

Getting Started with the Yale Shuttle Tracking Web App

Description

Yale provides a range of transportation options that serve you, your community, and the environment. One of these choices includes the Yale University Shuttle service. This service provides riders with a series of routes across the New Haven area as well as a web application to help identify stops and tracking of shuttles. It is important to note that the routes provided are identified within the designated university boundaries for students, faculty, and staff.

Yale Shuttle Tracking – Web App

The Shuttle Website will be your location for both viewing routes and stops as well as for tracking the shuttle vehicles (for your preferred routes). The web app will allow the shuttle system to be used on any device type that has a browser. By utilizing the website or web app you will also be able to:

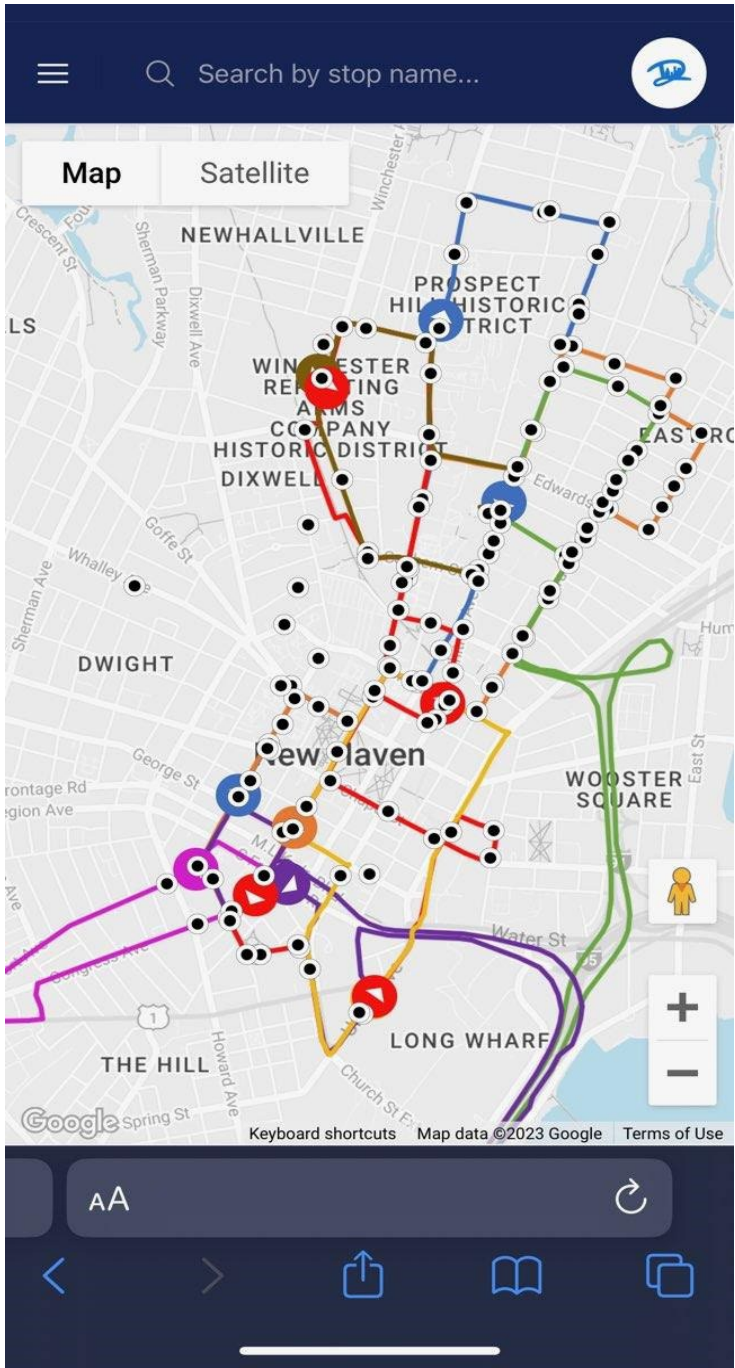
- Click on any stop to get updates on the ETA.
 - See the current ETA and the next ETA for each stop.
 - Search for specific stops.
 - Additional zoom control to locate a stop.
-

Open the Web App – No Login Required

To access the Shuttle Website or web app in your preferred browser, please use the following website link <https://yaleshuttle.yale.edu> or <https://yale.downtownerapp.com/routes/>. At this point, you can view ALL routes or select the route you wish to view.

Following is an example of what you will expect to see from the web app using your mobile device.

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How to Add this Website to your Home Page on your mobile device (May be different based on device type.)

How to Add Websites to the Home Screen on Any Smartphone or Tablet

iOS iPhone/iPad

1. Open the Safari app on your iOS device.
2. Navigate to the website that will be your shortcut destination.
3. Tap on the "Share" icon at the bottom. This is depicted by a square with an arrow pointing upwards.



4. Select the "Add to Home Screen" icon.
5. Name your Link Button with a helpful and descriptive name.
6. Tap on the word "Add" in the upper right-hand corner.
7. Look for this link button on your Home screen.

Android

1. Launch Chrome for Android and open the website or web page you want to pin to your home screen.
2. Tap the menu button
3. Tap Add to the home screen.

Adding this to your phone will make it easier to launch the Web App. You can also add a bookmark if you prefer.

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Yale Shuttle Tracking – Getting to know your Web App

The Website will allow you to view your preferred route and track the shuttle vehicle(s). You can click on any stop to get updates on the ETA's. You will see the current ETA and the next ETA for each stop. You can also search for a specific stop. You will have additional zoom control to help with locating a stop. The Default view is ALL Routes – providing a multi-route view.



Web App URL – Is located at the top or the bottom depending on your mobile device and browser.

Menu – Clicking on the Menu button will allow you to change the route you are currently viewing. It will provide the Hours of Service, links for Accessibility, Text version, and how to contact Transit.

Search for Stop – Using this option allows you to find a specific stop and route

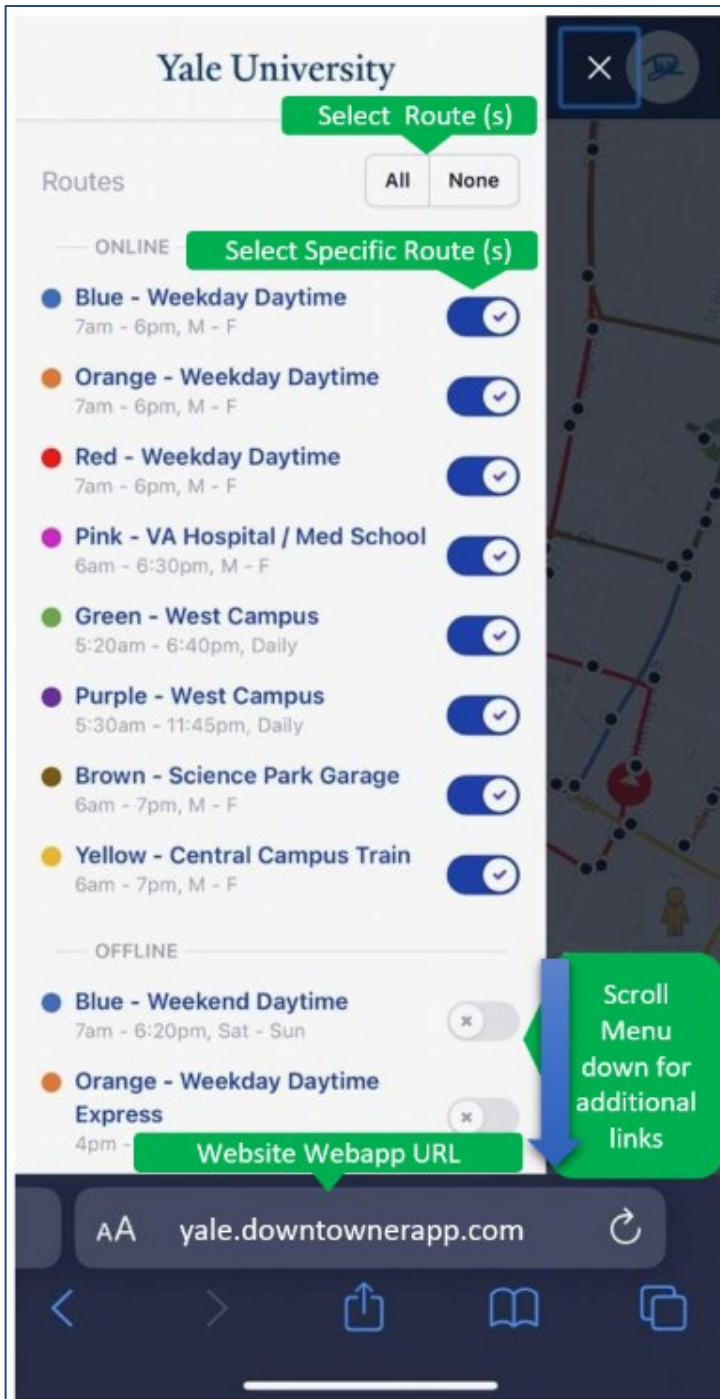
Stop Icon – The black solid circle identifies the stops on the route. Clicking on a stop will provide the current ETA, and next shuttles ETA.

Shuttle Vehicle Icon – The vehicle icon identifies the current location of the vehicle(s) by route and color. It also provides the direction the vehicle travels for this route. Some routes have multiple vehicles on at a time. Clicking on the icon will provide the Vehicle # and route details.

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Yale Shuttle Tracking – Getting to know your Web App – Additional information

The Website will allow you to view your preferred route by selecting the menu button so you can track the shuttle vehicle(s). You can click on any stop to get updates on the ETA's. You will see the current ETA and the next ETA for each stop. You can also search for a specific stop location. You will also have additional zoom control to help with locating a stop.



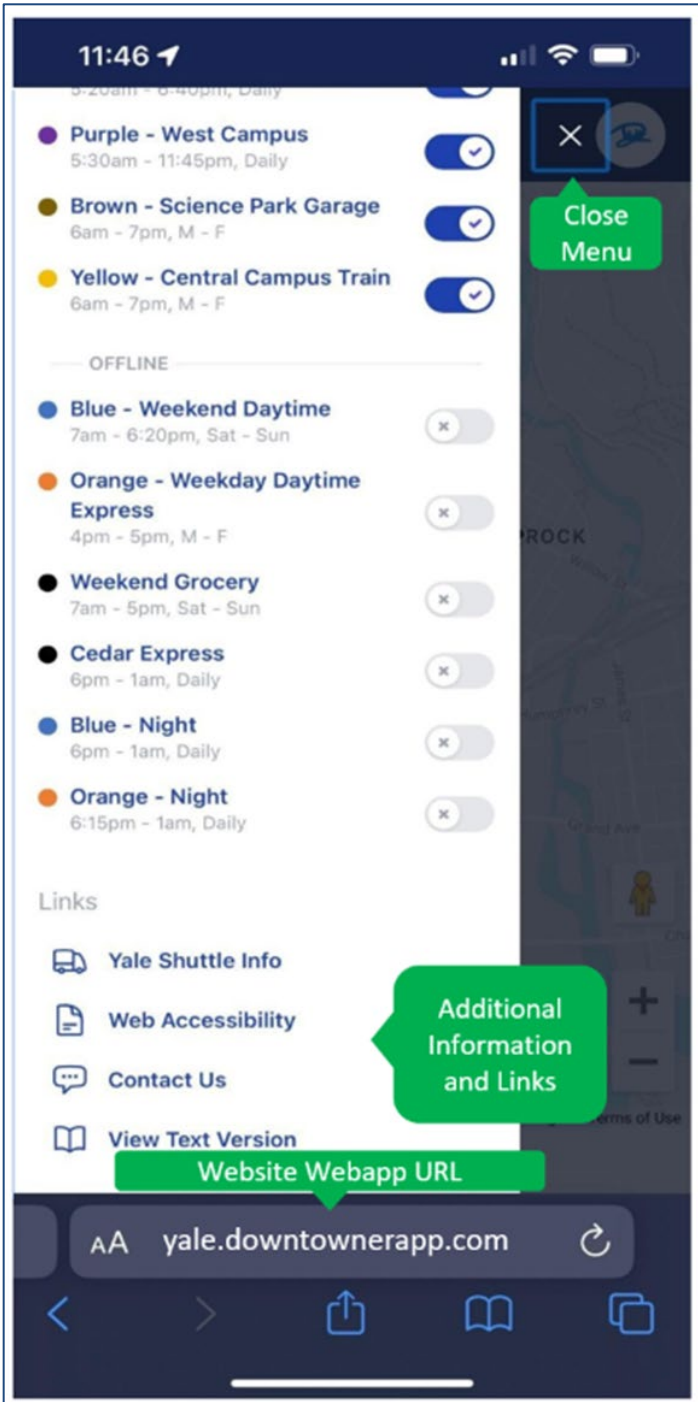
Web App URL – Is located at the top or the bottom depending on your mobile device and browser.

Menu – Clicking on the Menu button will allow you to change the route you are currently looking at, Find Information about Accessibility, or Contact Transit.

Route Hours – This will identify the current schedule of this route. This information can be identified by opening the menu under the route name.

Viewing Routes – You can should what routes you wish to view from the Menu option. You can view ALL, None, or Select the routes with the slider option. This will allow you to check the routes being displayed. You can Close the Menu by clicking the X.

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Web App URL – Is located at the top or the bottom depending on your mobile device and browser.

Additional Links – You can scroll down while the menu pane is open and see routes that are currently offline and additional links.

Route Hours – This will identify the current schedule of this route. This information can be identified on the menu pane under the route name.

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Yale Shuttle direct links to Routes – (These links can be bookmarked in your preferred browser and added to your home page.)

Yale Shuttle Name	Direct URL
Blue - Weekday Daytime	https://yale.downtownerapp.com/routes/1/
Orange - Weekday Daytime	https://yale.downtownerapp.com/routes/2/
Red - Weekday Daytime	https://yale.downtownerapp.com/routes/3/
Blue - Weekend Daytime	https://yale.downtownerapp.com/routes/4/
Orange - Weekday Daytime Express	https://yale.downtownerapp.com/routes/5/
Weekend Grocery	https://yale.downtownerapp.com/routes/6/
Cedar Express	https://yale.downtownerapp.com/routes/7/
Pink - VA Hospital / Med School	https://yale.downtownerapp.com/routes/8/
Green - West Campus	https://yale.downtownerapp.com/routes/9/
Purple - West Campus	https://yale.downtownerapp.com/routes/10/
Brown - Science Park Garage	https://yale.downtownerapp.com/routes/11/
Yellow - Central Campus Train	https://yale.downtownerapp.com/routes/12/
Blue - Night	https://yale.downtownerapp.com/routes/13/
Orange - Night	https://yale.downtownerapp.com/routes/14/

Frequently Asked Questions

Q1. What if I have questions about the shuttle service or wish to provide feedback?

A1. Please contact Yale Transit at transit@yale.edu or visit the website here: <https://your.yale.edu/work-yale/campus-services/parking-and-transportation-options/shuttle/accessible-transit-van>

Q2. How do I add the website to my phone?

A2. There are many resources online to help with adding a bookmark or adding this to your homepage. In many cases, it depends on the type of device you are using or browser type. We have provided the basic instructions above on page 3.

Q3. What devices will this work on?

A3. Any device that has a browser.

Q4. Is there an App for the Shuttle system?

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A4. There is no App to install. This is a web app so the shuttle system can be viewed on any device that has a browser.

Q5. Is there a preferred browser?

A5. The web app works on any browser that supports maps., but the preferred browser is Chrome.

Q6. Is there a Mobile App?

A6. The current solution is a web app. A web app provides the same type of functionality as a mobile app without additional requirements from the device. A web app does not use storage on the device and is not reliant on an app store to provide updates. A web app updates in real time with no overhead of storage or memory. It is also device independent. The web app works on any browser that supports mapping.

Q7. Why are we leaving Doublemap?

A7. The Doublemap Solution is being discontinued by the vendor.

Q8. Why RidedownTowner?

A8. The new vendor provides additional metrics and routing options. The new shuttle tracking system is easier to use on mobile devices and is not limited to a specific device. It also provides a launching pad to deploy additional features to allow eta's for stops, searching by stop, and a trip planner. The system will also be enhanced to add features to allow a user to select routes and stops for displaying on the map. This will allow a user to customize the experience based on preference. These features will improve the service offering beyond our current options with previous vendors. The application will also provide additional support for signage around campus.

Q9. Is there a text version of the shuttle service?

A9. You can use the link provided in the website under the menu or use <https://yale.downtownerapp/text/routes/>

Q10. How can I determine what shuttle route fits my campus needs?

A10. You can access the Transit website and view the shuttle lines, time frames, areas, and stops we service. [Shuttle | It's Your Yale](#)

Q11. After Downloading the app it wants me to log in, and it says I'm not authorized.

A11. The shuttle service does not have a mobile app found in the app store. You can track the shuttle through a web app found here <https://yaleshuttle.yale.edu> . If you see this message you have installed some other app.

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Q12. When I open the Web app I do not see the Multi-route View?

A12. You might need to reload the page and or clear your cache. Please review the options to do this based on your type of device or browser.

Link <https://yaleshuttle.yale.edu>

Further Assistance Contact Transdev

If further assistance is needed concerning the shuttle arrivals, please contact Transdev using the info below:



1349 Dixwell Avenue, Hamden, CT 06513

Dispatch: 203-281-5470 Prompt #1

Other Yale Transit Assistance

If further assistance is needed concerning transit, please contact us using the following link:

<https://your.yale.edu/work-yale/campus-services/parking-and-transportation-options/shuttle>