power on when truck starts
 - ☐ Tablet screen freezes up
 - ☐ Tablet will not connect to WiFi
 - ☐ WiFi issues
- Date Problem Started**: A text input field.
- Tow Contractor Notes**: A large text area for additional notes.
- Save** and **Close** buttons at the bottom right of the form.

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.

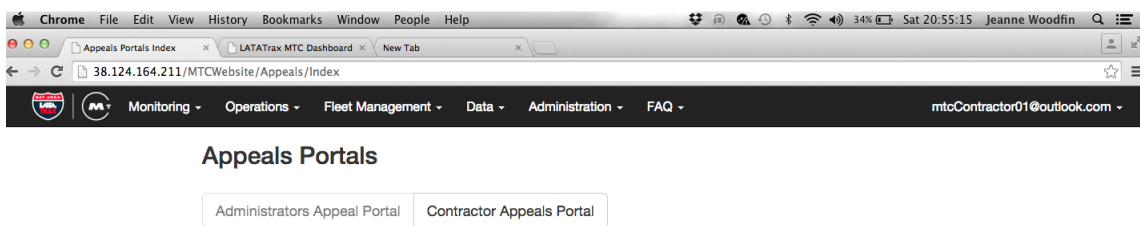


4. Making Appeals

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:





Tow Contractor Fleet Management Quick Guide

The screens below show the various tab views:

The screenshot shows the Contractor Appeals Portal in a Chrome browser. The page has a navigation bar with links: Monitoring, Operations, Fleet Management, Data, Administration, and FAQ. The user is logged in as mtoContractor01@outlook.com. The main heading is "Contractor Appeals Portal". Below it, there are three tabs: Violation Appeals (0), Overtime Appeals (0), and Invoice Appeals (0). The Violation Appeals tab is selected. Below the tabs is a table with the following columns: Status, Beat, Driver, Violation Type, and Violation Date/Time. The table is currently empty.

The screenshot shows the Contractor Appeals Portal in a Chrome browser. The page has a navigation bar with links: Monitoring, Operations, Fleet Management, Data, Administration, and FAQ. The user is logged in as mtoContractor01@outlook.com. The main heading is "Contractor Appeals Portal". Below it, there are three tabs: Violation Appeals (0), Overtime Appeals (0), and Invoice Appeals (0). The Overtime Appeals tab is selected. Below the tabs is a table with the following columns: Status, Beat, Driver, Blocks Granted, and Blocks Claimed. The table is currently empty.

The screenshot shows the Contractor Appeals Portal in a Chrome browser. The page has a navigation bar with links: Monitoring, Operations, Fleet Management, Data, Administration, and FAQ. The user is logged in as mtoContractor01@outlook.com. The main heading is "Contractor Appeals Portal". Below it, there are three tabs: Violation Appeals (0), Overtime Appeals (0), and Invoice Appeals (0). The Invoice Appeals tab is selected. Below the tabs is a table with the following columns: Status, Date of Event, Beat, Driver, Invoice Amount, and Amount Requested. The table is currently empty.



Tow Contractor Fleet Management Quick Guide

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:

Contractor Appeals Portal

Filter Grid [+ Appeal](#)

Violation Appeals (0) Overtime Appeals (0) Invoice Appeals (0)

Status Beat Driver Violation Type Violation Date/Time

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:

Create Appeal

Contractor LATATest Contractor 01

Contact Name

Contact Phone

Appeal Type Violation Overtime Invoice

Select Violation -- Select Violation --

Reason For Appeal

Appropriate Charge 0.00

Create

[Back to Contractor Appeals](#)



Tow Contractor Fleet Management Quick Guide

A new Overtime appeal form is shown below:

The screenshot shows a web browser window with the LATA Trax MTC Dashboard. The dashboard has a navigation bar with links: Monitoring, Operations, Fleet Management, Data, Administration, and FAQ. The user is logged in as mtcContractor01@outlook.com. The main form is titled "Create Appeal" and is for an Overtime appeal. The form fields are:

- Contractor: LATA Test Contractor 01
- Contact Name: [Empty]
- Contact Phone: [Empty]
- Appeal Type: Violation, Overtime (selected), Invoice
- Date and Time of Claimed Overtime: mm/dd/yyyy --:-- --
- Driver: -- Select Driver --
- Beat: -- Select Beat --
- Callsign: [Empty]
- Number of 15 minute blocks claimed: 1
- Number of 15 minute blocks granted: 1
- CHP Overtime #: [Empty]
- Additional Detail: [Empty]
- Create: [Button]

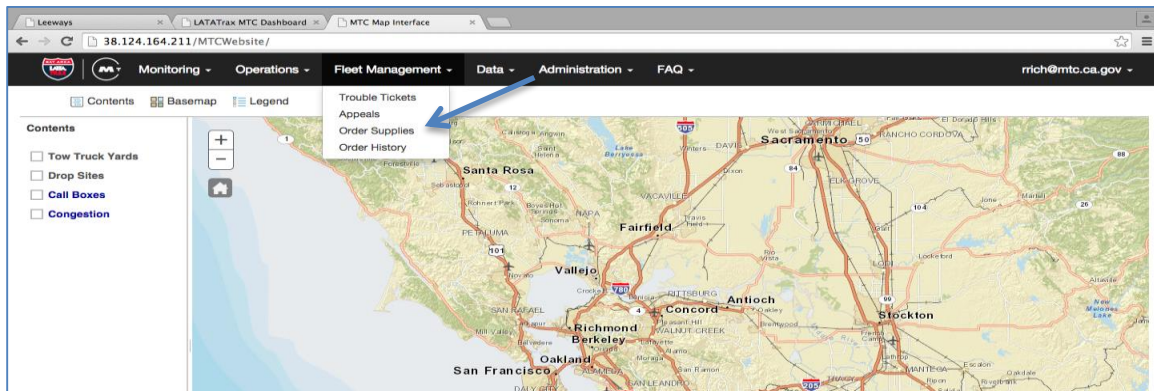
A new invoice appeal form is shown below:

The screenshot shows the same web browser window with the LATA Trax MTC Dashboard. The main form is titled "Create Appeal" and is for an Invoice appeal. The form fields are:

- Contractor: LATA Test Contractor 01
- Contact Name: [Empty]
- Contact Phone: [Empty]
- Appeal Type: Violation, Overtime, Invoice (selected)
- Event Date of deduction/addition: mm/dd/yyyy
- Beat: -- Select Beat --
- Driver: -- Select Driver --
- Reason for the deduction/addition: [Empty]
- Reason for the appeal: [Empty]
- Amount initially +/- on invoice: 0.00
- Amount contractor believes appropriate: 0.00
- Create: [Button]
- [Back to Contactor Appeals](#)

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.



Tow Contractor Fleet Management Quick Guide

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).

The screenshot shows a web browser window with the URL `38.124.164.211/MTCWebsite/Merchandise/Order`. The page title is "Merchandise Order Form". The top navigation bar includes links for Monitoring, Operations, Fleet Management, Data, Administration, and FAQ. The user's email address, `rich@mtc.ca.gov`, is displayed in the top right corner.

The form includes the following sections:

- Contractor:** A dropdown menu showing "Palace Garage".
- Contact Name:** A text input field.
- Contact Number:** A text input field.
- Merchandise:** A table with columns for Description, Units in Stock, Unit Cost, Quantity, and Total Cost.
- Pickup Date:** A date input field.
- Pickup Time:** Radio buttons for 9 AM, 10 AM, 11 AM, 1 PM, 2 PM, 3 PM, and 4 PM.
- Payment Type:** Radio buttons for "Will bring payment by check" and "Please deduct above amount (\$0.00) from tow invoice".

A blue arrow points to the "Orders" button in the top right corner of the form.

Description	Units in Stock	Unit Cost	Quantity	Total Cost
3.5 FSP Patch	182	\$1.40	0	\$0.00
7 FSP Patch	88	\$2.70	0	\$0.00
15x15 Magnetic Sign	24	\$17.50	0	\$0.00
422's (200/pack)	100	\$0.00	0	\$0.00
Daily Shift Records- DSR (1,000/box)	100	\$0.00	0	\$0.00
Multilanguage Card	100	\$0.00	0	\$0.00
Motorist Brochures (3,600/box)	99	\$0.00	0	\$0.00
Total				\$0.00

Pick-ups must be scheduled two day in advance and are not available on Weekends or Holidays. MTC will confirm your requested pick-up time.

Select one of the following *NO CASH WILL BE ACCEPTED*

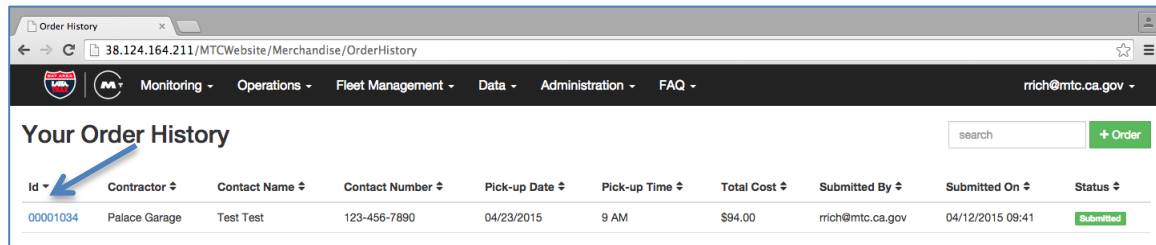
Payment Type

☐ Will bring payment by check ☐ Please deduct above amount (\$0.00) from tow invoice

Submit

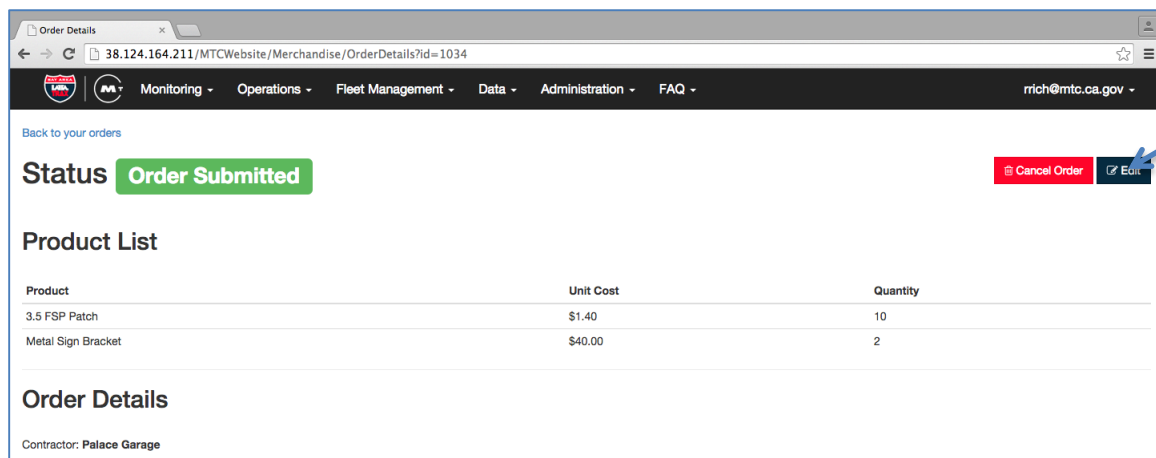


Within “Order History” either MTC or the Contractor can make changes to the order and an email notification will be sent to both parties. In order to change an order, click on the blue ID number for the specific order you want to change.



Id	Contractor	Contact Name	Contact Number	Pick-up Date	Pick-up Time	Total Cost	Submitted By	Submitted On	Status
00001034	Palace Garage	Test Test	123-456-7890	04/23/2015	9 AM	\$94.00	rich@mtc.ca.gov	04/12/2015 09:41	Submitted

This brings up the screen below. Click on Edit.



Product	Unit Cost	Quantity
3.5 FSP Patch	\$1.40	10
Metal Sign Bracket	\$40.00	2

Order Details
Contractor: Palace Garage

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:

Order Details

38.124.164.211/MTCWebsite/Merchandise/OrderDetails?id=1034

Monitoring

Operations

Fleet Management

Data

Administration

FAQ

rich@mtc.ca.gov

Order Details

Contractor: Palace Garage

Contact Name:

Test Test

Contact Number:

123-456-7890

Pick-up Date:

04/23/2015

Pick-ups must be scheduled two day in advance and are not available on Weekends or Holidays. MTC will confirm your requested pick-up time.

Pick-up Time:

☒

 9 AM

☐

 10 AM

☐

 11 AM

☐

 1 PM

☐

 2 PM

☐

 3 PM

☐

 4 PM

Received By:

Received On:

Created By: rich@mtc.ca.gov

Created On: 04/12/2015 09:41 AM

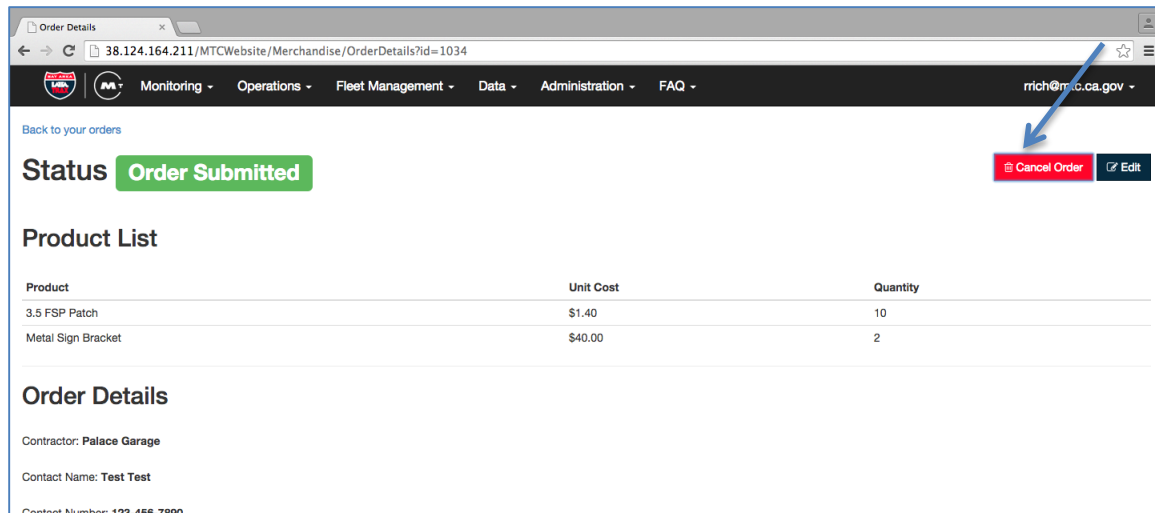
Comments:

A history of changes to the order is maintained for each order.

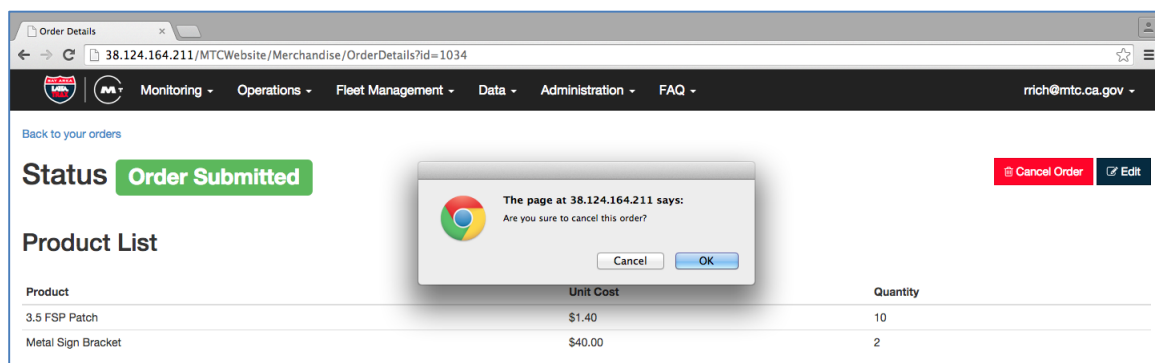
History		
Change	Changed On	Changed By
No audit records found		



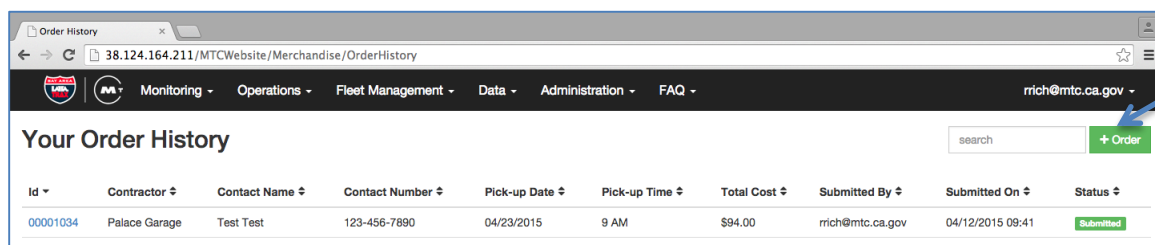
Again, if you want to change order quantities, you will need to cancel the order and resubmit. Cancel an order by clicking the red cancel order button.



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.

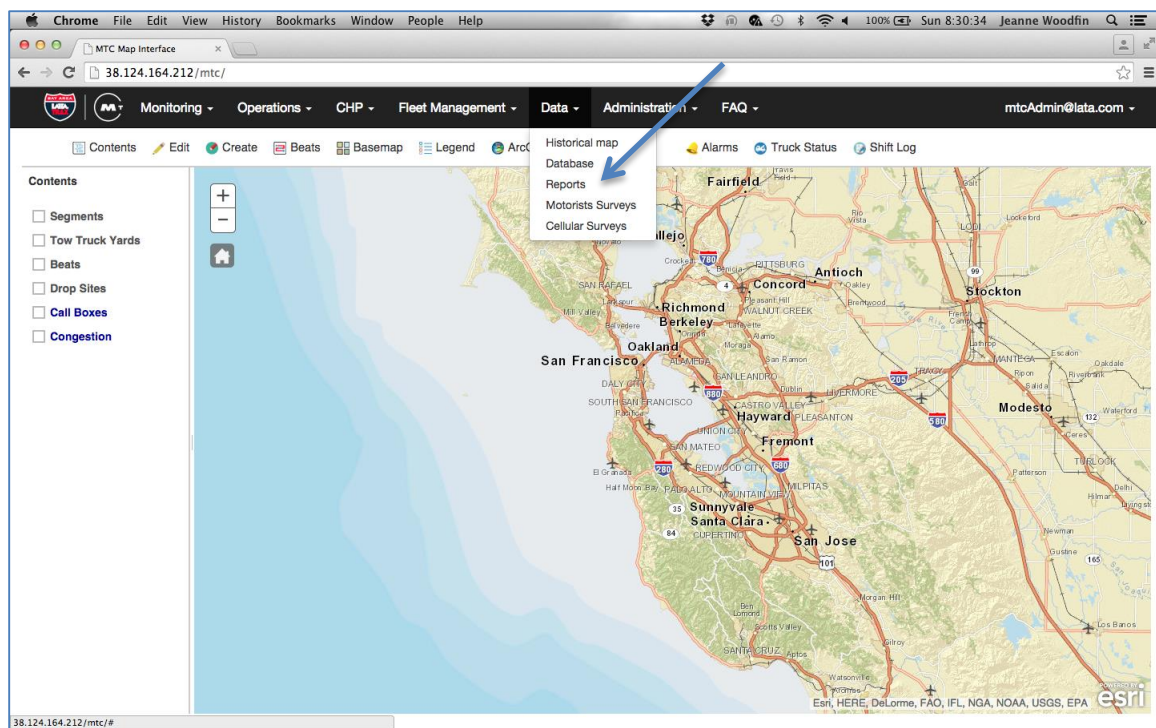


If a supply order is to be added to the invoice from MTC (ie- the items have a cost), it will be automatically applied to the tow contractor's invoice in LATATrax when an order is filled. This happens when the contractor picks up the ordered supplies and MTC changes the status to "Filled."

6. DSR Incident Reports

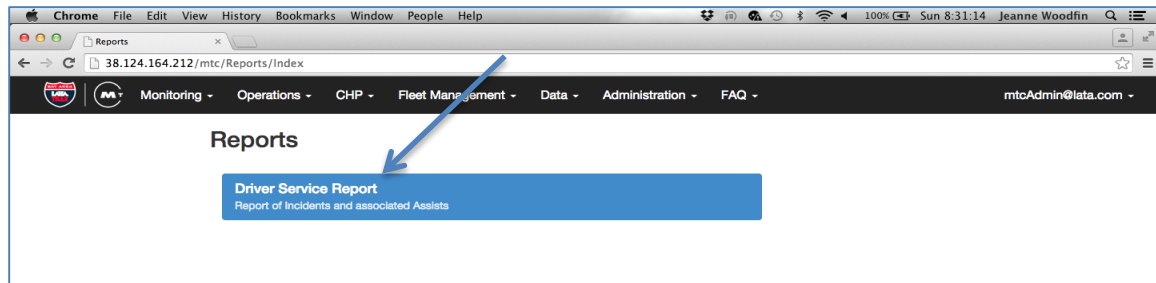
Contractors can view DSRs that have been submitted into the LATATrax system.

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.

The screenshot shows the 'Driver Service Report' screen with a table of incidents. The table has columns: Date Entered, Contract Company, Driver, Beat, Callsign, Truck Number, and Odometer Reading. There are four rows of data. A 'Filter Grid' button is visible in the top right corner of the table area.

Date Entered	Contract Company	Driver	Beat	Callsign	Truck Number	Odometer Reading
4/10/2015 2:28:42 PM	ZZ - Los Alamos Technical Associates (LATA)	Woodfin ZZ-LATA	0		0	131321 - 131350
4/10/2015 7:12:41 AM	ZZ - Los Alamos Technical Associates (LATA)	Woodfin ZZ-LATA	99		1	0 - 0
4/8/2015 2:32:13 PM	ZZ - Los Alamos Technical Associates (LATA)	Woodfin ZZ-LATA	99		1	0 - 0
4/8/2015 4:18:59 PM	ZZ - Los Alamos Technical Associates (LATA)	Daugherty ZZ-LATA	99	ABQ3	LATA-VIRT	12345 - 0



Tow Contractor Fleet Management Quick Guide

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:

Driver Service Report

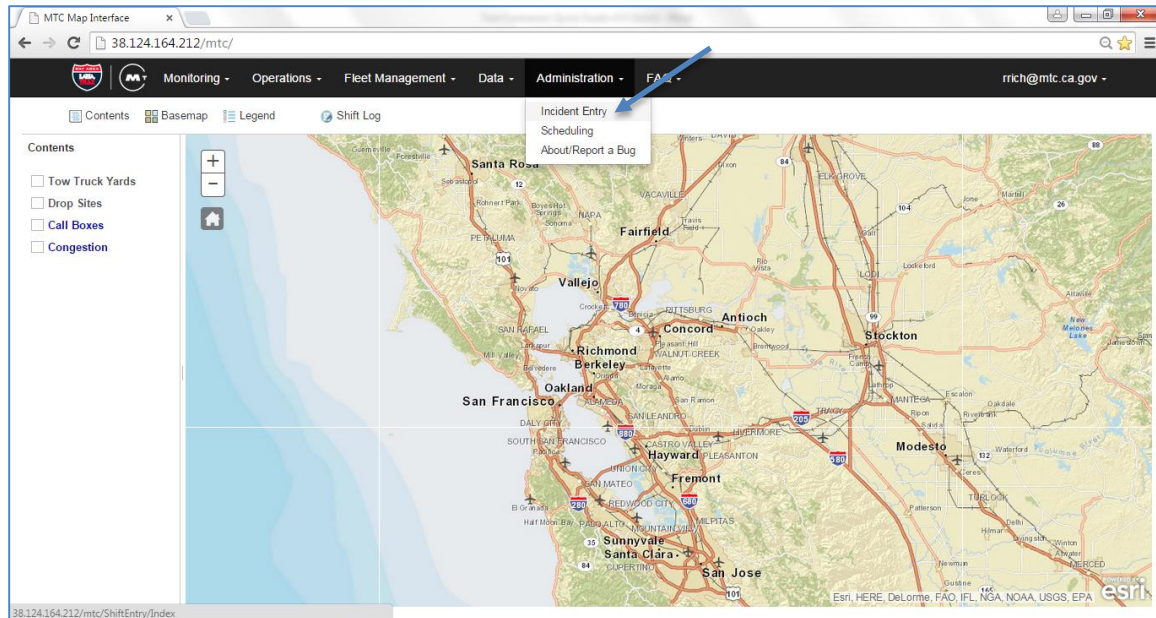
Filter Grid

Date Entered	Contract Company	Driver	Beat	Callsign	Truck Number	Odometer Reading
4/10/2015 2:28:42 PM	ZZ - Los Alamos Technical Associates (LATA)	Woodfin ZZ-LATA	0		0	131321 - 131350
CHP Incident NA Log #: CHP OT Log #: NA Beat: 99A1 Incident: NA Survey #:						
Pre Assist(s):						
CHP Incident Type		CHP Log #	Direction	Beat	Highway	FSP Location
Accident-Property Damage (11-82)		NA	NB	0	40	I-40 At Louisiana
Initial Dispatch Location JEO Position In-Lane Incident Survey ID #						
Assist(s):						
Traffic Collision		Breakdown	Debris Only	Other	Actions Taken	Transport
2 vehicles involved (3VEH)		NA	NA	NA	2 vehicles involved (3VEH)	chkTransportedTow
Plate State CA		Plate # 24242		Vehicle Type Auto/Van (AUTO)		
4/10/2015 7:12:41 AM	ZZ - Los Alamos Technical Associates (LATA)	Woodfin ZZ-LATA	99		1	0 - 0
4/8/2015 2:32:13 PM	ZZ - Los Alamos Technical Associates (LATA)	Woodfin ZZ-LATA	99		1	0 - 0
4/8/2015 4:18:59 PM	ZZ - Los Alamos Technical Associates (LATA)	Daugherty ZZ-LATA	99	ABQ3	LATA-VIRT	12345 - 0

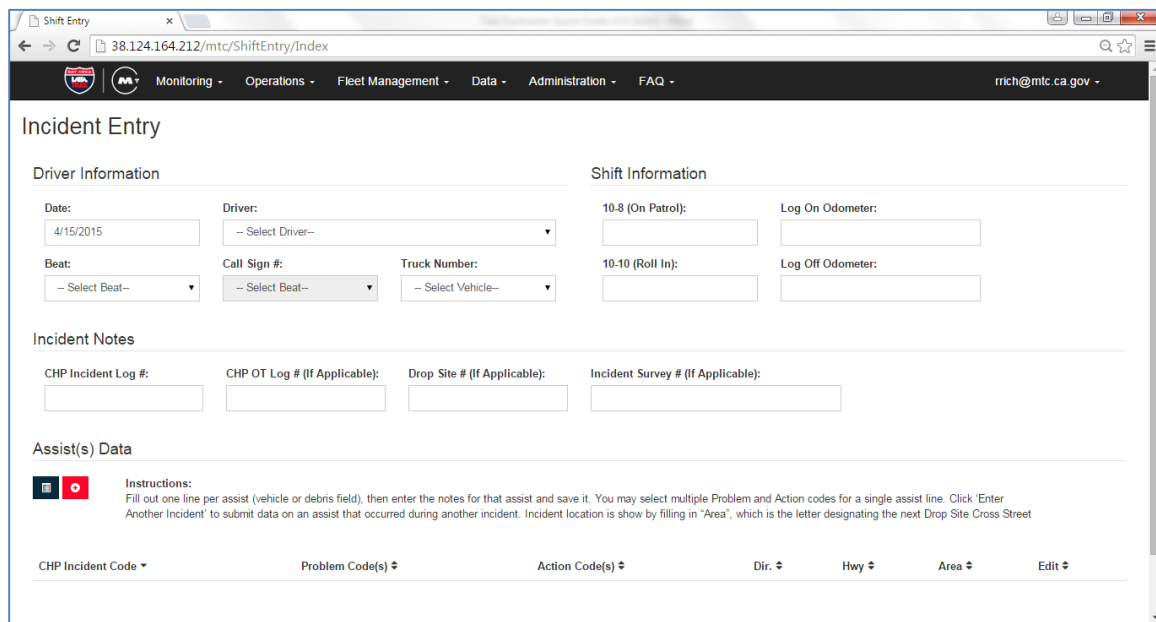
1

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.



The screenshot shows the 'Shift Entry' form in a web browser window. The form is titled 'Incident Entry' and contains several sections:

- Driver Information:** Includes fields for 'Date' (4/15/2015), 'Driver' (a dropdown menu), 'Beat' (a dropdown menu), 'Call Sign #' (a dropdown menu), and 'Truck Number' (a dropdown menu).
- Shift Information:** Includes fields for '10-8 (On Patrol):', 'Log On Odometer:', '10-10 (Roll In):', and 'Log Off Odometer:'.
- Incident Notes:** Includes fields for 'CHP Incident Log #:', 'CHP OT Log # (If Applicable):', 'Drop Site # (If Applicable):', and 'Incident Survey # (If Applicable):'.
- Assist(s) Data:** Includes a section for 'Instructions' with a text area and a 'Submit' button. Below this is a table with columns: 'CHP Incident Code', 'Problem Code(s)', 'Action Code(s)', 'Dir.', 'Hwy', 'Area', and 'Edit'.



Enter the appropriate driver, shift, and incident information. Some of the fields have drop down menus and some are free-entry.

The screenshot shows a web browser window with the URL `38.124.164.212/mtc/ShiftEntry/Index`. The page has a navigation bar with links: Monitoring, Operations, Fleet Management, Data, Administration, and FAQ. The user email `rrich@mtc.ca.gov` is displayed in the top right.

The main form is divided into several sections:

- Driver Information:** Includes fields for Date (4/15/2015), Driver (dropdown: -- Select Driver --), Beat (dropdown: -- Select Beat --), Call Sign # (dropdown: -- Select Beat --), and Truck Number (dropdown: -- Select Vehicle --).
- Shift Information:** Includes fields for 10-8 (On Patrol), Log On Odometer, 10-10 (Roll In), and Log Off Odometer.
- Incident Notes:** Includes fields for CHP Incident Log #, CHP OT Log # (If Applicable), Drop Site # (If Applicable), and Incident Survey # (If Applicable).
- Assist(s) Data:** Includes instructions and a table for entering assist data.

Instructions:
Fill out one line per assist (vehicle or debris field), then enter the notes for that assist and save it. You may select multiple Problem and Action codes for a single assist line. Click 'Enter Another Incident' to submit data on an assist that occurred during another incident. Incident location is shown by filling in 'Area', which is the letter designating the next Drop Site Cross Street.

CHP Incident Code	Problem Code(s)	Action Code(s)	Dir.	Hwy	Area	Edit

Buttons at the bottom right: Save This Incident, Print.

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).



Tow Contractor Fleet Management Quick Guide

Shift Entry

38.124.164.212/mtc/ShiftEntry/Index

Monitoring - Operations - Fleet Management - Data - Administration - FAQ - rrich@mtc.ca.gov

Driver Information

Date: 4/15/2015
Driver: -- Select Driver--
Beat: -- Select Beat--
Call Sign #: -- Select Beat--
Truck Number: -- Select Vehicle--



Shift Information

10-8 (On Patrol):
Log On Odometer:
10-10 (Roll In):
Log Off Odometer:

Incident Notes

CHP Incident Log #:
CHP OT Log # (If Applicable):
Drop Site # (If Applicable):
Incident Survey # (If Applicable):

Assist(s) Data

  Instructions:
Fill out one line per assist (vehicle or debris field), then enter the notes for that assist and save it. You may select multiple Problem and Action codes for a single assist line. Click 'Enter Another Incident' to submit data on an assist that occurred during another incident. Incident location is shown by filling in "Area", which is the letter designating the next Drop Site Cross Street

CHP Incident Code ▾ Problem Code(s) ▾ Action Code(s) ▾ Dir. ▾ Hwy ▾ Area ▾ Edit ▾

Save This Incident Print

To add the assist, click on the red + box (see red arrow):

Shift Entry

38.124.164.212/mtc/ShiftEntry/Index

Monitoring - Operations - Fleet Management - Data - Administration - FAQ - rrich@mtc.ca.gov

Driver Information

Date: 4/15/2015
Driver: -- Select Driver--
Beat: -- Select Beat--
Call Sign #: -- Select Beat--
Truck Number: -- Select Vehicle--



Shift Information

10-8 (On Patrol):
Log On Odometer:
10-10 (Roll In):
Log Off Odometer:

Incident Notes

CHP Incident Log #:
CHP OT Log # (If Applicable):
Drop Site # (If Applicable):
Incident Survey # (If Applicable):

Assist(s) Data

  Instructions:
Fill out one line per assist (vehicle or debris field), then enter the notes for that assist and save it. You may select multiple Problem and Action codes for a single assist line. Click 'Enter Another Incident' to submit data on an assist that occurred during another incident. Incident location is shown by filling in "Area", which is the letter designating the next Drop Site Cross Street

CHP Incident Code ▾ Problem Code(s) ▾ Action Code(s) ▾ Dir. ▾ Hwy ▾ Area ▾ Edit ▾

Save This Incident Print



Tow Contractor Fleet Management Quick Guide

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.

The screenshot shows a web browser window with the URL 38.124.164.212/mtc/ShiftEntry/Index. The application has a navigation bar with links: Monitoring, Operations, Fleet Management, Data, Administration, and FAQ. The main content area is titled "Add Assist" and contains the following fields:

- Driver Information:** Date (4/15/2015), Beat (Select Beat), Incident Notes (CHP Incident Log #).
- Assist(s) Data:** Instructions: Fill out one line per assist. Another Incident? to sub.
- CHP Incident Code:** 11-83, 11-82, 11-24, 11-26, 11-25, None, Other.
- Problem Code:** Traffic Collision: 1VEH, 2VEH, 3VEH, None; Breakdown: BATT, TIRE, GAS, ABAN, HEAT, MECH, None; Debris Only: DIL, DOS, None; Other: Stopped Motorist - No Assist, Other (Note Req.), None.
- Action Codes:** ASST, PART, OFCR, RFSD; HLPW, HLPN, DOFF, OTHER, None.
- Direction:** NB, SB, EB, WB.
- Highway:** Select Highway.
- Area:** (Empty field).
- Position:** RS, CD, RAMP, None.
- P/T/N:** Push, Tow, Neither, None.
- Transport Code:** Select Transport Code.
- Vehicle Type:** (Empty field).
- License Plate State:** California.
- License Plate #:** (Empty field).
- Assist Notes (Req. for 'Other' or 'Stopped Motorist'):** (Empty text area).

At the bottom right of the form, there are two buttons: "Submit" (highlighted with a blue arrow) and "Close".



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).

The screenshot shows the 'Shift Entry' web application interface. The top navigation bar includes links for Monitoring, Operations, Fleet Management, Data, Administration, and FAQ. The user email 'rrich@mtc.ca.gov' is displayed in the top right.

The main form is divided into several sections:

- Driver Information:** Includes fields for Date (4/15/2015), Driver (dropdown), Beat (dropdown), Call Sign # (dropdown), and Truck Number (dropdown).
- Shift Information:** Includes fields for 10-8 (On Patrol), Log On Odometer, 10-10 (Roll In), and Log Off Odometer.
- Incident Notes:** Includes fields for CHP Incident Log #, CHP OT Log # (If Applicable), Drop Site # (If Applicable), and Incident Survey # (If Applicable).
- Assist(s) Data:** Includes instructions and a table for entering assist data.

The **Assist(s) Data** section contains the following instructions:

Instructions:
Fill out one line per assist (vehicle or debris field), then enter the notes for that assist and save it. You may select multiple Problem and Action codes for a single assist line. Click 'Enter Another Incident' to submit data on an assist that occurred during another incident. Incident location is shown by filling in "Area", which is the letter designating the next Drop Site Cross Street

The table has the following columns:

CHP Incident Code	Problem Code(s)	Action Code(s)	Dir.	Hwy	Area	Edit

At the bottom right of the form, there are two buttons: **Save This Incident** and **Print**. Two blue arrows point from the text in the instructions to these buttons.