



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.

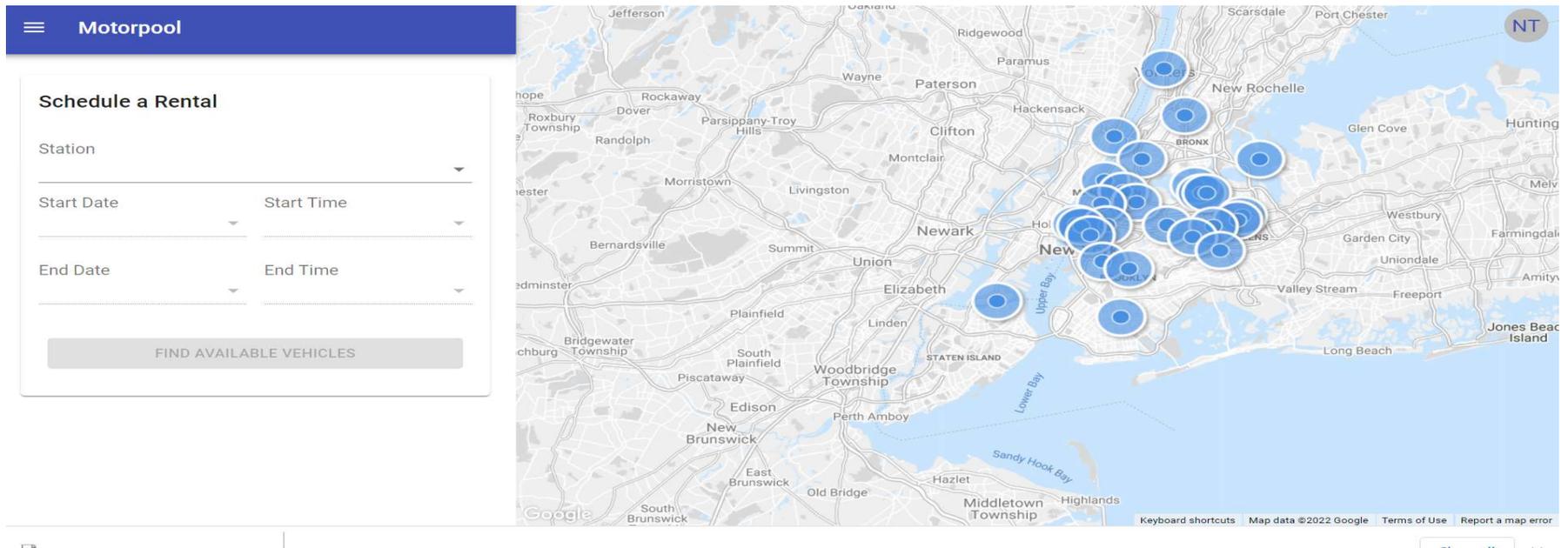
Differences Between On-Demand and Scheduled Rentals

	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

The screenshot displays the 'Motorpool' web portal interface. On the left, a blue header contains a menu icon and the text 'Motorpool'. Below this is a 'Schedule a Rental' section with a form containing six dropdown menus: 'Markets', 'Station', 'Start Date', 'Start Time', 'End Date', and 'End Time'. A blue button labeled 'LOGIN TO RESERVE' is positioned below the form. To the right of the form is a map of the New York metropolitan area, showing various municipalities such as Newark, Elizabeth, Union, and New York. The map includes labels for 'Upper Bay' and 'Lower Bay'. At the bottom of the map, there is a footer with the text 'Keyboard shortcuts', 'Map data ©2022 Google', 'Terms of Use', and 'Report a map error'.

Reserving Vehicles Through Ridecell Web Portal



The screenshot displays the 'Motorpool' web portal interface. On the left, there is a 'Schedule a Rental' form with the following fields: 'Station' (a dropdown menu), 'Start Date' and 'Start Time' (two dropdown menus), and 'End Date' and 'End Time' (two dropdown menus). Below these fields is a button labeled 'FIND AVAILABLE VEHICLES'. On the right, a map of the New York City area is shown, with numerous blue circular markers indicating station hubs. The map includes labels for various locations such as New Rochelle, Newark, and Elizabeth. At the bottom right of the map, there are links for 'Keyboard shortcuts', 'Map data ©2022 Google', 'Terms of Use', and 'Report a map error'.

- 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.

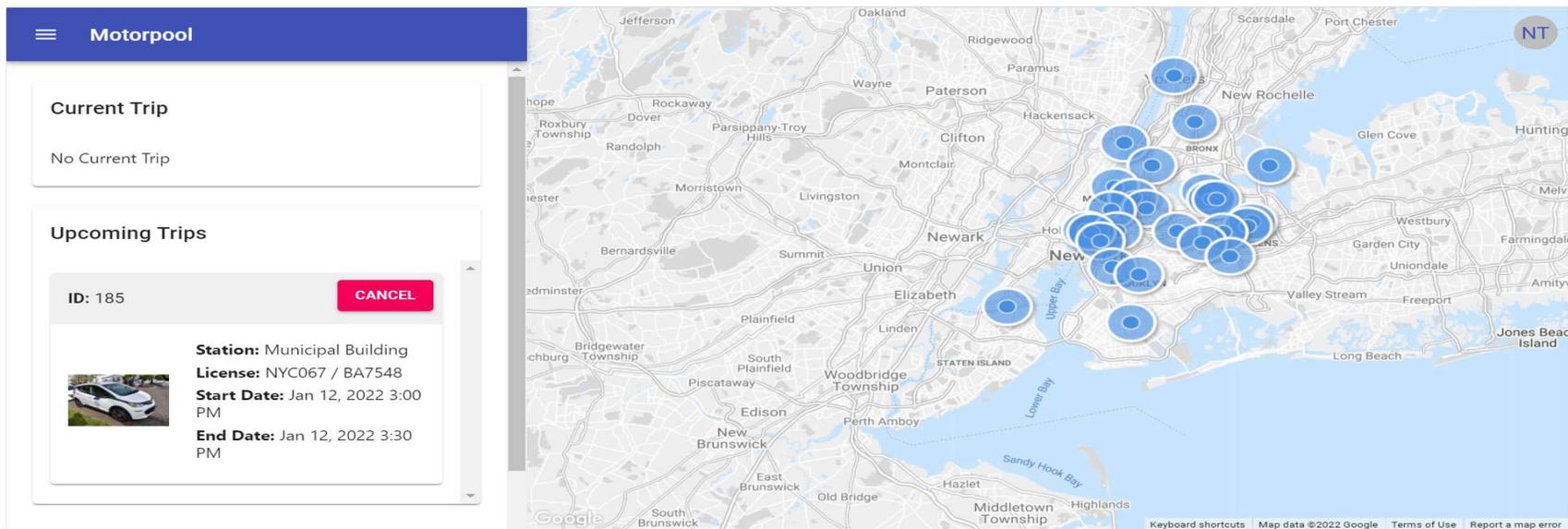
Reserving Vehicles Through Ridecell Web Portal

The screenshot shows the 'Motorpool' web portal interface. On the left, there is a sidebar with a menu icon and the text 'Motorpool'. Below this is a 'Schedule a Rental' section with the following fields: 'Station' (Municipal Building), 'Start Date' (Jan 12, 2022), 'Start Time' (3:00 PM), 'End Date' (Jan 12, 2022), and 'End Time' (3:30 PM). A blue button labeled 'FIND AVAILABLE VEHICLES' is positioned below these fields. Underneath is a 'Results' section showing a single vehicle type: 'Chevrolet Bolt'. The main area of the page is a map of the New York City area with several blue circular markers indicating the locations of available vehicles. The map includes labels for various neighborhoods and landmarks like the Hudson River, East River, and various townships.

This screenshot shows the 'Motorpool' web portal interface after clicking the 'FIND AVAILABLE VEHICLES' button. The 'Schedule a Rental' form is still visible at the top, but the focus is on the 'Results' section. The 'Results' section displays a single vehicle type: 'Chevrolet Bolt'. Below the results is a blue button labeled 'RESERVE VEHICLE'. The map on the right side of the page remains the same, showing the locations of available vehicles in the New York City area.

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

Reserving Vehicles Through Ridecell Web Portal



The screenshot displays the 'Motorpool' web portal interface. On the left, a sidebar contains a menu icon and the title 'Motorpool'. Below this, there are sections for 'Current Trip' (showing 'No Current Trip') and 'Upcoming Trips'. The 'Upcoming Trips' section features a card for trip ID 185, which includes a 'CANCEL' button, a small image of a white car, and the following details: Station: Municipal Building, License: NYC067 / BA7548, Start Date: Jan 12, 2022 3:00 PM, and End Date: Jan 12, 2022 3:30 PM. The right side of the interface is dominated by a map of New York City, showing various boroughs and numerous blue circular markers indicating vehicle locations. The map includes labels for areas like Manhattan, Bronx, and New Rochelle, and geographical features like the Hudson River and Upper Bay. At the bottom of the map, there are links for 'Keyboard shortcuts', 'Map data ©2022 Google', 'Terms of Use', and 'Report a map error'.

- 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.

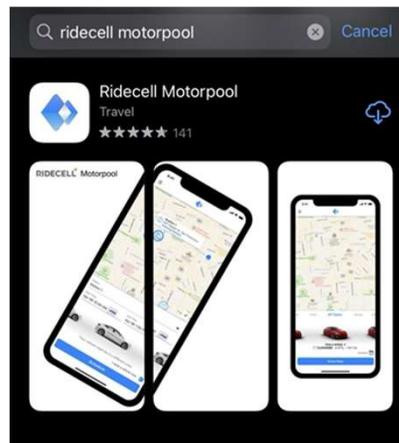
Reserving Vehicles Through Ridecell Motorpool App

Android

Search for “*Ridecell Motorpool*” in Google Play Store and download from the Google Play store

iPhone

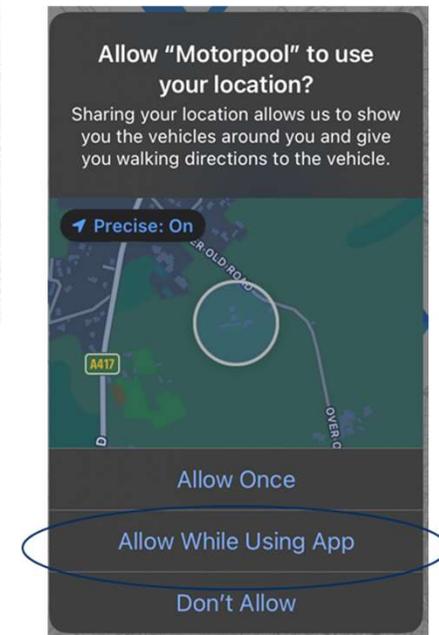
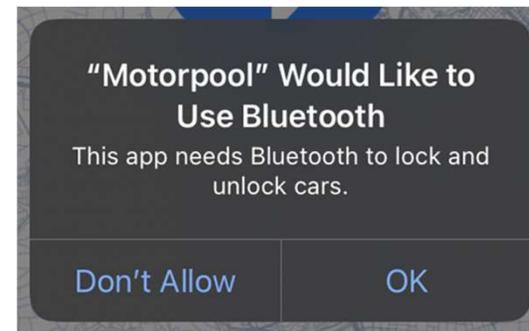
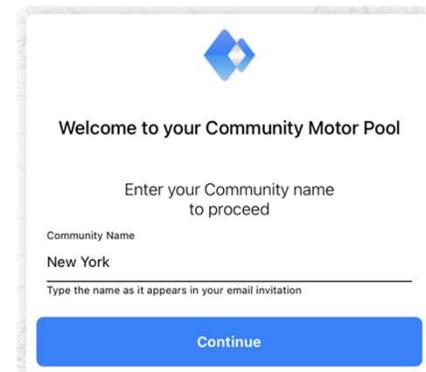
Search for “*Ridecell Motorpool*” in Apple App Store and download from the Apple store



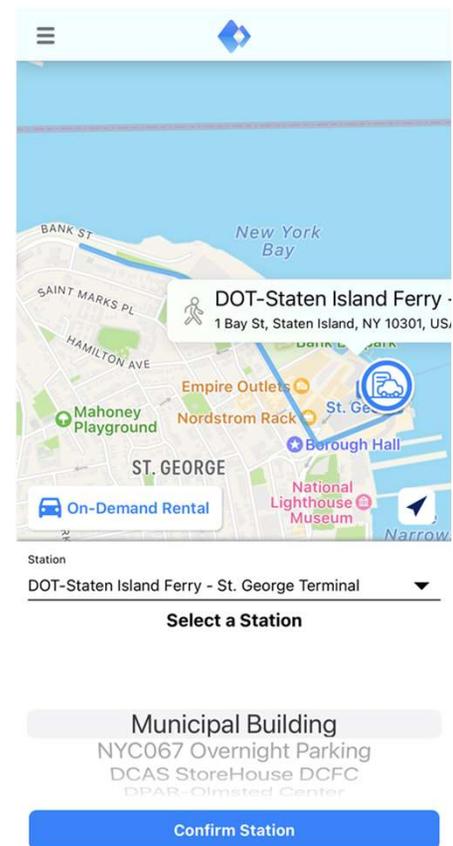
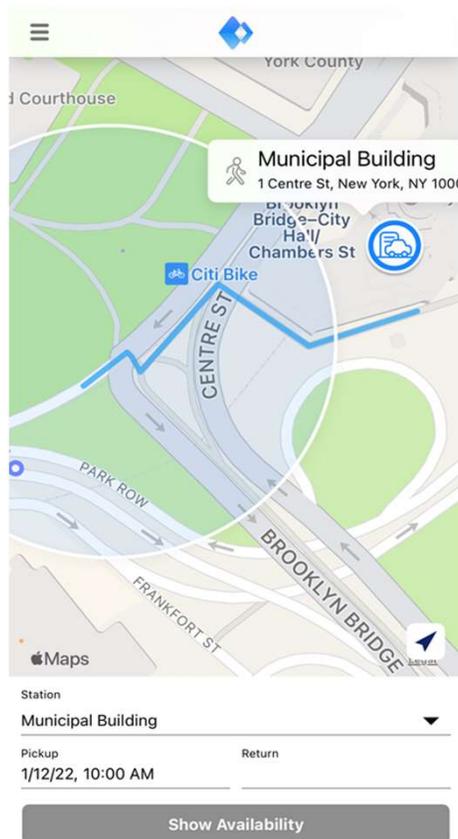
Note: Your agency policy may not allow you to download apps on work devices.

Reserving Vehicles Through Ridecell Motorpool App

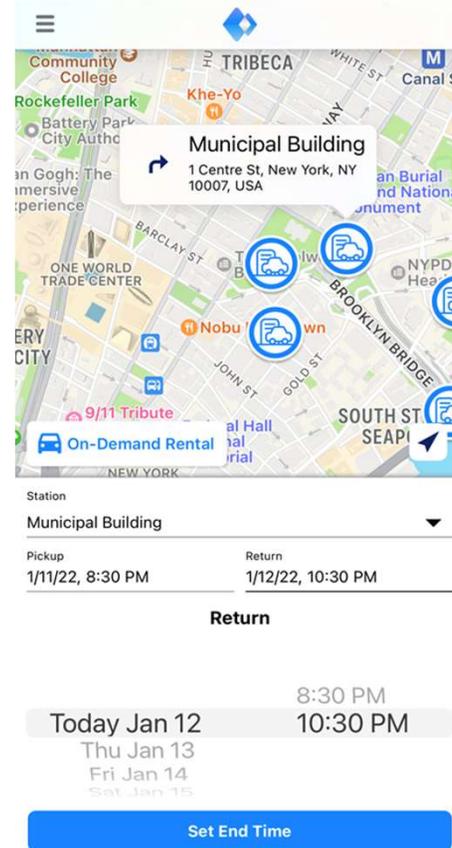
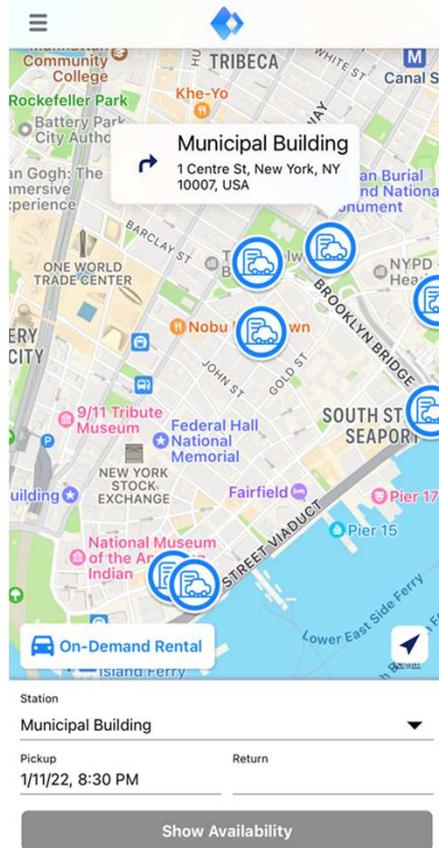
- Enter the community name “New York”
- Allow Bluetooth access for vehicle access
- Allow Location access while using the app
- Reset password if you forget or need to set a password



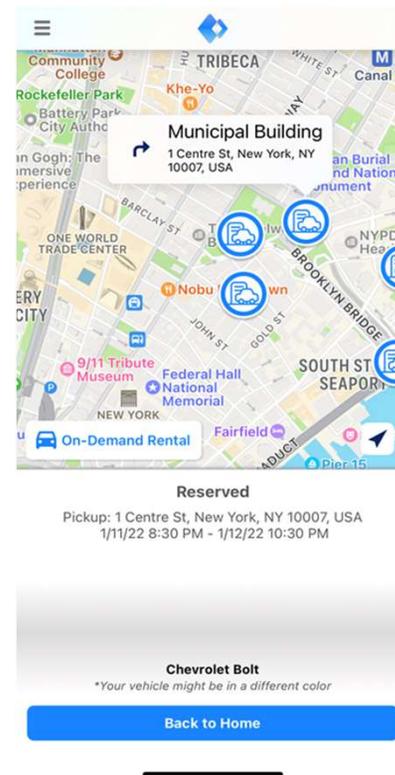
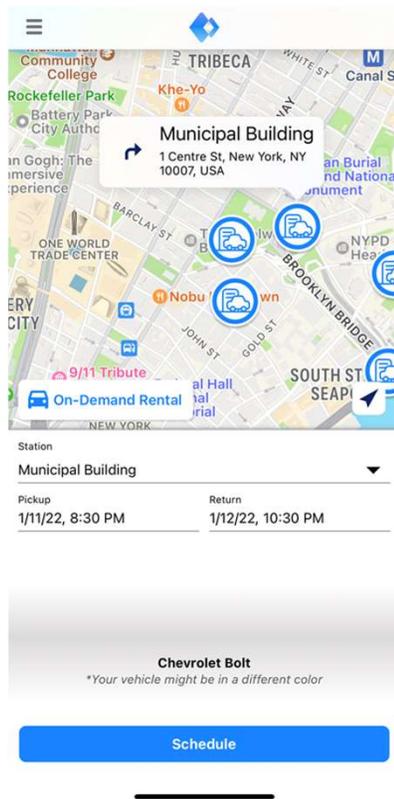
Choose Station



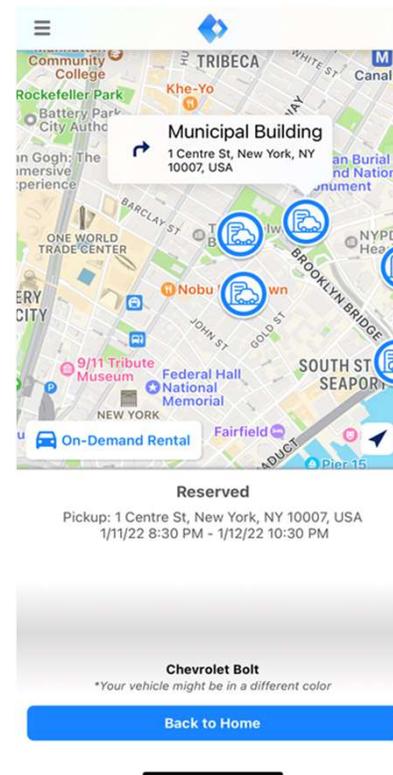
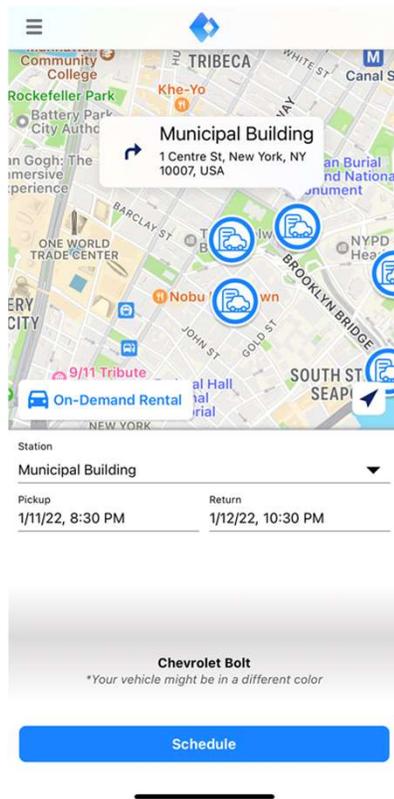
Set Start and End Date/Time



Select Vehicle Type and Click Schedule



Select Vehicle Type and Click Schedule



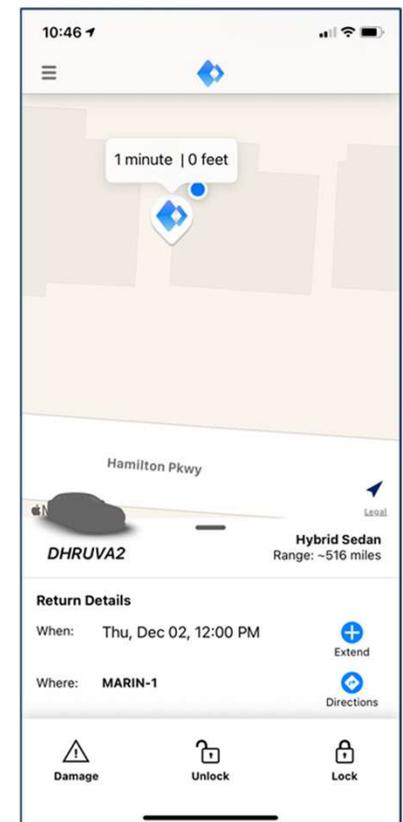
Accessing Vehicles

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**
 OR 
- 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