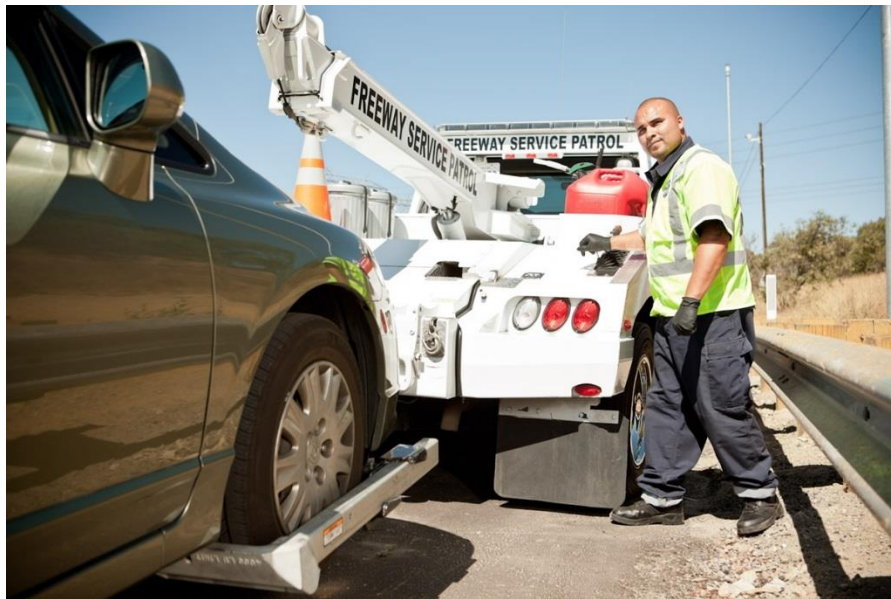




LATATrax Driver Guide



A short manual for the LATATrax Driver Interface

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About this Guide

This manual is a joint product of the Metropolitan Transportation Commission (MTC) Service Authority for Freeways and Expressways (SAFE) and Los Alamos Technical Associates (LATA). LATATrax™ is a web-based fleet management software for managing Freeway Service Patrol (FSP) fleets. This guide refers to LATATrax system developed for the Bay Area FSP program. The Bay Area FSP program is run by MTC SAFE, the California Highway Patrol (CHP) and the California Department of Transportation (Caltrans). The following instructions, like the Bay Area LATATrax system as of its writing, are in draft form and subject to change.

This manual is focused on what the FSP driver **must know** to operate their portions of the LATATrax Driver System. The table of contents in this module provides an outline of the areas covered.

In this document we use both an iPad and a Samsung tablet for screen shots to guide the user. The specific tablet used by a driver may differ, but the basic principles carry across all tablet types.

LATATrax System

The LATATrax system is made up of three main components:

- **ReliaGate System:** This includes the ReliaGate edge computer as well as the antenna system and associated wiring installed in FSP vehicles. The ReliaGate system has GPS, cellular, WiFi and data processing functions.
- **LATATrax Driver Interface:** The LATATrax Web site is the interface to a larger computer system, the LATATrax Cloud. The California Highway Patrol (CHP) Officers, CHP Dispatchers, MTC Managers and Tow Contractors use the Website for many functions, including seeing where FSP vehicles are in near real time and pulling up data on past vehicle activities. Please note that Dispatchers will continue use the CHP CAD to talk to the LATATrax Web site and dispatch FSP vehicles to incidents.
- **Tablet Computer:** FSP drivers use their tablet computer (which is owned and maintained by the Tow Contractor) to log on to the ReliaGate System's WiFi and the LATATrax Driver Interface. From this interface drivers can indicate their work status, accept dispatches, respond to MTC/CHP messages and submit incident reports.

This manual deals exclusively with the LATATrax Driver Interface and elements of LATATrax present in the vehicle.

1. Tablet Wi-Fi Setup

The driver's first step in using the LATATrax system is to locate the vehicle's Wi-Fi network name. A label is typically placed on the vehicle cab's rear view mirror that will identify the Wi-Fi network name for that vehicle.

The driver must connect the tablet to the vehicle Wi-Fi signal before any other step may be taken.

Vehicle Wi-Fi networks are individually named; no two vehicles Wi-Fi will have the same name. Every vehicle will have its own unique Wi-Fi identification found on the rear view mirror or other predominate location easily visible in the cab from the driver's seat.

Special notes such as the one below are made in this document to bring attention to critical items. The following note is an actual step to properly setting up the LATATrax driver's connection to LATATrax.


Note 1



*The FSP vehicle **must be running** for at least five minutes before trying to connect to the Wi-Fi. The ReliaGate takes about 4 or 5 minutes to boot up before the Wi-Fi can be accessed. Use this time to locate the Wi-Fi name for this vehicle and pre-shift work.*

After the vehicle has been started the driver must turn on the tablet mounted in the cab. Make sure the settings needed for LATATrax on the tablet before continuing. These settings are found in Appendix A of this manual. As soon as the tablet is up and running take the action steps outlined in "Action Steps I," below.

Steps I – Tablet WiFi Setup (iPad example)

What you do	What Happens
1. Start by touching the “Settings” icon on the tablet screen (it will probably look something like the icon below) 	This will open the Settings screen.
2. Touch the Wi-Fi button on the left side of the screen under “Settings”.	The Wi-Fi panel is displayed on the right portion of the screen.
3. Verify the Wi-Fi is turned on. Touch the “Off” button to turn the Wi-Fi on if necessary.	Turns the Wi-Fi feature on as seen the “WiFi Menu Example” graphic below
4. Touch the Wi-Fi name for your Vehicle (for example, MVGE50001). Every Vehicle is different, you'll need to know your Vehicle's Wi-Fi.	The tablet will start the connection to the Wi-Fi process. The Wi-Fi password challenge screen will appear.
5. Enter the Wi-Fi password, it should be supplied to you by your tow contractor, or MTC.	A check mark will appear next to the Vehicle’s Wi-Fi name in the network list when the connection is complete.
6. Click on privacy settings	Disable the Pop-up blocker <u>(this is essential in order for drivers to receive messages and dispatches through the tablet).</u>

Privacy Settings**WiFi Menu Example**

Reminder about Connecting to the Vehicle's WiFi

The Wi-Fi connection must be verified each time the driver begins operation of the vehicle to ensure the tablet is connected to the correct Wi-Fi network. The tablet can potentially connect to any WiFi network within approximately 50 to 100 feet. ***It is critical to be connected to your vehicle's Wi-Fi and not the vehicle next to you or any other signal.***

2. Brief List of Driver Interface Functions

The LATATrax driver screens allow a driver to do the following (with the manual section numbers):


- Logon (3.1) / Logoff (4.1.8) to the LATATrax system
- Roll Out to beat (4.1.1)
- Go to On Patrol status (4.1.2)
- Go on Break (4.1.3)
- Go on Lunch (4.1.4)
- Roll In to the tow yard (4.1.7)
- Respond to an incident assigned by CHP dispatch (5.2) / go EnRoute (5.2)
- Go On Incident (self-dispatched) (4.1.5)
- Create an incident report, with one or multiple assists (4.1.6)
- Go On Tow (4.1.6)
- Cancel an incident (5.2)
- Receive and respond to messages (5.1)

3. Using the LATATrax Driver Interface

3.1 Start Using the LATATrax Driver Screen

Start using LATATrax from the “Home” screen of the tablet.

Action Steps II – Picking a Browser

What you do	What Happens
 <p>7. Touch the “Chrome” icon.</p>	<p>This opens the Chrome web browser and allows access to the LATATrax Truck Client website.</p> <p><u>Chrome is the only LATATrax certified browser,</u> other browsers may be used, but may have unpredictable results.</p>

Action Steps III – Accessing the LATATrax Driver Interface

What you do	What Happens
8. Touch the address bar.	Activates the pop up keypad screen and allows the user to enter a web address.
9. Type the url information into the address bar of the browser, it will be assigned by your system administrator but will look similar to this: http://38.124.164.211/tabletscreens/logon.html This must be entered exactly.	Enter the web url address for LATATrax as provided by the system administrator.
10. Touch the “GO” button in the virtual keyboard or touch the Logon button on the browser screen. Some tablet models require a touch to the Logon button.	Connects to the LATATrax Driver Interface, bringing up the map page.

Each driver has his or her own unique user name and password. When the driver logs into the system everything he or she does is tracked to that user name. **DO NOT** share your user name and password with anyone else. Once these steps are completed you will see a logon screen like the one shown on the next page.

NOTE:





Your user name and password are unique. They identify you to the system. Everything done using your username is tracked back to you. **DO NOT** allow others to know your user name or password. **If you allow someone to logon using your username, you will be responsible for everything they do and this may involve disciplinary actions.**


Your FSPID and password will be provided to you by your tow contractor or MTC.


Bay Area LATATrax Logon

Enter your Driver ID

Enter your password

Select your beat  

Select Your Assigned Shift 

Select Your CHP Call Sign 

Enter Your Odometer Reading

Logon

Action Steps IV – Logging On

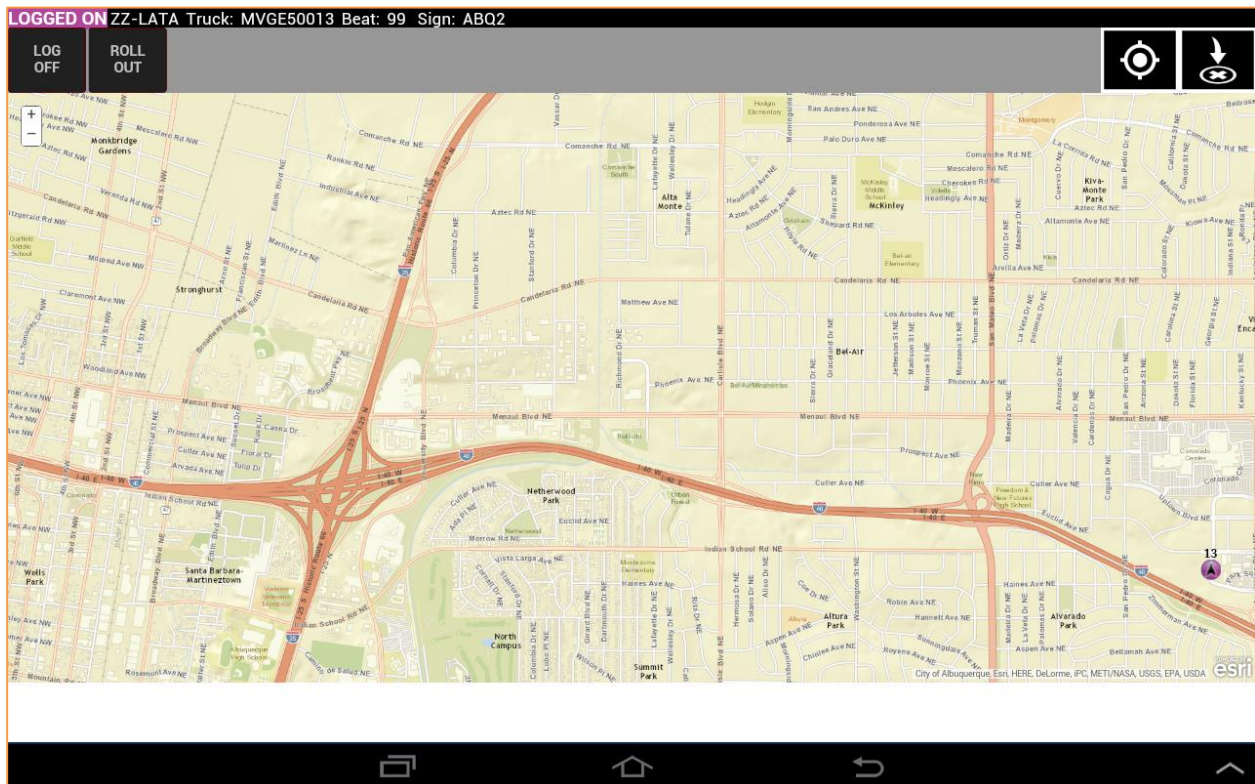
What you do	What Happens
11. Type your user id (FSPID) and password into the correct text boxes.	Your user id and masked password show in the appropriate boxes.
12. Select your initial beat from the Beat list.	This tells LATATrax which Beat you will be patrolling and identifies the boundaries for the beat you are signing in to patrol. Use the drop down menu by clicking the arrow on the right side of the field box (see orange arrow on the last page)
13. Select your Assigned Shift from the Shift list.	This tells LATATrax what shift you will be working.
14. Select your CHP Call Sign from the Call Sign list.	Only call-signs which are tied to your beat and shift will be available for selection.
15. Enter your current Odometer Reading.	This information will be stored in the system.
16. Touch the “Logon” button	<p>This sends the logon information you have entered to the server for authentication. If an error occurs, a message will appear in red telling what the error is.</p> <p>Simply correct the problem and start again.</p>

4. LATATrax Driver Map












After a successful logon the screen shown in the LATATrax Status Screen below, sometimes also called “the map page”, appears.

Be patient and allow the page to properly load before selecting buttons on the touch screen. The Vehicle Icon will usually match the color of the Status bar but when a driver changes work status the color change of the icons lags behind that of the status bar.

The top of the Status Screen will list the Driver Name, Truck #, Beat and Call-Sign, from left to right. The truck’s vehicle icon shows the last two digits of the FSP Truck ID #.



The Vehicle Icons in LATATrax follow the color scheme and meanings listed below:

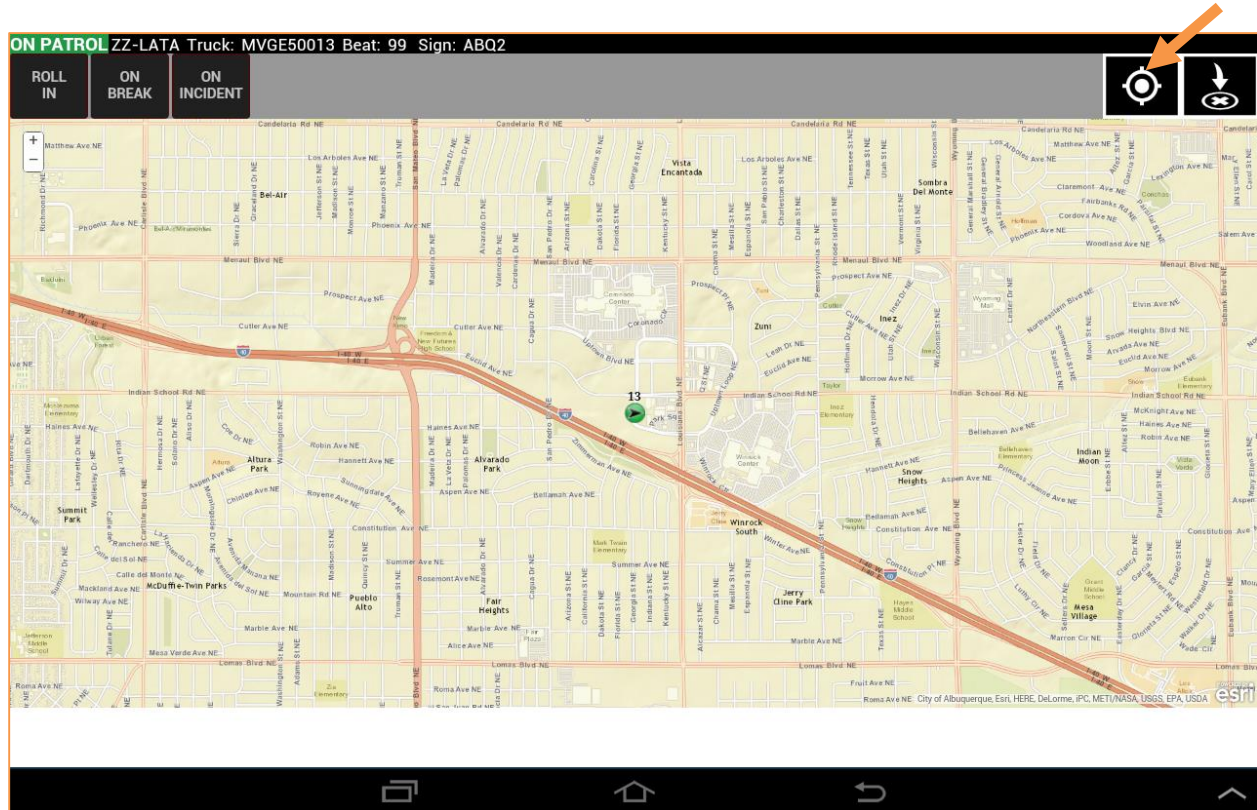
Vehicle Status	Map Icon	Comment
Awaiting driver log on	gray 	ReliaGate is powered up due to vehicle ignition switch being on or vehicle started
Logged On	purple 	Driver logged on with name, password, beat, shift, and call sign
Rolled Out	Light Blue 	Enroute to assigned beat. System generates when vehicle 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

Other beat partner trucks will be displayed on the map, as well, with their associated truck number.

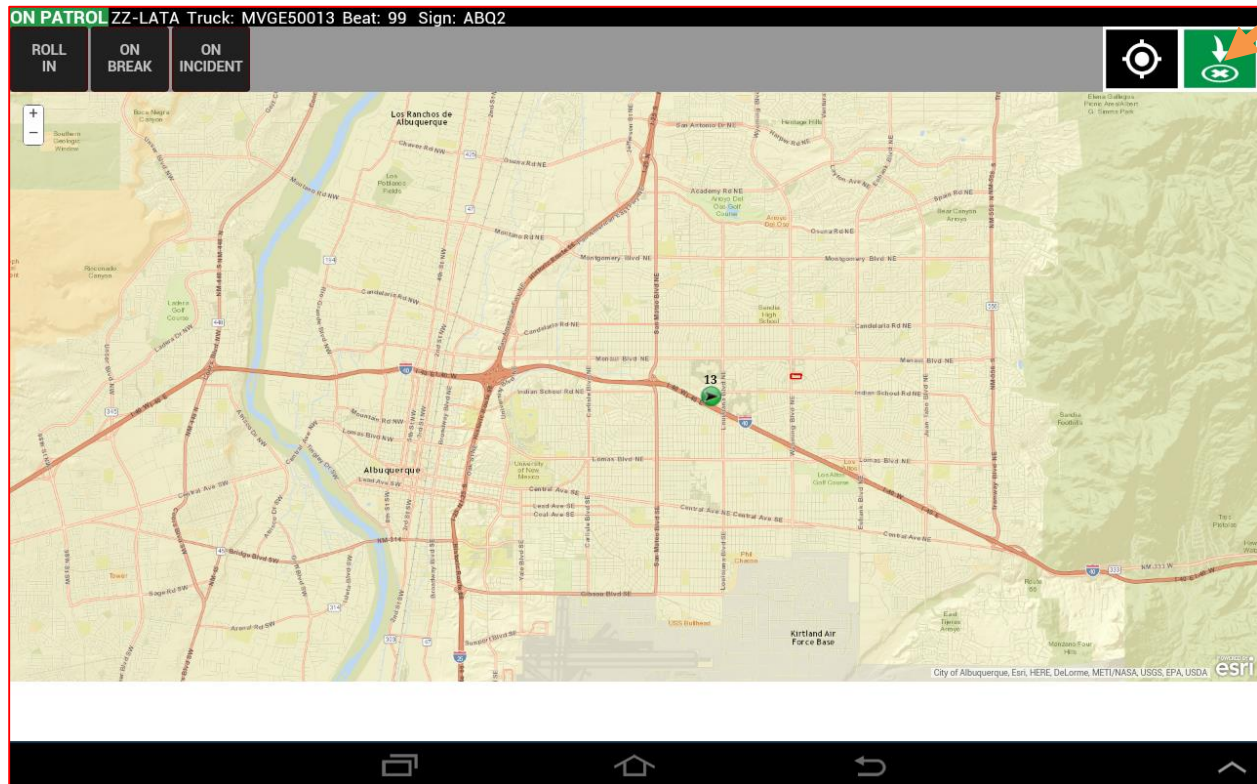
4.1 Map Buttons

The LATATrax Status Screen or map page features several buttons that enable the driver to perform tasks with ease. Different buttons will show based on the current truck status. The current vehicle Status, driver name, vehicle number, beat number, and call-sign are displayed on the black bar just above the Buttons.

There are two special buttons on the right hand side of the interface. The first is the scope button in the image below (see the orange arrow). This allows a driver to center the map on their present location



The second special button, shown below, is the Drop Site Selector button. This makes drop sites visible to the driver on the interface. It will stay green while this function is on. To turn it off simply touch the button again and it will go to its original black state.

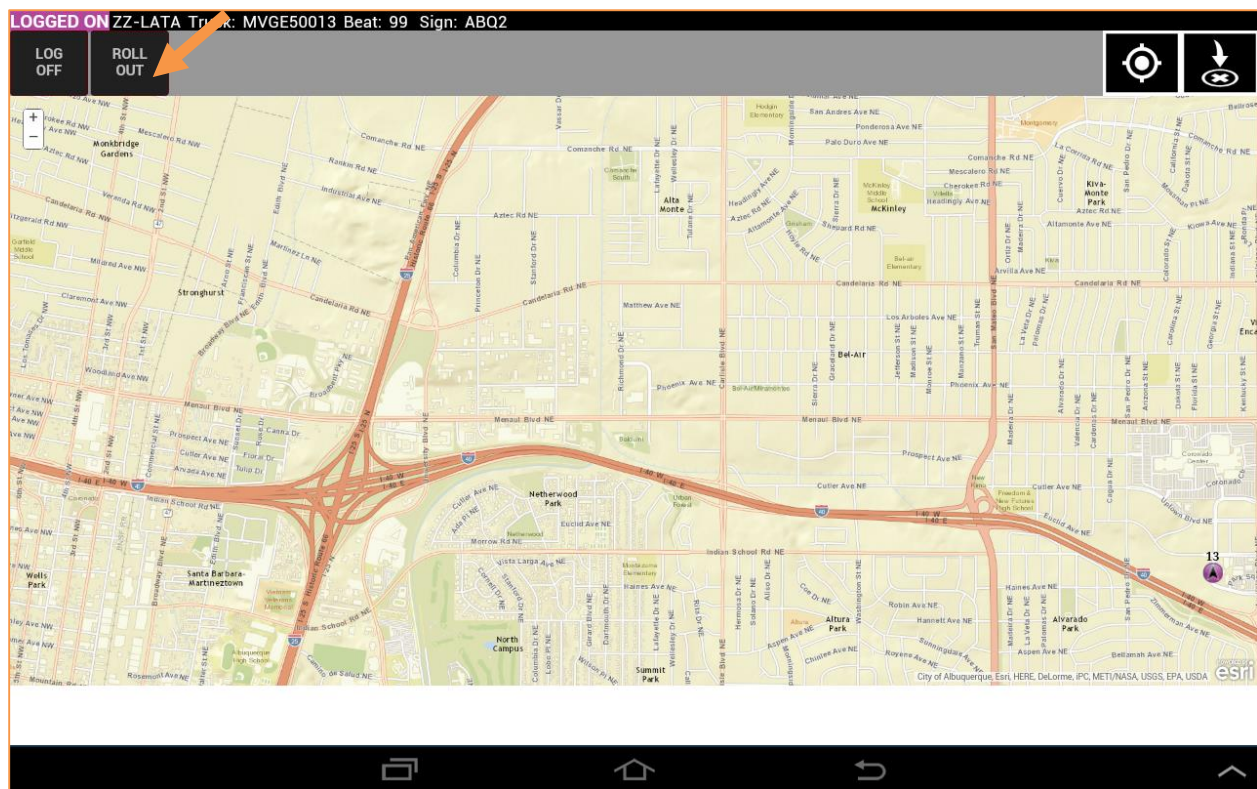


We will now review the other buttons on the Status screen and their functions.

4.1.1 ROLL OUT Button

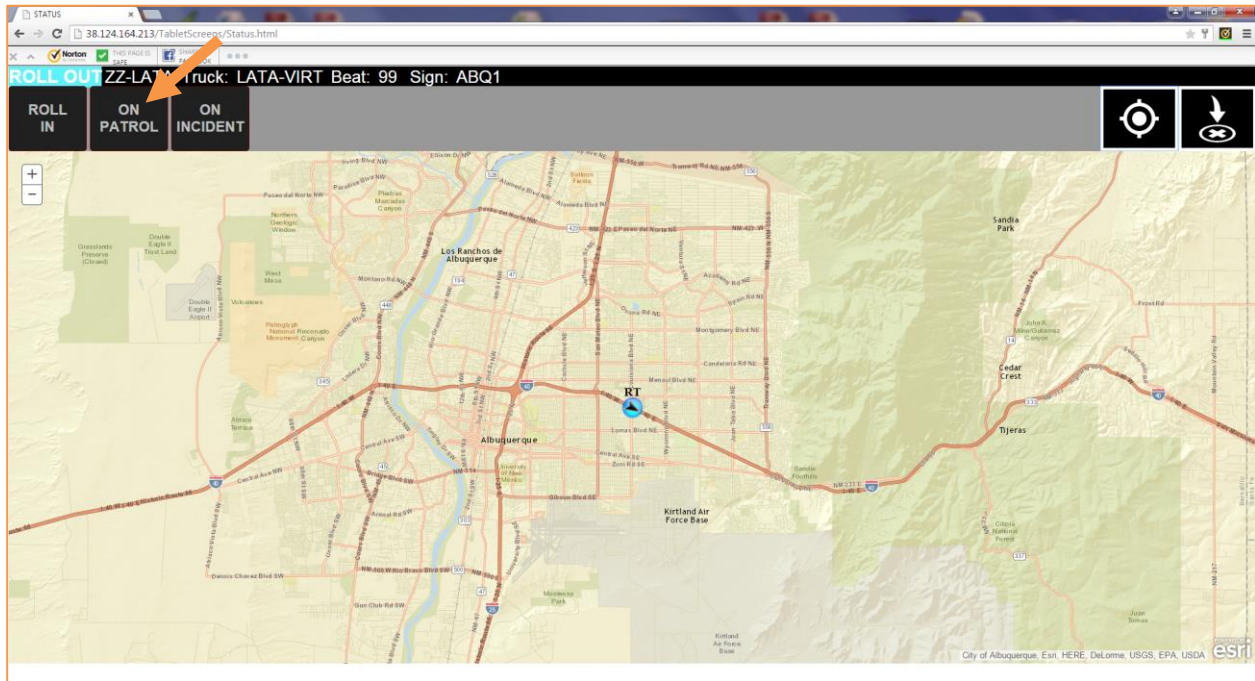
When first logging on, the ROLL OUT status button is available. Touch the ROLL OUT button when leaving the yard heading to the scheduled beat. If the driver fails to select ROLL OUT, the system should automatically go to ROLL OUT once the truck leaves the tow yard boundary.

The ROLL OUT button indicates that the vehicle is rolling to the assigned beat. However, the vehicle cannot be dispatched in ROLL OUT as it is not yet in service.

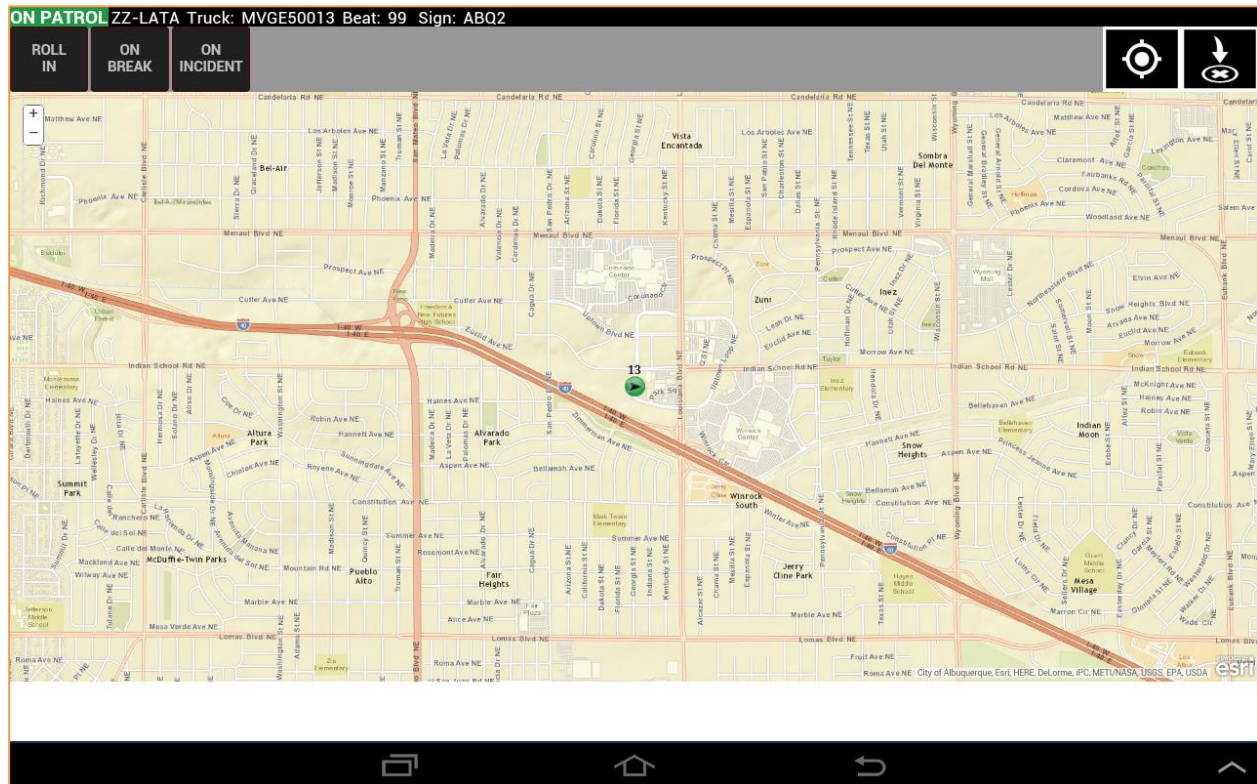


4.1.2 ON PATROL Button

Touch the ON PATROL button to indicate that the vehicle has arrived at the assigned beat and has begun beat patrol. The banner will turn green. This status indicates to CHP that the driver is In Service (10-8). If the driver forgets to hit ON PATROL, the vehicle status should automatically change to ON PATROL when the beat boundary is entered.



In the ON PATROL status a driver can ROLL IN, go ON BREAK, or self-dispatch using ON INCIDENT.

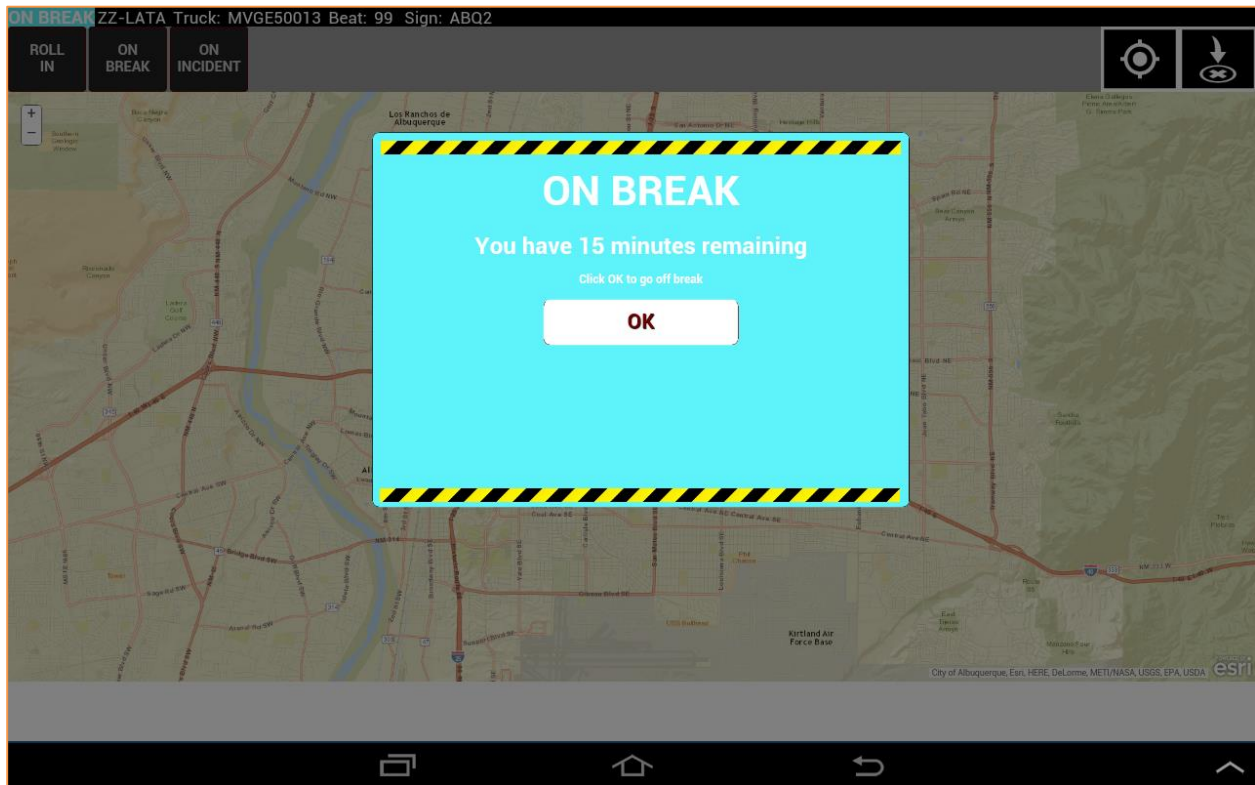


4.1.3 ON BREAK Button

Touch the ON BREAK Button to indicate the start of a break. A large aqua box will appear in the center of the screen and the screen background will be dimmed (see the image below). A count down timer displays the break time remaining to the driver. If a driver accidentally hits ON BREAK, the break can be reversed by hitting ON PATROL before the timer reached 14.5 minutes (30 seconds in).

When ON BREAK the driver should not receive CHP dispatches.

Touch the “OK” button when the break is completed. The large aqua box closes and the screen is displayed undimmed. The vehicle status must be changed back to ON PATROL.



4.1.4 ON LUNCH Button

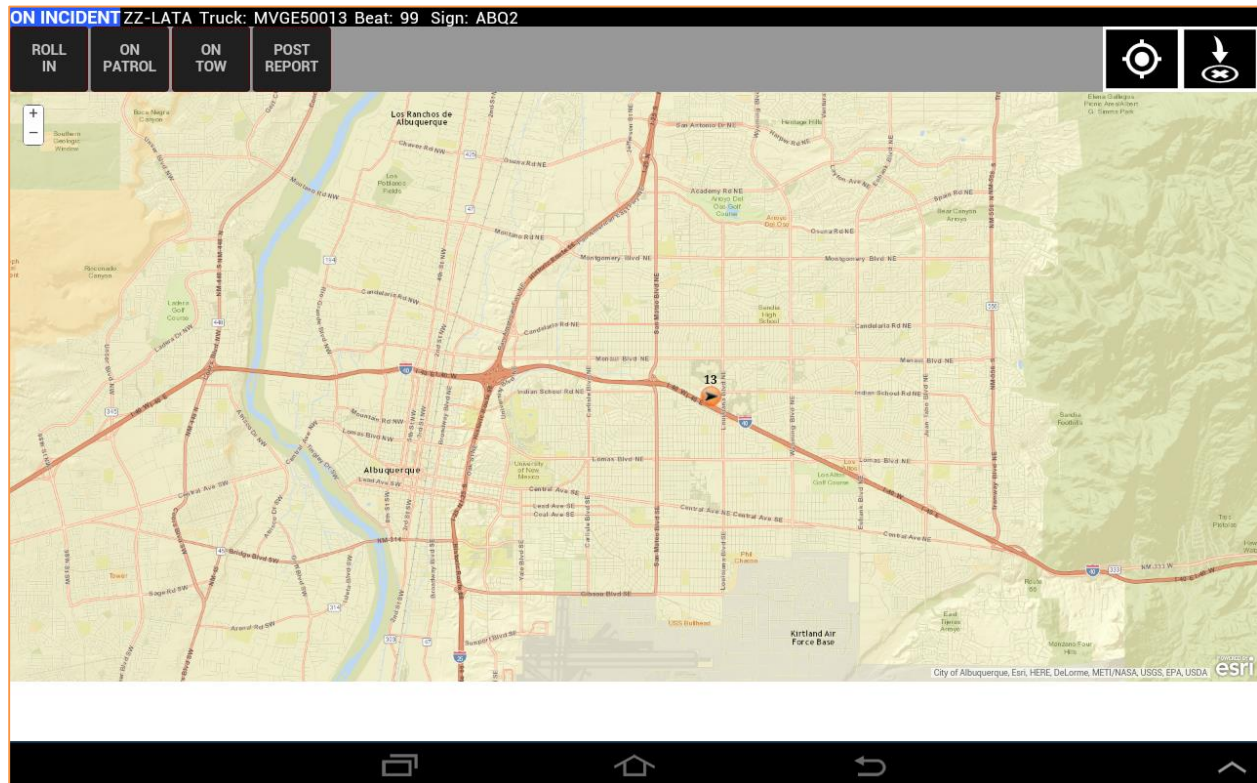
Touch the ON LUNCH Button to indicate the start of a lunch break. This button will only be available only during the shifts were a lunch break is available. A large aqua box will appear in the center of the screen and the screen background will be dimmed just like the ON BREAK screen.

A count down timer displays the lunch time remaining to the driver. The vehicle status will change to ON LUNCH and automatic dispatches to the vehicle will not be allowed. Just as with the ON BREAK timer, there is a 30 second grace period if the button is accidentally hit.

4.1.5 ON INCIDENT Button

Touch the ON INCIDENT button to self-dispatch to an incident (go 10-97). From the ON INCIDENT screen a driver can ROLL IN, go ON PATROL, go ON TOW, or POST REPORT. Posting a report will be covered during the section on completing an incident report.

If a vehicle is dispatched, the driver will select ON INCIDENT from the ENROUTE Status menu (this will be covered further in section 5.2 Dispatched Incident).

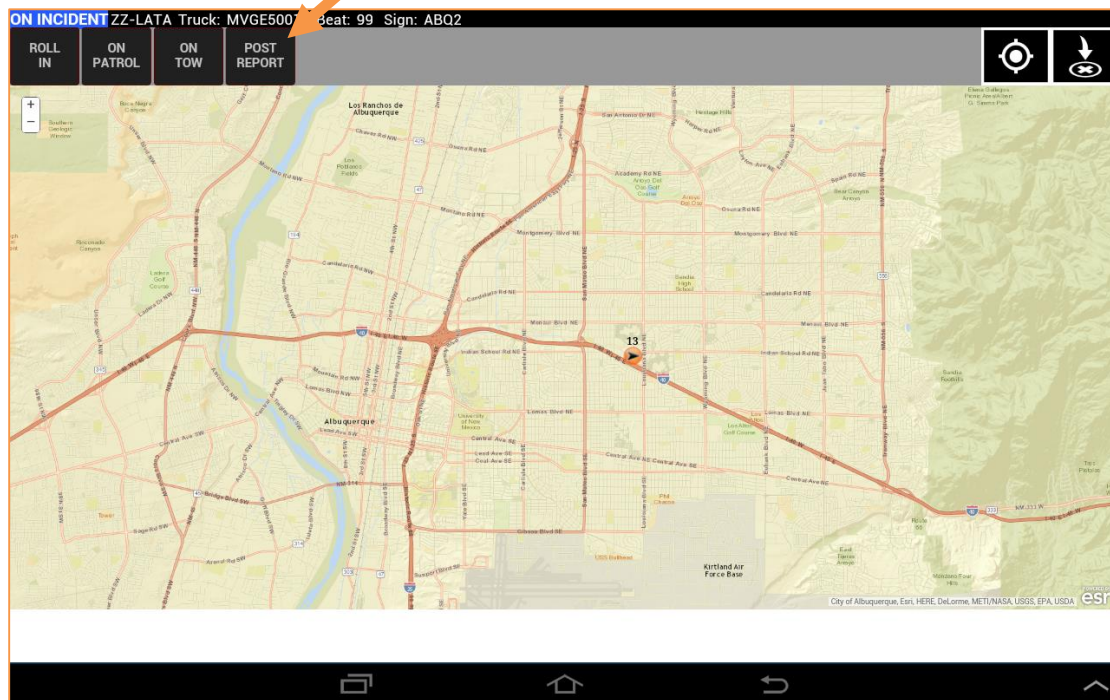


NOTE:

Remember, the truck icon will lag the status at the top of the screen. This can take up to 15 seconds to sync. The shot in the previous page shows a driver going from ENROUTE to ON INCIDENT. Know this is normal and be confident that the icon will sync with the status bar.

4.1.6 Posting an Incident Report

When going on incident, a driver is required to submit both a pre-assist and post-assist incident report. *The driver may post multiple assist reports for that incident.* Always make your safety and the safety of others the primary consideration when deciding if you can submit the pre-assist report before giving assistance. Select POST REPORT to open up the incident report screen.



The incident report screen will open in a separate tab on the driver's tablet. This form has numerous entry options and requires a driver to scroll down through the form to see and enter all assist information in it. This is a five step process.

Depending on the availability of the information the driver can choose the order in which he fills out the screens or may skip screens that do not apply, but for purposes of this guide, each Step will be covered in order, see the follow pages.

Again, the Incident Report process has five steps but you do NOT have to take them in order:

Step 1 is the Pre-Assist Report:

Bay Area LATATrax Incident Report

Step 1 Pre-Assist Report	Step 2 Problem Type	Step 3 Action Taken	Step 4 Transport	Step 5 Details
--------------------------------	---------------------------	---------------------------	---------------------	-------------------

ENTER OR CORRECT INCIDENT INFORMATION AS NECESSARY

Direction: ☐ NB ☐ SB ☐ EB ☐ WB

Beat:

Highway:

FSP Location (at 10-97):

Location of Initial Dispatch:

Position: ☐ RS ☐ CD ☐ Ramp

Direction: Select the direction of highway traffic.

Beat: This field will default to the beat assigned. If a driver is performing an assist on a separate beat, a dropdown list of beats is available.

Highway: This is a drop down list of the highways associated with the beat.

FSP Location (at 10-97): Once **ON INCIDENT** is selected, the system populates with the truck's current location.

Step 1 of Incident Report screen (Pre-Assist Report), Continued

Highway: 101

FSP Location (at 10-97): OFF BEAT

Location of Initial Dispatch: JSO

Position: ☐ RS ☐ CD ☐ Ramp
☐ In Lane

CHP Incident Type: Accident-No Details (11-83)

CHP Log #: CHP Incident Log #

Incident Survey ID #: Incident Survey #

FOR CHP DISPATCHES: Radio dispatch with any changes to your assignment

Submit Pre-Assist Report **On Tow**

Location of Initial Dispatch: The field auto populates and will be N/A in the event of a self-dispatch.

Position: Select the appropriate position of the incident. If In Lane is selected the Lane # field will pop down as an additional field.

CHP Incident Type: The field will default to the type sent in the initial dispatch; however, a dropdown of all types allowed to the driver is provided for selection. 'Other' is also an option.

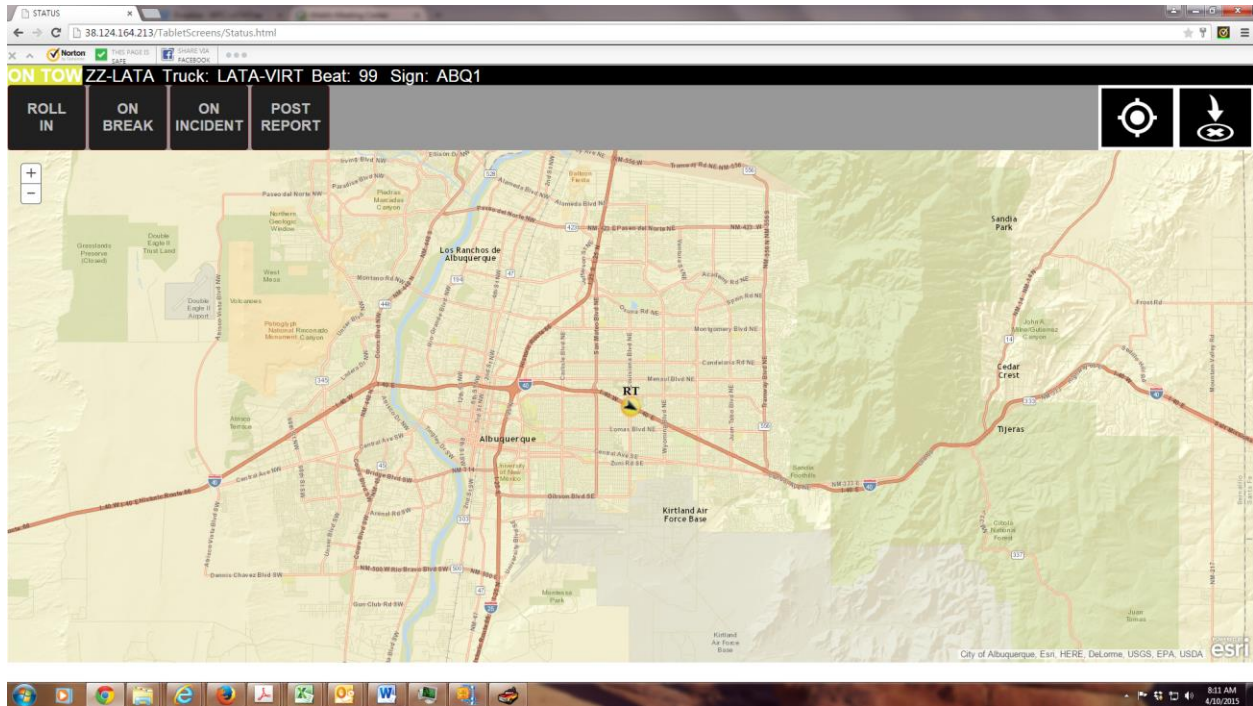
CHP Log #: Auto-populates via the CHP CAD.

Incident Survey ID #: Auto-generates and is to be included on the Survey card provided to motorists.

Hitting the green Submit Pre-Assist Report button submits the Pre-Assist. The Pre-Assist Report **must be completed as a step** in the assist.

The driver has the ability to go ON TOW status in the Truck Status or incident report screen. On Tow status is displayed on the next page.

ON TOW in the Status Screen



Step 2 of the incident report screen covers the problem type:

Bay Area LATATrax Incident Report

Step 1 Pre-Assist Report **Step 2 Problem Type** Step 3 Action Taken Step 4 Transport Step 5 Details

MTC Problem Type (Select all that apply)

Traffic Collision:

Breakdown:

Debris Only:

Other:

In the event of mutiple problems of the "breakdown" type, please select the most serious problem first and enter the other(s) below.

Further notes

As noted, a driver can select multiple problems that apply to the situation from the drop down menus. The driver has the 'Further Notes' section to describe other problems in the event of multiple issues with the vehicle.

Traffic Collision: Drop down selection of the number of vehicles involved.

Bay Area LATATrax Incident Report

Step 1 Pre-Assist Report **Step 2 Problem Type** Step 3 Action Taken Step 4 Transport Step 5 Details

MTC Problem Type (Select all that apply)

Traffic Collision:

Breakdown:

Debris Only:

Other:

In the event of mutiple problems of the "breakdown" type, please select the most serious problem first and enter the other(s) below.

Further notes

Breakdown: Drop down selection of reason:

The screenshot shows the 'Bay Area LATATrax Incident Report' form. At the top, there are five steps: Step 1 Pre-Assist Report, Step 2 Problem Type (highlighted), Step 3 Action Taken, Step 4 Transport, and Step 5 Details. Below the steps, the 'MTC Problem Type (Select all that apply)' section contains four dropdown menus: 'Traffic Collision:', 'Breakdown:', 'Debris Only:', and 'Other:'. The 'Breakdown:' dropdown is open, showing a list of options: 'Select', 'Dead Battery (BATT)', 'Flat Tire (TIRE)', 'Out of Gas (GAS)', 'Abandoned Vehicle (ABAN)', 'Overheat (HEAT)', and 'Mechanical Problem (MECH)'. Below these dropdowns, there is a text box labeled 'Further notes' and a note that says 'In the event of multiple problems or the breakdown type, please select the most serious problem first and enter the other(s) below.'

Debris Only: Drop down selection of debris type:

The screenshot shows the 'Bay Area LATATrax Incident Report' form. At the top, there are five steps: Step 1 Pre-Assist Report, Step 2 Problem Type (highlighted), Step 3 Action Taken, Step 4 Transport, and Step 5 Details. Below the steps, the 'MTC Problem Type (Select all that apply)' section contains four dropdown menus: 'Traffic Collision:', 'Breakdown:', 'Debris Only:', and 'Other:'. The 'Debris Only:' dropdown is open, showing a list of options: 'Select', 'Debris in Lane (DIL)', and 'All Debris on Shoulder (DOS)'. Below these dropdowns, there is a text box labeled 'Further notes' and a note that says 'In the event of multiple problems or the breakdown type, please select the most serious problem first and enter the other(s) below.'

Other:

The screenshot shows a web browser window displaying the 'Bay Area LATATrax Incident Report' form. The browser's address bar shows the URL '38.124.164.213/TabletScreens/ProblemType.html'. The form has a navigation bar with five steps: 'Step 1 Pre-Assist Report', 'Step 2 Problem Type' (highlighted in blue), 'Step 3 Action Taken', 'Step 4 Transport', and 'Step 5 Details'. Below the navigation bar, the section is titled 'MTC Problem Type (Select all that apply)'. It contains four dropdown menus: 'Traffic Collision:', 'Breakdown:', 'Debris Only:', and 'Other:'. The 'Other:' dropdown is open, showing options: 'Select', 'Stopped Motorist - No Assist', and 'Other (note required)'. Below the dropdowns, there is a text input field labeled 'Further notes'. To the right of the 'Other (note required)' option, there is a note: 'Please select the most serious problem first and enter the other(s) below.'

Step 3 of the incident report screen covers Action Taken:

Bay Area LATATrax Incident Report

Step 1
Pre-Assist
Report

Step 2
Problem
Type

Step 3
Action
Taken

Step 4
Transport

Step 5
Details

Select the best descriptions of your assist in each column

☐ Performed Assist as primary/solo provider (ASST)

☐ Assisted Beat Partner (PART)

☐ Assisted Peace Officer (OFCR)

☐ Refused Service (RFSD)

☐ Help Enroute – Waited (HLPW)

☐ Help Enroute – Not Waited (HLPN)

☐ Motorist Drove Off (DOFF)

☐ Other (note required) (OTHR)

This screen allows a driver to select only one option. Pick the one that best describes the action taken on the assist. If “Other” is selected, further notes are required in the notes box below these options above.

Step 4 of the incident report screen covers transport. Multiple boxes can be selected to describe the assist. Start and End Odometers are required if an entry is selected.

Bay Area LATATrax Incident Report

Step 1
Pre-Assist
Report

Step 2
Problem
Type

Step 3
Action
Taken

Step 4
Transport

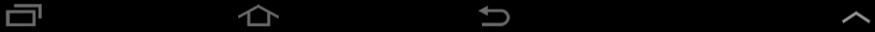
Step 5
Details

Enter all that apply

- ☐ Provided Transportation to Female (11-48X) (FPAS)
- ☐ Provided Transportation to Female Juvenile (11-48X) (FJUV)
- ☐ Provided Transportation to Male (11-48) (MPAS)
- ☐ Provided Transportation to Male Juvenile(11-48) (MJUV)
- ☐ Provided Push (P)
- ☐ Provided Tow (T)

Start Odometer

End Odometer



Step 5 covers details related to the vehicle and whether or not overtime was authorized. It also gives an option to add additional notes. This is also where a full assist report is submitted.

Bay Area LATATrax Incident Report

Step 1
Pre-Assist
Report

Step 2
Problem
Type

Step 3
Action
Taken

Step 4
Transport

Step 5
Details

Enter the following vehicle information

State

California

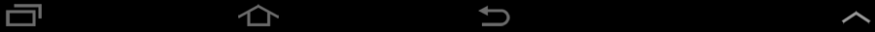
License Plate Number

Select Vehicle Type

Select

OT Authorization #

Further notes



The fully extended Step 5 incident report screen is shown below.

Note that the “I’m Done” button is greyed out. A driver has to submit the full assist report before the assist report can be finished. If a driver has another assist to enter, the current report must be submitted before the next assist can be added.

Enter the following vehicle information

State

License Plate Number

Select Vehicle Type

OT Authorization #

Further notes

Submit Full Assist Report

I'm Done

Add Another

Copied to clipboard

Once hitting the submit button, the driver confirms that he or she wants to submit the full assist report:

The screenshot displays a mobile application interface for submitting a full assist report. A modal dialog box is centered on the screen, asking "Submit Assist Report?" with a close button (X) in the top left corner. The dialog has two buttons: "Yes" (highlighted in red) and "Cancel".

The background form is titled "Enter the following vehicle information" and includes the following fields:

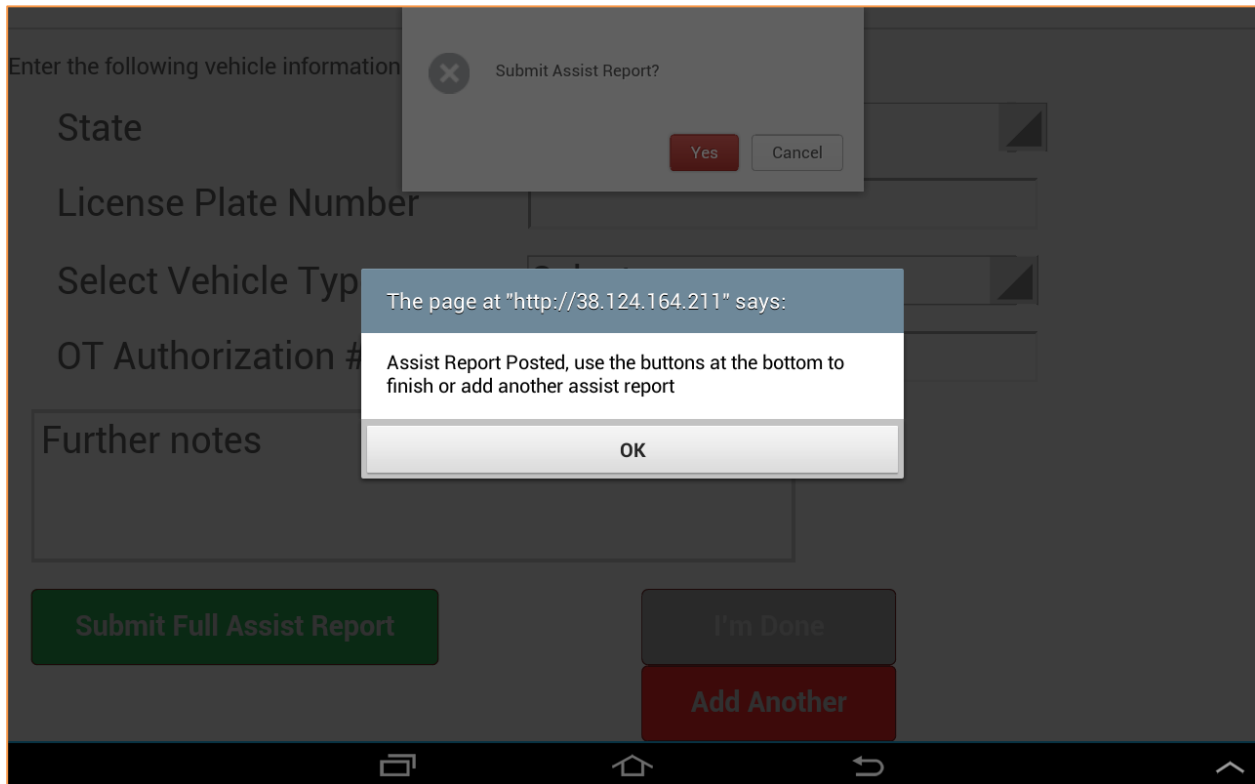
- State
- License Plate Number
- Select Vehicle Type (with a dropdown arrow)
- OT Authorization #
- Further notes (text area)

At the bottom of the form, there are three buttons:

- Submit Full Assist Report (green)
- I'm Done (gray)
- Add Another (red)

The bottom of the screen shows a standard Android navigation bar with icons for back, home, and recent apps.

A follow on notice tells that the report has been posted:



After submitting the full assist report the incident report screen will allow the driver to select the “I’m Done” option and submit the incident report or select ‘Add Another” to go through the process of submitting another assist report .

Enter the following vehicle information

State	California
License Plate Number	
Select Vehicle Type	Select
OT Authorization #	

Further notes

Submit Full Assist Report

I'm Done

Add Another

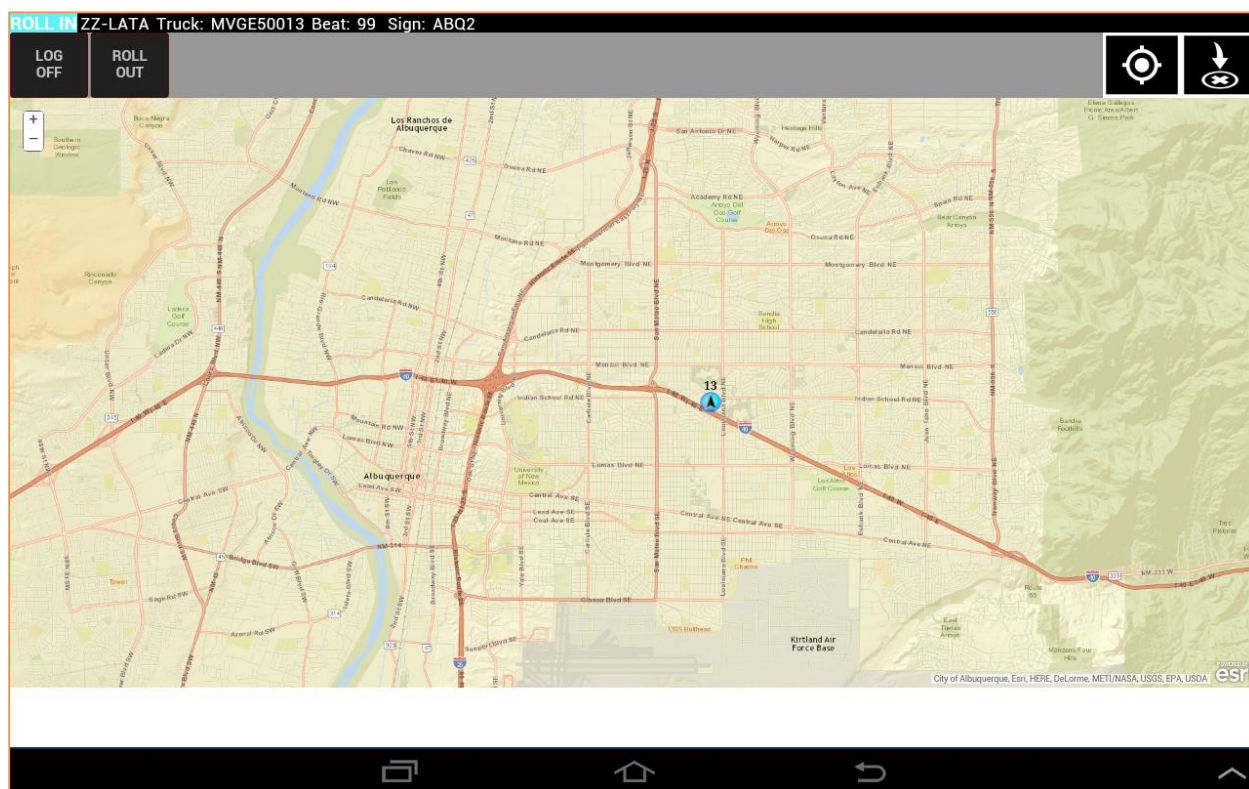
The screenshot shows a mobile application interface for submitting an incident report. It features a form with four input fields: 'State' (pre-filled with 'California'), 'License Plate Number', 'Select Vehicle Type' (pre-filled with 'Select'), and 'OT Authorization #'. Below these fields is a text area labeled 'Further notes'. At the bottom of the form are three buttons: a green 'Submit Full Assist Report' button, and two red buttons, 'I'm Done' and 'Add Another', stacked vertically. The interface is framed by an orange border, and a black mobile OS navigation bar is visible at the very bottom.

After submitting the incident report the driver should go back to the Status tab. If not in ‘On Patrol’ status yet they should hit the ON PATROL button to go 10-98 and back in active service. At this point the driver can receive CHP dispatches again.

4.1.7 ROLL IN Button

The ROLL IN button is available from the ON PATROL and ON INCIDENT screens. This status prevents CHPs dispatches to the vehicle as the shift is considered at an end. When entering a tow yard your vehicle will automatically ROLL IN if you have not changed your status prior to that time.

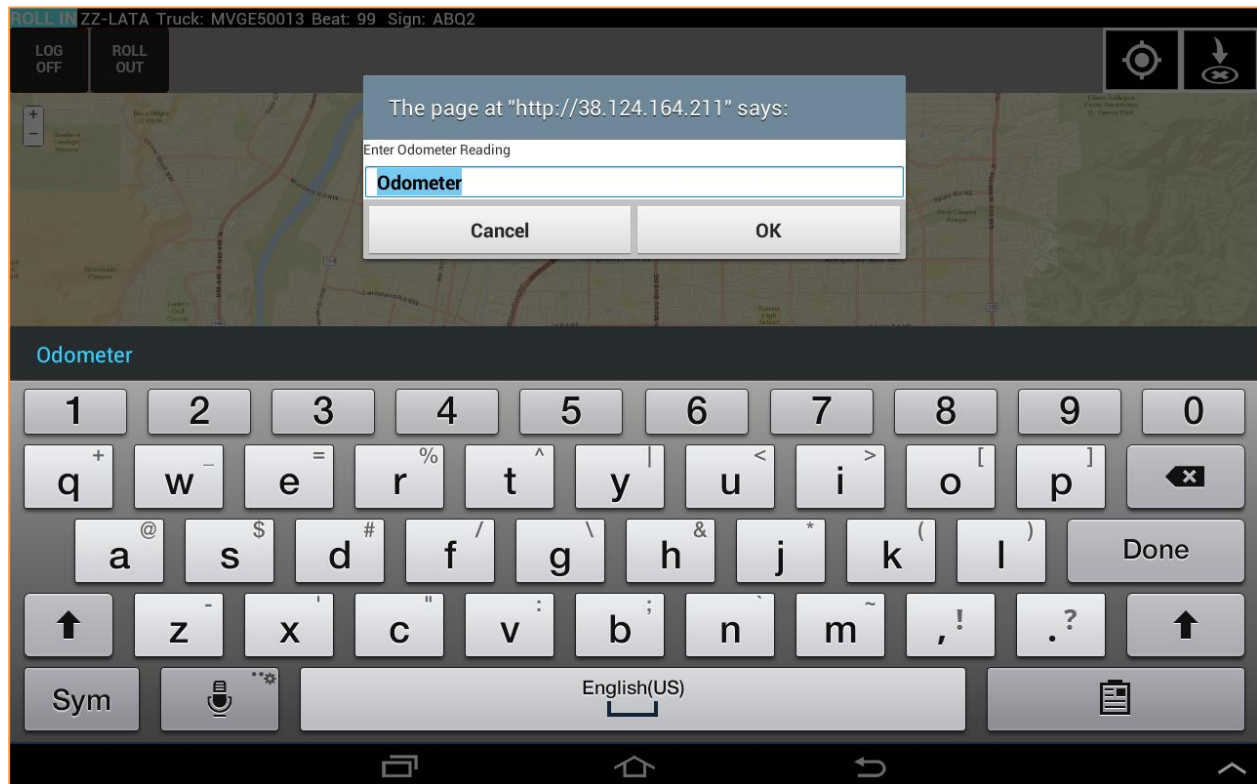
Going to a “Roll In” status counts as going 10-10 so be careful to only hit the ROLL IN button when your shift ends.



4.1.8 LOG OFF Button

Touch the LOG OFF button after returning to the yard at the end of a shift or after brining the vehicle to a stop outside of the beat if you are going to refuel at the end of your shift. The LOG OFF Button **is only available during the LOGGED ON or ROLL IN** status. This button will log the driver off of the drivers interface and should be selected at the end of a shift.

Prior to being completely logged off the end odometer reading must be entered.



NOTE:



If the driver is changing to another (replacement) Vehicle, s/he must logoff the current Vehicle and then logon to the new Vehicle. (The previous driver must have logged off the replacement Vehicle before the new driver can logon.)

5. Understanding Messages and Dispatches

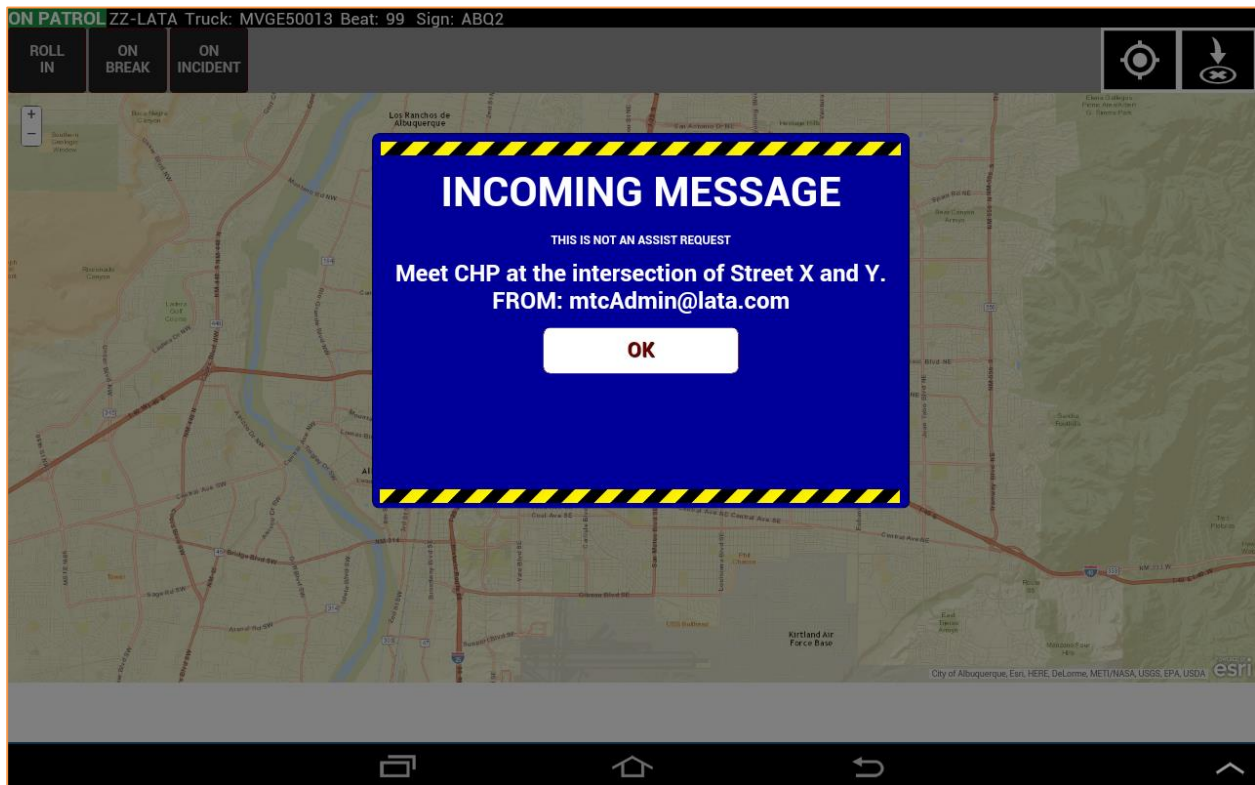
CHP and MTC personnel can send messages directly to the onboard tablet. There are two basic types of messages – text messages (covered in section 5.1) and dispatch (5.2) as well as different types of text messages.

5.1. Messaging

There are two types of text messages that the driver can receive when they are logged onto the interface: a “no response required message” and a “response required message.” These messages can be sent to the driver in any status. Drivers need to ensure that they are in a safe position to answer the message before they respond.

5.1.1 No Response Required Message

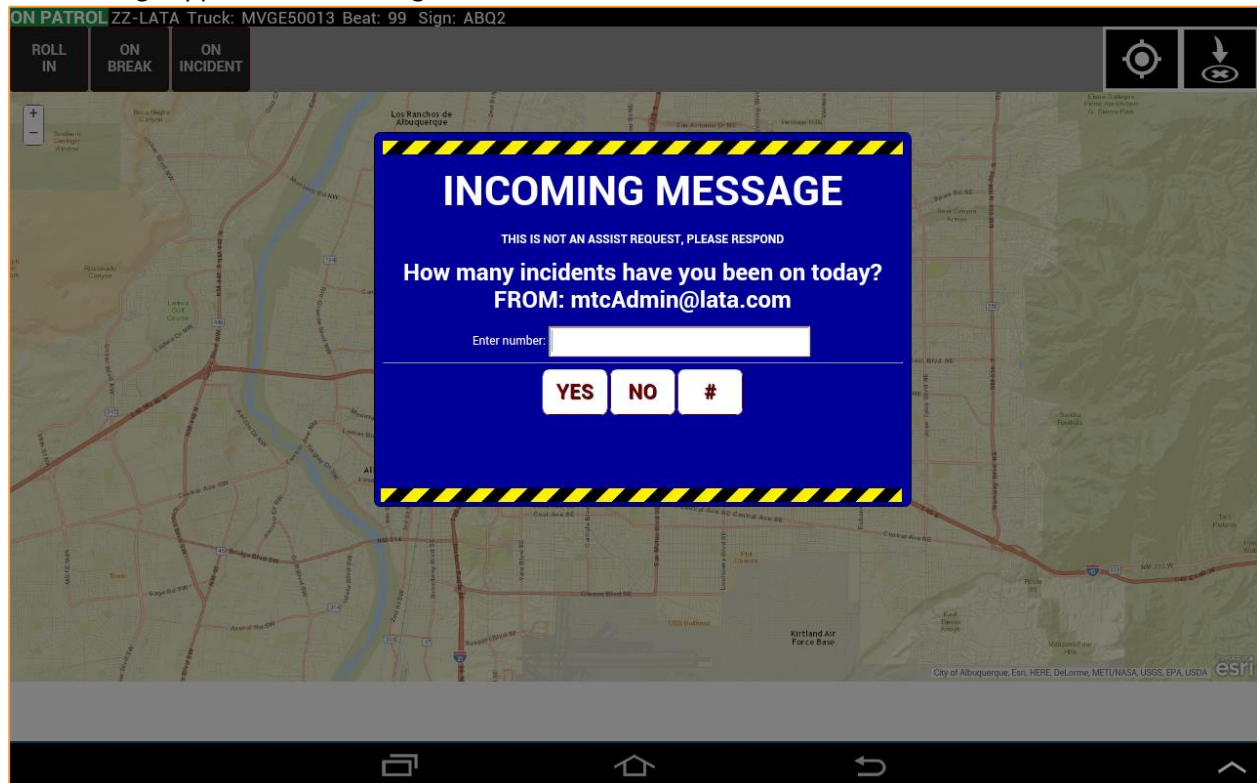
The no response required message is simply a message requiring an “OK” acknowledgement by the driver. This message looks like the image shown below



Once the driver sees this they should select OK. Once OK is selected, they will see an acknowledgment pop-up window that requires them to hit “OK” again.

5.1.2 Response Required Message

The response required message will give the driver the option to select “Yes,” “No,” or input a number. This message appears like the image below.



The driver selects yes, no or enters a number into the “enter number” field.

Response Required Message, Continued

When the driver goes to input the number a keypad with only numbers will be available to enter the desired number as shown below. This field is limited to only numbers; no other entry is allowed. Once the number is entered, the driver will touch the # key to submit the answer.

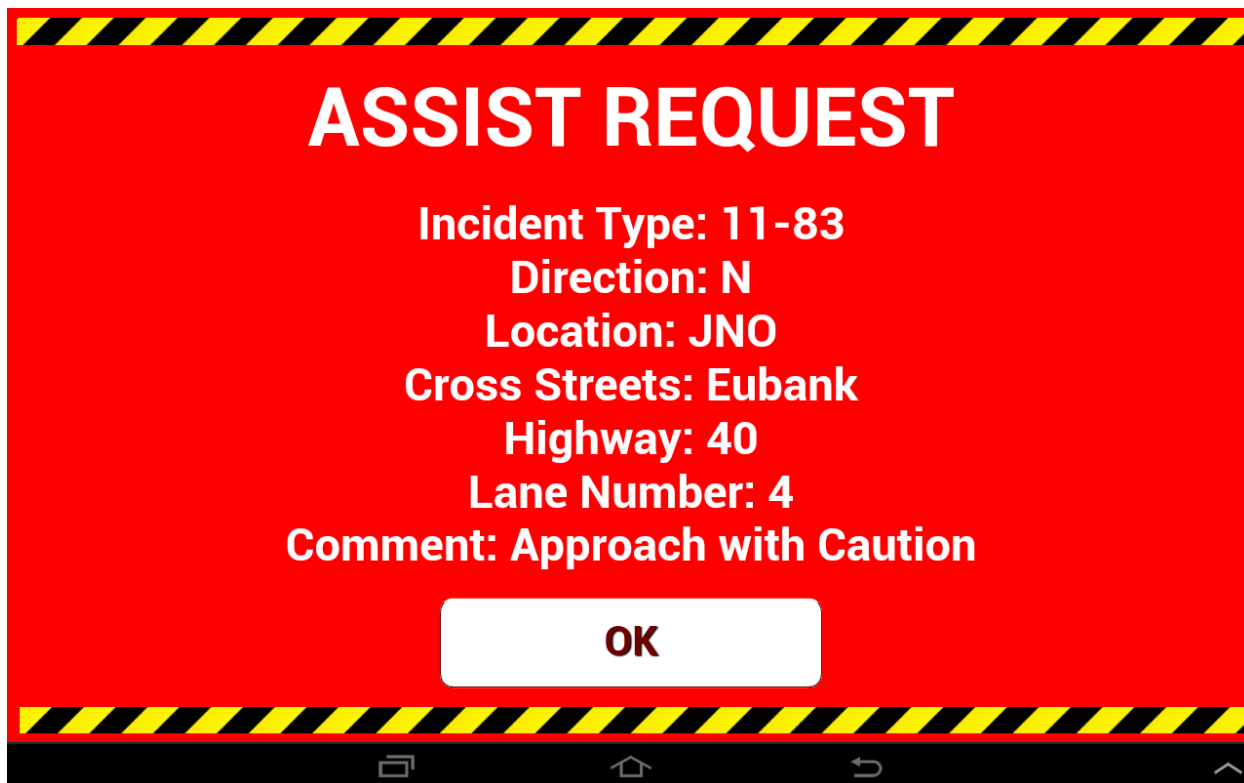
The screenshot displays the LATATrax driver interface. At the top, a status bar shows "ON PATROL" in green, followed by "ZZ-LATA Truck: MVGE50013 Beat: 99 Sign: ABQ2". Below this are three buttons: "ROLL IN", "ON BREAK", and "ON INCIDENT". The main screen features a map background. A blue overlay box with a yellow and black striped border at the top contains the text "INCOMING MESSAGE" in large white letters. Below this, in smaller white text, it says "THIS IS NOT AN ASSIST REQUEST, PLEASE RESPOND". The message content reads: "How many incidents have you been on today? FROM: mtcAdmin@lata.com". There is a text input field labeled "Enter number:" followed by three buttons: "YES", "NO", and "#". Below the message box is a numeric keypad with buttons for digits 1 through 9, 0, a "Go" button, a "SYM" button, and a settings gear icon. A small white tooltip above the "0" button says "Copied to clipboard". The bottom of the screen shows standard Android navigation icons.

Once the driver submits the response, there will be an acknowledgement window, just as with the other message type.

5.2 Dispatched Incident

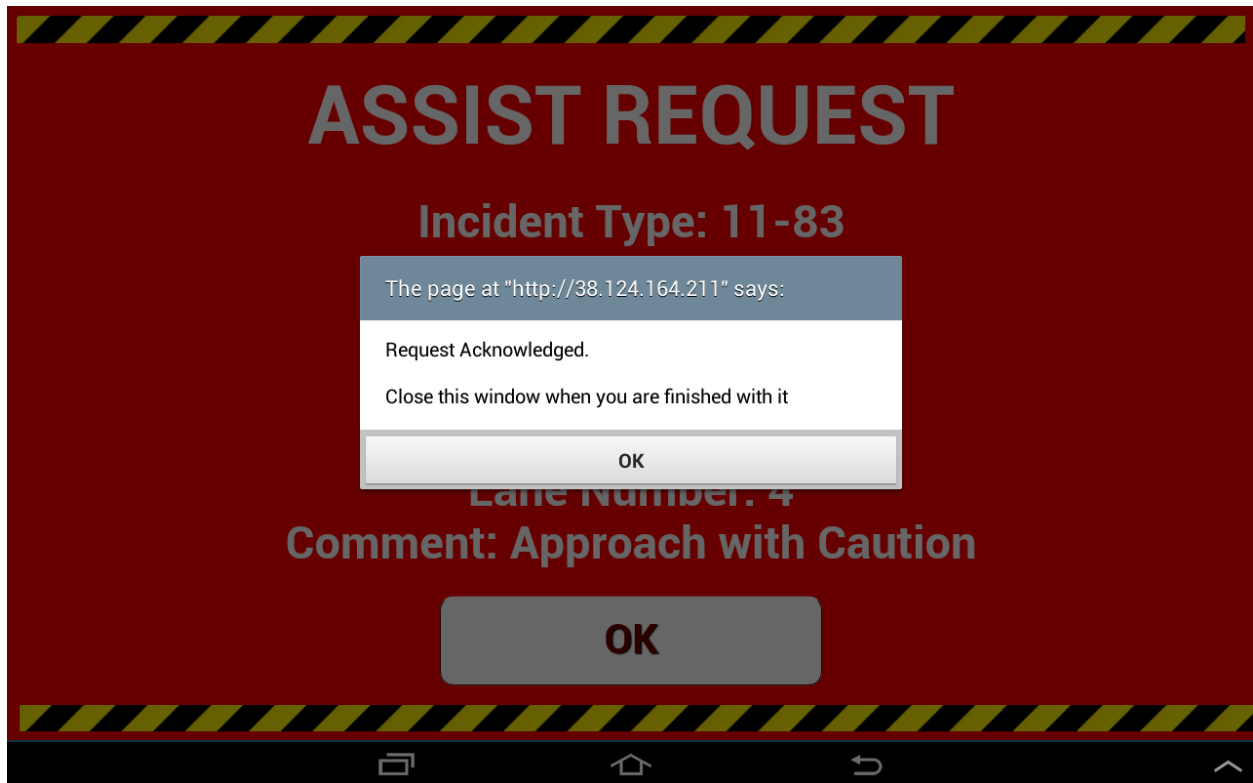
Incident dispatches are sent to the driver's tablet in a manner that cannot be mistaken. These dispatch messages will not interrupt an ongoing assist entry, unlike the text messages. A dispatch message will be held until the vehicle status returns to "On Patrol."

The dispatch message appears as in a new tab as shown below.



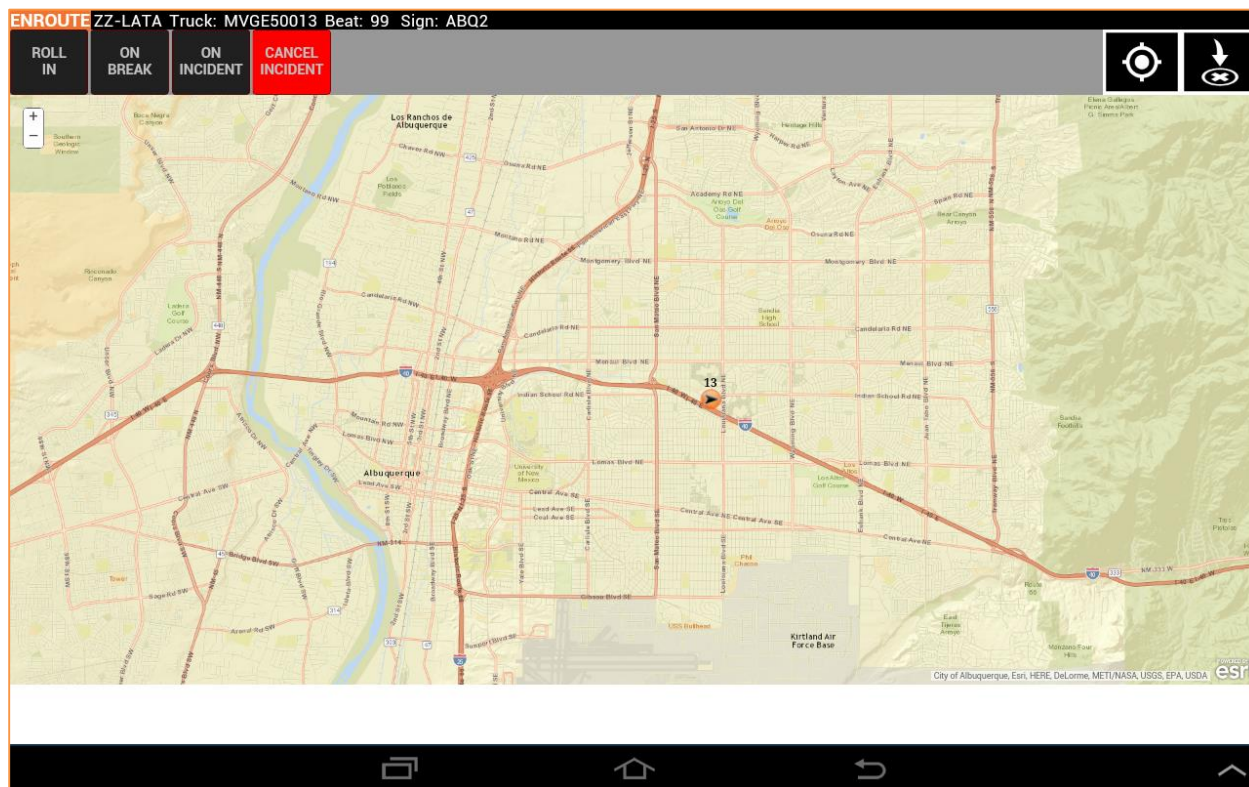
This dispatch request is acknowledged by touching the OK button. The Driver's screen will then return to the Map with the vehicle status changing to orange ENROUTE, indicating that the driver has received the dispatch and is on the way to the incident.

After hitting 'OK' on a dispatch message the Driver will also receive an acknowledge message as shown below.



This dispatch message tab will remain open so that the driver can refer back to the information as needed.

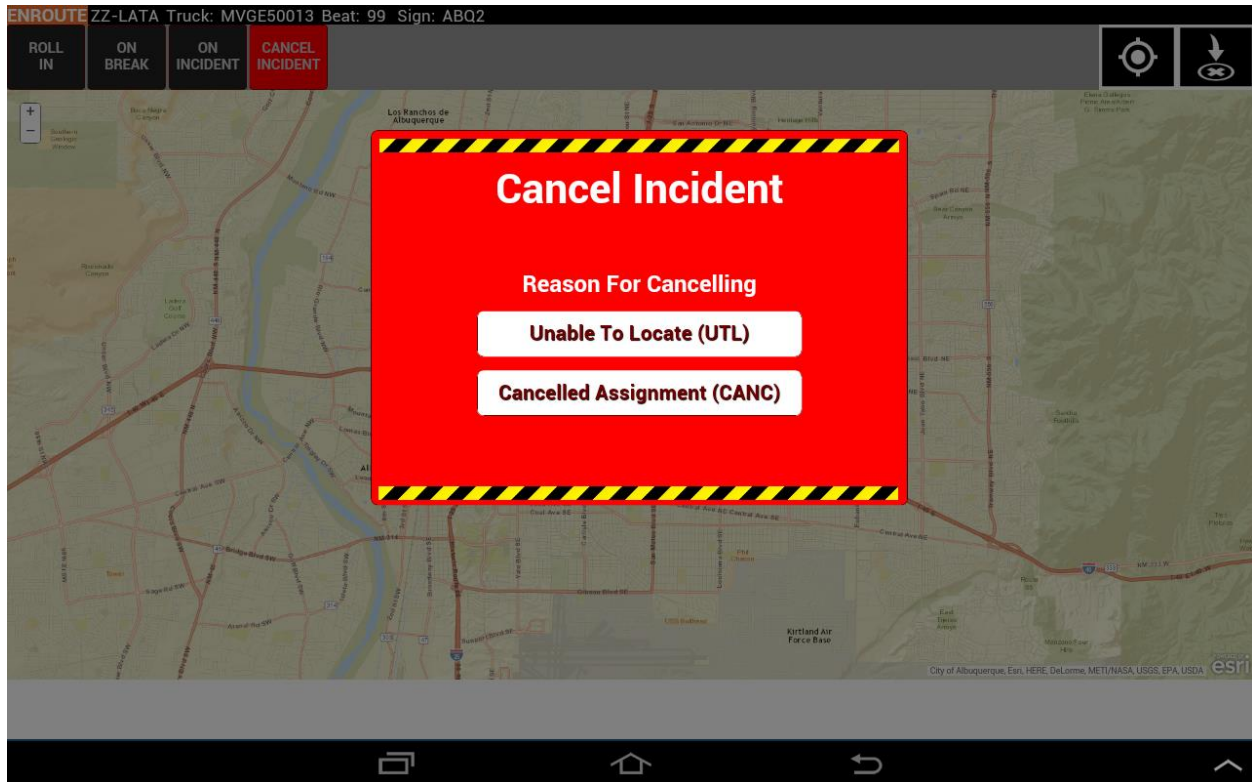
Selecting okay to a dispatch message will automatically change the status to ENROUTE, as in the image below.



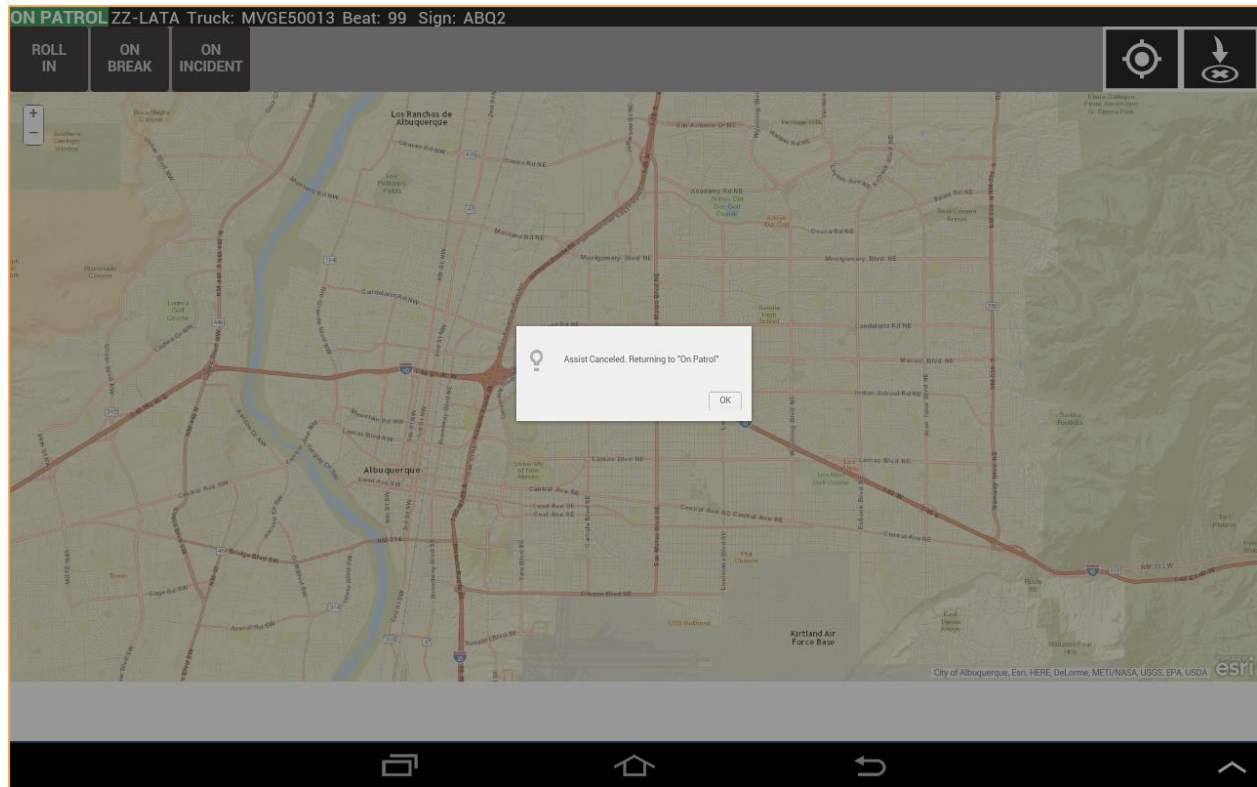
Once arrived to the incident location the driver touches the ON INCIDENT button and proceeds to report the assist as described in **4.1.6** of this Guide.

The driver also has the ability to cancel the incident. Touching the CANCEL INCIDENT button opens up the dialogue box displayed on the next page.

The driver has two options for cancelling an incident: Unable To Locate or Cancelled Assignment.



Once the incident has been cancelled the driver will receive confirmation that the assist has been cancelled and will return to an ON PATROL status.



6. Incident Codes and the Daily Shift Record (DSR) Back-up Forms

This section covers two distinct but related topics:

- the paper back-up system that drivers must use to report shift as well as incident information and;
- the codes that help drivers succinctly communicate what took place during an incident.

6.1 Incident Codes

Remember that the terms “incident” and “assist” are NOT the same. An incident is the overall situation at a scene while an assist is the effort given to an individual vehicle or a stand-alone, in-lane debris field.

The incident codes can be grouped in to the following categories (they are also found on the back of the DSR form):

- CHP Incident Codes
- MTC Problem Codes
- Action Codes
- Area Codes
- Hwy Codes/Position
- Push/Tow/No (P/T/N)
- Transport Codes

This does not include abbreviations like ‘E’ or ‘EB’ for Eastbound (under ‘Direction’) or ‘880’ for I-880 which also appear on your DSR form (under ‘Route’).

CHP Incident Codes

These codes are defined by the California Highway Patrol (CHP) and drivers should refer question about them to the FSP 601 officers or other CHP personnel.

The codes FSP drivers are allowed to put on reports, with the codes in parentheses, are as follows:

- Accident – No Details (11-83)
- Accident – Property Damage (11-82)
- Abandoned Vehicle (11-24)
- Disabled Vehicle – Occupied (11-26)
- Traffic Hazard (11-25)

FSP drivers are dispatched to other types of incidents not listed above. In these cases the driver should simply record the incident in the appropriate DSR field or in the Step 1 incident report screen as an ‘Other’ and describe the incident briefly in the notes.

MTC Problem Codes

These codes are used in Step 2 of the incident report screen, ('Problem Type') and in the column labeled 'Problem Code' in the DSR form. They are intended to give MTC an understanding of the issues the driver encountered while working a particular assist. The problem codes come in three types - Traffic Collision, Breakdown and Debris:

- TRAFFIC COLLISION

- 1 Vehicle Involved (1VEH)
- 2 Vehicles Involved (2VEH)
- More than two vehicles involved (3VEH)

- BREAKDOWN

- Dead Battery (BATT)
- Flat Tire (TIRE)
- Out of Gas (GAS)
- Abandoned Vehicle (ABAN)
- Overheat (HEAT)
- Mechanical Problem (MECH)

includes electrical problems,
except a dead battery

- DEBRIS

- Debris in lane (DIL)
- All Debris on Shoulder (DOS)

Not a valid reason for an assist on its own,
can be tagged with another problem

Drivers should select as few problem type codes as possible and make sure to list only the most important. It is, however, possible to list multiple problem codes for an individual assist *if* the same vehicle had multiple problems or there was a debris field associated with a particular vehicle (due to a collision, for instance).

Remember, that unlike CHP Incident codes, the Problem Code/Type only refers to one assist – not the whole incident.

Action Codes

The Action codes are found in Step 3 of the incident report screen and is also specific to just one assist. They refer to the role the driver played and what occurred during the assist.

- Performed Assist (primary/solo provider) (ASST)
- Assisted Beat Partner (PART)
- Assisted Peace Officer (OFCR)
- Refused Service (RFSD)
- Help Enroute – Waited (HLPW)
- Help Enroute – Did not Wait (HLPN)
- Motorist Drove Off (DOFF)
- Other (note required) (OTHR)

No
contact
made in
a DOFF

Used RFSD
when there is
contact but
no assistance
nor indication
the motorist
has help
enroute

Beat partners
sometimes work an
assist together. If
both spend a
significant amount
of time on an assist
both should file a
report *but only one
should file the ASST
code*. The other
should list PART.

You can only pick one Action Code, so pick carefully. You must write up a brief description of your assist if you use an OTHR Action Code.

Area Code

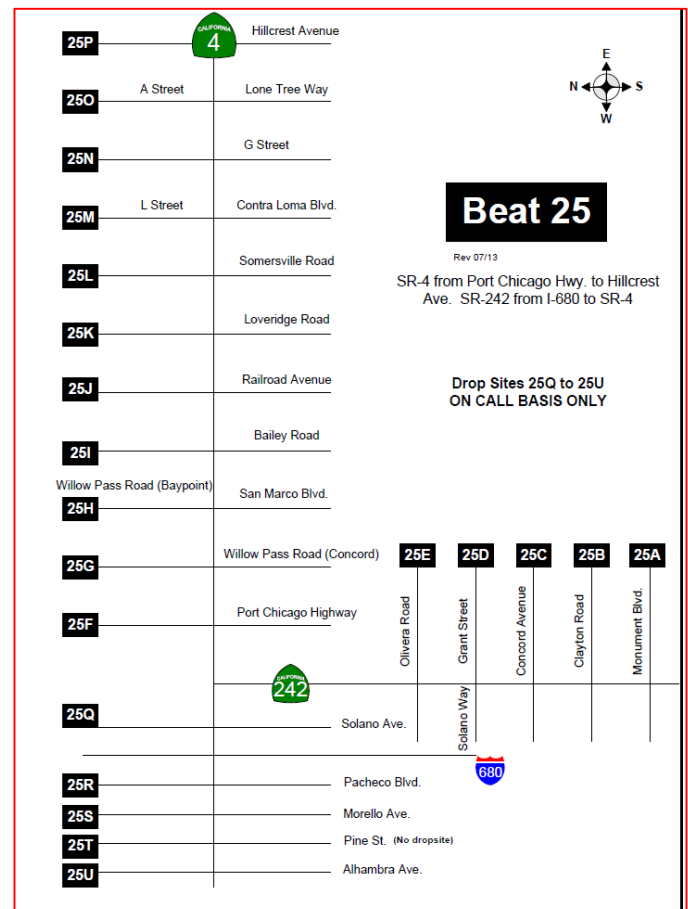
The area code is a single letter code that refers to location of the incident, specifically the nearest upstream (in the direction against the flow of traffic) ramp that is labeled on the drop site map face page (see image on the right). So if a driver was working Beat 25 on Hwy 4 and the nearest upstream ramp to the incident was the exit to G Street the Area Code would be 'N.'

Highway (Hwy) Codes/Position

These codes refer to the position of the vehicle within the freeway:

- In-Lane (LANE)
- Right Shoulder (RS)
- Left Shoulder (LS)
- On-Ramp/Off-Ramp (RAMP)

(Reverse) gore point locations are in-lane. Refer other questions to CHP.



Push/Tow/No (PTN)

Refers to any actions taken in the course of the assist. If both a push and a tow occurred code the assist as a 'T.'

Transport Codes

Every transport needs to be labeled, not just those that are an 11-48X. Coding a transport on your ranger or tablet does NOT remove the requirement to notify dispatch of an 11-48X. Use the letter codes when writing it down (they are more specific).

- Provided Transportation to Male (11-48) (MPAS)
- Provided Transportation to Female (11-48X) (FPAS)
- Provided Transportation to Male Juvenile (11-48X) (MJUV)
- Provided Transportation to Female Juvenile (11-48X) (FJUV)

6.2 Daily Shift Record (DSR) forms

A DSR form is to be used when shift or incident information cannot be transmitted to LATATrax. *This form can be found in Appendix B.* Read the instructions and examples carefully, they can assist you in filling out the form correctly. The incident codes are on page 2 of the form.

Please note that the lines on page 1 are for assists, not incidents. There is room for ten assists on the front page and the notes boxes on page 2 are numbered so you fill in additional details for a given assist.

If you have the Survey ID, CHP Log # or Dropsite # (all of which can be obtained from LATATrax) make sure to enter them as well.

Use a pen to write in DSR information and write clearly, somebody in your company will be responsible for entering this information in to the LATATrax Driver Interface.

Appendix A – Example of how to change a tablets automatic text functions.

The Samsung's automatic capitalization, automatic correction, automatic spell checking, and "enable caps lock" functions can be very helpful when using the tablet to write e-mails, term papers etc.

These features can be a problem when trying to type in your user name and password. The tablet might try to correct what is being typed. It will try to "fix" your user name and password entries causing them to be incorrect and to fail authentication. If you wish to disable these "Auto" functions, follow the directions below for an iPad. Other device will have different menus but with similar concepts:



Action Steps I – Fixing your Tablet's Keyboard

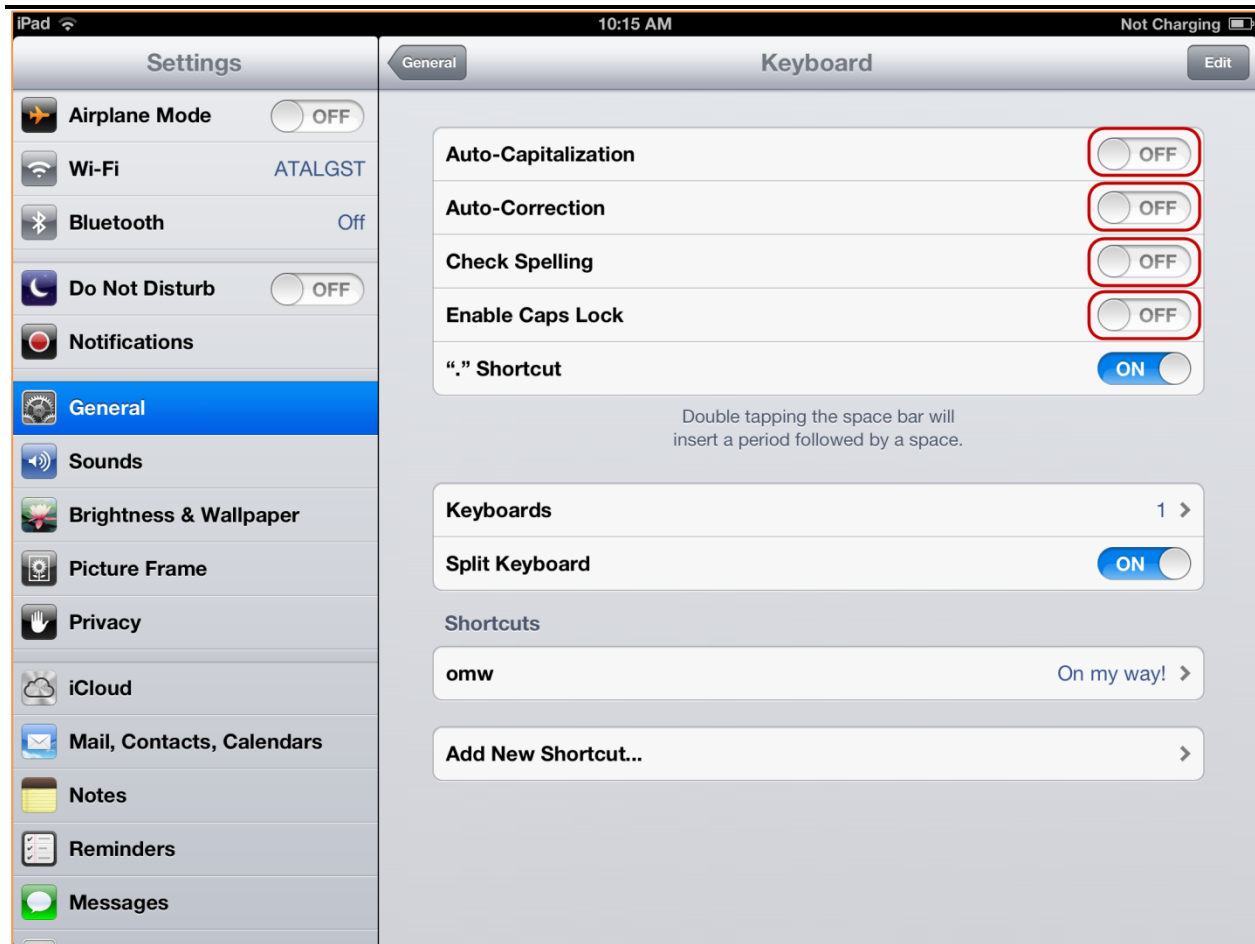
What you do	What Happens
1. Start from the "Home" screen. Touch the "Settings" icon.	Opens the settings screen.
2. Touch the "General" button on the left side of the screen under "Settings". See Error! Reference source not found..	Displays the "General" settings on the right portion of the screen.

3. Touch the “Keyboard” button in the “General” settings on the right portion of the screen.	Displays the iPad keyboard options.
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Action Steps II – Fixing your Tablet’s Keyboard

What you do	What Happens
4. Touch the “ ON ” button next to “ Auto-Capitalization ”. (See the image below).	Turns the Auto-Capitalization feature OFF .
5. Repeat Step 4 above for “ Auto-Correction ”, “ Check Spelling ” and “ Enable Caps Lock .”	Turns these features OFF .
6. Touch the “Home” button.	Returns to the home screen.

To turn these features back on, repeat steps one through six.



Appendix B: Daily Shift Record (DSR) form

Freeway Service Patrol Daily Shift Record (DSR)																			
				SIGN-IN INFORMATION Month: <input type="text"/> Day: <input type="text"/> Year: <input type="text"/> Driver ID: <input type="text"/> - <input type="text"/> Beat: <input type="text"/> Truck #: <input type="text"/> CHP Call Sign: <input type="text"/> - <input type="text"/>				PATROL TIMES 10-8 On Patrol: <input type="text"/> 10-10 Roll In: <input type="text"/>		ODOMETER READING Upon Leaving Tow Yard: <input type="text"/> After Returning to Tow Yard: <input type="text"/>									
Fill out one line per each vehicle assisted or debris field cleared (only if there were no vehicles). If more than one Problem or Action applies, list the additional codes in the Assist Notes section (on back page). Any Drop Site # and or Survey IDs should be included in the assist note on page 2. There is also space for an OT Authorization #.																			
Assist #	Incident Time (Military Time)			CHP Incident Code	Problem Code	Action Code	Direction	HWY	Area*	Position	P	T	Trans port Code	Veh Type	Vehicle State and License Plate	CHP Log #			
Start 10-97	End 10-98																		
EX 1	6	4	5	1	7	1	5	11-83	MECH	PART	N	580	A	RS	T	FPAS	AUTO	CA 6UZC483	701
EX 0	9	1	5	0	9	2	0	11-25	DIL	ASST	N	101	C	LANE 2	N				
01																			
02																			
03																			
04																			
05																			
06																			
07																			
08																			
09																			
10																			

*Area refers to the cross street just upstream of the incident. Refer to the dropsite binder or to LATATrax to determine the appropriate area letter code.

I certify that the information on this form is accurate to the best of my knowledge. Initial: _____

FSP DSR Page 1

Freeway Service Patrol Daily Shift Record

CHP Incident Type	Code
Accident - No Details	11-83
Accident - Property Damage	11-82
Abandoned Vehicle	11-24
Disabled Vehicle - Occupied	11-26
Traffic Hazard	11-25
Other (provided by CHP)	

Vehicle Type	Code
Auto / Van	AUTO
Pick-Up	PKUP
Truck More than 1 ton	BIGT
Truck Less than 1 ton	SMLT
Motorcycle	MC
Big Rig	BGRG
Motor Home	MTHM

Problem Type	Problem Detail	Code
TRAFFIC COLLISION	1 Vehicle Involved	1VEH
	2 Vehicles Involved	2VEH
	3+ Vehicles Involved	3VEH
BREAK DOWN	Dead Battery	BATT
	Flat Tire	TIRE
	Out of Gas	GAS
	Abandoned Vehicle	ABAN
	Overheat	HEAT
	Mechanical Problem	MECH
DEBRIS ONLY	Debris in Lane	DIL
	All Debris on shoulder	DOS
OTHER	No Assistance Required	NONE
	Other (note required)	OTHR
UNABLE TO LOCATE		UTL
CANCELLED ASSIGNMENT		CANC

Action Taken	Code
Performed Assist (primary / solo provider)	ASST
Assisted Beat Partner	PART
Assisted Peace Officer	OFCR
Refused Service	RFSD
Help Enroute - Waited	HLPW
Help Enroute - Did not wait	HLPN
Motorist Drove Off	DOFF
Other (Note Required)	OTHR

Position	Code
In-Lane (ID which lane #, ex. "Lane 2")	LANE #
Right Shoulder	RS
Center Divider	CD
On-Ramp / Off-Ramp	RAMP

Transport	Code
Female Passenger (11-48X)	FPAS
Male Passenger (11-48)	MPAS
Juvenile Passenger (11-48)	JUV
Female Juvenile Passenger (11-48X)	FJUV

Assist Notes	
Assist #	
DROP SITE =	
Survey ID =	

Assist #	
DROP SITE =	
Survey ID =	

Assist #	
DROP SITE =	
Survey ID =	

Assist #	
DROP SITE =	
Survey ID =	

Assist #	
DROP SITE =	
Survey ID =	

OT	Enter CHP Overtime Log # and the DSR Assist Number(s) here
----	--