

User Guide for

TransLoc



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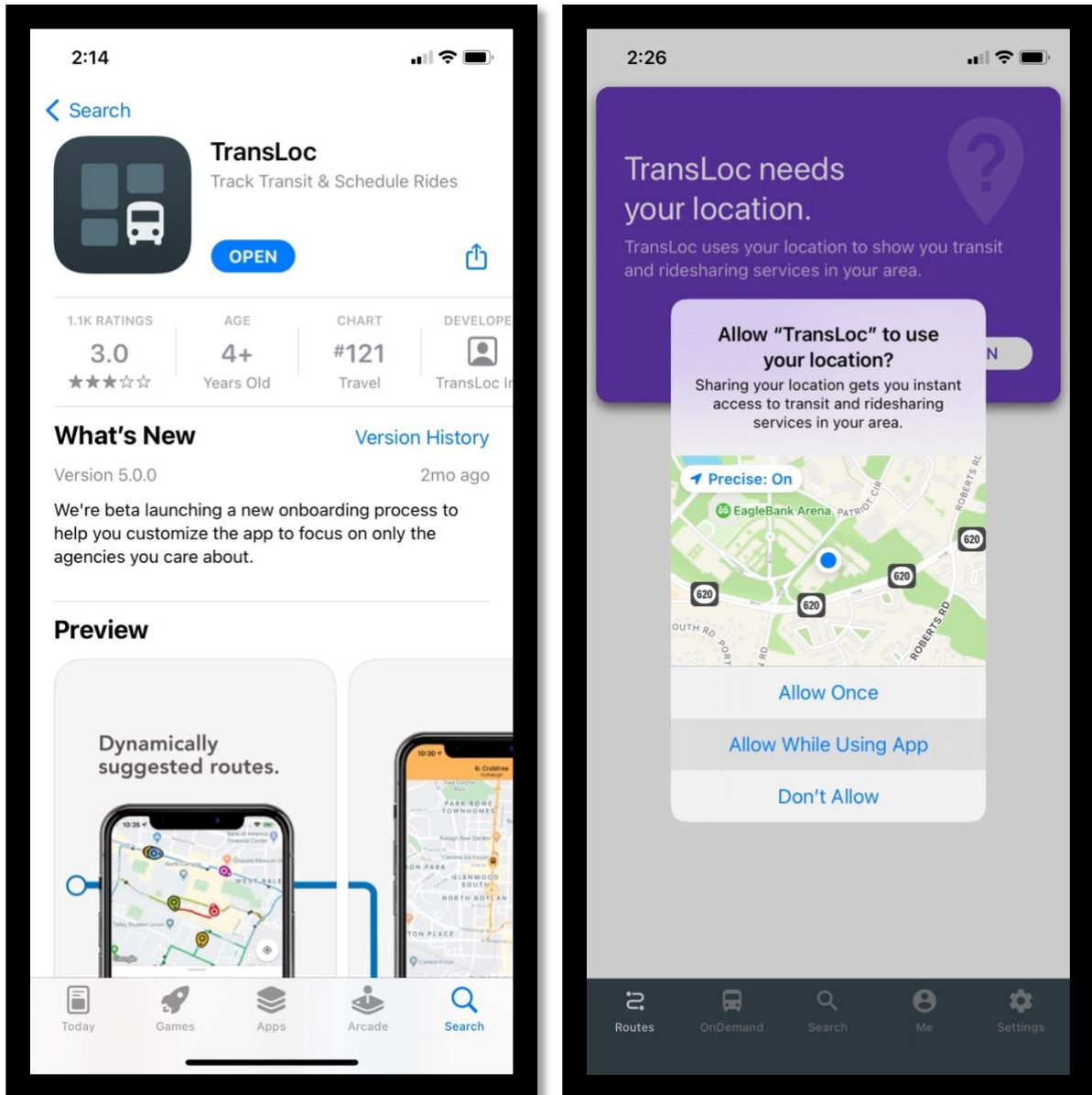
Welcome

Hello and welcome to [TransLoc](#), the transportation tracking and management app that enables you to travel with greater confidence and efficiency. This guide will cover the basic functions of the TransLoc App, from installing and setting up an account to using the app for your transportation journey.

TransLoc provides real-time information from your university or municipality's bus systems so you as a rider can plan your travel without dealing with potentially confusing schedules or uncertain delays. In partnership with your organization, TransLoc offers the ability to request on-demand shuttle service and to take advantage of fixed-route service with greater convenience.

Installation

The [TransLoc App](#) is available for download from the IOS App Store and the Google Play store. Download the app to your device to begin using TransLoc services.



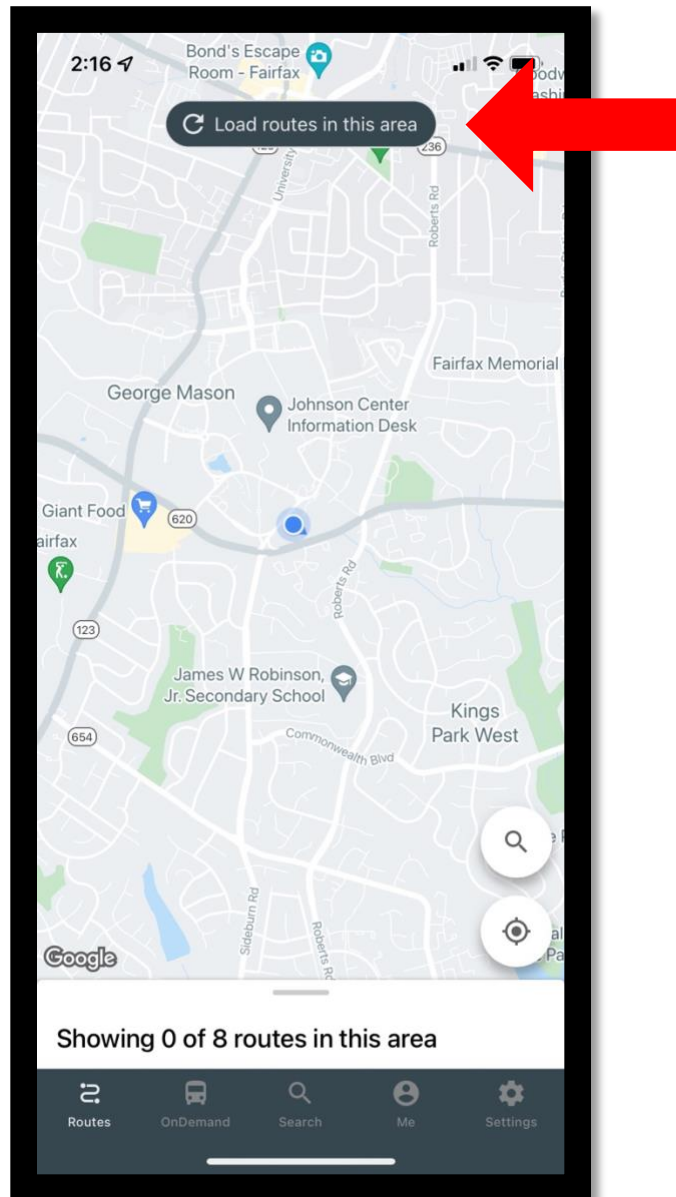
Once the app is installed and visible on your device, open the app to get started. Sign in with your organization or personal email for full functionality. When prompted, make sure to allow use of your location, so TransLoc can provide accurate info on the location of transport services in relation to you.

Now that you have downloaded TransLoc and signed in with your organization or personal email you are ready to find your routes and travel to your destination!

Finding Your Routes

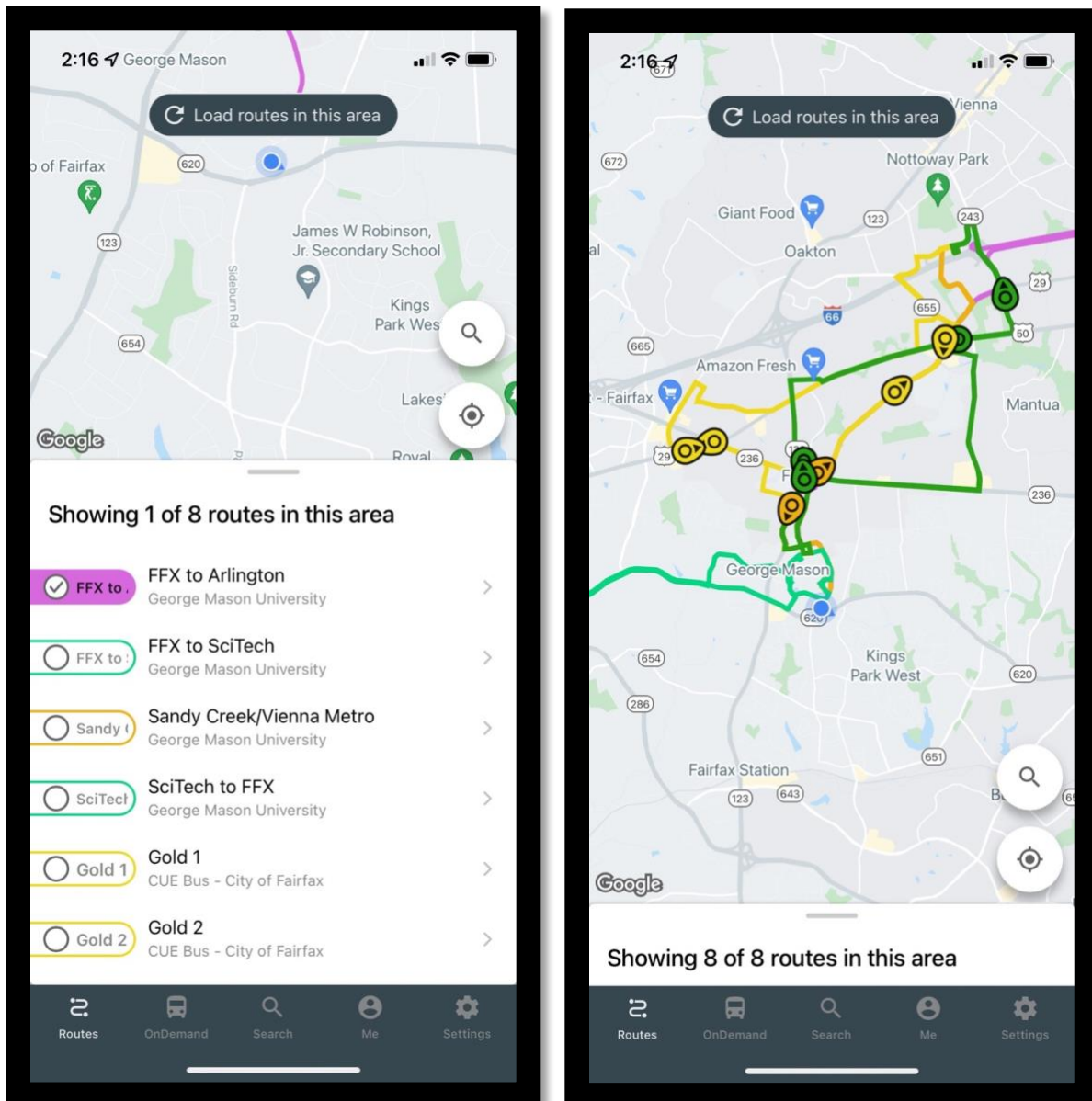
Once you have installed the TransLoc app you are ready to find the nearest bus or shuttle routes and travel to your destination. Open the app to begin your journey.

If you do not see any services in your area, but you want to check for nearby TransLoc partner services, you can select “Load routes in this area” at the top of the screen.



After selecting “Load routes in this area,” nearby transportation services will appear on your map. By swiping up from the bottom of the screen, you can view a list of nearby

routes, and toggle their visibility on the map by touching the checkboxes next to the service name. You can click on a bus route from the menu to view it individually.

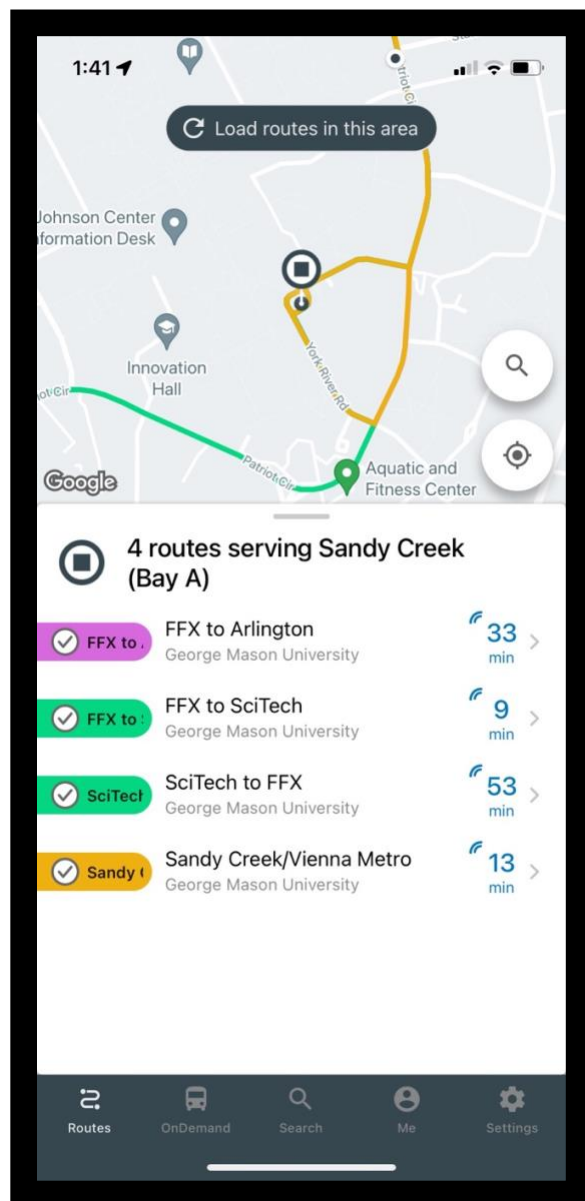


After you have selected your preferred routes you can view them on the map in relation to your location. The arrows on the map show the directions of busses, and by clicking on a stop you can view the wait time until the shuttle arrives.

Traveling With TransLoc

Now that you've found the transportation services in your area you are ready to travel with TransLoc! For standard fixed-route shuttle services you should view wait times on the app to anticipate your departure. Once you know a bus will be on its way in time, you can go to your nearest shuttle stop and board the bus to your destination.

By clicking on a bus stop you can view the busses that serve that location and the times until they arrive. In the below image, different busses will be arriving to the same stop. If you were planning on taking the "Sandy Creek/Vienna Metro" shuttle, it would be arriving in 13 minutes.



A complete journey using the TransLoc App would follow these steps:

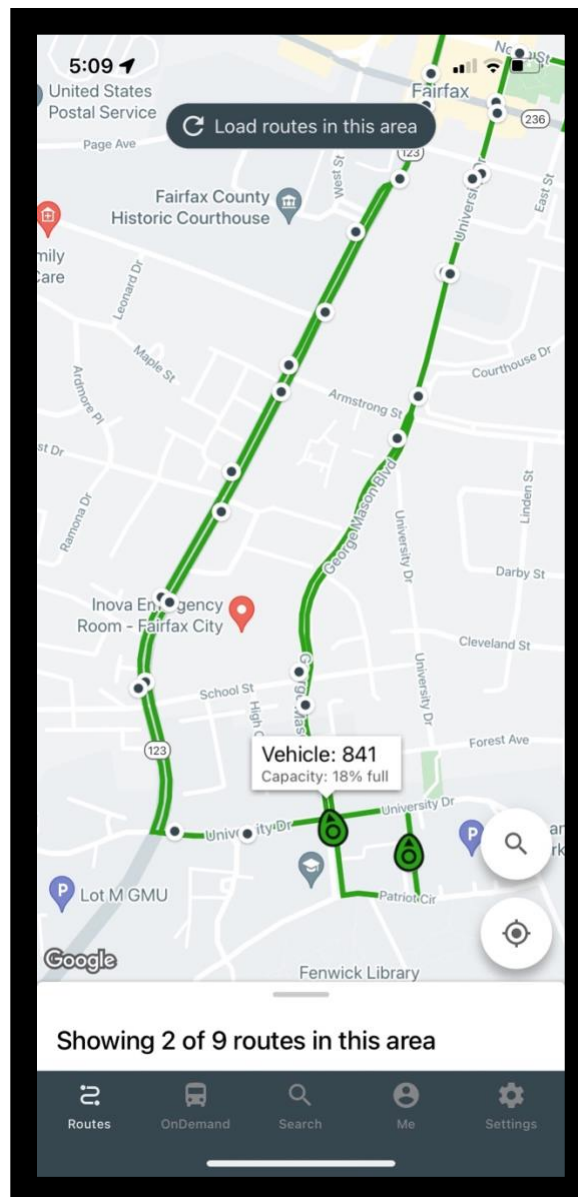
1. Using TransLoc, view the location of the bus stop closest to you.
2. Using the TransLoc Map, confirm that the bus route you intend to use will take you to your desired destination.
3. Click on the bus stop you intend to depart from to see how long the wait is until the next bus is arriving.
4. If the wait time is reasonable for you, navigate to the bus stop and wait for your bus. (You can also check the time as you wait, and watch the bus approach.)
5. When the bus arrives, board the bus.
6. Ride the bus to your desired stop.
7. Upon arriving at the stop, exit the bus and navigate to your destination.

Important to remember: TransLoc does not control the busses you see on the screen, but it does provide you with up-to-the-minute information on where your organization or municipality's vehicles are and will be. If a bus is running behind schedule, TransLoc will estimate its actual time of arrival even if this deviates from a schedule. Contact your transportation provider about their schedules if you notice inconsistencies.

Fixed-Route Service

Shuttles or busses that run on a regular schedule are known as “fixed route busses” they are the most common type of bus service and have the advantage of following a predictable schedule.

Below, a fixed route service is shown. You can see the full route of the bus, and the bus stops on this route, along the green line. Tapping on this bus shows that the vehicle is 18% full.



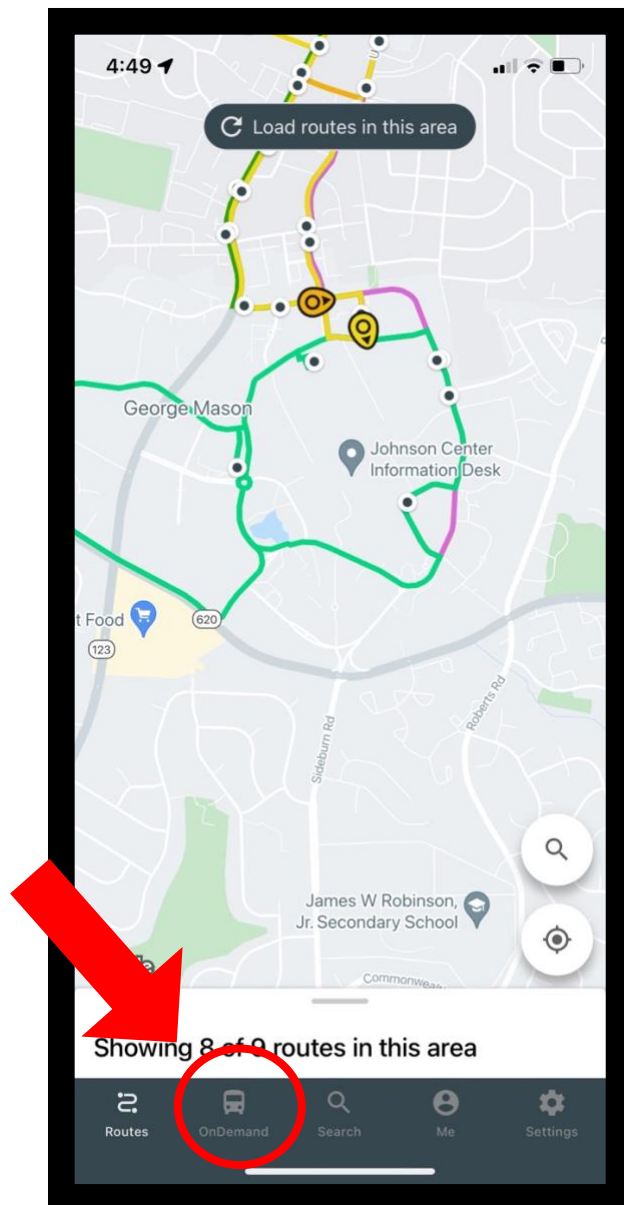
When using a fixed-route service you should remember:

- Fixed-route shuttles follow a set schedule
- The direction of the bus is determined by its route, and TransLoc shows this on the map view.
- While riding, you will need to anticipate when your stop is approaching, so you are ready to exit the bus when it arrives

On-Demand Service

On-demand shuttles are shuttles that can be called to your location for rides when needed. On-demand shuttle services are provided by some—but not all—universities and municipalities. To see if your organization is providing on-demand shuttle service, visit the “on demand” tab in your TransLoc App.

If on-demand shuttle services are available, touch the “OnDemand” button at the bottom of the screen for the on-demand request tab to open.



If on-demand service is provided and you are on the OnDemand tab, you will see a request menu where you can:

- Select the bus stop where you will be picked up
- Select the bus stop that will be your destination

Once your request is made, TransLoc will calculate your wait time while a shuttle bus is on its way to you. Wait times can vary by time of day and by location, more remote bus stops will take more time for a vehicle to arrive. If many people are requesting the on-demand shuttle at the same time, you may have to wait longer. As you use on-demand services more frequently you will learn what a typical wait is for your time and area.

On the map, you can view the on-demand shuttle's location and watch as it approaches you.

Important to remember: On-demand shuttles are *similar* to rideshares like Uber and Lyft, but *not* the same. The shuttle will be sent to the location you request, but:

- Shuttles only serve existing bus stops, and *not* custom locations.
- The shuttle is shared with others, and other on-demand riders may be riding at the same time as you.

Tips for Success

Now that you know how to download the TransLoc app, view transit routes in your area, and travel on fixed-route or on-demand services, here are a few tips that might improve your experience as a transit rider with TransLoc.

Know Your Local System

TransLoc works in partnership with the transportation system of your organization, university, or municipality, meaning that different systems with different schedules are using the same technology. This means that the schedules for your local bus routes are not made by TransLoc, and your organization, university, or municipality will have more information.

Schedule times, standard practices, and bus cost will all vary from one system to a next, so it is best to become familiar with your local transportation service's unique practices.

Remember Real Time

The wait times shown on the TransLoc App are real-time estimates of when your bus will arrive, which means if a bus is running behind these times will reflect that. It is also not unusual for an arrival time on TransLoc to appear slightly earlier than the time on a municipal bus schedule, this is because busses sometimes arrive early and then wait at a stop before they leave.

Remembering that all times (and bus locations) shown on TransLoc reflect what is happening right now will allow you to avoid confusion when planning your rides.

Earlier is Better

Remember: when viewing wait times in the TransLoc app, the time shown is how long it will take the vehicle to arrive to the station. This does not include the time for *you* to get to the station if you are not currently at it. If you are taking a trip it may be a good idea to check TransLoc twice:

- One time *before you leave for the station*, to make sure you have time to get there before the bus arrives.
- A second time *at the station*, to see the remaining time that you will wait before the bus gets here.

As a rule: getting to the bus stop early is always better than arriving late and missing your bus, remember this and check your wait time on TransLoc to avoid costly mistakes.