



ParaScope: Daily Driver Operations

This guide is intended to serve as a walkthrough for any user intending to operate the ParaScope app (once it has been installed and set up by an administrator). We will show examples of most scenarios that a driver could encounter on a given day.

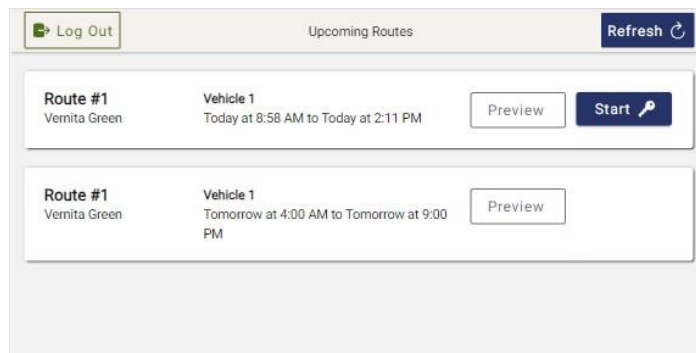
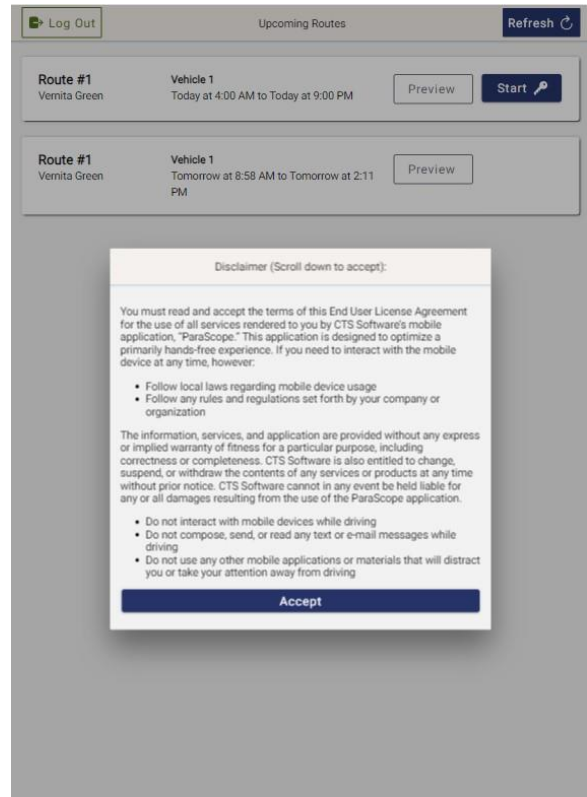
A screenshot of the ParaScope login screen for TripMaster. The screen has a light grey background. At the top, there is a navigation bar with 'English' and a dropdown arrow, 'Log In', 'wifi' with a signal icon, and a blue menu icon. Below this is a green header with the 'ParaScope' logo. Underneath is the 'TripMaster' logo. A white input field contains the text 'Driver ID Number' twice. At the bottom is a blue 'Log In' button with a right-pointing arrow icon.

Log in screen: When opening the app to start or resume your day this is the screen you will see. On this screen drivers are prompted to enter their unique pin assigned to them in the “Driver Master”. Once a pin is entered the “log In” button will turn blue for the driver to click.

***Note:** Drivers should NOT be logged into multiple devices simultaneously.

Software Disclaimer

Once a driver's pin has been entered, they will see the software disclaimer. Touch the blue "Accept" button to proceed.



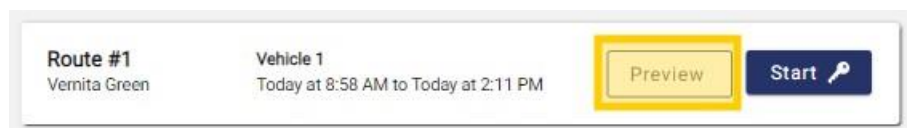
Upcoming Routes:

This is the "Upcoming Routes" screen. From here you will see any routes that you have on the current day as well as the next calendar day. Each line item will reflect a separate "route" or shift. This overview shows the driver's name, which vehicle they are supposed to operate and the scheduled start and end time of that

route.

Previewing Upcoming Routes:

Any route that a driver has scheduled for today or tomorrow will have an option to "Preview".

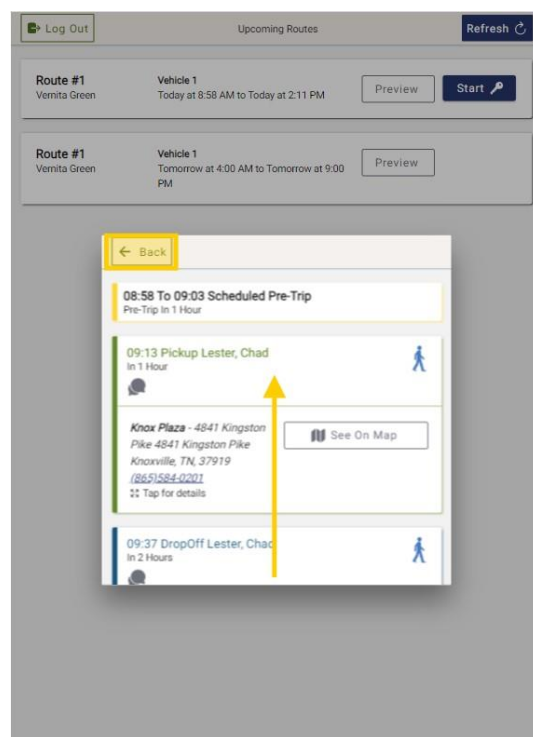


Route Preview: Within the preview you will be able to drag up from the bottom to scroll through the shift as it is scheduled. You can tell several things by looking at the various icons found on each tile.

- Any tile that has a **green** banner on the left side indicates a “pick-up” event.
- Any tile that has a **blue** banner on the left side indicates a “drop-off” event.
- If you see a little **Grey** dialogue bubble under the person’s name, that means there are notes relevant to this reservation that the driver will need to view in the Job Detail screen.
- The top right corner of the tile indicates the mobility of the rider for that event. There are only 4 options: Ambulatory Wheelchair Stretcher Lift Required

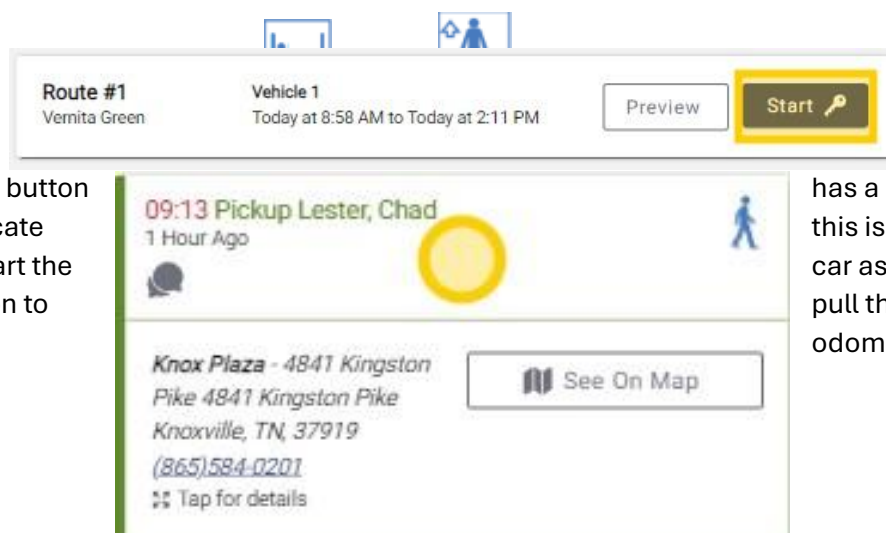


- Tapping on any of the tiles will open the “Job Detail” screen.



Starting a Route:

When you are ready to begin a route you will select “start”.



***Note:** The start button next to it to indicate driver should start the will need to be on to current/starting

has a key icon this is when the car as the ignition pull the odometer

← Back Verify Odometer for Vehicle 1

Odometer 0 − +

Submit ✓

Odometer Verification:

This is one of the most important things that the driver does throughout their shift. When A driver starts their day they are prompted to confirm the odometer in the vehicle before they start driving. This ensures that the device tracks the mileage as accurately as possible. It will typically show the mileage where the vehicle left off at the end of the last shift. You may need to adjust the starting mileage if the vehicle was driven between shifts or underwent maintenance. This screen also shows the vehicle that the driver is assigned for that shift. If the vehicle number in the top section is not accurate, do **NOT** submit the odometer. Hit “back” and contact your dispatcher immediately.

50001 Menu

08:58 To 09:03 Scheduled Pre-Trip
Pre-Trip In 1 Hour

09:13 Pickup Lester, Chad
In 1 Hour

Knox Plaza - 4841 Kingston Pike 4841 Kingston Pike
Knoxville, TN
(865)584-0201
Tap for details

On The Way

09:37 Drop
In 2 Hours

The Burgers
Sutherland Ave
Knoxville, TN
(865)801-9101
Tap for details

09:59 Pickup
In 2 Hours

The Burgers - 3701 Sutherland Ave 3701 Sutherland Ave
Knoxville, TN, 37919
(865)584-0201
Tap for details

On The Way

Navigate

See On Map

Vehicle Inspection Checklist

Exterior

Brake Lights

Ok Service Due Soon Service Critical

Dents or dings

Dents or dings
Enter Value

Headlights

Ok Service Due Soon Service Critical

Submit ✓

Pre-Trip Vehicle Inspection Checklist:

After hitting the “submit” button on the odometer verification the pre-trip inspection created by your dispatch team will automatically pop up to complete before proceeding and interacting with the rides on their route.

If you do not see an inspection to complete skip to the next section “Active Route Overview”

Vehicle Inspection Checklist

Ok Service Due Soon Service Critical

Tires

Tire pressure

Ok Service Due Soon Service Critical

Tire Tread

Ok Service Due Soon Service Critical

Submit ✓

***Note:** All questions will require an answer before the “submit” button will turn blue and allow a driver to complete their inspection. This includes text boxes, if there is nothing to report then type in “NA”

Active Route Overview:

After the pre-inspection is submitted, you will see the route overview. This screen looks and functions similarly to the preview of a route discussed earlier in this guide. The notable difference are the buttons that will now be visible on the right side of pick-up event tiles. Rides will appear in the order they were scheduled from top to bottom.

***Note:** Drivers can perform rides out of order if dispatch approves.

50011 Menu

09:13 Pickup Lester, Chad
In 1 Hour

Knox Plaza - 4841 Kingston Pike 4841 Kingston Pike
Knoxville, TN, 37919
(865)584-0201
Tap for details

On The Way

Navigate

See On Map

Notify

09:37 DropOff Lester, Chad
In 2 Hours

The Burgers - 3701 Sutherland Ave 3701 Sutherland Ave
Knoxville, TN, 37919
(865)801-9116
Tap for details

See On Map

09:59 Pickup Lester, Chad
In 2 Hours

The Burgers - 3701 Sutherland Ave 3701 Sutherland Ave
Knoxville, TN, 37919
(865)584-0201
Tap for details

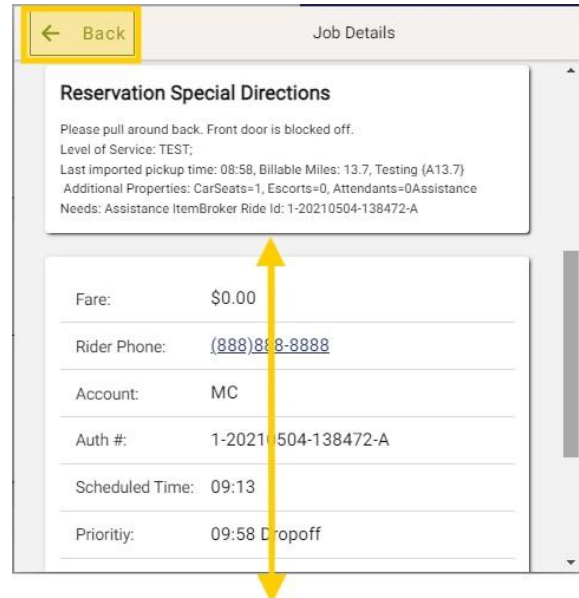
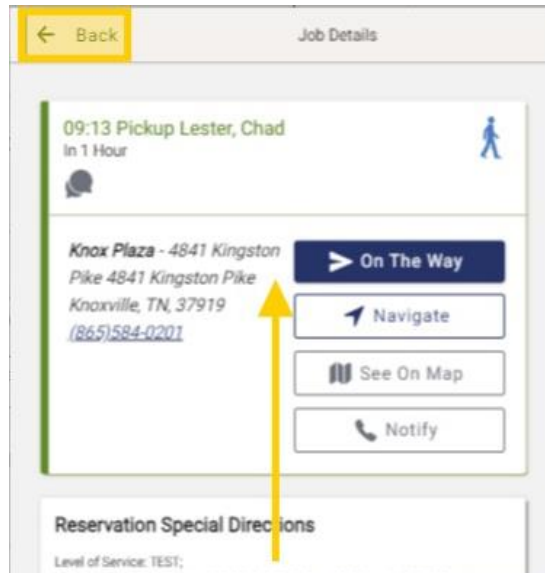
On The Way

Navigate

See On Map

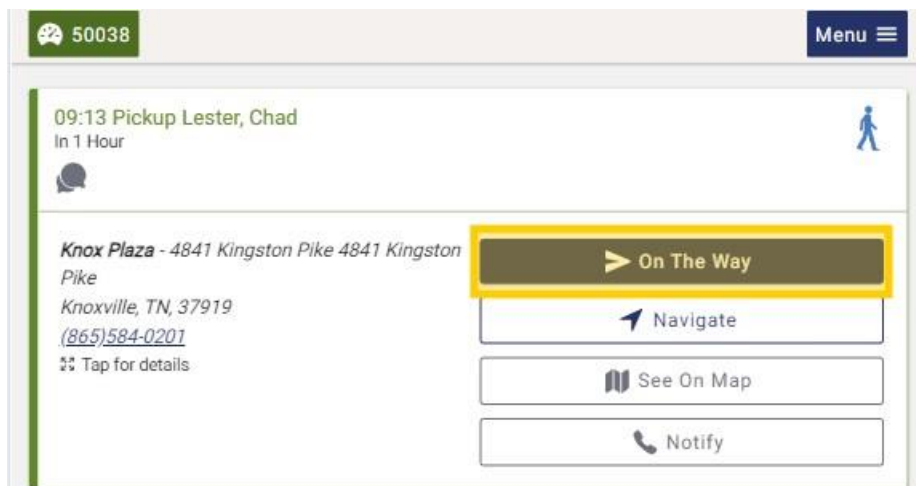
Notify

Job Detail Screen:



When a driver taps on a pick up or drop off event from their schedule it will open a “Job Details” screen. This section offers an expanded view of this particular leg of a rider’s trip. You will see the fare (if any) that is to be collected by the driver when they onboard the passenger. You will see reservation special directions that came from dispatch, the broker who assigned the trip, or both. Once a driver is ready to return to their route, they simply hit the “Back” button.

On The Way & Pick Up Events:



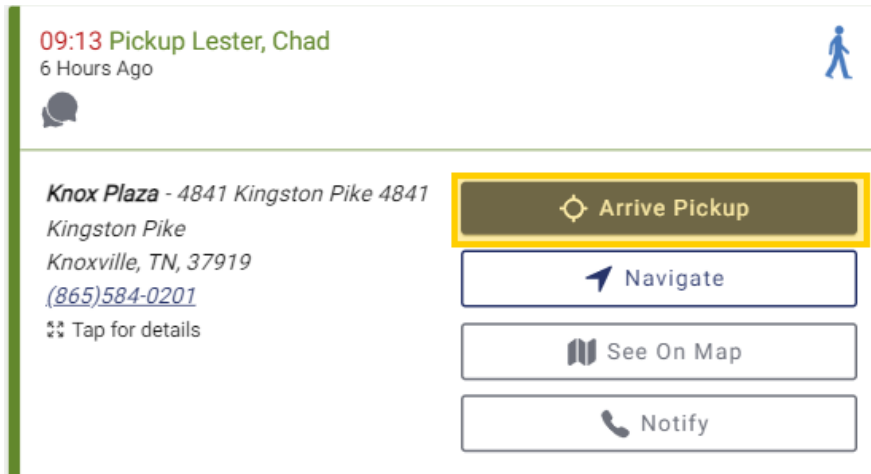
1. Before beginning the drive to pick up a rider it is necessary for the driver to hit the “On The Way” button in the right side of the **green** pick-up event tile. If there is not an “On The Way” button proceed to navigating to the pickup location.

2. After indicating “On The Way” select “Navigate” as needed. This will open your device’s default navigation

app and direct your driver to the latitude and longitude coordinates of the destination.

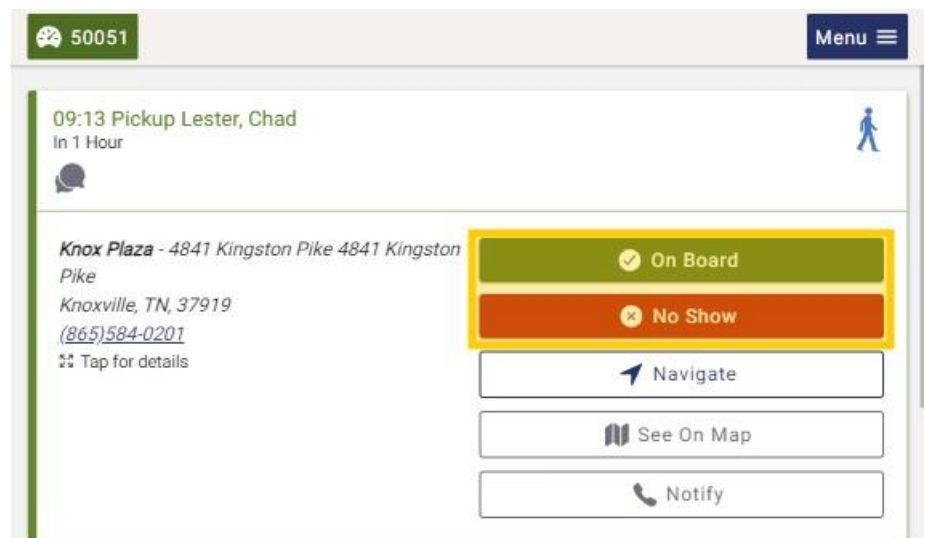
***Note:** If you want to see the destination without actually navigating to it, then select “See On Map” that will open your device’s default map software but will not begin navigation.

-The notify button is to be used if the drivers need dispatch to reach out to the rider. Selecting that button will pop up with a notification for the dispatch team to call them at their earliest availability. Alternatively, the drivers can tap on the rider's phone number beneath the address information to call them from their own device (if that device has call functionality).

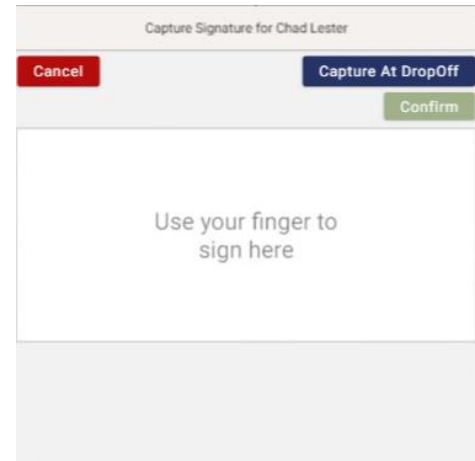


3. Once the driver arrives at the destination and puts the car in park, they will select “Arrive Pickup”

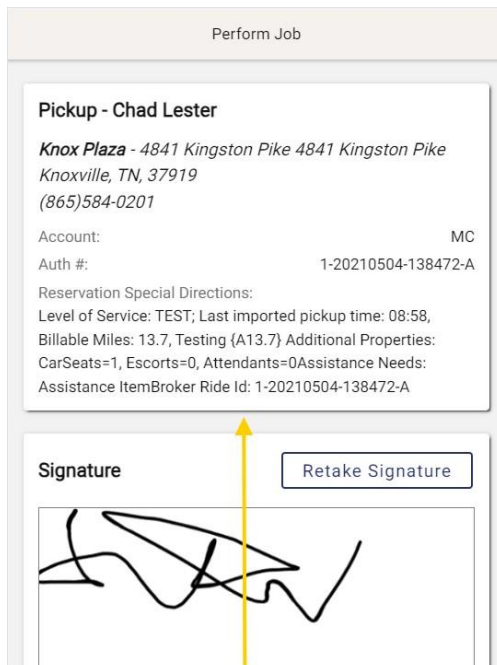
4. Next the driver will indicate “On Board” or “No Show” depending on the outcome.



5. If the ride being picked up is being billed under an account that requires a rider signature, the driver will be prompted to collect that signature as a mandatory next step. The rider, facility, or escort will sign with their finger on the device and then hit “Confirm”. If a rider is unable to sign when onboarding, and wants to sign at the drop off destination, then the driver will select “Capture At DropOff”.



After hitting the **green** “Confirm” button, the driver will be prompted to indicate who signed before being taken to the “Perform Job” screen



6. The perform Job screen is essentially a summary of the data being collected from this individual portion of the trip. The driver will want to confirm the rider’s info looks correct, verify the odometer at the time of onboarding, confirm the number of escorts and children, and last ensure they are collecting the appropriate amount of cash (if required). Once the information is correct, hit “Confirm Pickup”. The driver will then be returned to the route overview screen and the pick-up tile you just confirmed will be gone, leaving only the remaining pick-up/drop-off events.

***Note:** If your company uses passes provided by CTS in lieu of a cash fare then you will have an option to “Scan Pass” on this screen. This will trigger the device camera to scan the QR code on the pass.

The screenshot shows a mobile app interface for fare collection. At the top, it says "Please Collect \$0.00" with a "Scan Pass" button. Below this is a table with five rows: "Odometer" (50053), "Cash Collected" (0), "Number of Escorts" (0), "Number of Children" (0), and "Units" (1). Each row has a text input field and a yellow button with a minus sign and a plus sign. At the bottom, there is a large yellow button labeled "Confirm Pickup".

Field	Value	Buttons
Odometer	50053	[-] [+]
Cash Collected	0	[-] [+]
Number of Escorts	0	[-] [+]
Number of Children	0	[-] [+]
Units	1	[-] [+]

Confirm Pickup

****Note:** it is very important to confirm the odometer reflected in TripMaster matches your dashboard odometer at every pickup or drop off. The system will track automatically but bad cell service and rounding can occasionally lead to it being off by a few miles. You can use the plus or minus button to make small changes. You can also click in the box to bring up a keyboard to make changes.

Marking a Rider as a No-Show:

The screenshot shows a mobile app interface for marking a rider as a no-show. At the top, it says "50068" with a blue icon. Below this, it says "11:45 Pickup Wick, John" and "In 3 Hours". The rider's address is "John Wick's Home - 2902 Willow Oak Drive APT 2, Knoxville, TN, 37909" with the phone number "(425)555-1234". There is a "Tap for details" link. Below this are three buttons: "On Board" (green), "No Show" (orange), and "Navigate" (blue). At the bottom are two buttons: "Map" (blue) and "Notify" (blue).

50068

11:45 Pickup Wick, John
In 3 Hours

John Wick's Home - 2902 Willow Oak Drive APT 2
Knoxville, TN, 37909
(425)555-1234
Tap for details

On Board

No Show

Navigate

Map

Notify

Marking a rider as a no-show is quick and easy. Once a driver has tried to contact the rider, notified dispatch to contact the rider, and waited the allotted amount of time, then they can mark that rider as a “No-Show” for that ride.

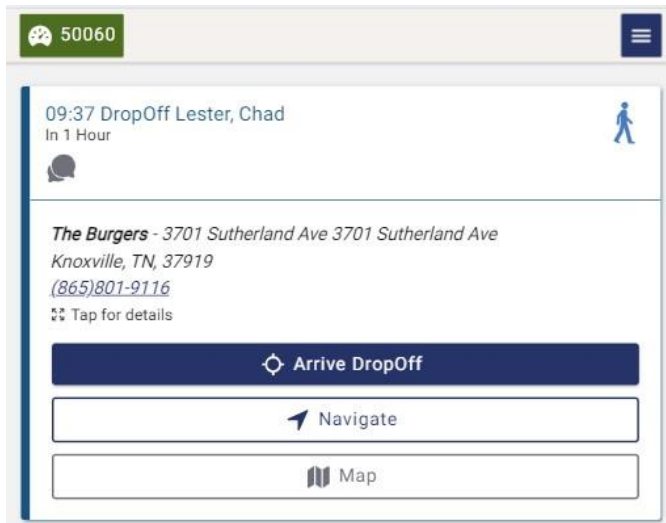
After hitting the “No-Show” button, drivers will be redirected to the “Perform Job” screen that we saw when onboarding a passenger. When entering a rider as a no-show the driver is only asked to confirm the odometer to account for the miles driven to pick them up. The driver is also asked to specify what type of no-show before finally selecting “Confirm No-Show”.

- **No Client:** Most common, this is to be used when the rider isn’t there and there is no explanation
- **Cancel At Door:** This one is used if they open tell you they are unable to make the trip for any reason.
- **Not Ready:** this option marks this ride as a no-show and creates a duplicate ride that is placed in the holding pen.
- **Admin Cancel:** This is used for owner operators or drivers with admin authority. Only to be used if a trip was made in error and shouldn’t be included in the daily totals
- **Not Ready, Will Return:** this option is the least used of the no-show methods and is used to no-show the current trip. Similar to the “not ready” option this one will create a duplicate trip, but it will place it directly onto the driver’s route and mark them as “on the way” to get them.

The screenshot shows the 'Perform Job' screen with a pickup location for John Wick. The 'No Show' dropdown menu is open, displaying five options: 'No Client', 'Cancel At Door', 'Not Ready', 'Admin Cancel', and 'Not Ready, Will Return'. The 'No Client' option is highlighted.

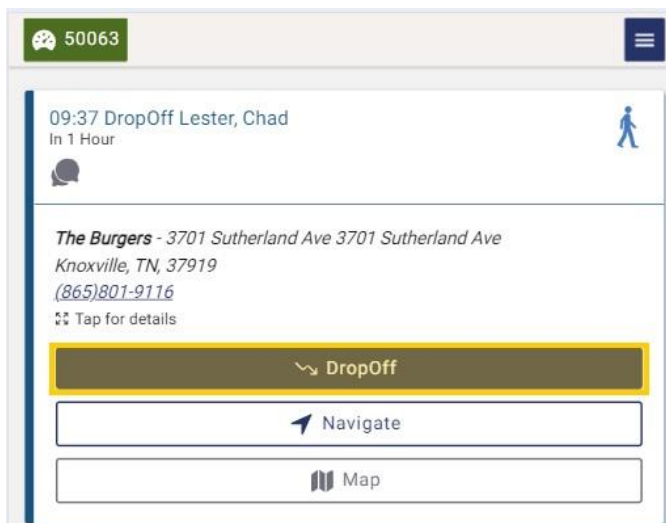
The screenshot shows the 'Perform Job' screen with the 'Confirm No-Show' button highlighted at the bottom. The 'No Show' dropdown menu is closed, and the 'No Client' option is selected.

Dropoff Events:

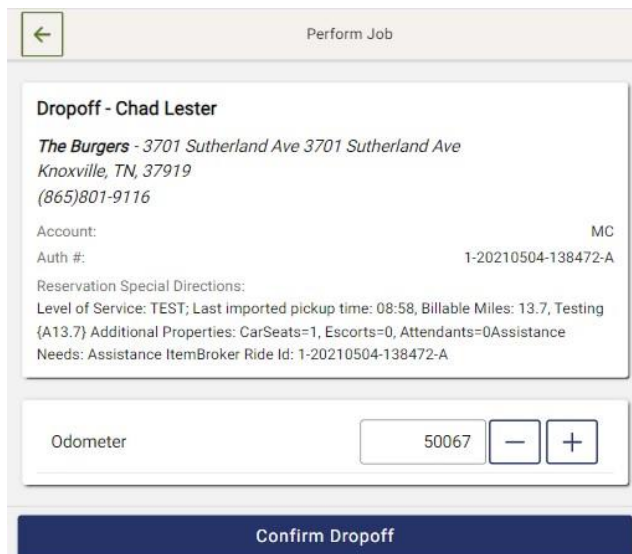


As mentioned earlier, DropOff events are **Blue**. One distinct difference from Pick-Up events is that there is no “On The Way” button for drop off’s. Once that rider is on board and in transit, drivers will see buttons appear to interact with that leg of the trip.

1. Drivers can navigate to their DropOff address and once they put the car in park, select “Arrive DropOff” while the rider collects their belongings and unbuckles.



2. Once the passenger is off the vehicle the driver will hit “DropOff”



3. The driver will be asked to verify that the odometer matches the vehicles dash and then hit “Confirm DropOff”. The driver will then be returned to the route overview screen and the dropoff tile you just confirmed will be gone, leaving only the remaining pick-up/drop-off events.

***Note:** If the rider was supposed to sign and indicated that signature would be collected at drop off, then they will be prompted to do so before confirming the DropOff.

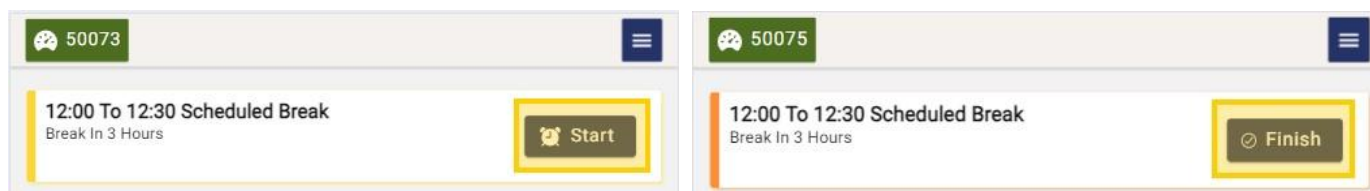
****Note:** it is very important to confirm the odometer reflected in TripMaster matches

your dashboard odometer at every pick up or drop off. The system will track automatically but bad

cell service and rounding can occasionally lead to it being off by a few miles. You can use the plus or minus button to make small changes. You can also click in the box to bring up a keyboard to make changes.

Starting & Ending Breaks:

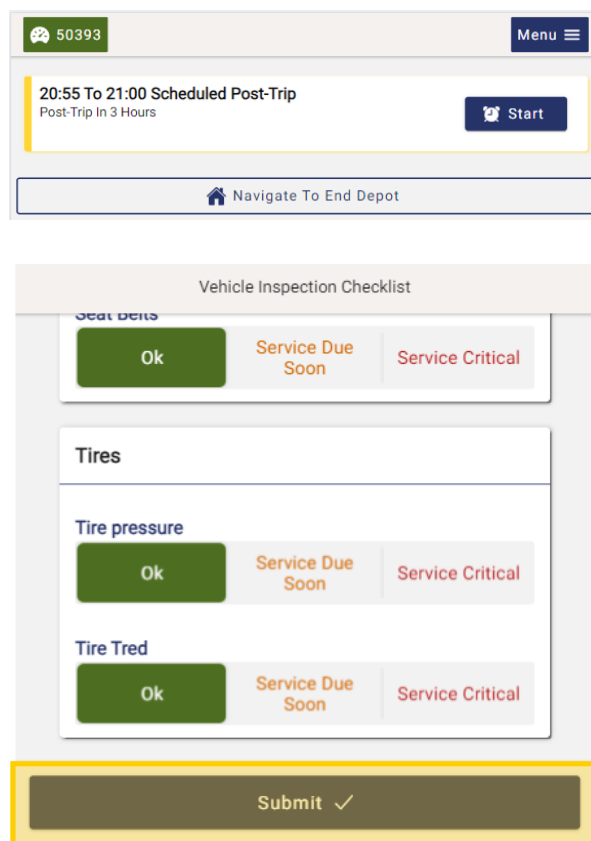
Breaks are visible on a driver's schedule if assigned by dispatch. A driver is able to start their break by simply touching the "Start Break" button. Once the driver's break is over, they will touch the "Finish" button to end their break.



Note: The app will record start and end times as well as odometers for breaks.

Post Trip Vehicle Inspection:

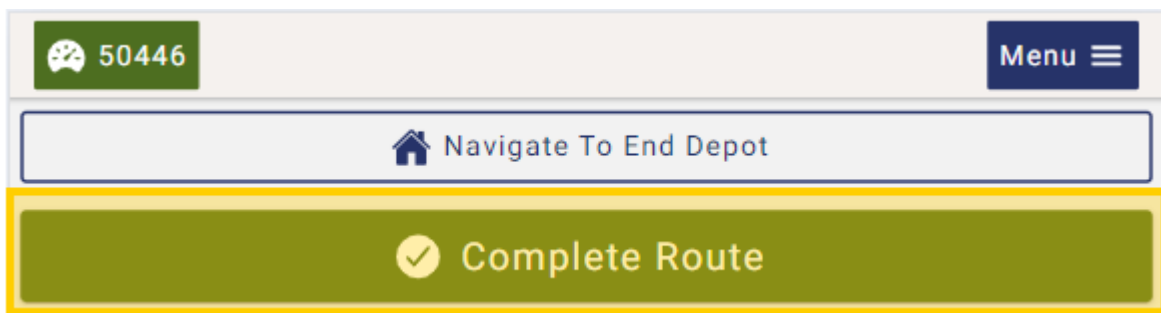
If the route is set up to include a post trip inspection, it can be found at the bottom of your schedule for the day. It will show up as a small yellow tile and the "Start" button will only appear once the driver has completed their last scheduled trip for the day. Since this is the final walkthrough of the vehicle, it is recommended that this inspection be completed at the end garaging site to ensure accurate information. If a driver needs directions to the end garaging site, just touch the "Navigate To End Depot" button. That will open your devices navigation app. Once there, close navigation, and "Start" your inspection. Once all inspection items have a response, the "Submit" button will turn blue and allow the driver to tap it and complete their post trip inspection.



Completing a Route:

The most important part of ending the day as a driver is completing their route within the ParaScope app. Once all rides have been completed and post trip inspection completed (If assigned), the driver should see a green button on their route that says “Complete Route”.

Step 1: Touch that button to bring up the driver’s signature page

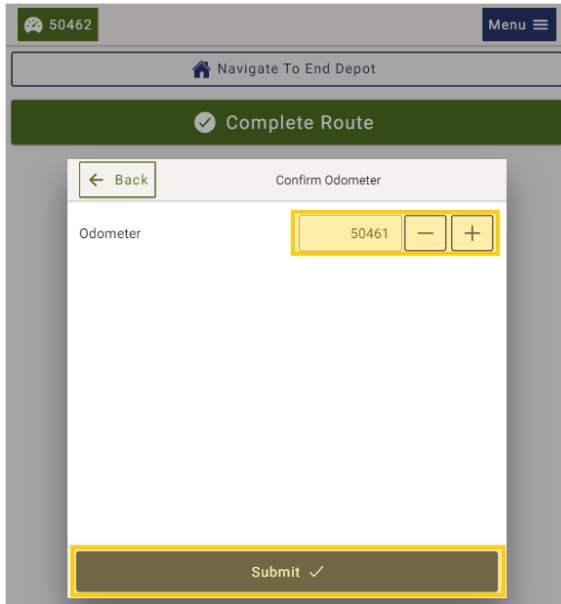


Step 2:

On this page the driver will use their finger to sign their name or initials and select “Confirm”

Note:

(if no signature required, your driver will automatically skip the signature page and be rerouted to the “route preview” screen and the completed route will no longer be visible)



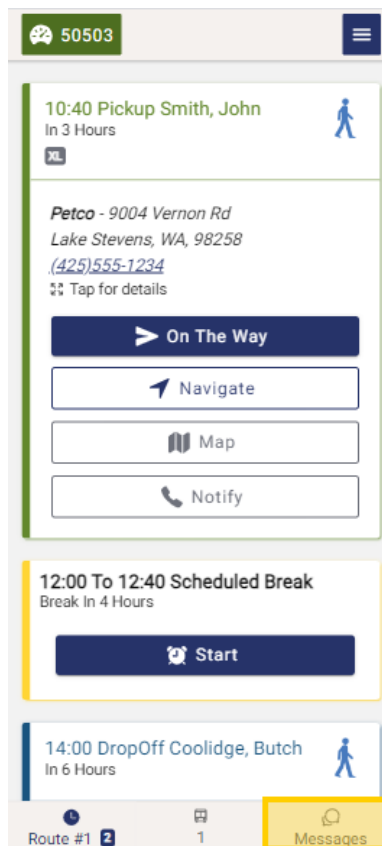
Step 3: The driver will confirm the odometer one last time and ensure that the app reflects the same number as the vehicle’s odometer before touching “Submit”. The driver will then be taken to the “route preview” screen and the completed route will no longer be visible.

Step 4: Log out & close the app.

Sending and Receiving Messages Within

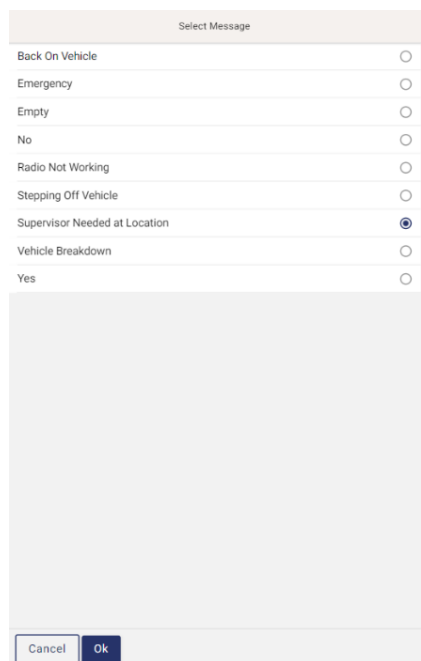
ParaScope:

Within ParaScope drivers can send messages to and receive messages from the dispatchers. In the bottom right-hand corner of the route view tap on the “Messages” button to open the inbox.



Any messages received by dispatch will be visible from this screen, drivers can tap the blue box next to each message to respond accordingly.

Touching the **green** “Send Message” button will open the canned messages that the driver is able to send to dispatch.

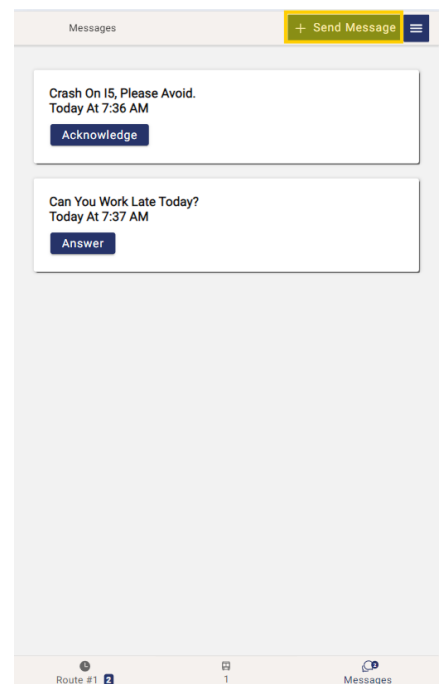


A screenshot of a mobile application dialog box titled "Select Message". It contains a list of ten message options, each with a radio button to its right. The options are: "Back On Vehicle", "Emergency", "Empty", "No", "Radio Not Working", "Stepping Off Vehicle", "Supervisor Needed at Location" (which is selected with a blue dot), "Vehicle Breakdown", and "Yes". At the bottom of the dialog are two buttons: "Cancel" and "Ok".

Select Message	
Back On Vehicle	<input type="radio"/>
Emergency	<input type="radio"/>
Empty	<input type="radio"/>
No	<input type="radio"/>
Radio Not Working	<input type="radio"/>
Stepping Off Vehicle	<input type="radio"/>
Supervisor Needed at Location	<input checked="" type="radio"/>
Vehicle Breakdown	<input type="radio"/>
Yes	<input type="radio"/>

Cancel Ok

From here the driver will select the relevant message & tap the “Ok” button in the bottom left corner to send their message to dispatch.



A screenshot of a mobile application screen titled "Messages". At the top right is a yellow button with a plus sign and the text "Send Message", next to a hamburger menu icon. The screen displays two message cards. The first card says "Crash On I5, Please Avoid. Today At 7:36 AM" and has a blue "Acknowledge" button. The second card says "Can You Work Late Today? Today At 7:37 AM" and has a blue "Answer" button. At the bottom of the screen is a navigation bar with three items: "Route #1" with a location pin icon and a blue square containing the number "2", "1" with a calendar icon, and "Messages" with a speech bubble icon containing a blue "D".

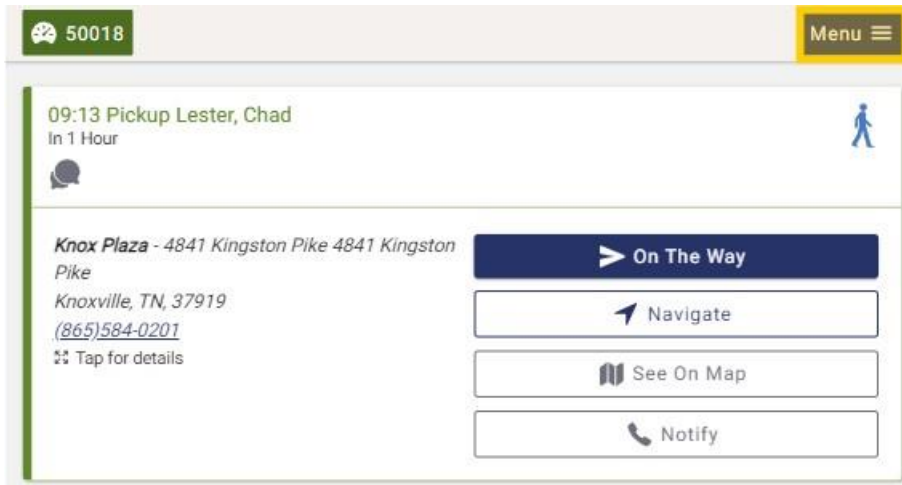
Messages + Send Message

Crash On I5, Please Avoid.
Today At 7:36 AM
Acknowledge

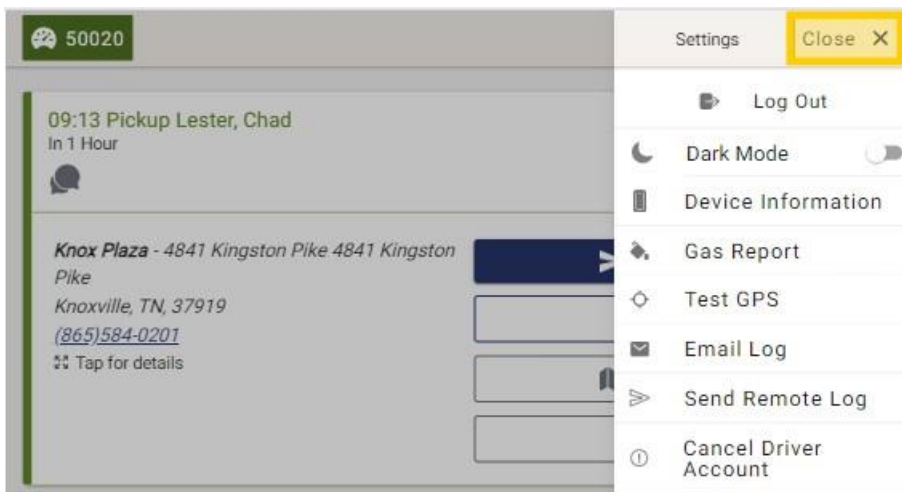
Can You Work Late Today?
Today At 7:37 AM
Answer

Route #1 2 1 Messages

Utilizing the Menu Button:



In the top right corner drivers will find the “Menu” button. Tapping this button will open the menu and allow access to a variety of options.



- **Dark Mode:** toggling “on” will flip ParaScope to a black background.
- **Device Information:** used by administrators to update device info.
- **Gas Report:** Used to keep track of fuel fill-ups mid shift.
- **Test GPS:** this pulls current Lat. & Lon. info from the device to test the connectivity.

- **Email Log:** uses your device’s default email service to send a log of events to an email address of your choosing.
- **Send Remote Log:** Selecting this option will send a log of your ParaScope events to our support team for review.

- **Cancel Driver Account:** Has no function.

Reporting Fuel Fill Via Gas Report: When entering gas fill-ups mid shift you will need to enter the odometer at the time of filling, the total number of gallons added, and the total cost of the fill-up.

The screenshot shows a web interface for a "Gas Report". At the top left is a "Back" button with a left arrow. The title "Gas Report" is centered at the top. Below the title is a form with three rows of input fields. Each row has a label, a text input box, and two buttons: a minus sign and a plus sign. The first row is for "Odometer" with the value "50497". The second row is for "Gas - Gallons" with the value "15". The third row is for "Gas - Cost" with the value "63.75". At the bottom of the form is a dark blue "Submit" button.

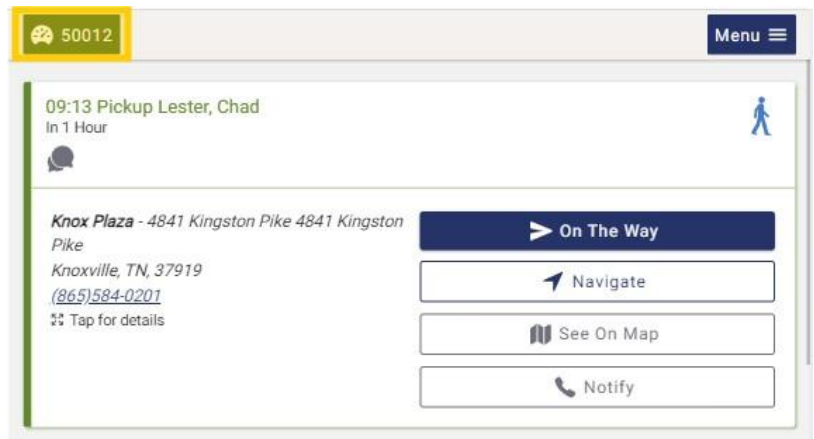
Field	Value	Minus	Plus
Odometer	50497	-	+
Gas - Gallons	15	-	+
Gas - Cost	63.75	-	+

Submit

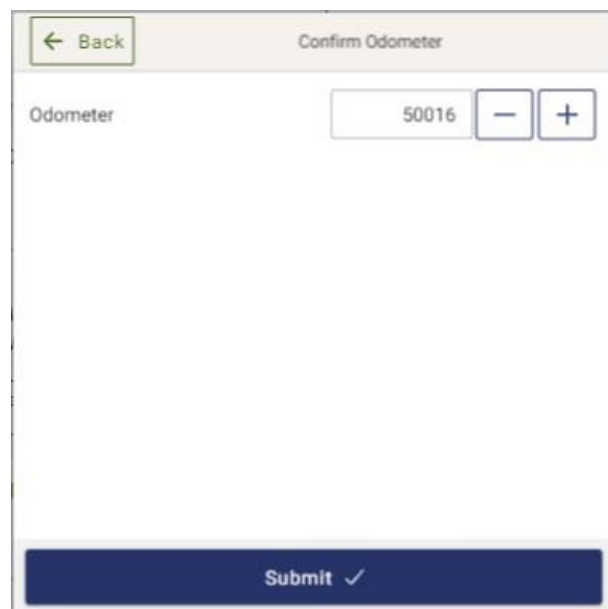
Mid-Route Odometer Tracking & Correction:

The ParaScope app will be tracking and calculating the odometer during the shift whenever possible. As mentioned above, there are occasions where the driver may have interrupted cellular data or rounding results in the odometer within TripMaster not matching the odometer of the vehicle. The drivers will have the opportunity to correct the odometer at every pick-up or drop-off but you don't need to wait until one of those events to correct the issue if you notice it between rides.

The top left corner of the route overview will always show a running odometer. Keep an eye on this throughout the shift. If you notice a discrepancy, touch the green odometer in the corner.

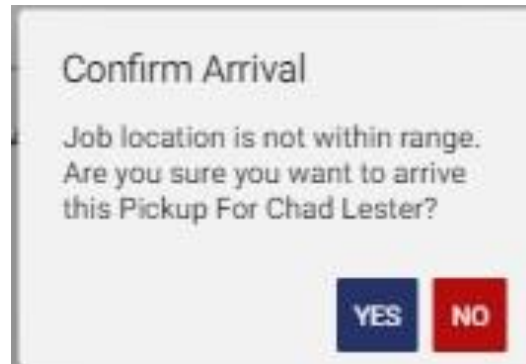


From this screen the driver is able to adjust the odometer using the plus/minus button or by tapping in the box to pull up the keyboard. Once the driver has updated the odometer, touch "Submit" to return to the route.



Miscellaneous Warnings and Notices:

If GPS determines your driver to be more than 1000 yards from the coordinates for the pick-up or drop-off event that they are interacting with, this message will appear to have the driver confirm if they are selecting the right event.

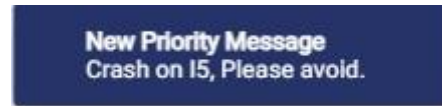


If dispatch edits, adds, or removes a trip to the driver's route. This message will appear in the middle of the driver's schedule and stay until they click the "okay" button to acknowledge the modification. Each notification will clearly indicate which trip was modified.



If a driver notices the time next to a pick-up or drop-off shows as red, this means that the driver is running behind for that event. Times that are still grey mean the driver is not behind for that trip event yet.

This is the pop up that will appear on the bottom of a driver's route to alert them to a high priority message in their inbox. They will need to touch this blue box to make it disappear. Then, check their inbox to respond as needed.



End of Manual