My Agency Portal
USER GUIDE

My Agency Portal is a special web page designed to stay open and continuously monitored throughout the day. Along with providing a list of who is scheduled to arrive at and depart from your agency, it also lists updated or estimated arrival times, route and vehicle number. My Agency Portal can also provide a map that plots the location of the vehicle based off its latest GPS. The map can remain open so that you can monitor its progress.
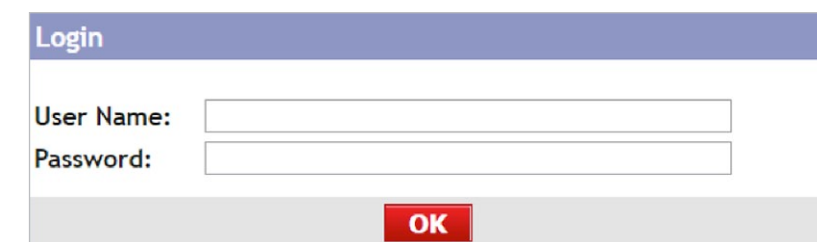
User Login

Obtain a login from Transdev. Contact the person you work with at Transdev to have a login created under your name or location. Make sure to request which agency (or agencies) you would like to lookup. If you only work at one place, then you only need one agency.

> **Once you have a login, point your browser to:**
> https://www.transitoms.com/MyAgency

Login to My Agency Portal

Type in the user name and password that was provided to you.

Login	
User Name:	
Password:	
	OK

Select Agency

If you need to lookup multiple agencies, a drop-down list will display at the top of the screen allowing you to choose an agency.

Agency: (Please select an agency) ▾

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Agency Grid

If there are any pickups or drop-offs scheduled today at your agency or the agency you selected, a list will appear listing those passengers. Here is an example:

Date	Route	PU/DO	Customer #	Name	Est.Time	Sched Time	Equipment / Passengers	Veh. #
05/03/2018	5167	DO	50412	TAY... ...TY	15:31	16:00	AM1	17343
05/03/2018	5157	DO	42634	ESPOS... ...OLAS	16:10	16:30	AM1	18317
05/03/2018	5157	PU	43254	MC... ...Y	16:15	16:20	AM1	18317
05/03/2018	5175	DO	83198	NIE... ...LY	17:10	17:00	AM1	17320
05/03/2018	5175	DO	78126	ANDER... ...HONY	17:11		AM1	17320
05/03/2018	5203	PU	83198	NIE... ...LY	23:16	23:16	AM1	18307
05/03/2018	6101	PU	42634	ESPOS... ...OLAS	23:29	23:26	AM1	
05/03/2018	6101	PU	50412	TAY... ...TY	23:32	23:35	AM1	

If there are no passengers scheduled for this agency, then only the headings at top will display, like this:

Date	Route	PU/DO	Customer #	Name	Est.Time	Sched Time	Equipment / Passengers	Veh. #

The Data, Explained

- **Route** – The run number this passenger was assigned to
- **PU/DO** – Pickup or Drop-off. Notice darker-colored rows indicate pickups and lighter-colored rows indicate drop-offs.
- **Name** – The passenger's name.
- **Est Time** – The estimated arrival time based off the latest GPS reading.

- **Sched Time** – The original time the passenger was scheduled.
- **Equipment** – The equipment requirements for passenger. For instance, AM = Ambulatory, WC = Wheelchair, etc.
- **Vehicle** – The bus number that will be arriving.

Auto Refresh

The Auto-Refresh checkbox found at the top of the screen can be used to turn off the automatic refreshing of the list. Normally, the list will refresh every 30 seconds or so. As soon as a passenger is dropped off or picked up, they will disappear from the list.

If you need to preserve the list of passengers before the list updates again, you can use your mouse to uncheck Auto-Refresh.

Map

When it becomes an hour or less from a pickup or drop-off, the vehicle numbers in the list will become links that you can click on, as shown below. Clicking one of these links will open a map revealing where the bus is located in relation to the agency.
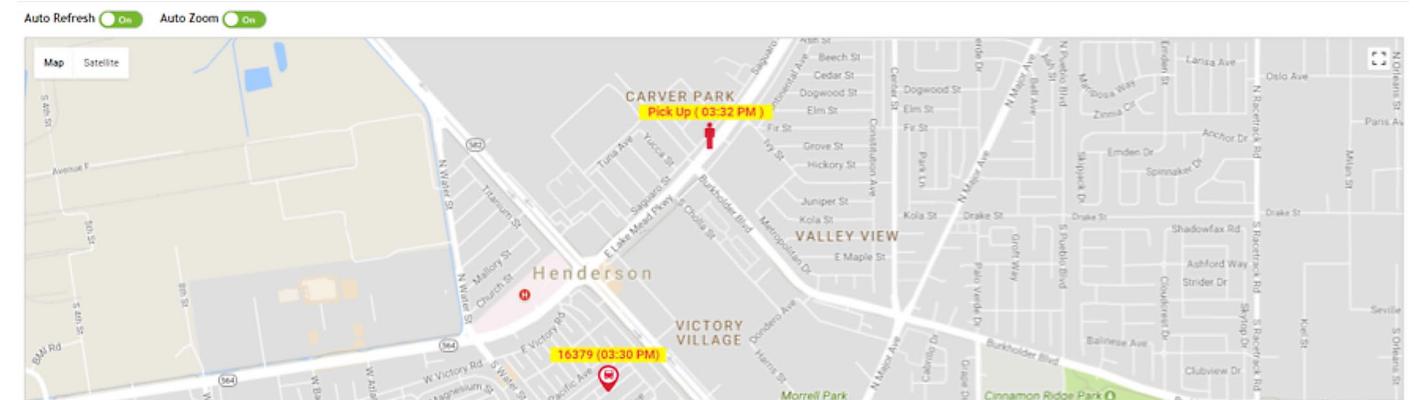
Date	Route	PU/DO	Customer #	Name	Est.Time	Sched Time	Equipment / Passengers	Veh. #
05/03/2018	5167	DO	50412	TAY... ...TY	15:31	16:00	AM1	17343
05/03/2018	5157	DO	42634	ESPOS... ...OLAS	16:10	16:30	AM1	18317
05/03/2018	5157	PU	43254	MC... ...Y	16:15	16:20	AM1	18317
05/03/2018	5175	DO	83198	NIE... ...LY	17:10	17:00	AM1	17320
05/03/2018	5175	DO	78126	ANDER... ...HONY	17:11		AM1	17320
05/03/2018	5203	PU	83198	NIE... ...LY	23:16	23:16	AM1	18307

Opening the Map

After clicking a link, a new tab on your internet browser will open showing a map. The icon showing a small bus plots the current location of the bus based off the last GPS reading. The icon labeled *Pick Up* plots the agency's location. Use the Auto Refresh and Auto Zoom switches to turn off the automatic update to the map and/or repositioning of the map during a refresh. The map is designed to stay open and continually update for as long as you need it.

Switching Back

To switch back to the passenger list or other maps, click on the previous tab used on your internet browser. When a tab is no longer needed, click the [x] to close it.