Fleet Share Driver Guide for NYC Fleet

January 2022

Introduction to Ridecell Motorpool for NYC Fleet

- Transition from Local Motion to GeoTab Keyless Ridecell Motorpool
- Welcome to RideCell Email
- RideCell Reservation Types. Scheduled Rentals vs On Demand.
- Ways to Create a Scheduled Rental
- Ways to Create an On-demand Rental
- Differences between a Scheduled Rental and an On-demand Rental

Transition from LocalMotion to GeoTab Keyless RideCell

- Fleet share technology enables agencies to share and optimize City owned fleet units and to reserve City owned fleet units online.
- Effective January 30, 2022, LocalMotion from Zipcar will no longer be the city's fleet share vendor.
- DCAS will be making the transition with your agency during January 2022.
- The new fleet share platform will be through RideCell using Geotab hardware installed in city vehicles as part of the citywide telematics system. Fleet sharing will now be part of the Fleet Office of Real Time Tracking (FORT).
- Each fleet agency will decide which vehicles will participate in fleet share.
- If you have been set up as a driver in Ridecell, you will receive an email from motorpool@ridecell.com with setup information. Agencies have also been provided with driver FOBs for each driver. If you have not received a FOB, please contact your agency fleet director.
- New drivers should request access through their fleet directors.

Welcome to Ridecell Email

- Drivers will receive a welcome email from Ridecell.
- This email will prompt users to update their defaults password.
- The email includes links for users to download the app, if applicable, reserve and book vehicles.
- The link to the reservation portal is https://ny-prod.ridecell.com/reserve. Drivers should bookmark this link on their desktops or laptops. If you are having difficulties accessing this webpage, please contact your agency fleet director.
- If you forget your password or need to receive the welcome email again, agency administrators can resend link and a password reset through the operations center.

Reservation Types

Scheduled Rental

- A scheduled rental reserves a vehicle for a future date and time, allowing you to pre-plan your vehicle use
- Scheduled rentals are made on a vehicle type, rather than on a specific vehicle
- A specific vehicle will automatically be assigned to you closer to your rental start time

On-Demand Rental

- An on-demand rental provides immediate access to a specific available vehicle of your choosing
- An on-demand rental cannot be booked in advance
- Can either access the vehicle using an NFC tag or with BLE via the Ridecell Motorpool App

Ways to Create a Scheduled Rental

Web Portal

- Download the RideCell Motorpool app to create a scheduled rental.
- As a driver, you can go to: https://ny-prod.ridecell.com/reserve to make a scheduled reservation.
- Once your rental goes live, use either your NFC tag or the Motorpool app to access the vehicle.
- You can also access a vehicle using an NFC tag even if using the app to make the reservation.
- Fleet Manager/Administrators can also make scheduled reservations.
- On scheduled rentals you will not be picking a specific vehicle. You will be choosing a location and vehicle type. The vehicle will be assigned to you no later than one hour prior to the beginning of your reservation.

Ways to Create an On Demand Rental

- **Ridecell Motorpool App**

Download the Ridecell Motorpool app to create an on-demand rental and access the vehicle without an NFC tag, instead using your phone's Bluetooth.

- **With NFC Tag**

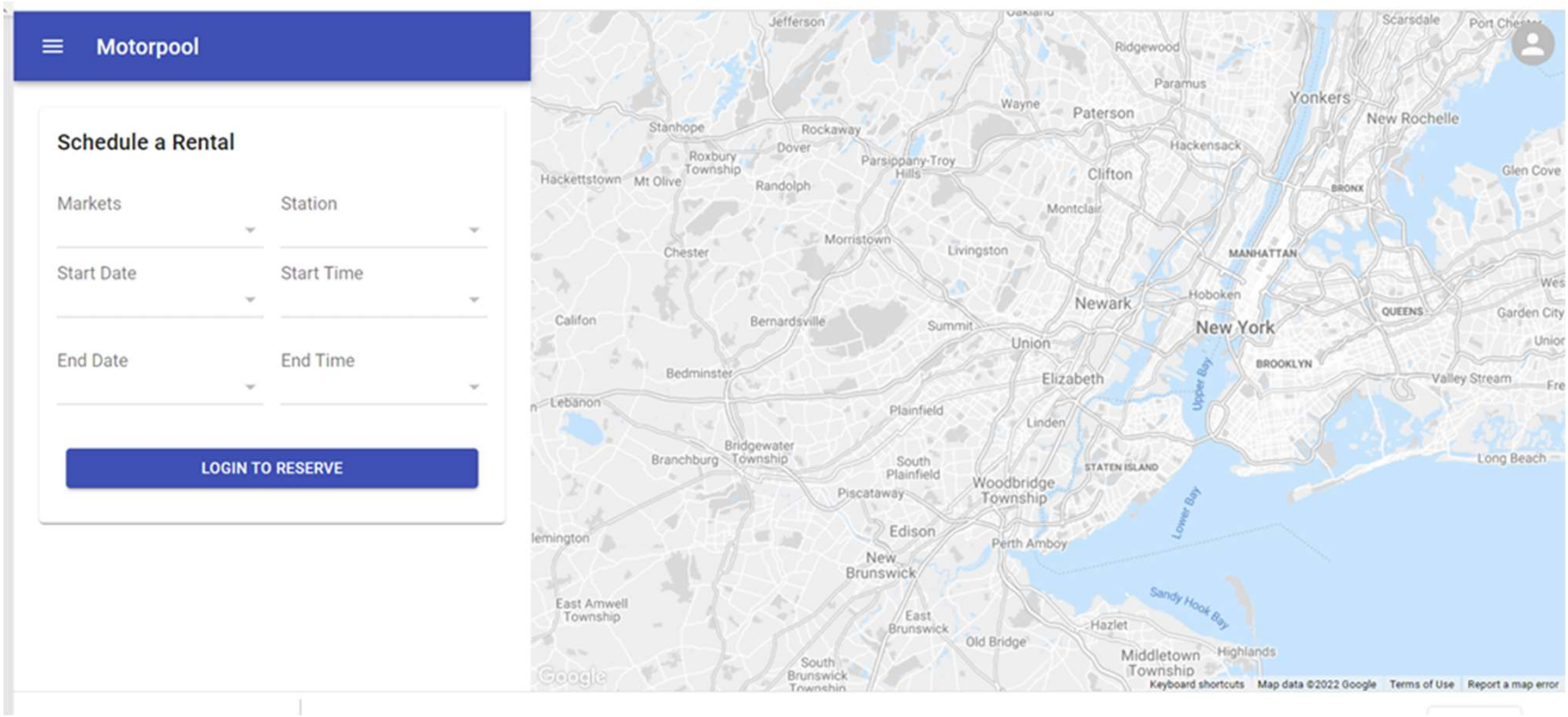
If the vehicle you wish to use accepts on-demand rentals, you can simply walk up to your desired vehicle and hold your NFC tag up to the reader for 7 seconds to access the vehicle.

- Drivers can not create an on-demand rental via their desktop.

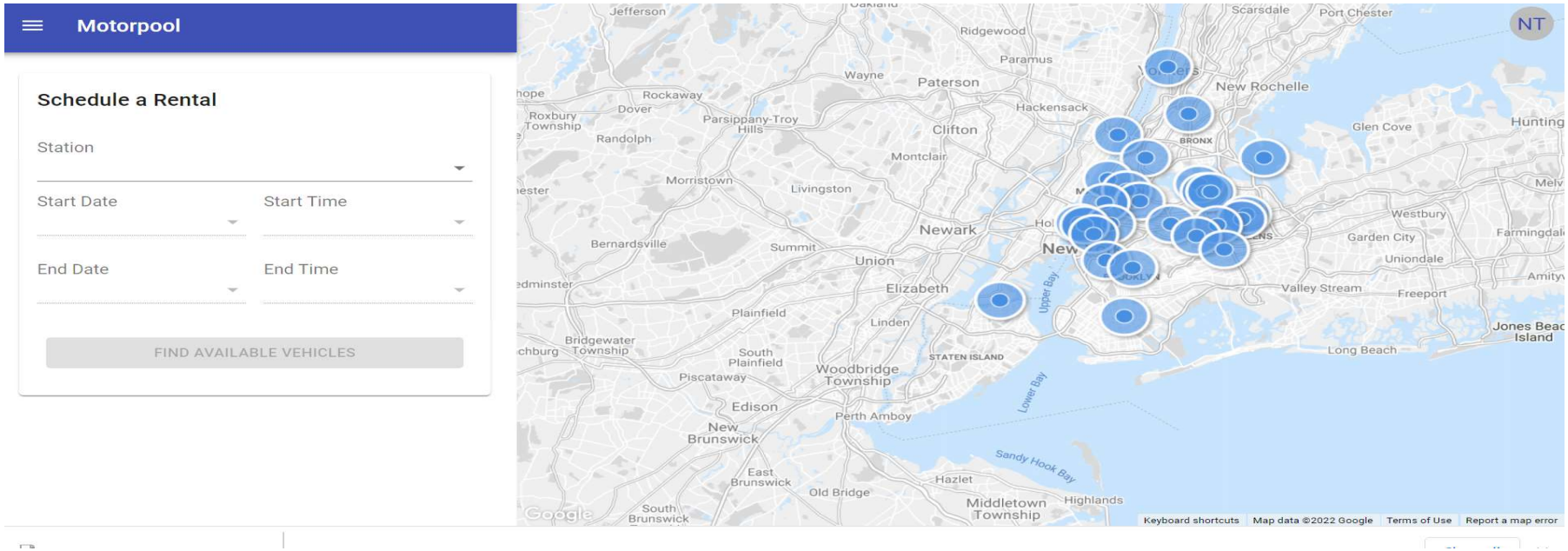
Differences Between On-Demand and Scheduled Rentals

	On Demand Rental	Scheduled Rental
Selecting a specific vehicle?		Reserves a type of vehicle
Require a reservation?		
Start rental and Unlock using NFC?	No reservation required	
Start rental and Unlock using app?		

Reserving Vehicles Through Ridecell Web Portal

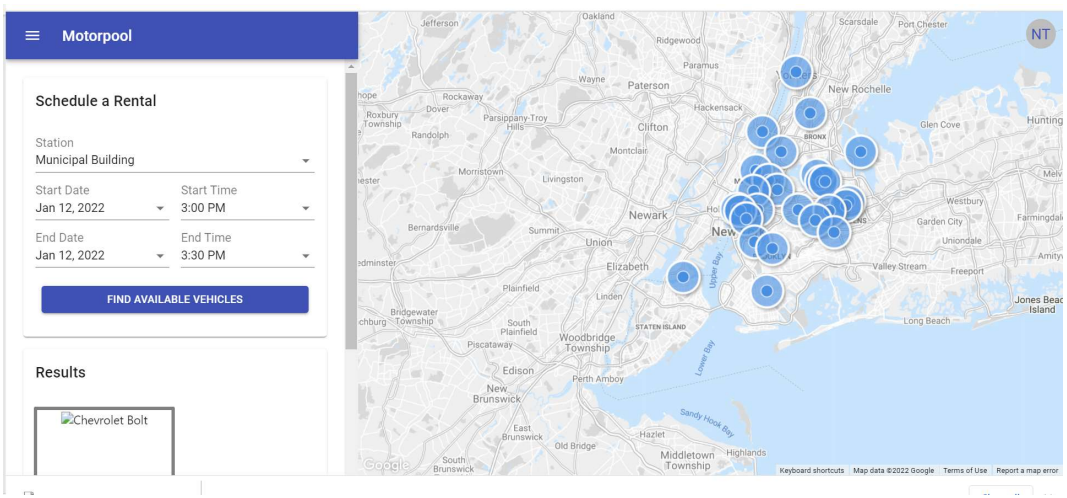


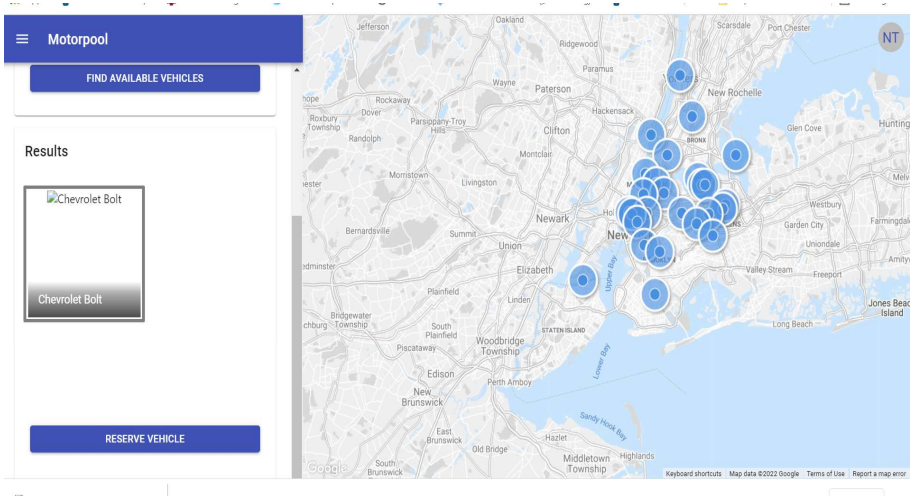
Reserving Vehicles Through Ridecell Web Portal



- Choose Station Hub where you wish to pick up the vehicle.
- Pick a start date/time and end date/time.
- If you are unable to select time framed desired, check with agency fleet director.

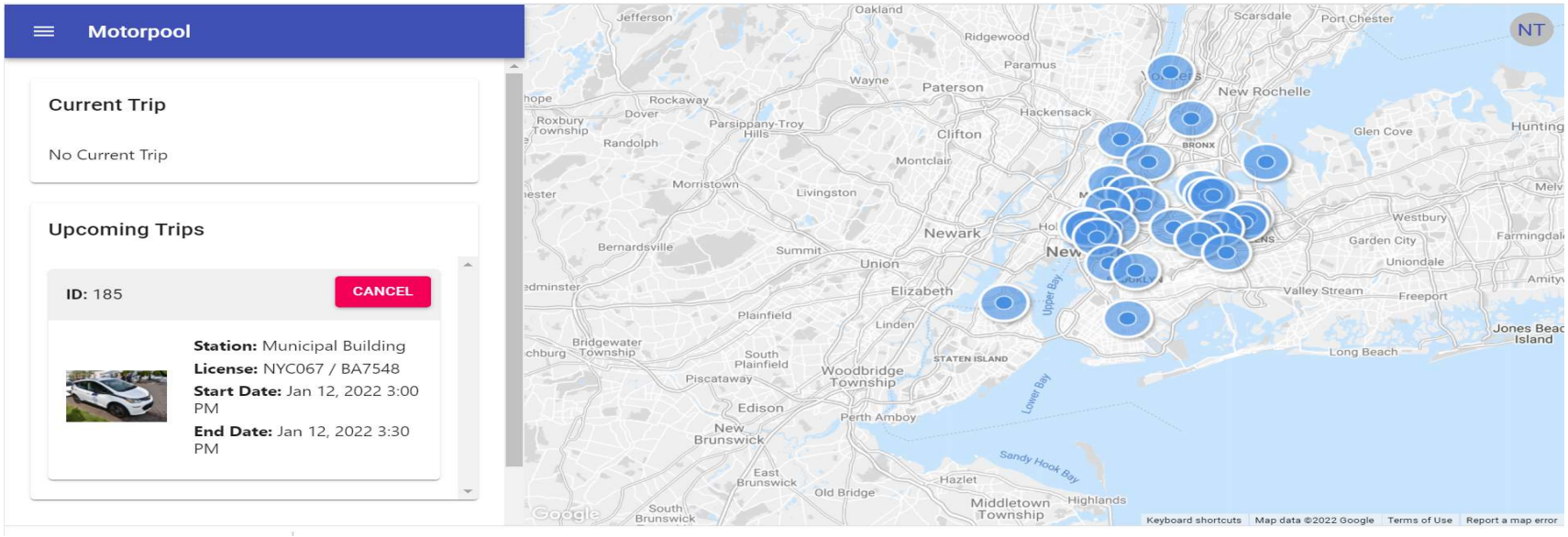
Reserving Vehicles Through Ridecell Web Portal





- Choose the vehicle type. You can not choose a specific vehicle.
- Click reserve vehicle.

Reserving Vehicles Through Ridecell Web Portal

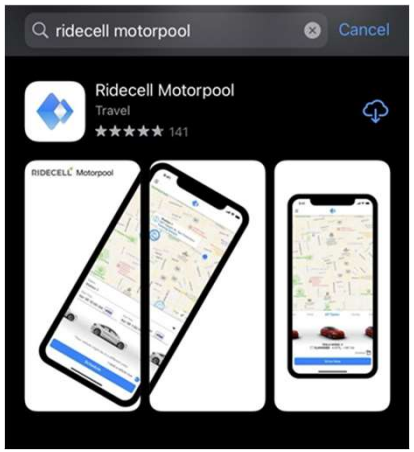


- Once your reservation is booked, it will show in your upcoming trips. The vehicle assignment will not appear right away.
- You will receive an email with your ride confirmation.
- Prior to your start time, you will receive another email assigning your vehicle.

Reserving Vehicles Through Ridecell Motorpool App

Android
Search for "*Ridecell Motorpool*" in Google Play Store and download from the Google Play store

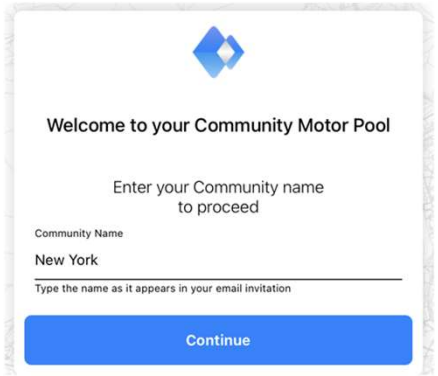
iPhone
Search for "*Ridecell Motorpool*" in Apple App Store and download from the Apple store

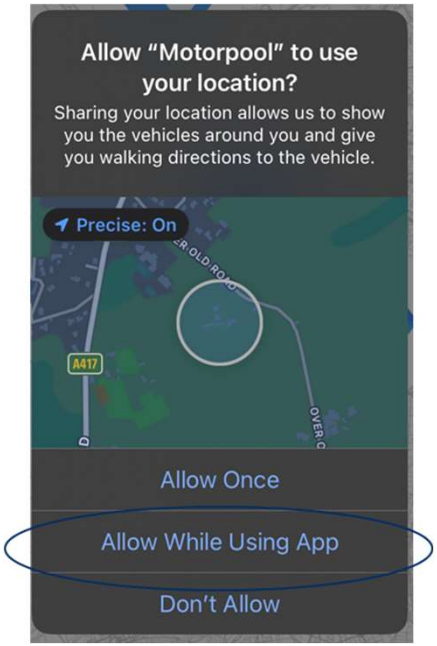


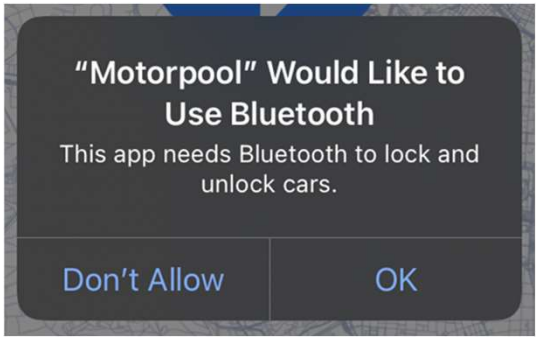
Note: Your agency policy may not allow you to download apps on work devices.

Reserving Vehicles Through Ridecell Motorpool App

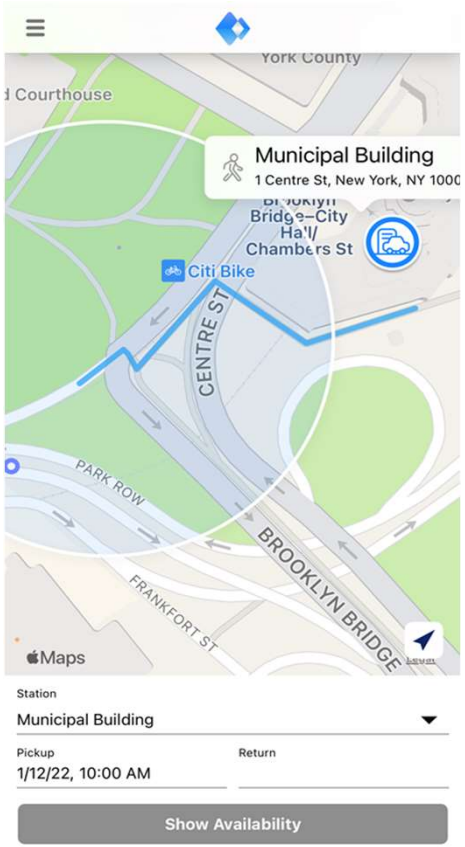
- Enter the community name “New York”
- Allow Bluetooth access for vehicle access
- Allow Location access while using the app
- Reset password if you forget or need to set a password

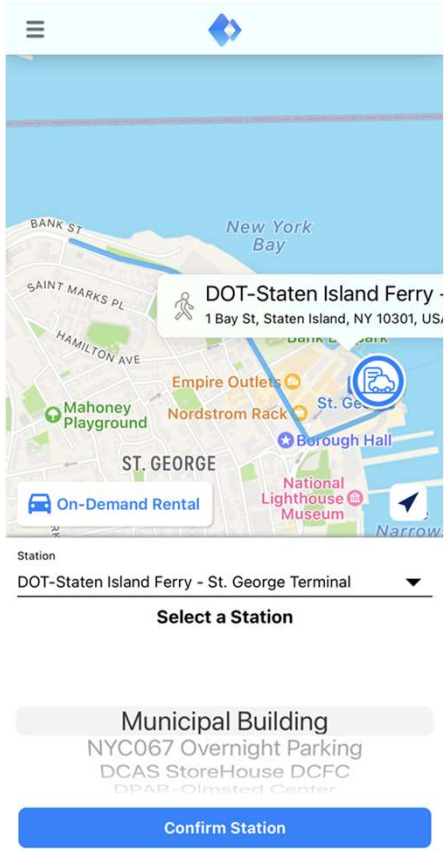




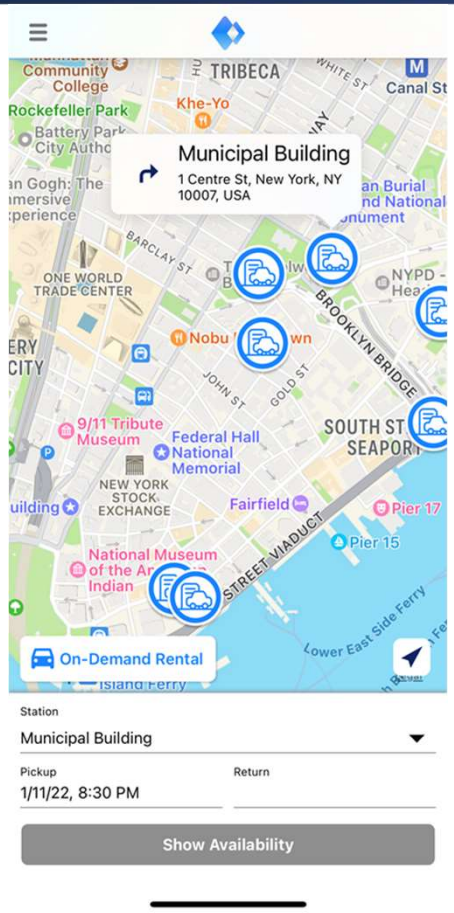


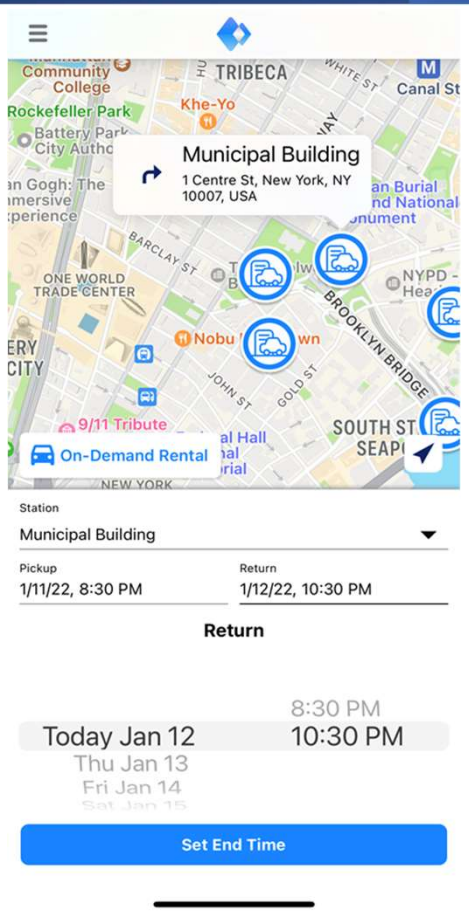
Choose Station



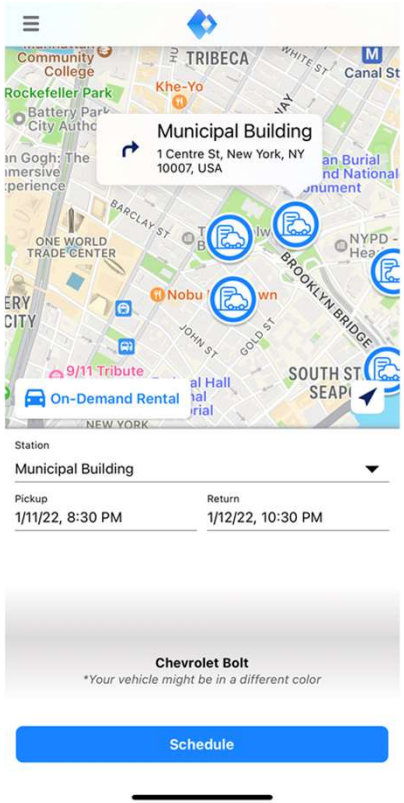


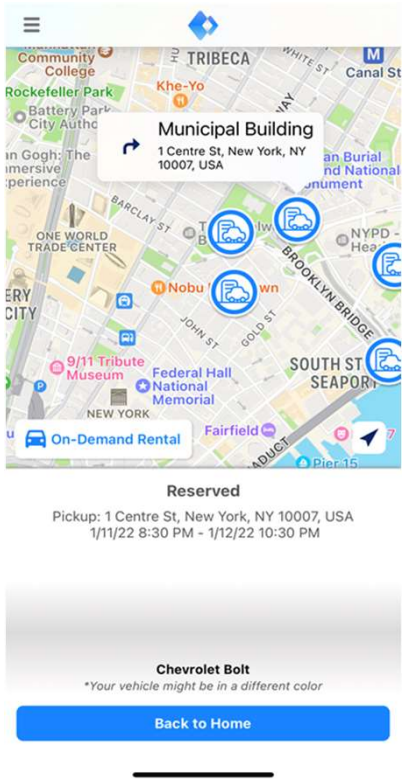
Set Start and End Date/Time



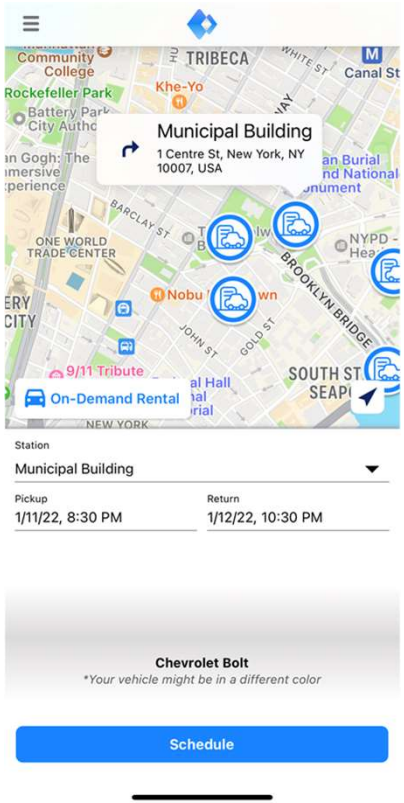


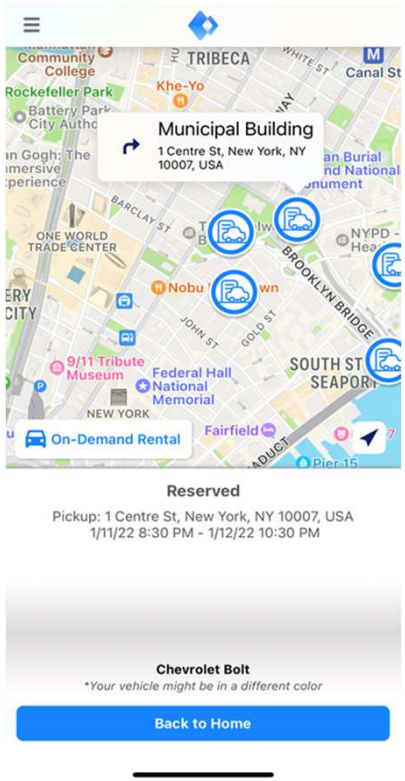
Select Vehicle Type and Click Schedule





Select Vehicle Type and Click Schedule





Accessing Vehicles

Via NFC Tag

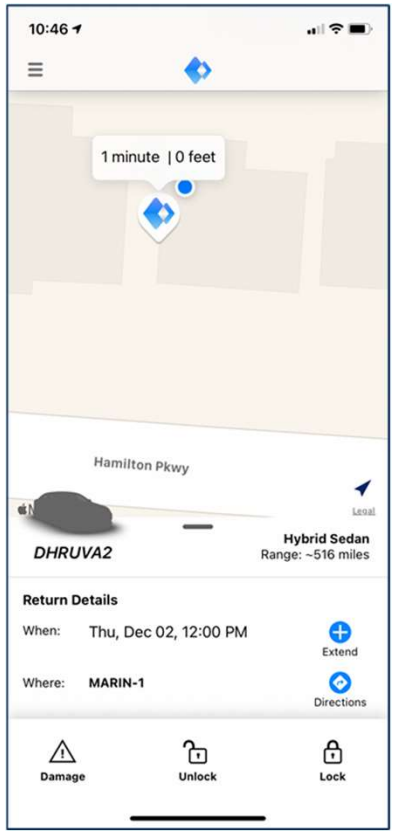
- The NFC tag is a physical fob used to tag on the NFC reader through the vehicle windshield to start your rental.

- The NFC tag is assigned to your user account for only you to use.

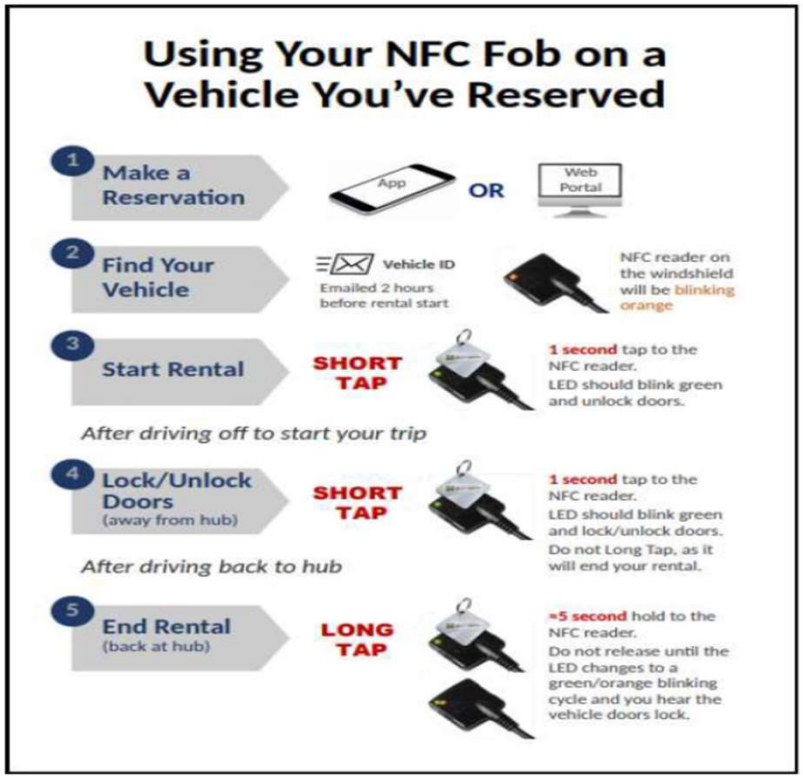
- If you do not have an NFC tag, or your tag breaks, please reach out to your agency fleet manager for a replacement.

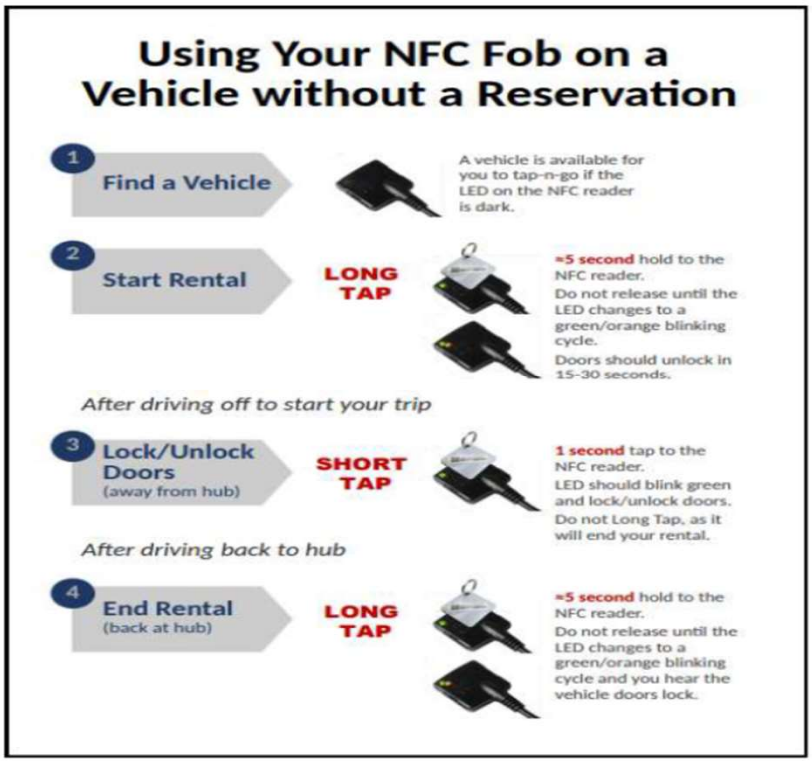
Via Bluetooth via Ridecell Motorpool App

- Available on both Android and iOS devices



NFC Tag


Using Your NFC Fob on a Vehicle You've Reserved
1 Make a Reservation
App
OR
Web Portal
2 Find Your Vehicle
Vehicle ID
Emailed 2 hours before rental start
NFC reader on the windshield will be blinking orange
3 Start Rental
SHORT TAP
1 second tap to the NFC reader.
LED should blink green and unlock doors.
After driving off to start your trip
4 Lock/Unlock Doors
(away from hub)
SHORT TAP
1 second tap to the NFC reader.
LED should blink green and lock/unlock doors.
Do not Long Tap, as it will end your rental.
After driving back to hub
5 End Rental
(back at hub)
LONG TAP
≈5 second hold to the NFC reader.
Do not release until the LED changes to a green/orange blinking cycle and you hear the vehicle doors lock.


Using Your NFC Fob on a Vehicle without a Reservation
1 Find a Vehicle
A vehicle is available for you to tap-n-go if the LED on the NFC reader is dark.
2 Start Rental
LONG TAP
≈5 second hold to the NFC reader.
Do not release until the LED changes to a green/orange blinking cycle.
Doors should unlock in 15-30 seconds.
After driving off to start your trip
3 Lock/Unlock Doors
(away from hub)
SHORT TAP
1 second tap to the NFC reader.
LED should blink green and lock/unlock doors.
Do not Long Tap, as it will end your rental.
After driving back to hub
4 End Rental
(back at hub)
LONG TAP
≈5 second hold to the NFC reader.
Do not release until the LED changes to a green/orange blinking cycle and you hear the vehicle doors lock.

Important Notes and Reminders

- On scheduled rentals, you will not choose a vehicle but rather a location and a vehicle type. Vehicles will be assigned prior to reservation time.
- **Shared vehicles should only be used for short term vehicle needs and may not be used for commuting**.
- Agencies can create new agency drivers and move agency vehicle locations as needed. NYC Fleet share vehicles will be granted access through DCAS.
- DCAS will assign NYC Fleet share vehicles to locations based on need and usage.
- Training, user handouts, and additional support will be provided by DCAS. Drivers can email NYCFleet@dcas.nyc.gov for assistance.
- Drivers of fleet share vehicles as well as any city vehicle are required to download and acknowledge the Citywide Fleet and Drivers Manual. You can access these at https://a127-ess.nyc.gov/. Agencies may also have internal rules and requirements to use agency vehicles. Drivers also must take the NYC Fleet defensive driving program.
- Remember to slow down, wear your seat belts, and drive safely.

If you have any questions
on Ridecell,
please contact your agency fleet
director or email
NYCFleet@dcas.nyc.gov