Publishing a Service Alert

Contents

1   Publishing a Service Alert

A Service Alert can be published through one of two systems: 1. TransitMaster BusOps Notice module; or 2. SiteCrafting GearBox. Publishing through TM BusOps is the preferred process because it feeds the alert to both Google Transit Maps and LTD's website via GearBox. Submitting a Service Alert solely into GearBox is a simpler and direct way to publish the alert, but it will not supply data to users planning a trip in Google Transit Maps.

2   Service Alert Basics

2.1   Elements of a Service Alert

1. Type
2. Headline (used in GearBox only)
3. Text Body
4. Tweet

Example:

[Service Alert]

Extended Detours

Route 27 - Construction Detour Near Walnut & 17th

Due to construction, **inbound Route 27** will not be able to serve the bus stop on Walnut Street south of 17th Avenue. For continued service towards Eugene Station use the bus stop on 19th Avenue west of Orchard Street.

[Tweet]

Due to construction, IB Rt 27 will not serve the stop on Walnut St south of 17th Ave. For continued service towards Eugene Station use the stop on 19th Ave west of Orchard St.

Important: All text written for Service Alerts should be copied and pasted into NotePad before cutting and pasting the text into either GearBox or TM BusOps. This scrubs out the formatting created by word processors such as Microsoft Word.

2.2 Service Alert Channels

Service Alerts that are published through TransitMaster BusOps are broadcast to both Google Transit Maps and LTD.org. Service Alerts manually published through GearBox are broadcast through LTD.org only. In either case, Twitter is used to publish an abbreviated Service Alert. All three communication channels – Google Transit Maps, LTD.org, Twitter – need to be updated independently as changes happen.
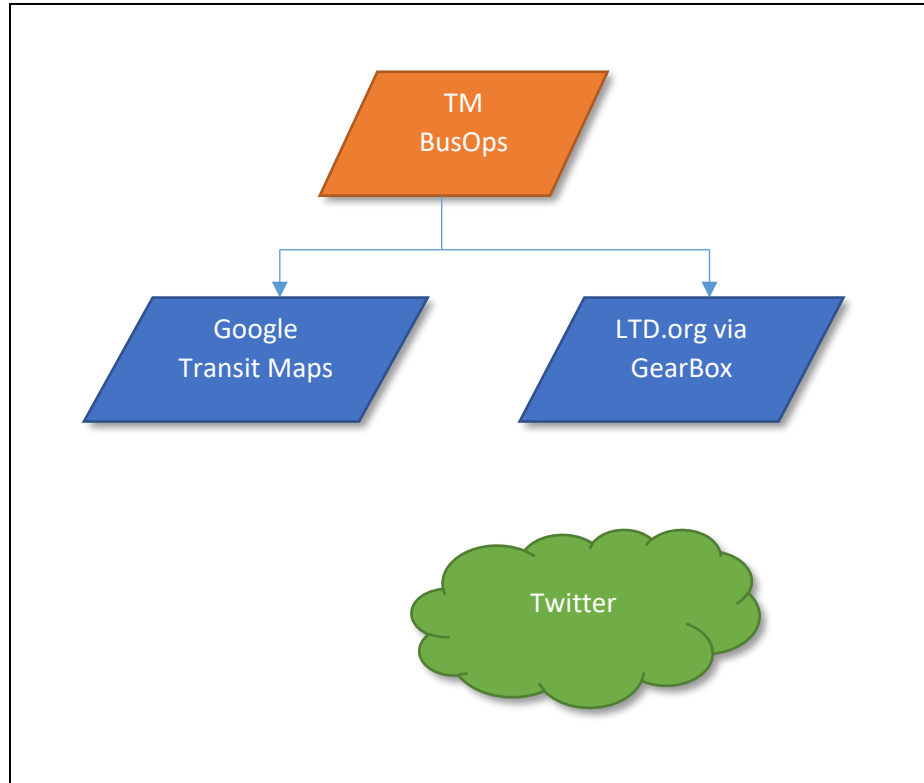
2.3 Communications Workflow

Communications that originate from TM BusOps are transmitted in one direction. A service alert created in TM BusOps will populate both Google Transit Maps and LTD.org via GearBox, but not the other direction. Once a change or edit is made in GearBox, both TM BusOps and GearBox become independent of each other.

This means when you change one, you need to make the same exact change to the other. To make sure both Google Transit Maps and LTD.org are the same, use the following basic steps below.

For 1st Time Service Alerts (see Sections 4 and 6):

1. Create New Service Alert in TM BusOps
2. Send Tweet on Twitter
3. Modify Service Alert on LTD.org via GearBox

To Edit Existing Service Alerts (see Section 7):

1. Edit Service Alert in TM BusOps
2. Edit Service Alert on LTD.org via GearBox
3. In Twitter, Reply to existing Tweet or send new Tweet

To Closing an Existing Service Alerts (see Section 8):

1. Delete Existing Service Alert in TM BusOps
2. Deactivate Service Alert on LTD.org via GearBox
3. In Twitter, Reply to existing Tweet or send new Tweet

2.4   Data Flow from TM BusOps to GearBox

The information entered in the data fields of *TM BusOps* automatically populates the data fields in the *Route Notes in GearBox*. The chart below shows where each data field is used from TM *BusOps* to *GearBox* (n/a denotes the data is not used in GearBox).

| FROM: TransitMaster Bus Ops – Data Fields	TO: Route Notes in GearBox – Data Fields
Title	Headline, Type & Short Note*
Short Text	n/a
Detailed Text	Long Note
Start Date	Start Date
Start Time (in Military Time format)	Start Time
End Date	End Date
End Time (in Military Time format)	End Time
Lead Time (minutes)	n/a
Priority	n/a
Category	n/a
Internal Use Only	n/a
Routes	Routes
Route Direction	n/a
Stops	n/a
Comments	n/a
*Headline & Short Note need to be edited in GearBox shortly after publishing from TM BusOps to GearBox (see Section 4.4).	

3   Accessing TransitMaster BusOps

There are mutliple ways to access the TransitMaster BusOps to initiate a service alert.

3.1   From Within LTD

### 3.1.1   Via Client Software on Desktop or Laptop

1. Click the **Start** button in Windows. In the TransitMaster folder, click **TMBusOps** to launch the program.
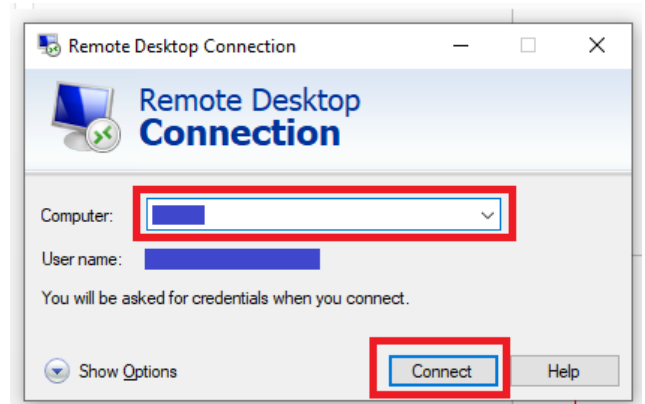2. Proceed to Section 4.
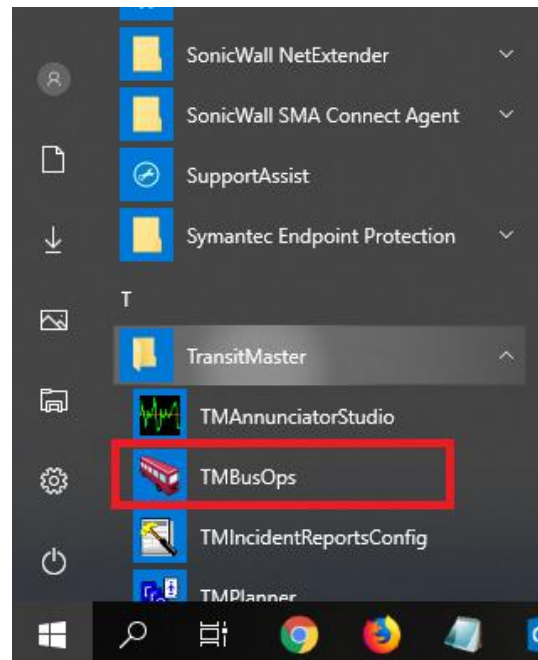
3.1.2   Via Remove Access to XXX Server

Use the following steps to log into the Remote Server when accessing it from a computer that is part of the LTD network.

1. When TM BusOps is not loaded on a computer, click the **Start** button in Windows. In the *Windows Accessories* folder, click **Remote Desktop Connection** to launch the program.
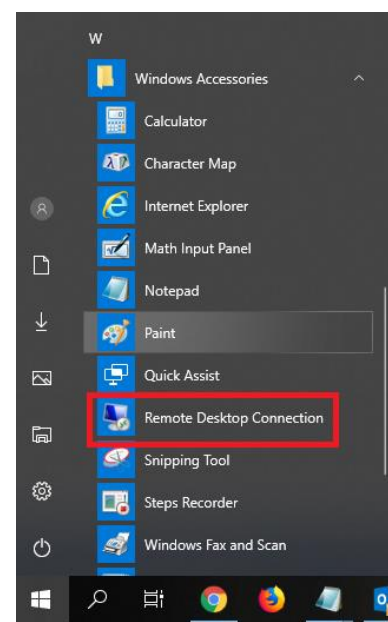
2. Using *Remote Desktop Connection*, select from the *Computer* pull-down menu **ltd-xxx** and click **Connect**.

3. You may need to submit your password to launch the remote server. Use the same username and password that you use to login into your LTD computer and click **OK**.
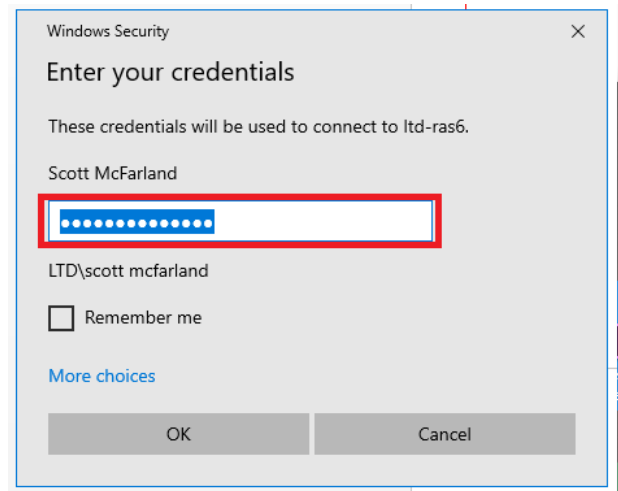
4. Proceed to Section 4.

3.2   Off Site Access

Use the following steps to log into the Remote Server when accessing it from a computer that is outside the LTD network such as a laptop or home computer.

3.2.1   Via SonicWall NetExtender

If you have a laptop with *SonicWall NetExtender* you can remotely use the programs on your laptop as if you are inside the LTD network. Follow these steps:

1. Click the **Start** button in Windows. Locate and click the **SonicWall NetExtender** to launch the program.
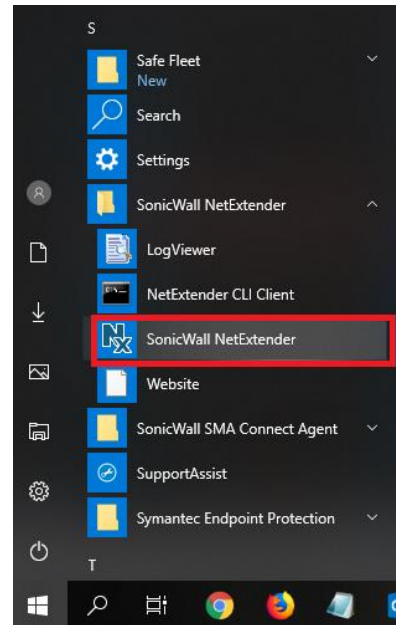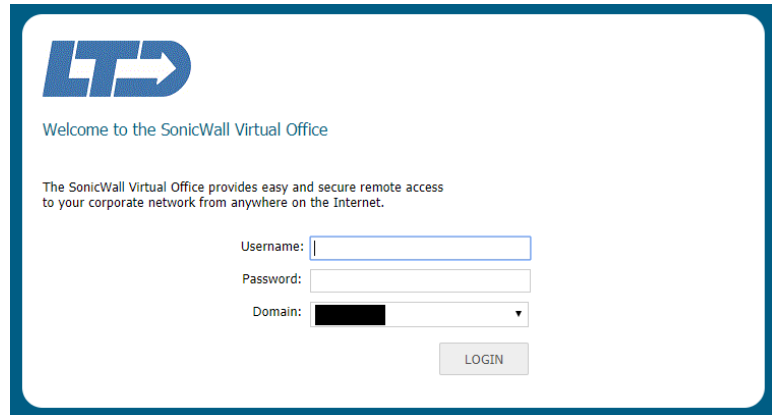
2. In the SonicWall NetExtender dialogue box type in your normal LTD *Username* and *Password*.
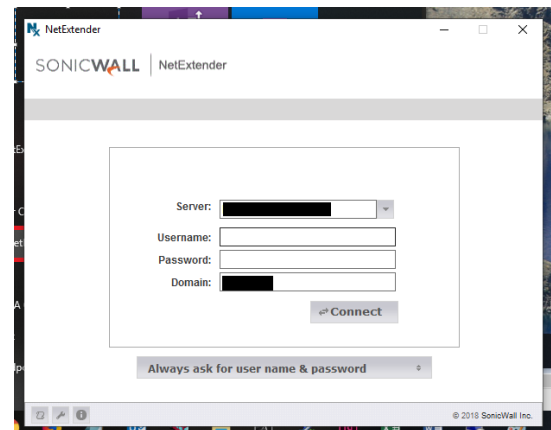
3. This should log you into the LTD Windows environment.
4. Proceed to Section 4.
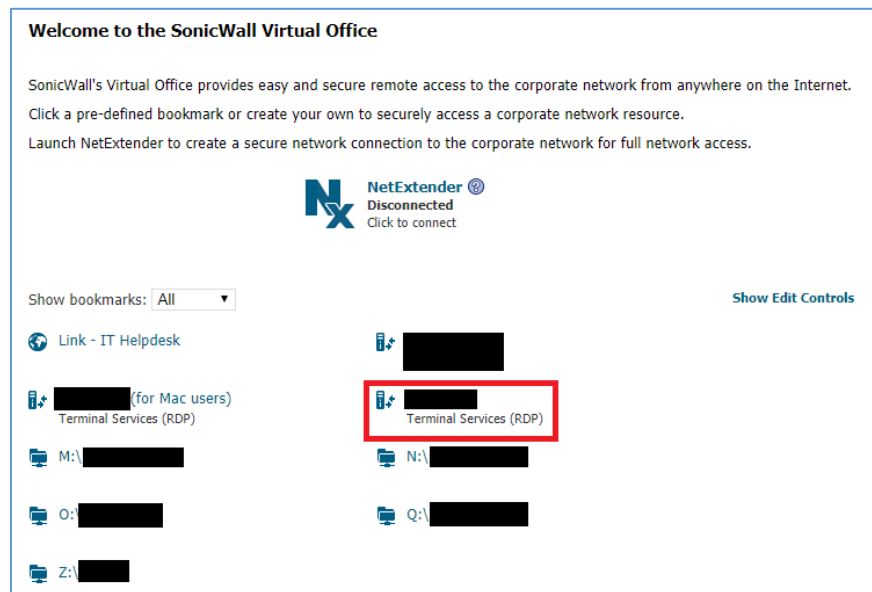
3.2.2 Via Web Browser

1. Using either Chrome or Internet Explorer, type in the following URL to load the LTD remote access: https://xxxx.org
2. Type in your LTD *username* and *password*.

3. Select and click the **LTD-XXXX**

4. Proceed to Section 4.

4 Steps to Publish a Service Alert Via TM BusOps

Services Alerts can be published through TransitMaster BusOps either from scratch or using a hybrid-clone to create a new notice.
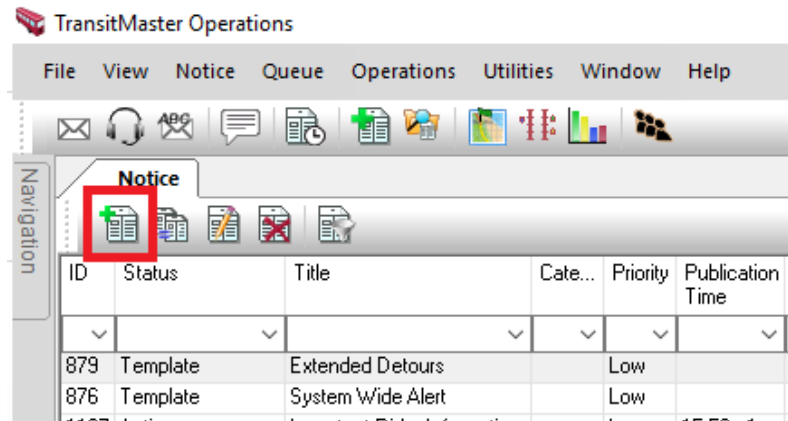
4.1 Creating a New Service Alert from Scratch

1. Once you are able to access the LTD network, either directly or offsite, launch the *TransitMaster BusOps* software.
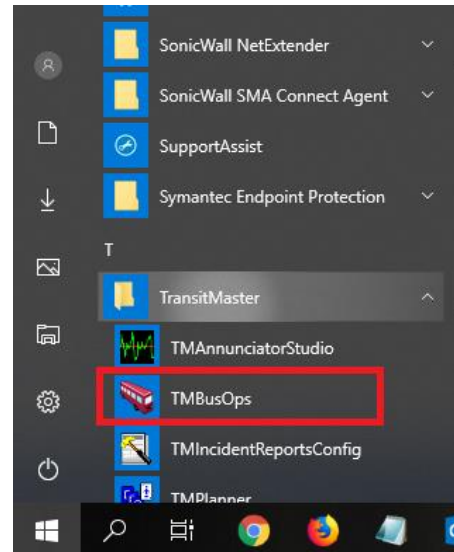
2. Once *TM BusOps* has completely loaded, hover and click the *View* tab and then click **Notice.**
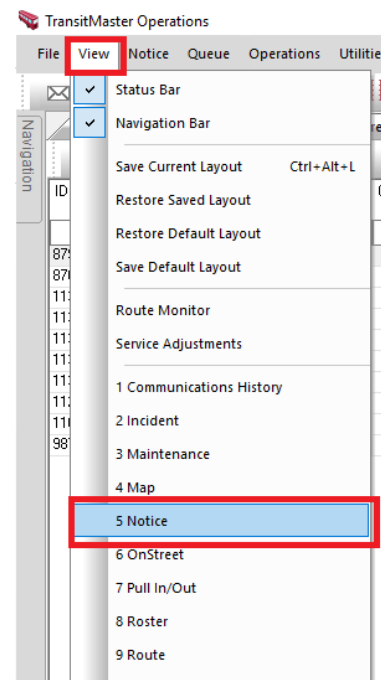
3. In the *Notice* table, click the **Create Notice** icon to start a new service alert.

4. A *Create Service Notice* dialog box will appear. Complete the following data fields (items with an asterisk are required):

   a. Title* Use one of the following (blue text needs to be entered exactly as show below):

      i. Unexpected Impacts (detours less than 24 hours)

      ii. Extended Detours (detours more than 24 hours and usually planned in advance)

      iii. Important Rider Information (usually non-detour information that may impact service or announce new or changed service)

      iv. Snow and Ice Alerts

   b. Detailed Text* (Provide full text of service alert to appear on website. There can be no line returns, but this can be later adjusted in the GearBox version)

   c. Start Date* (System will default to today's date)

   d. Start Time* (System will default to current time; adjust if needed.)

   e. End Date* (System will default to today's date; adjust if needed. If end date is unknown use the last day of the current year.)

   f. End Time* (System will default to one hour ahead; adjust if needed. If end time is unknown use: 23:59)

   g. Priority* (Change from "Medium" to "Low". This suppresses the real-time signs and UO Station and EmX Stations from broadcasting a message.)
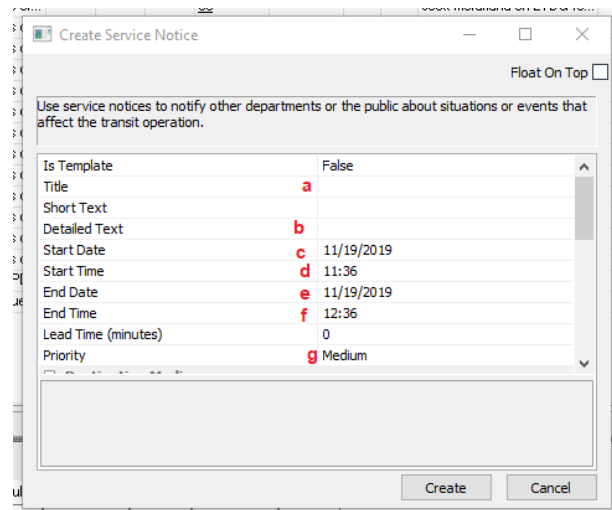
h. <u>Internal Use Only*</u> (Change from "True" to "False". If this is not done the message will never be broadcast out to the public)

i. <u>Routes</u>

   i. Click on the empty text box in the right column to reveal a "…" box. Click on the "…".
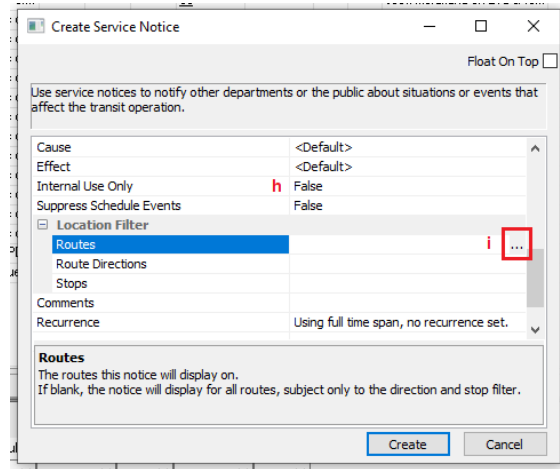
   ii. A *Capture Routes* dialog box will appear. Click on the **Navigate to View** button and choose **Route**.

   iii. The *Route* tab will appear. Follow the steps below to add one or more routes to the service alert:

      1. Select the route from the route pull-down menu at the top of the page.
      2. Select the route displayed in the *Capture Routes* dialog box
      3. Click **>>** to move that choice into the *Collection Values* box
      4. Repeat steps 1 through 3 for each route you want to add. **Note**: TM BusOps allows as many routes to be added to a service alert EXCEPT for EmX routes. (See instructions for EmX at 4.5)
      5. Click **OK** to complete this process.
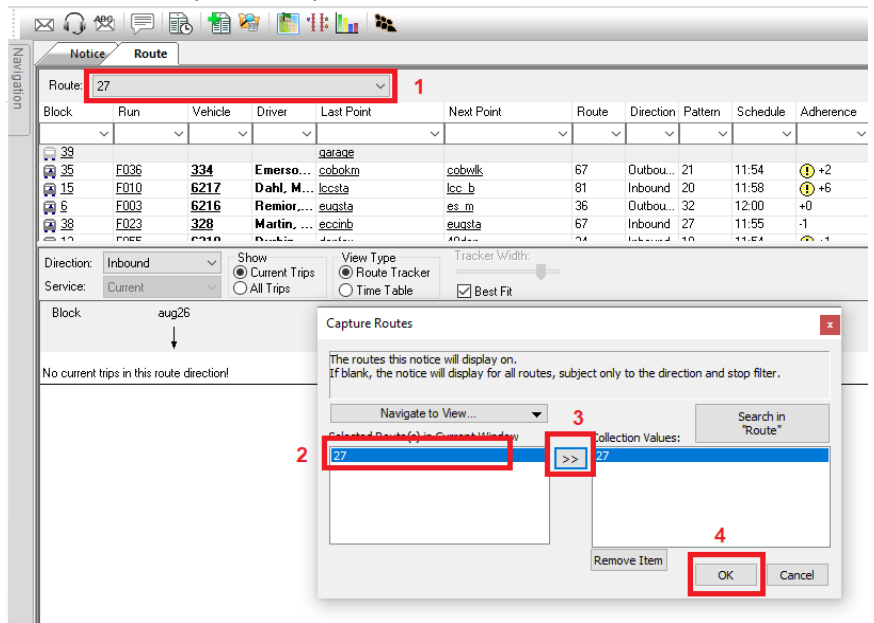
iv. The system will return you to the *Create Service Notice* dialog box. Click **Create** to publish the service alert.
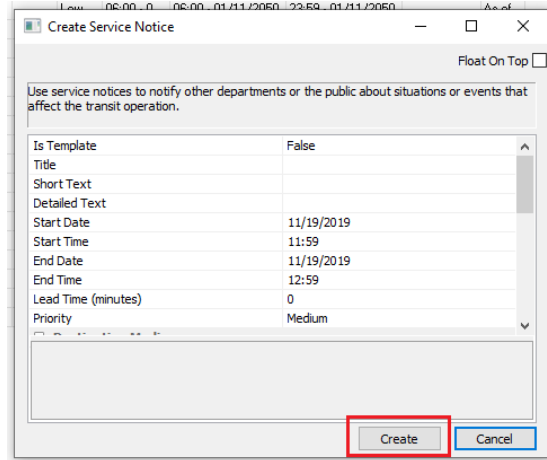
5. Once the data from TM BusOps populates and creates a GearBox *Route Note*, follow the instructions in Section 4.4 to edit the following in GearBox:
   a. **Headline**: Replace the Title text from TM BusOps with the prepared Headline written for GearBox.
   b. **Long Note**: Add line returns and text formatting where necessary.
6. Publish a new Tweet on Twitter (see Section 6).

4.2 Current Notice Templates in TM Bus Ops

There are currently two templates in TM BusOps that can be used when creating a Service Alert. One is for sending a service alert to all routes (except EmX) and the other that lets you set up a typical service alert that may have one or more routes assigned to it.

4.2.1 Typical Service Alert Template

1. Launch the **TransitMaster BusOps** software.
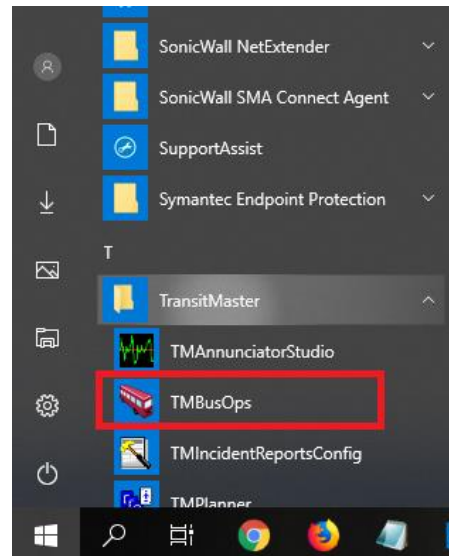
2. Once TM BusOps has completely loaded, hover and click the *View* tab and then click **Notice.**
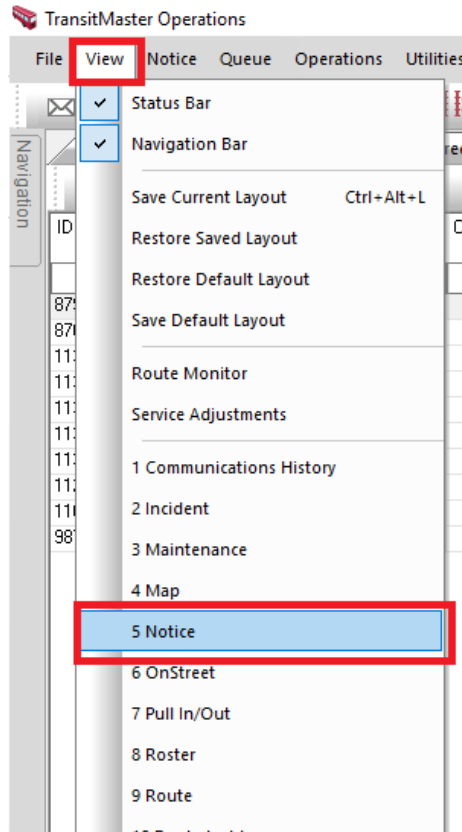
3. Located the templates in the active list of notices. The quickest way to find them is to look for the word "Template" in the *Status* column of the list.

4. Hover over and right click over the row with the title of "Extended Detours".

5. In the pop out menu select **Clone Notice.**
6. Follow the steps in Section 4, starting with step 4.

4.2.2 System Wide Alert Template

1. Follow the steps above (Section 4.2.1) but choose the row titled "System Wide Alert" (**Note**: EmX is not included).
2. Make sure the title is rewritten to match one of the four standard service alert statuses.

4.3 Creating a New Service Alert Using a Hybrid-Clone

TM BusOps Notice module offers the creation of template Notices to be created in advance. This is particularly helpful during snow and ice communications where a full palette of snow and ice templates can be created and executed very quickly (see text file labeled ***Snow & Ice Hybrid Clone Text.txt***.

A generic templates can be created where no calendar information is saved. A hybrid-template can be created where all of the details in the Notice are entered in advance but suspended from public view by ending all dates with 2050.

LTD is currently only using hybrid-templates and the steps below address the process to create a service alert. During snow and ice conditions a full set of hybrid-clone notices will be created. Each will be set up with worst case scenarios that need to be edited to the specific conditions.

In *TM BusOps*, hover over and click the **View** tab and then click **Notice.**

All of the existing hybrid-clones will appear in the *Notice* table. If there are none, create new notices outlined in Section 4.1.

If hybrid-close notices exist in the system, they will look like this:

Look for the work "Snow and Ice Alerts" in the status column of the list. Open each notice and make the following changes:

1. Double click the service alert for which you wish to publish.


2. An *Edit Service Notice* dialog box will open. Make the following changes:
    a. Detailed Text* - Modify the existing text to update date, time, Heavy/Light, or any other details relevant to the detour.
    b. Start Date* - Enter current date
    c. Start Time* Enter current time
    d. End Date* - Leave date as 1/11/2050
    e. End Time* - Leave time as 23:59
3. Click **Update**.

4. Once the data from TM BusOps populates and creates a GearBox *Route Note*, follow the instructions in Section 4.4 to edit the following in GearBox:
    a. **Headline**: Replace the Title text from TM BusOps with the prepared Headline written for GearBox.
    b. **Long Note**: Add line returns and text formatting where necessary.
5. Publish a new Tweet on Twitter (see Section 6).
6. Repeat steps 1 – 5 as conditions change for each route.

4.4   Edit the Service Alert in GearBox

It can take a couple of minutes for the Service Alert published in *TM BusOps* to appear on LTD.org. It is necessary to make a couple of additions and edits to the version that appears on the LTD.org website.

1. Open GearBox
    a. Type the following URL to log into GearBox: https://www.xxx.org/
    b. Enter your Username and Password
2. Located on the top menu bar, select the *Routes* tab and click it.
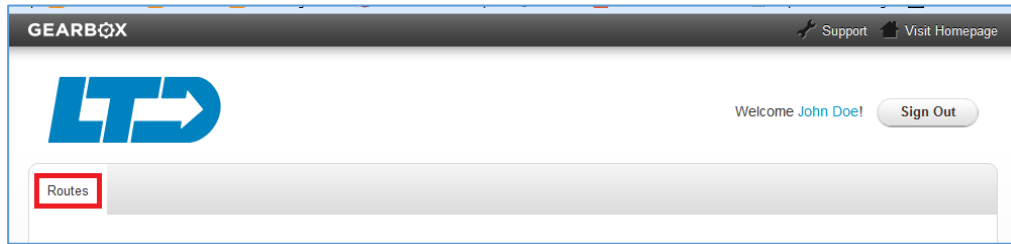
3. On the *Routes* module page, click the **View Notes** button.
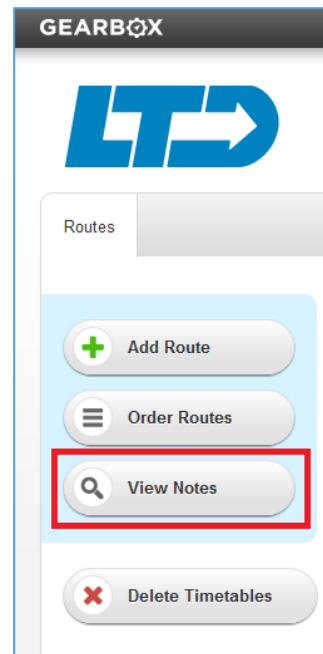
4. On the *Routes Notes* page, use the data filter to narrow down the active notes. To do so, select **Active** (in the *Status* pull-down) and click the **Update** button. This will show you all active Service Alerts.
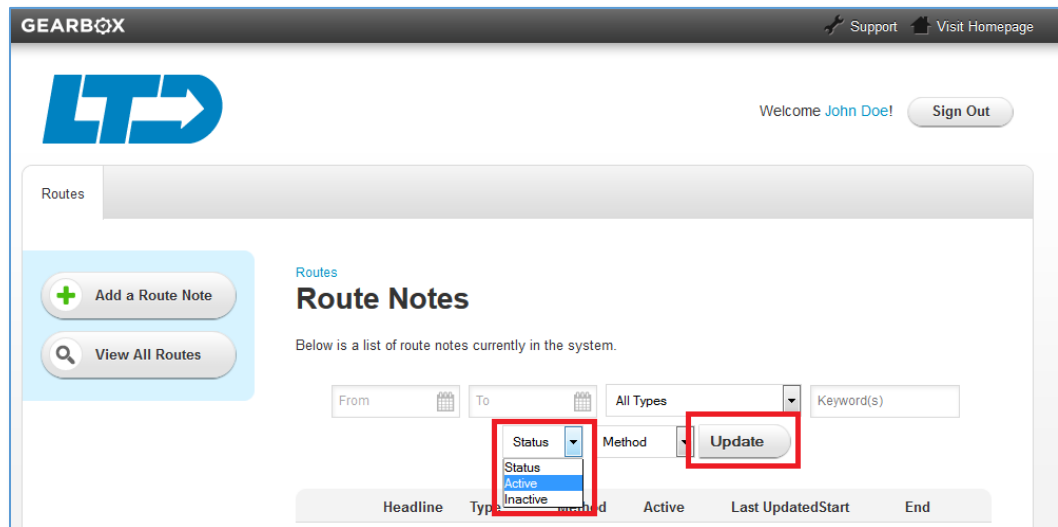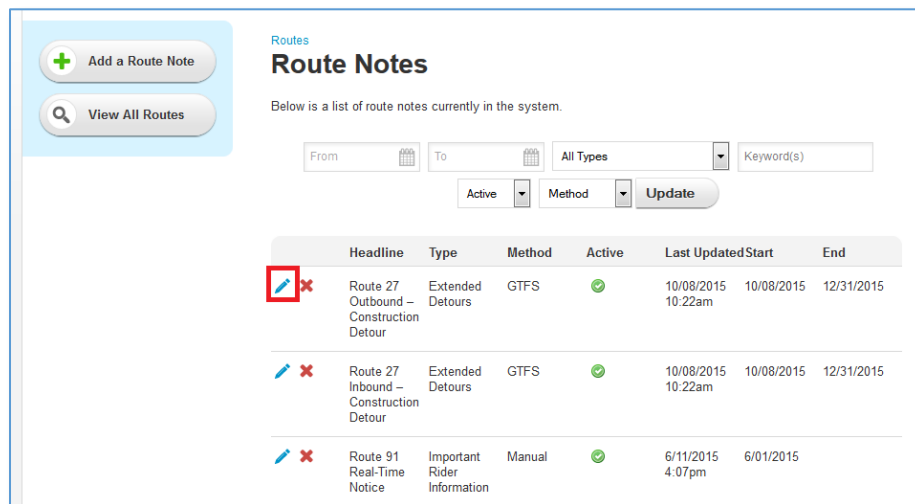

5. To choose the Service Alert you wish to edit, click the **blue pencil icon** to the left of the *Headline* column. Tip: If you are initially editing a Service Alert that was generated by TM BusOps, look for the entry that has the same text in both the *Headline* and *Type* columns.

6. Make the following edits in each tab below for the existing Service Alert in GearBox (items with an asterisk are required). For more details for using GearBox see Section 5.
    a. Basics
        i. Headline*: replace the text generated by TM BusOps with the prepared **Headline**.
    b. Content
        i. Short Note*: replace the text generated by TM BusOps with the prepared **Headline**
        ii. Long Note*: Add formatting and line returns if necessary

7. Click Save **Changes button** to complete process.
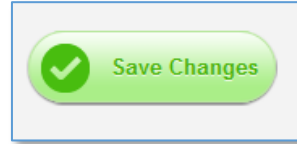
8. Publish a new Tweet on Twitter (see Section 6).

4.5 EmX Service Alerts

It is not currently possible to publish a service alert via TM BusOps that involves the EmX service. These service alerts need to be manual published through GearBox. This issue is in the process of being resolved by the ITS Manager and Trapeze.

5   Steps to Manually Publish a New Service Alert via GearBox

1. Open GearBox
   a. Type the following URL to log into GearBox: https://www.xxx.org/
   b. Enter your Username and Password
2. Located on the top menu bar, select the **Routes** tab and click it.
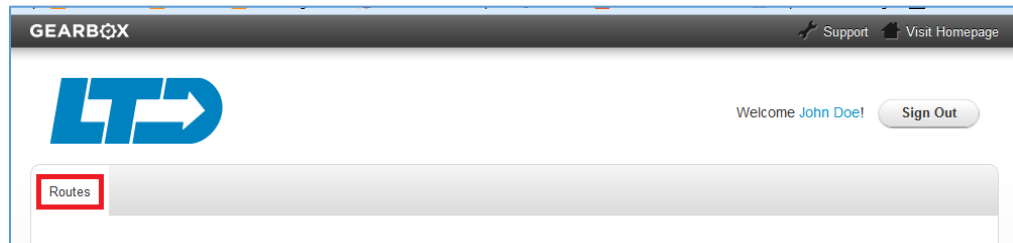
3. On the *Routes* module page, click the **View Notes** button.
4. On the *Routes Notes* module page, click the **Add a Route Note** button.
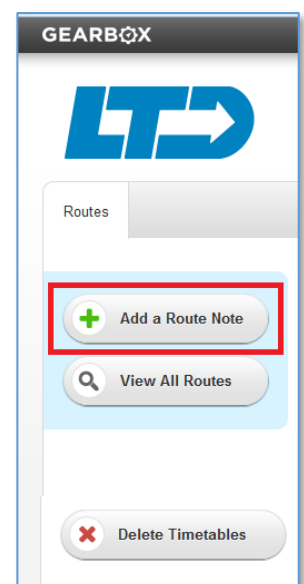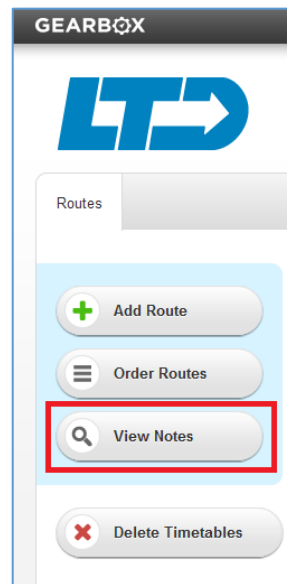
5. A new route note entry form will appear. In each of the tabs enter the following information (items with an asterisk are required):
   a. Basics

Below is a form for adding a new route note to the system. Fill out all required fields before submitting the form.

Basics | Content | Routes

Headline *   Start Date   Start Time

Type *   End Date   End Time

Visible to Public *
 Yes   No

* required field(s)

   i. Headline* (use brief title describing the detour, e.g. Route 27 – Construction Detour Near Walnut & 17th)
   ii. Start Date (enter when this service alert will turn on)
   iii. Start Time (must enter the following format: HH:MM am/pm)
   iv. Type* Use one of the following (blue text needs to be entered exactly as shown):
      1. Unexpected Impacts (detours less than 24 hours)
      2. Extended Detours (detours more than 24 hours and usually planned in advance)
      3. Important Rider Information (usually non-detour information that may impact service or announce new or changed service)
      4. Snow and Ice Alerts
   v. End Date (leave blank if unknown; if date is entered without an End Time the system will pull down the route note at 12:01 a.m. that day)
   vi. End Time (must enter the following format: HH:MM am/pm)
   vii. Visible to Public* (click Yes to turn on alert)

b. <u>Content</u>

i. Short Note* (use the same text content as **Headline** in previous tab)
ii. Long Note* (place detour information here)

c. <u>Routes</u>

i. Check each individual route box affected by this Service Alert.

        ii.   For a service alert for all routes select every box of every active route except special event service routes. <u>Do not select the "All Routes" box.</u>

6. Click Save **Changes button** to complete process.
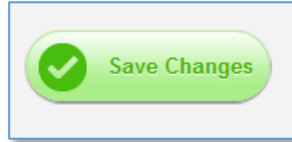
7. Publish a new Tweet on Twitter (see Section 6).

6   Publish Service Alert on Twitter

1. Use the following URL to open Twitter: https://twitter.com/
2. Login to Twitter using the current User Email and Password for @LaneTransit account.
3. Click Tweet button in upper right corner of page.
4. Cut and paste Service Alert tweet into dialog box (see Section 2.1 for template version)
5. Click **Tweet** button to publish.
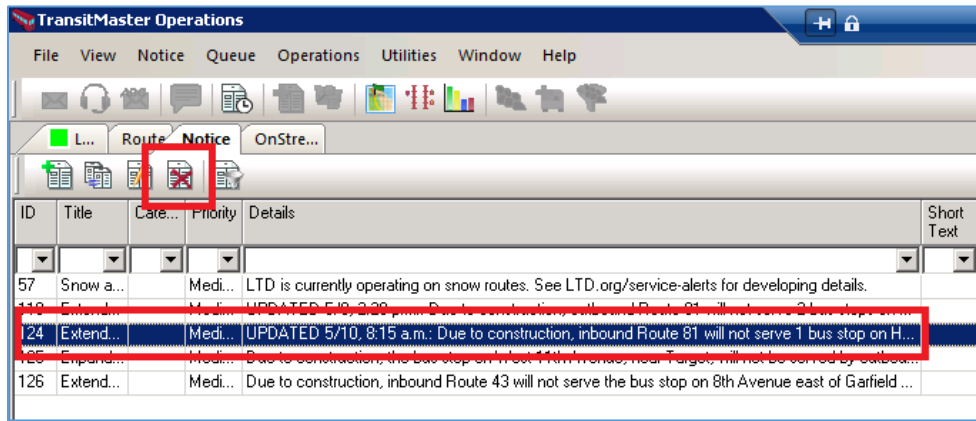
7   Editing an Existing Service Alert

When detour conditions change, Service Alerts need to be updated. Use the following process to change an existing Service Alert.

1. In TM BusOps, open the existing notice and update any details that need to be changed
2. Submit a new Tweet on Twitter
3. In GearBox, open the existing Service Alert and update any details that need to be changed (Note: Changes made in an existing TM BusOps notice will not propagate the same changes in GearBox. The changes have to be manually made in GearBox each time a Service Alert changes.
4. Confirm changes have been made on each affected route page on LTD.org

8   Closing an Existing Service Alert

When a detour has been lifted, use the follow process to remove a Service Alert.

1. In TM BusOps, open the existing notice, select and highlight the notice to be deleted, and click the Delete icon.

2. In Twitter, either submit a new Tweet announcing the detour has been lifted or submit a reply to the original Tweet.

3. In GearBox, using the filters tool, located and open the existing Service Alert. Select **No** under *Visible to Public* section. This will make the Service Alert inactive.