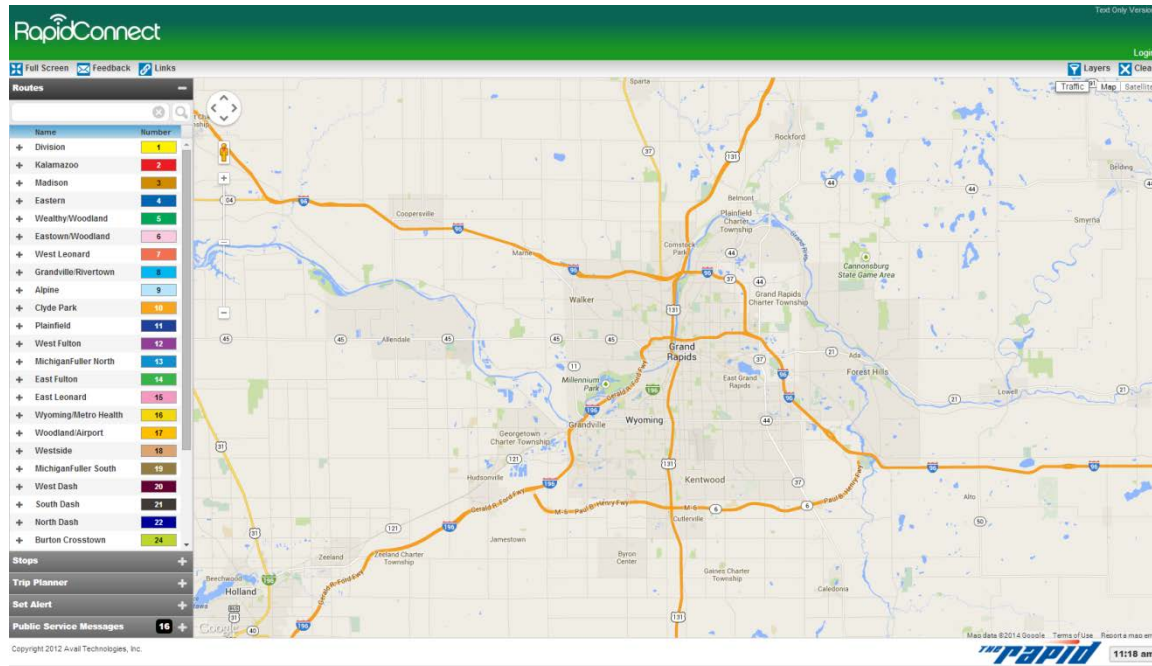


How to use the Rapid Connect Passenger Information System Map

When you load the Rapid Connect Passenger Information website (<http://connect.ridetherapid.org/>), the screen will look like this:



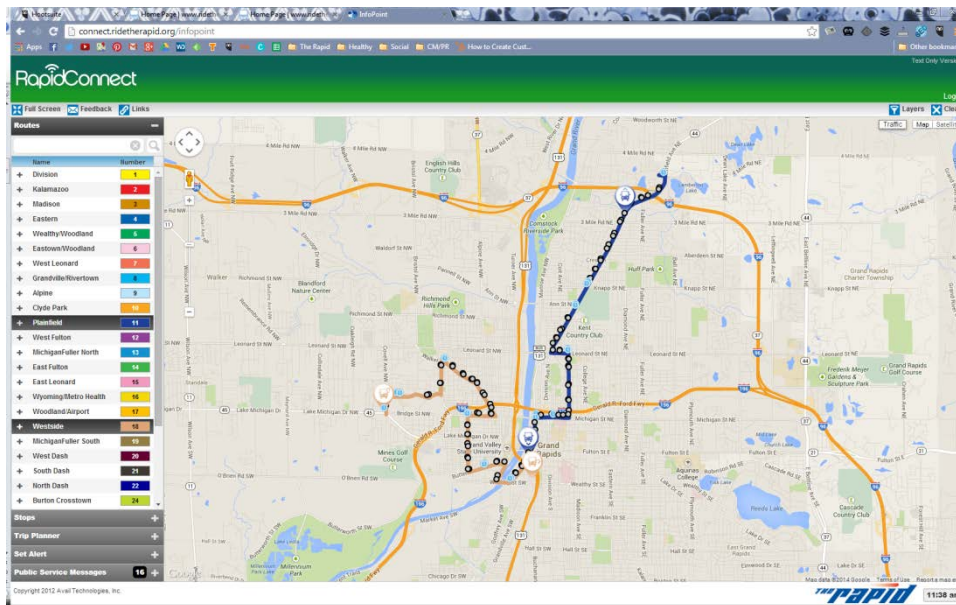
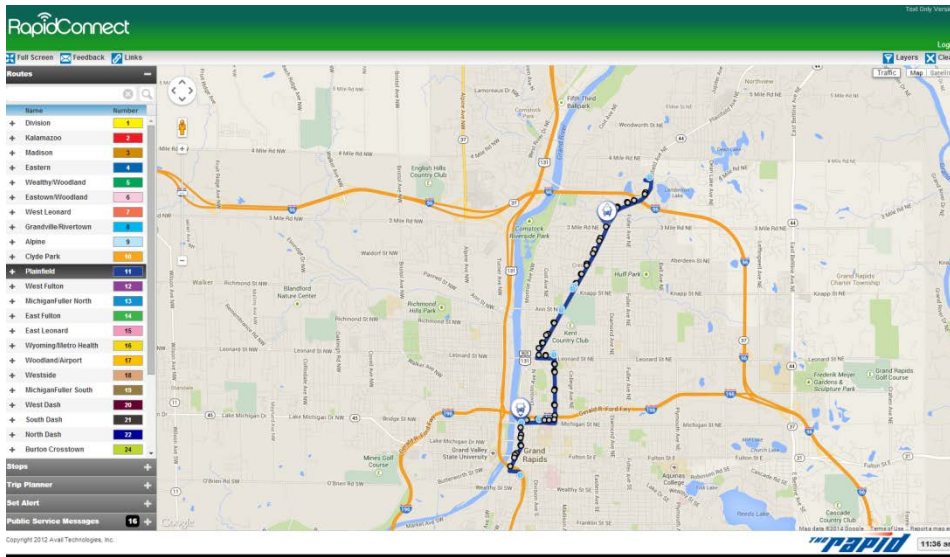
The left side of the screen contains each route name and will contain a corresponding route color when clicked. The rest of the screen will display a detailed map of the service area.

Choosing a Route



Locate the route that you desire from the list on the left. You can select a route by clicking on its name. When a specific route is selected, the trace of the route will appear in the map area displaying each of the stops and the current location of the bus or buses on that given route.

Selecting the **+** on the left hand side of the route name will display the bus numbers currently running on that route.


By selecting multiple routes, you will notice that the traces for each of the routes will be shown on the map. If you chose the wrong route or want to remove what you have previously selected, simply click on the route name again and it will deselect the option.




Location & Status of Bus(es) on That Route

Now that you have chosen a route and can see the location of the buses, you can modify your view and obtain more information for the route selected. The map can be zoomed in or out by using the plus  or minus  symbols near the top left area on the map. You can also move


the map up, down, left or right by clicking on the  symbols. Dragging and dropping the

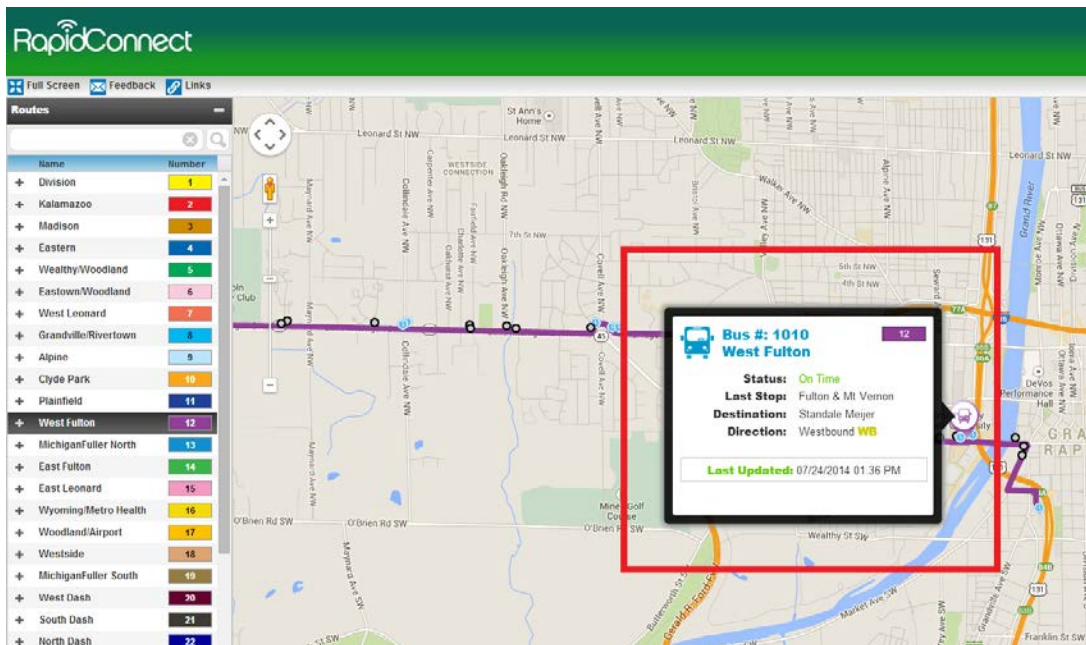
 symbol to a specific area on the map will bring your zoom to the street level. If you drag the same icon over a specified area without letting go of the mouse button, you will see a thumbnail

version of the selected street level. To return from the street level to the main map view, simply click on the  symbol in the top right hand corner.

After selecting a route, any bus(es) currently traveling that route will appear on the map as a



icon (shown as purple in the map below). Within the bus icon, you will notice that there is a (>) associated with it. This lets you know which direction the bus is traveling. Clicking on any icon hosting a bus symbol opens the vehicle information for that bus. Alternatively, clicking on the  symbol beside your route and selecting a bus number will center the map on that bus and display its vehicle information.



Inside that window you will see:

The Bus Number & Route

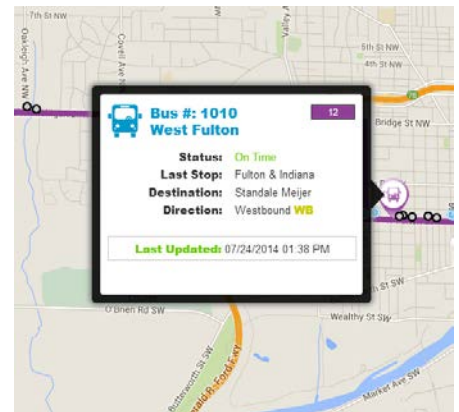
When clicking the bus icon, the bus number will appear along with the current route the bus is assigned to. In this example, the bus number is 1001 and is traveling south east on the West Michigan Route, which is labeled as “RT3”.

Status

Early – The bus is currently operating ahead of schedule.

On Time – the bus is neither Early nor Late, which means it is operating somewhere between 0 and 4 minutes within its scheduled time.

Late – the bus is currently operating 5 or more minutes late.



In the example provided, the bus is **On Time**.

Last Stop

The last stop served will be displayed as well. In the example, the last stop is Fulton & Indiana.

Destination

The destination line will provide you with the final trip destination. The example states that bus #1010 is going to Standale Meijer .

Direction

The direction specifies the direction of the current trip:

- Inbound **I**
- Outbound **O**
- Loop **L**
- Northbound **N**
- Southbound **S**
- Eastbound **E**
- Westbound **W**

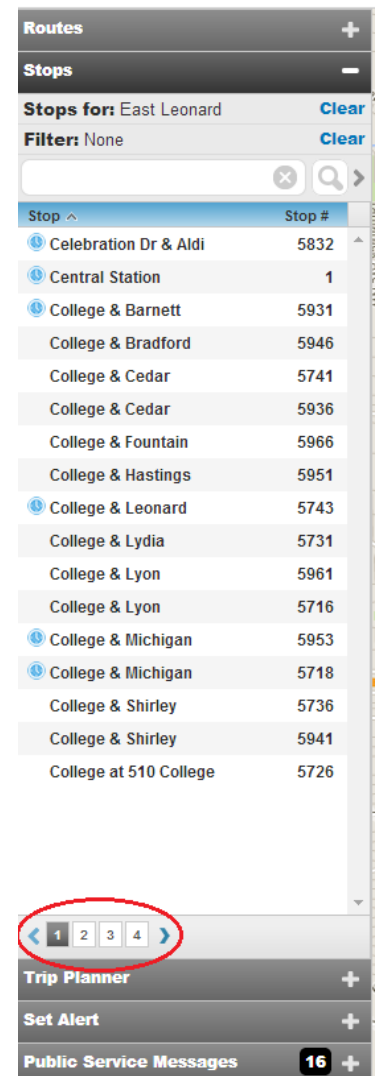
Stop locations and real-time departures from each stop:

There are several ways to find information about your bus stop:

On the left side and near the bottom of the screen, you will see a line labeled “Stops”. By default, this line will be collapsed.

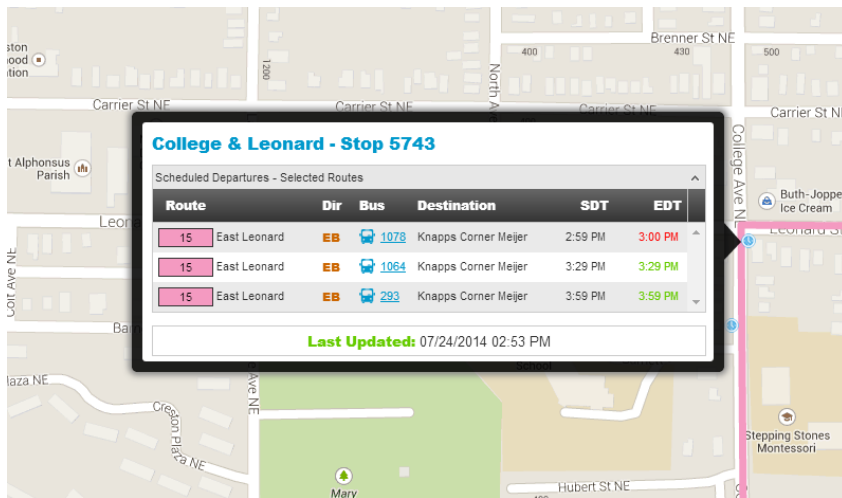
After choosing a route or multiple routes, you can expand the stops line by clicking on the plus (+) symbol. This will expand all of the stops that are included in the routes you selected. The stops will be listed in alpha-numeric order, not in the order they are located along the route.

(Note – There may be multiple pages if there are several stops on the routes selected. You will need to click either the arrows or the page number to see the other stops on the route)



Selecting a specific stop from the list will zoom and center the map on the chosen stop and will display information about that particular stop. You can also manually find and click on the stop on the map to view the information.

Inside the stop window you will see:



Stop Name & Number

The stop window will show the name of the stop selected and the stop number. The example above shows that the stop selected is located at College & Leonard, which is stop #5743

Scheduled Departures

The selected stop will provide you with the upcoming Route(s), Direction(s) and Bus number(s). The example shows that the stop selected is for "Route 15 East Leonard", traveling eastbound, and the bus servicing the route is #1078. If there are additional routes that service that stop but they are not currently selected on the left hand side, there will be an 'other routes' button that the user can click to display the additional routes.

Vehicle Number on Route

The selected stop will show the vehicle number that is currently on that route. Clicking on the vehicle number will center the map on that vehicle to show it's location. In the example above the vehicle number is #1078.

SDT and EDT


SDT is the Scheduled Departure Time. This is the time that the bus is scheduled to leave the selected stop. However, the selected stop also provides you with an EDT or Estimated Departure Time. Even though the bus is scheduled to leave the stop at a specific time, there are cases where the bus is running late. Therefore, the EDT takes this into consideration and provides you with an accurate time of departure. You can see that in the example, two of the stops are estimated to be ontime, therefore the SDT and EDT are the same. However, the first departure time listed is showing that the SDT and EDT are one minute different because the bus is running 2 minutes late.

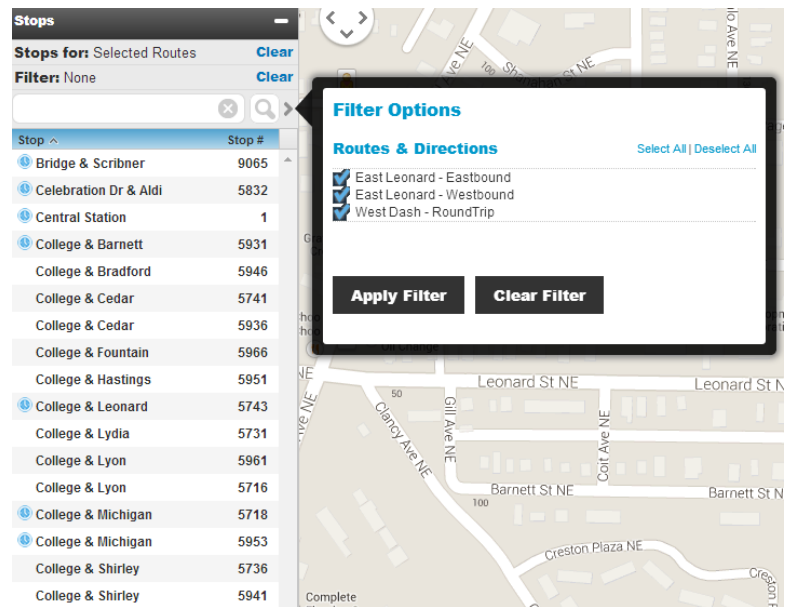
Smart Search

The Smart Search allows you to search for a specific stop or route by typing in a portion of the desired name at the top of the routes or stops window.

Filter Option

Within the list of stops the Rapid Connect Passenger Information system map is equipped with a filter option to allow you to customize your searches and the stops being displayed. You

will see a  icon located next to the magnifying glass in the search window. This will allow you to modify your search based off of the routes selected.

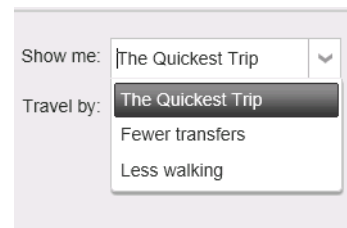



Please note that if no routes are selected, the stop search feature will search through all stops in the system.

Trip Planner

The Rapid Connect Passenger Information system map features a trip planner. The trip planner is linked to Google Maps and will map out your desired trip for you. You can also modify your planned trip by choosing between three options:

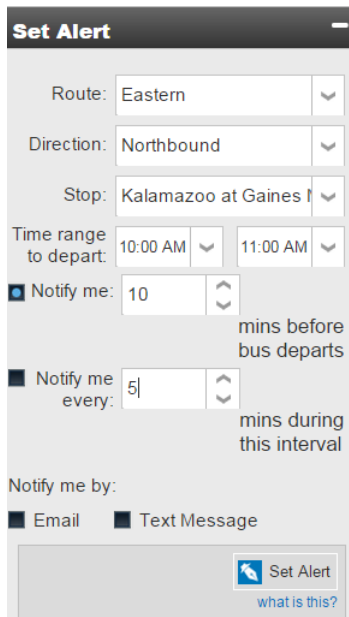
- 1) The Quickest Trip
- 2) Fewer Transfers
- 3) Less walking



After inputting your planned trip information, simply click the  icon and Google Transit trip planner will be opened in a separate window or tab.

Set Alert

The Set Alert feature allows you to set reminders and have them sent to your email or cell phone. The reminders will alert riders when a specific bus will depart from a selected stop. This feature allows you to select a specific time range of departure and when you would like to be notified. As you can see from the example, you can select the method of notification by clicking



Set Alert

Route: Eastern

Direction: Northbound

Stop: Kalamazoo at Gaines

Time range to depart: 10:00 AM 11:00 AM

Notify me: 10 mins before bus departs

Notify me every: 5 mins during this interval

Notify me by:

Email Text Message

[Set Alert](#)
[what is this?](#)

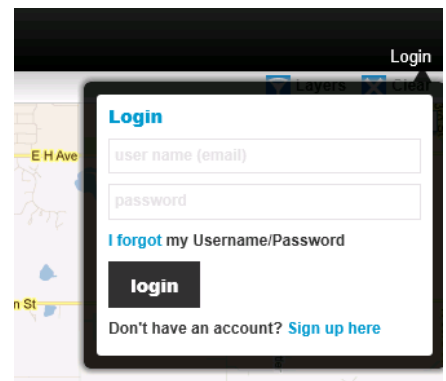
on the desired option (Email or text message). The text message option is only available to customers with an account through the Rapid Connect Passenger Information system map who are logged in.

The example shows that a rider wants to be notified 10 minutes before a bus traveling on the Inbound 'Eastern' route will depart from the 'Kalamazoo at Gaines Meijer' stop. The Set Alert feature also lets you set notification intervals to remind a rider every set number of minutes until the bus departs from the selected stop. This example shows that the rider chose to be notified every 5 minutes until the bus departs from 'Kalamazoo at Gaines Meijer'.

Login

In order to receive alerts via text message, you must register and Login with the Rapid Connect Passenger Information system map. The registration process is very simple. Clicking on the "Login" button on the top right hand corner of the page will display a popup asking for your login credentials. If you have already registered an account, you can enter your email address and password and click the login button. If you have not registered an account, clicking on the 'Sign up here' link at the bottom of the popup will allow you to do so.

After clicking the 'Sign up here' link, a new popup will appear asking you for a valid email address and password. Enter a valid email address and create a password for your account and click register. By clicking register, you will receive a verification code via email to confirm the email address being used.



Login

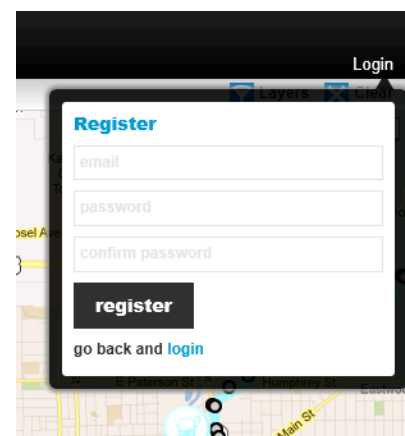
user name (email)

password

[I forgot my Username/Password](#)

[login](#)

Don't have an account? [Sign up here](#)



Register

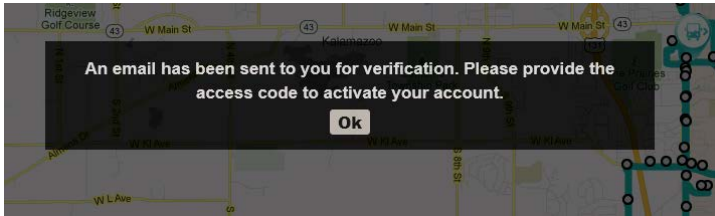
email

password

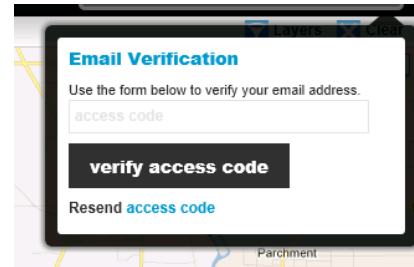
confirm password

[register](#)

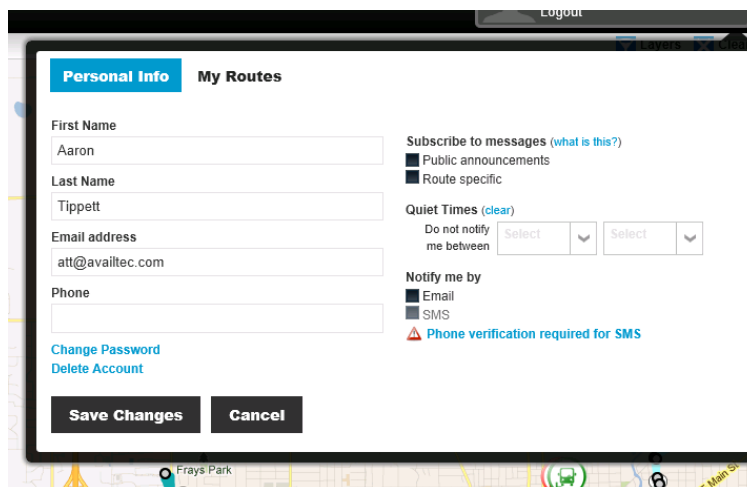
[go back and login](#)



Once you receive your verification code, you will need to enter the code into the Email Verification box in the textbox to complete your registration.



Now that you have set up an account you can view your profile and register your phone number to receive text message alerts. Within your profile, you can subscribe to other types of messages such as Public Announcements and Route specific messages (Hover over the 'what is this' area to learn more about these messages). In addition, you can set 'Quiet Times' for times that you do not want to receive these notifications. Once you have set up all of your notification choices in your profile, click the 'Save Changes' button to confirm your information.



You can always see these messages on the MyAvail Passenger Information webpage by expanding the item labeled 'Public Service Messages'.



Links

Located at the top left of the Rapid Connect Passenger Information system map is a button labeled 'Links'. Clicking this area will provide you with a direct link to a non real-time version of the Rapid system map.

Feedback

We welcome and would like to know what you think about the Rapid Connect Passenger Information system map. Therefore, we provided a link at the top right of the webpage for you to provide such information.