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My Stop passenger information website

How to guide for navigating the My Stop passenger information guide on the Votran website

Getting started



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Go to the Votran website at www.votran.org

The screenshot shows the Votran website homepage. At the top left is the Votran logo with the tagline "We drive a great bargain". To the right of the logo are navigation links for "NEWS", "CAREERS", and "CONTACT US", followed by a search bar with a "GO" button. Below this is a secondary navigation bar with links for "TAKE A TRIP", "RIDER TOOLS", "SPECIAL SERVICES", "COMMUTER INFORMATION", and "ABOUT US".

The main content area features a large banner image of a bus with the text "GO GREEN. VOTRAN." overlaid. To the right of the banner is a "QUICK LINKS" section with four icons: "Maps and Schedules", "Fares and Passes", "News and Information", and "Customer Service".

Below the banner are three smaller sections: "RIDING VOTRAN" (with a photo of a customer service agent), "ACCESSIBILITY ON VOTRAN" (with a photo of people on a bus), and "COMMUTER INFORMATION" (with a photo of a van). Each section has a brief description of the service.

At the bottom of the page are three main sections: "PLAN YOUR TRIP" (with a "MY STOP (LIVE BUS TRACKER)" and "GOOGLE TRANSIT" link and a map), "LATEST VOTRAN NEWS" (with "NEWS" and "VIDEOS" tabs and a list of recent news items), and "SERVICE ALERTS" (with a message "There are no service alerts at this time." and a photo of a SunRail train).

Getting started



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Click on My Stop Live Bus Tracker

The screenshot shows the Votran website homepage. At the top left is the Votran logo with the tagline "We drive a great bargain". To the right of the logo are navigation links for NEWS, CAREERS, and CONTACT US, followed by a search bar with a GO button. Below this is a secondary navigation bar with links for TAKE A TRIP, RIDER TOOLS, SPECIAL SERVICES, COMMUTER INFORMATION, and ABOUT US. The main content area features a large banner with the text "GO GREEN. VOTRAN." and an image of a bus. To the right of the banner is a "QUICK LINKS" section with icons for Maps and Schedules, Fares and Passes, News and Information, and Customer Service. Below the banner are three smaller sections: "RIDING VOTRAN" (with an image of a customer service agent), "ACCESSIBILITY ON VOTRAN" (with an image of a wheelchair on a bus), and "COMMUTER INFORMATION" (with an image of a van). At the bottom of the page, there are three main sections: "PLAN YOUR TRIP" (containing "MY STOP (LIVE BUS TRACKER)" and "GOOGLE TRANSIT" links), "LATEST VOTRAN NEWS" (with sub-sections for NEWS and VIDEOS and a list of recent news items), and "SERVICE ALERTS" (with a message "There are no service alerts at this time." and an image of a SunRail train). A red box with the word "CLICK" and a blue arrow points to the "MY STOP (LIVE BUS TRACKER)" link.

Getting started



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When you click on My Stop, a new tab or pop up window will appear with this image.

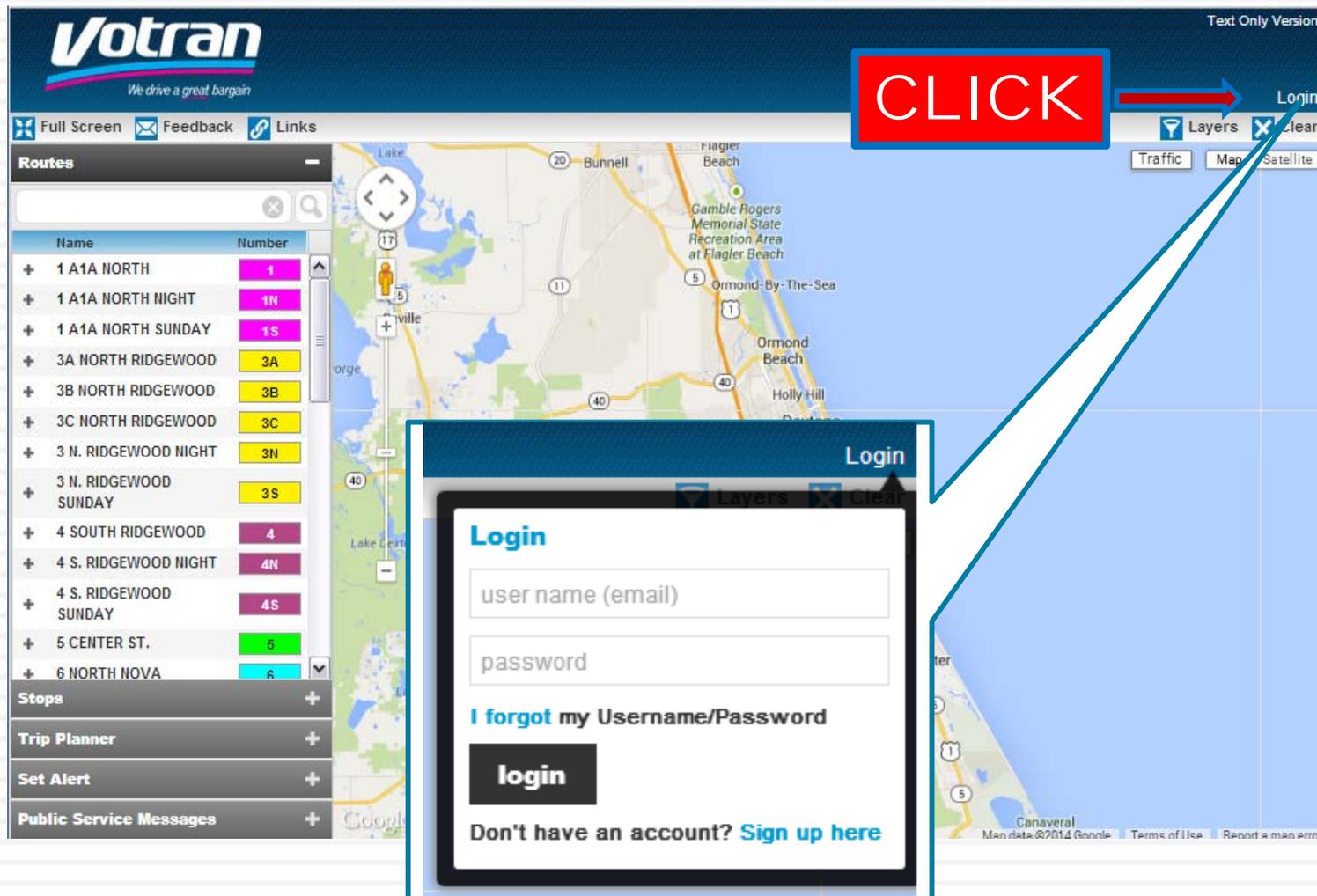
The screenshot displays the Votran website interface. At the top left is the Votran logo with the tagline "We drive a great bargain". In the top right corner, there is a "Text Only Version" link and a "Login" button. Below the logo, there are navigation links for "Full Screen", "Feedback", and "Links". On the right side, there are "Layers" and "Clear" buttons, and a "Traffic" button. The main content area is divided into two sections: a "Routes" sidebar on the left and a map on the right. The "Routes" sidebar contains a search bar and a list of routes with their respective numbers and colors. The map shows the Daytona Beach area with various landmarks and roads.

Name	Number
+ 1 A1A NORTH	1
+ 1 A1A NORTH NIGHT	1N
+ 1 A1A NORTH SUNDAY	1S
+ 3A NORTH RIDGEWOOD	3A
+ 3B NORTH RIDGEWOOD	3B
+ 3C NORTH RIDGEWOOD	3C
+ 3 N. RIDGEWOOD NIGHT	3N
+ 3 N. RIDGEWOOD SUNDAY	3S
+ 4 SOUTH RIDGEWOOD	4
+ 4 S. RIDGEWOOD NIGHT	4N
+ 4 S. RIDGEWOOD SUNDAY	4S
+ 5 CENTER ST.	5
+ 6 NORTH NOVA	6

Getting started

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Click on Login and register for information updates and alerts.



The screenshot displays the Votran website interface. On the left, a 'Routes' sidebar lists various bus routes with expandable icons and color-coded numbers. The main area features a map of the region, including locations like Bunnell, Flagler Beach, and Ormond Beach. In the top right corner, a 'Login' link is highlighted with a red box and the word 'CLICK' in white. A red arrow points from this box to the 'Login' link. Below this, a callout box shows the login form, which includes input fields for 'user name (email)' and 'password', a 'login' button, and links for 'I forgot my Username/Password' and 'Don't have an account? Sign up here'.

Name	Number
+ 1 A1A NORTH	1
+ 1 A1A NORTH NIGHT	1N
+ 1 A1A NORTH SUNDAY	1S
+ 3A NORTH RIDGEWOOD	3A
+ 3B NORTH RIDGEWOOD	3B
+ 3C NORTH RIDGEWOOD	3C
+ 3 N. RIDGEWOOD NIGHT	3N
+ 3 N. RIDGEWOOD SUNDAY	3S
+ 4 SOUTH RIDGEWOOD	4
+ 4 S. RIDGEWOOD NIGHT	4N
+ 4 S. RIDGEWOOD SUNDAY	4S
+ 5 CENTER ST.	5
+ 6 NORTH NOVA	6

Getting started



6 When you open My Stop, you will have the following options:

Routes – allows you to choose your route

Stops – Allows you to find out information about your stop

Trip Planner – allows you plan your trip

Set Alerts– allows you set alerts and gain information

Public Service Messages – keep you informed to possible route changes or delays

Name	Number
+ 1 A1A NORTH	1
+ 1 A1A NORTH NIGHT	1N
+ 1 A1A NORTH SUNDAY	1S
+ 3A NORTH RIDGEWOOD	3A
+ 3B NORTH RIDGEWOOD	3B
+ 3C NORTH RIDGEWOOD	3C
+ 3 N. RIDGEWOOD NIGHT	3N
+ 3 N. RIDGEWOOD SUNDAY	3S
+ 4 SOUTH RIDGEWOOD	4
+ 4 S. RIDGEWOOD NIGHT	4N
+ 4 S. RIDGEWOOD SUNDAY	4S
+ 5 CENTER ST.	5
+ 6 NORTH NOVA	6

Search stops: None Clear
Filter: None Clear

From: Address, intersection...
To: Address, intersection...
When: Depart 11:00 AM 1/16/2014
Show me: The Quickest Trip
Travel by: Any transit mode
Plan Trip

Route: Select route
Direction: Select direction
Stop: Select stop
Time range to depart: 11:00 AM 12:00 PM
Notify me: 10 mins before bus departs
Email:
Set Alert
what is this?

All Messages Selected Routes
No Public Service Messages

Getting started

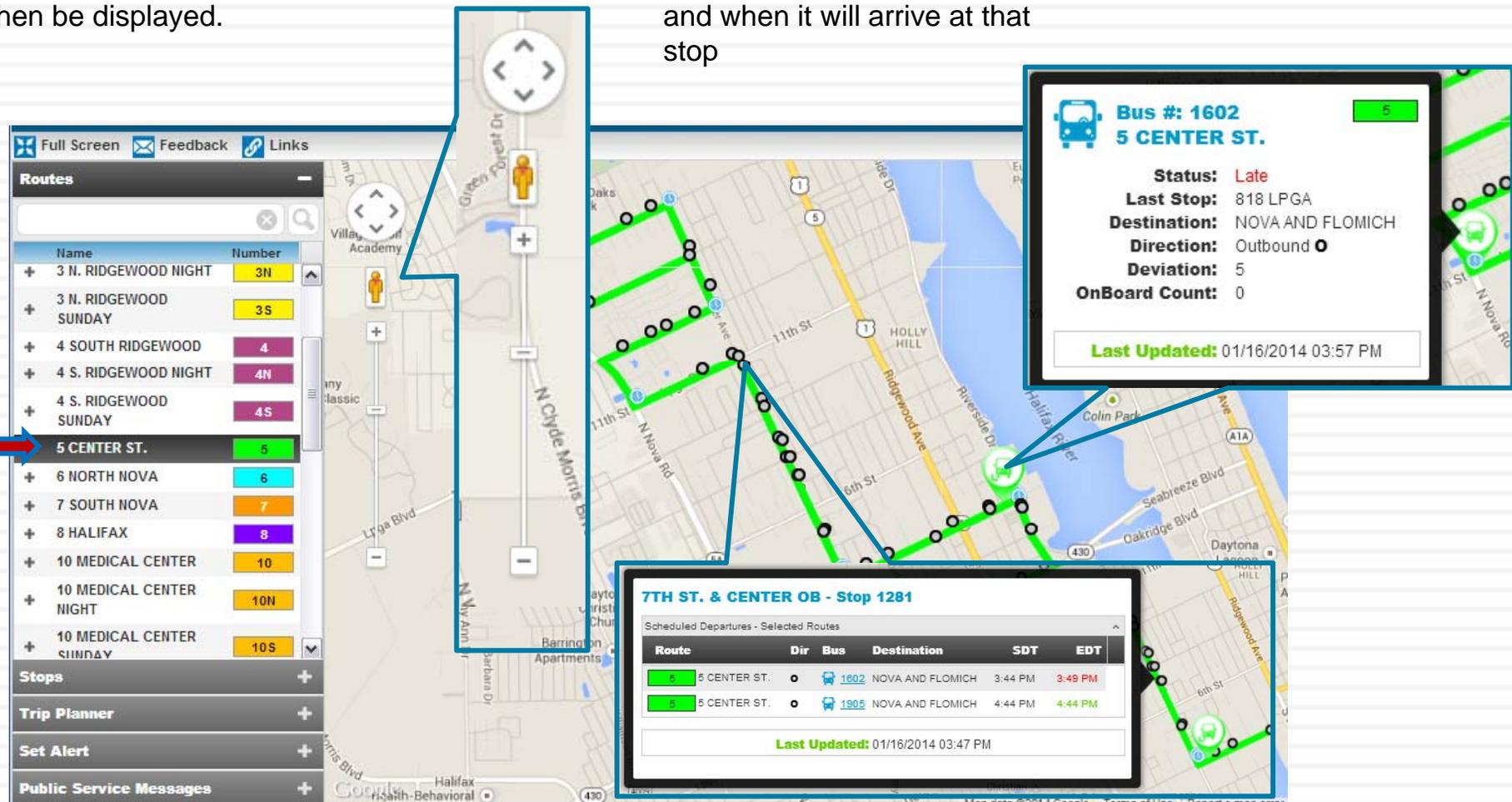
7 Finding your route and stop information

Routes –
Find the route in the list that you would like to see displayed. The route map with stops will then be displayed.

Routes –
Zoom in and out using the controls or scroll wheel on your mouse

Routes –
Click on a stop and you will receive information on the status of your bus, direction and when it will arrive at that stop

Routes –
Click on the bus icon and receive real time status on your bus.



The screenshot shows the Votran website interface. On the left, a 'Routes' list is displayed with a red arrow pointing to '5 CENTER ST.' (Route 5). The main map area shows a green route line with several stops marked. A zoom control panel is overlaid on the map, showing a scroll wheel and directional arrows. Two pop-up windows provide real-time information:

Bus # 1602 5 CENTER ST.

- Status: Late
- Last Stop: 818 LPGA
- Destination: NOVA AND FLOMICH
- Direction: Outbound O
- Deviation: 5
- OnBoard Count: 0
- Last Updated: 01/16/2014 03:57 PM

7TH ST. & CENTER OB - Stop 1281

Route	Dir	Bus	Destination	SDT	EDT
5	O	1602	NOVA AND FLOMICH	3:44 PM	3:49 PM
5	O	1905	NOVA AND FLOMICH	4:44 PM	4:44 PM

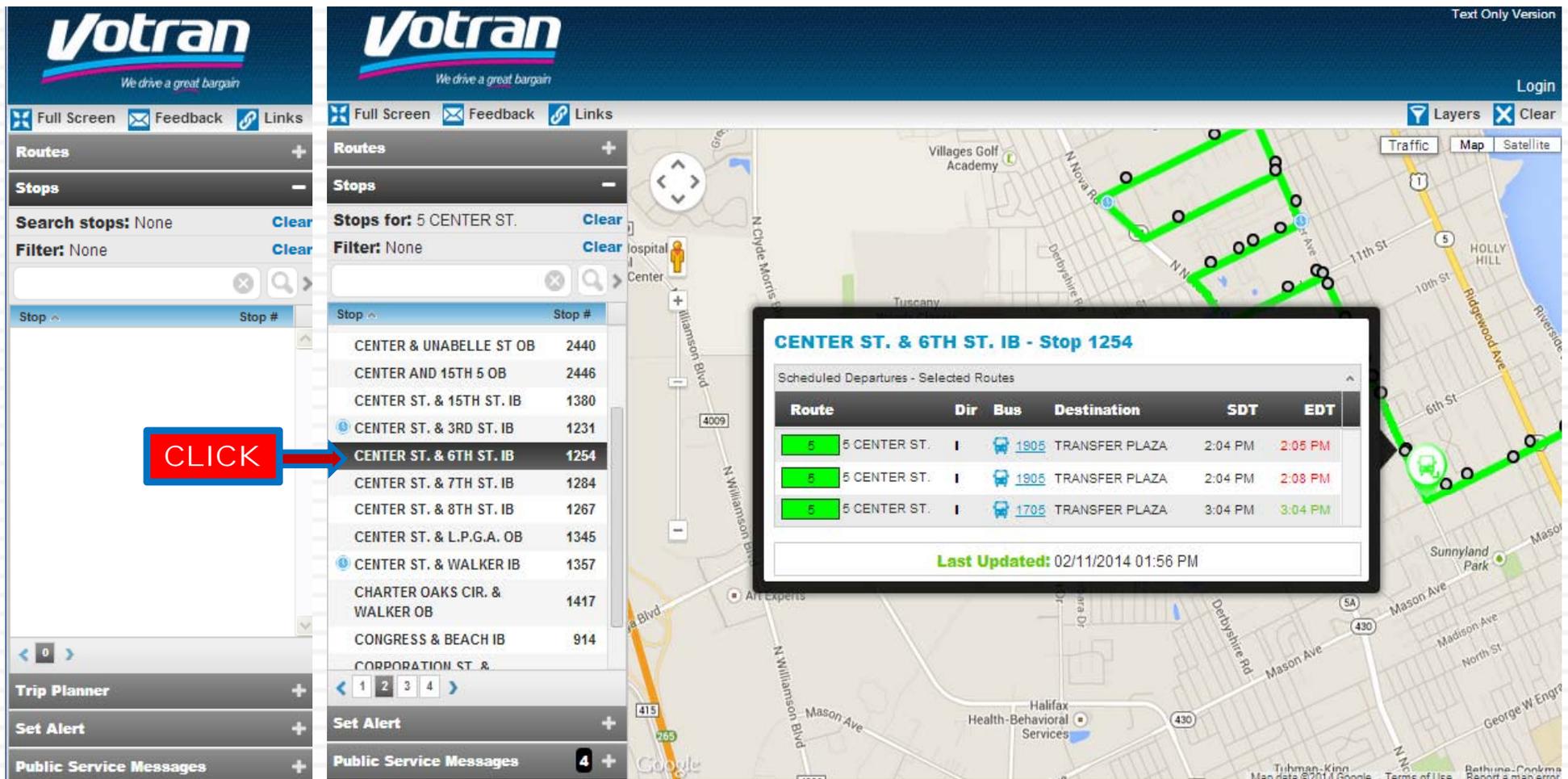
Last Updated: 01/16/2014 03:47 PM

Getting started

8 Stop information is available.

📍 Stops –
Allows you to find out information about your stop

📍 Stops –
After choosing the route, the stops will appear. Click on the stop name to get schedule information.



The screenshot shows the Votran website interface. On the left, there is a sidebar with navigation options: Full Screen, Feedback, Links, Routes, Stops, Search stops, Filter, and a list of stops. The 'Stops' section is expanded, showing a list of stops with their stop numbers. A red arrow points to the 'CLICK' button next to the selected stop, 'CENTER ST. & 6TH ST. IB - Stop 1254'. The main area displays a map with a green route highlighted. A popup window titled 'CENTER ST. & 6TH ST. IB - Stop 1254' shows scheduled departures for selected routes. The popup includes a table with columns for Route, Dir, Bus, Destination, SDT, and EDT. The last updated time is 02/11/2014 01:56 PM.

Route	Dir	Bus	Destination	SDT	EDT
5	5 CENTER ST.	I	1905 TRANSFER PLAZA	2:04 PM	2:05 PM
5	5 CENTER ST.	I	1905 TRANSFER PLAZA	2:04 PM	2:08 PM
5	5 CENTER ST.	I	1705 TRANSFER PLAZA	3:04 PM	3:04 PM

Last Updated: 02/11/2014 01:56 PM

Getting started



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Trip Planner connects riders to Google Transit to plan their trips

Trip Planner –
Votran has teamed up with Google Transit to assist riders to plan their trips.

Trip Planner –
Click on the Trip Planner and fill in the blanks. Google Transit will show you what means of transit are available to your destination whether by walking, car, bus train or bike, Google Transit will show you the way.

Fill in the address or location where you are such as a hotel name including street and city name if available such as Hilton, Atlantic Avenue, Daytona Beach

Fill in the address of your destination or the name of where you want to go such as Publix, Beville Rd. Daytona Beach

Pull-down allows you to select Arrival or Departure time

Indicate a time

Date of trip. This allows you to plan ahead for trips not necessarily made today

Pull-down allows you to see the options of route types ranging from Quickest, Fewest Transfers, or Less Walking.

Pull-down allows you to see the various means of transit available to you such as Any Transit Mode, Bus, Subway, Train, or Light Rail.

Once all fields are done, hit Plan Trip and the Google Transit window will open automatically or you will be prompted to click on a link to go to that page.

Getting started

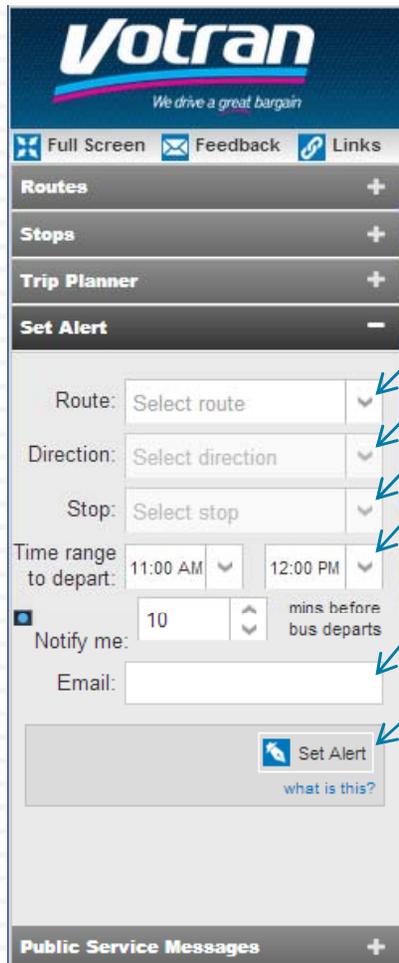
10

You can set up alerts to come to you about a stop.

📍 Set Alerts –

Setting alerts helps you to know when and which bus is coming to that stop.

This will also tell the status of the bus – late or ontime.



- 📍 Select route
- 📍 Select direction – inbound or outbound
- 📍 Select the stop
- 📍 Indicate a time range. If you want a 3 minute warning of when the bus will arrive at that location, then set the alert time accordingly.
- 📍 Choose how you would like to receive the alert. If you have not registered with My Stop then you will receive emails via the email address that you fill in. If you have registered with My Stop, you can choose text message or email to receive alerts.
- 📍 Once you complete the template, click on Set Alert. Your message will come to you.

Getting started



11 Votran provides service information

Public Service Messages–

Public Service Messages are pushed out to the website and to My Stop subscribers. The messages will contain information regarding detours, delays and situations that may cause Votran's service to be affected for example special events or construction.

The screenshot shows the Votran website interface. At the top left is the Votran logo with the tagline "We drive a great bargain". On the right, there is a "Text Only Version" link and a "Login" button. Below the logo, there are navigation links for "Full Screen", "Feedback", and "Links". On the right side of the map area, there are "Layers" and "Clear" buttons, and a "Traffic" button. The main content area is a map of the Daytona Beach area, showing major roads like I-95, I-17, and SR 17. A public service message is displayed as a white box with a black border over the map. The message text is as follows:

2-6-2014 - 3-6-2014
12:00 AM - 11:59 PM
Route 10 - Bus will not go to back of Halifax Medical Center due to construction. Bus will stop northside of Halifax at the Emergency Room, until further notice.

On the left side of the map, there is a sidebar with a menu. The "Public Service Messages" section is expanded, showing a list of messages with their dates:

- All Messages Selected Routes
- Route 10 - Bus will not go to back of... 2-6-2014 - 3-6-2014
- Route 23 - Detour in effect until fur... 2-6-2014 - 3-6-2014
- Route 6 Detour - Detour will be in ef... 2-10-2014 - 3-10-2014
- Route 3 Night - Detour will be in eff... 2-10-2014 - 3-10-2014