



App-Based Reservation System for County Motorpool

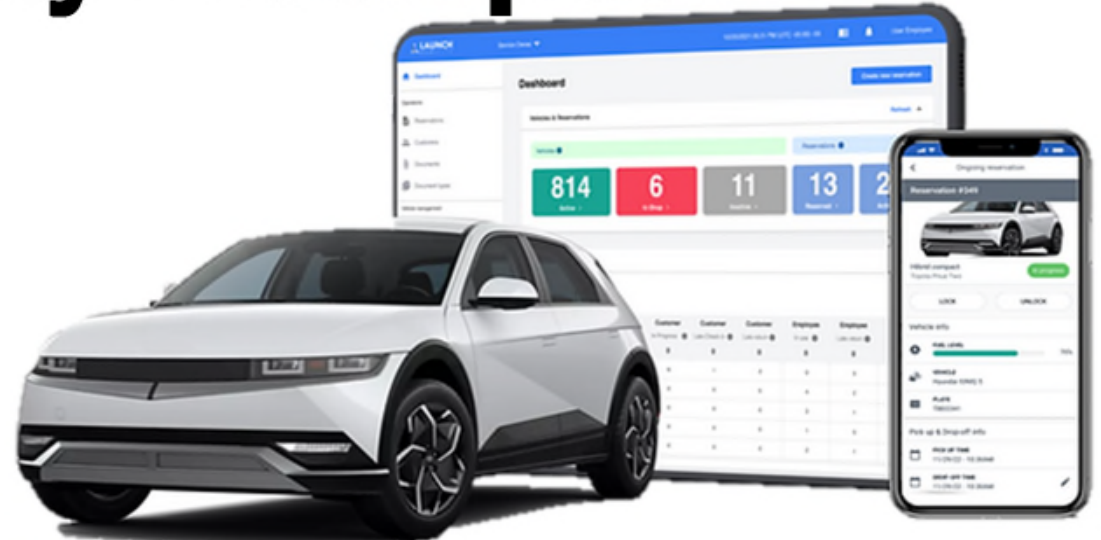




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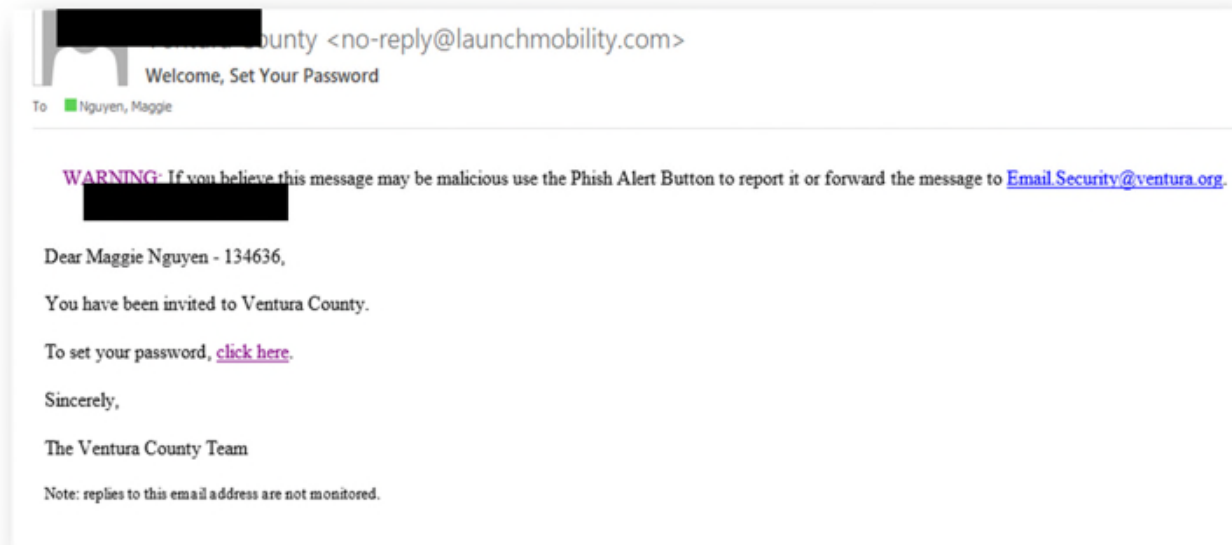
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Launch Mobility - Getting Started



- Request access to Motorpool vehicles by emailing motorpool@ventura.org or by clicking on the link on the Motorpool website. **You will need your 4-digit budget unit number and your employe ID number.**
 - An email will be sent from “no-reply@launchmobility.com” so that you can set up a password for the app.
 - Complete the registration by clicking on the link and by setting up your password.
- **Please see example email below. The invitation is time sensitive and will timeout after 24 hours****





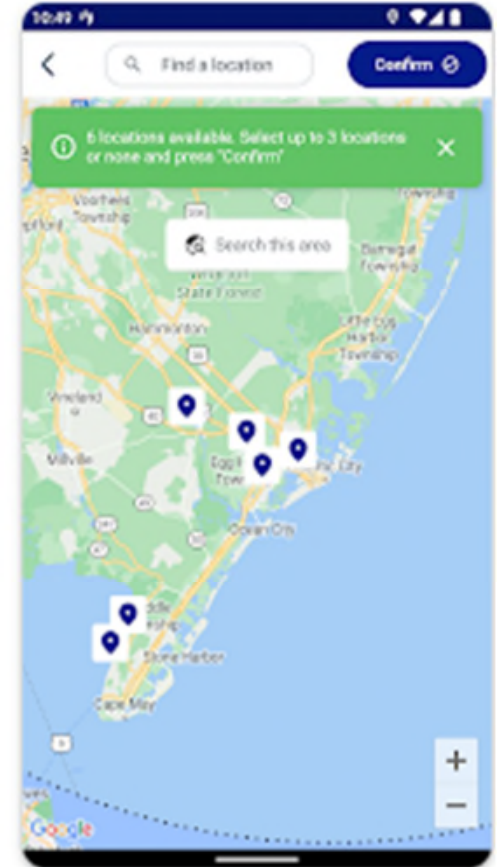
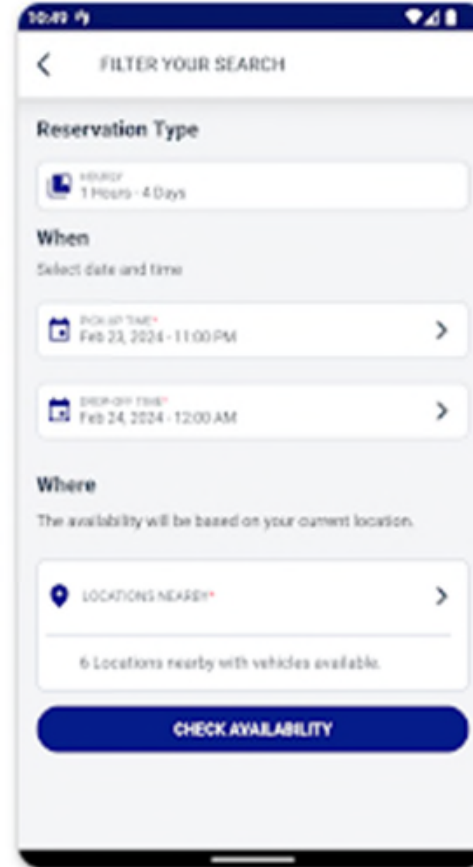
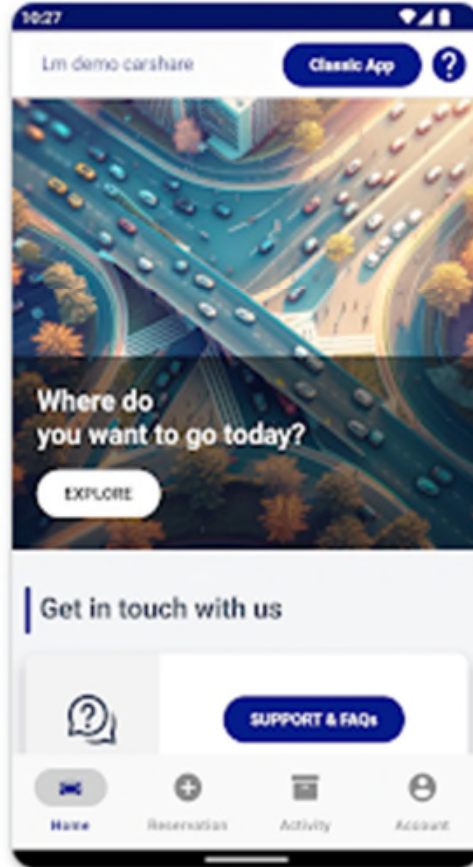
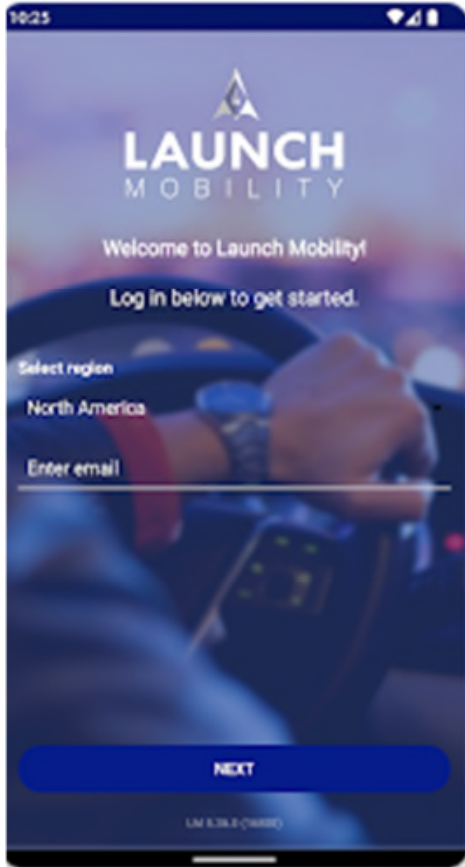
Launch Mobility - Getting Started



- Once you have set up your password you will be sent to a “Welcome to Launch Mobility” screen. **Do not try to log on to Launch Mobility on this screen.**
- The password you set is valid for the app only.
- If you try to log into this site, you will receive the following message: “email not found.”
- At this point you must download the app onto a tablet or phone with Bluetooth.

A screenshot of the "Welcome to Launch Mobility" login screen. The screen displays the text "Welcome to Launch Mobility" at the top. Below this is an "Email*" input field with a blacked-out email address. A red error message "Email not found" is displayed below the input field. At the bottom of the screen is a blue "Continue" button.

Launch Mobility – Mobile App





Launch Mobility – Mobile App



Download the Launch Mobility App to your cell phone or tablet:

County device:

- Download app from the County's app catalogue. You may need to contact the IT department for your agency if you cannot download to a County issued device.

Personal device:

- Download app from:
 - **iPhone:** [Launch Mobility on the App Store](#)
 - **Android:** [launch mobility - Android Apps on Google Play](#)

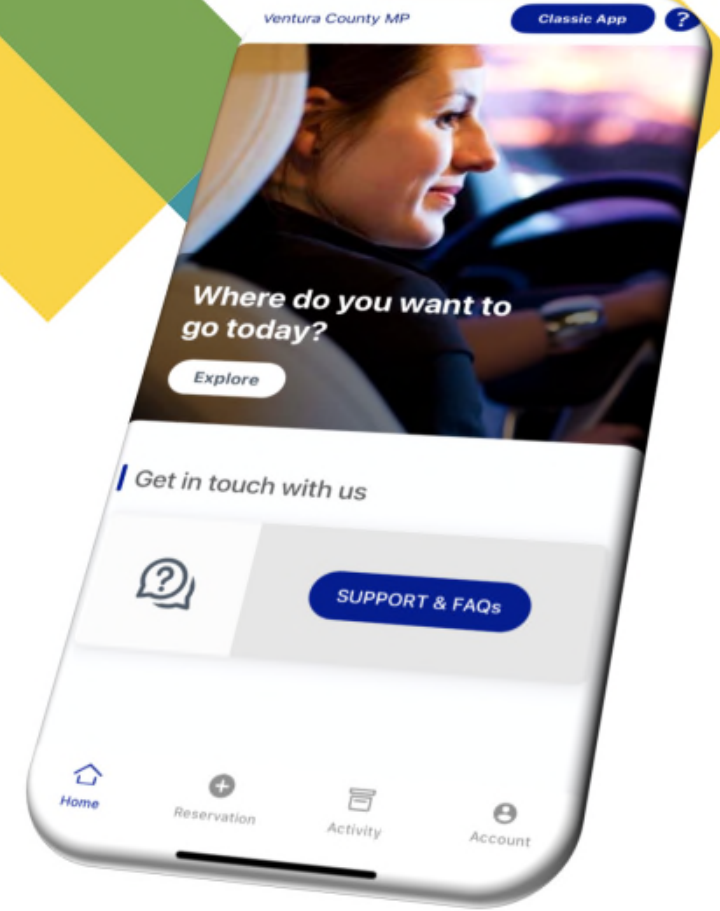
Launch Mobility – Mobile App

Only reserve a vehicle for the time you will use it.

- If you book a reservation for 8 hours but only use the vehicle for 3 hours, your department **will be charged for the whole 8 hours not just the time the vehicle was used.**
- Booking only for the time that you actually need the vehicle leaves open the opportunity for another Motorpool customer to use the vehicle.

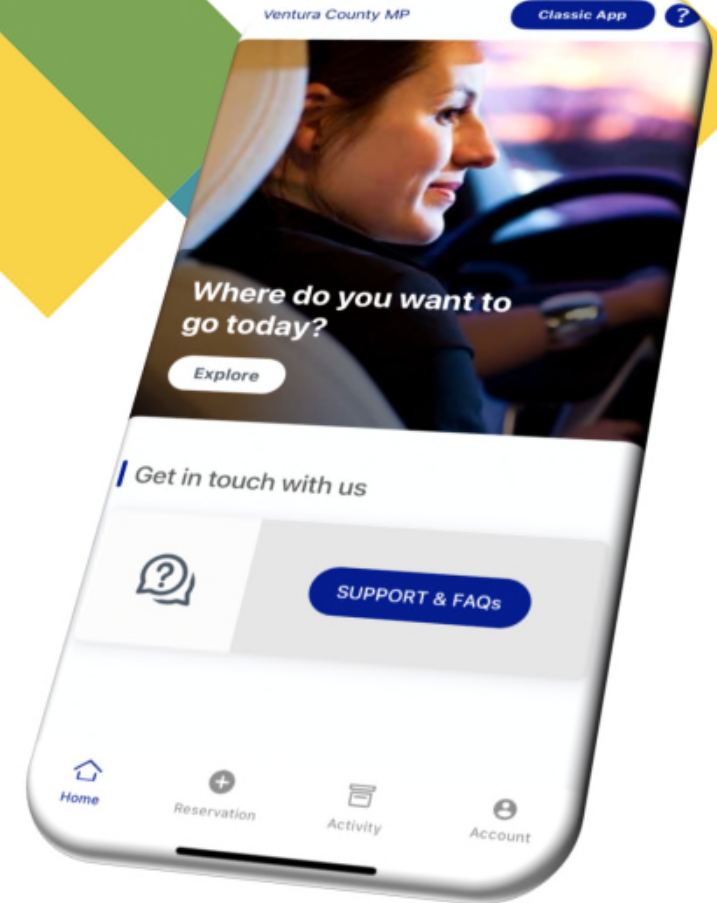
Overbooking or hoarding of vehicles will not be permitted.

- This practice has become commonplace and needs to be stopped. Reservations will be monitored and Motorpool customers that abuse the reservation system will risk losing their access to the Motorpool.

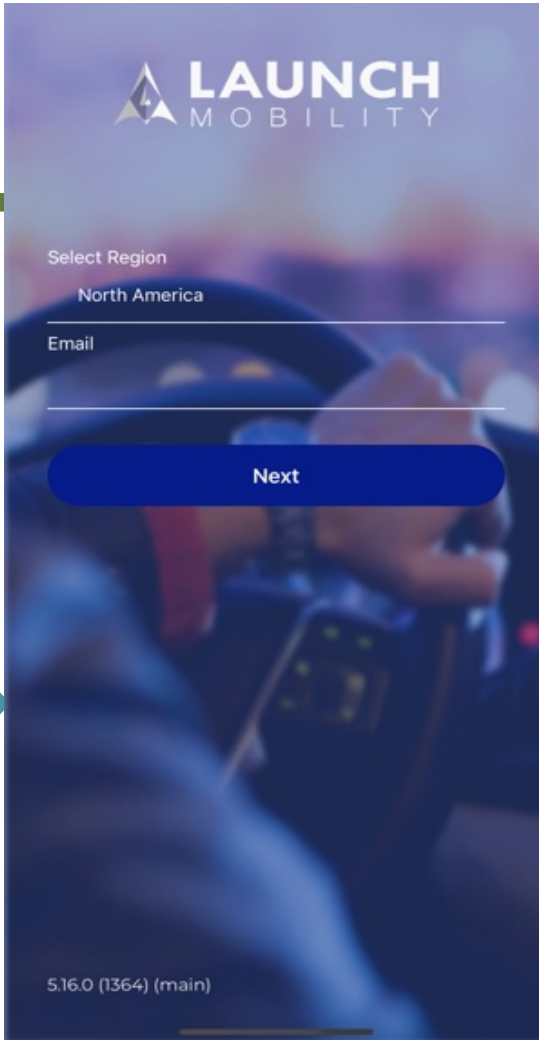


Launch Mobility – Mobile App

- You will have **one hour after** your reservation start time to begin your reservation.
- If you do not start your reservation within **one hour**, then your reservation will be marked as a **“no-show,”** and the vehicle will become available to be reserved by other users.
- You can only start your reservation **15 minutes early**. The app will not allow you to start any earlier.



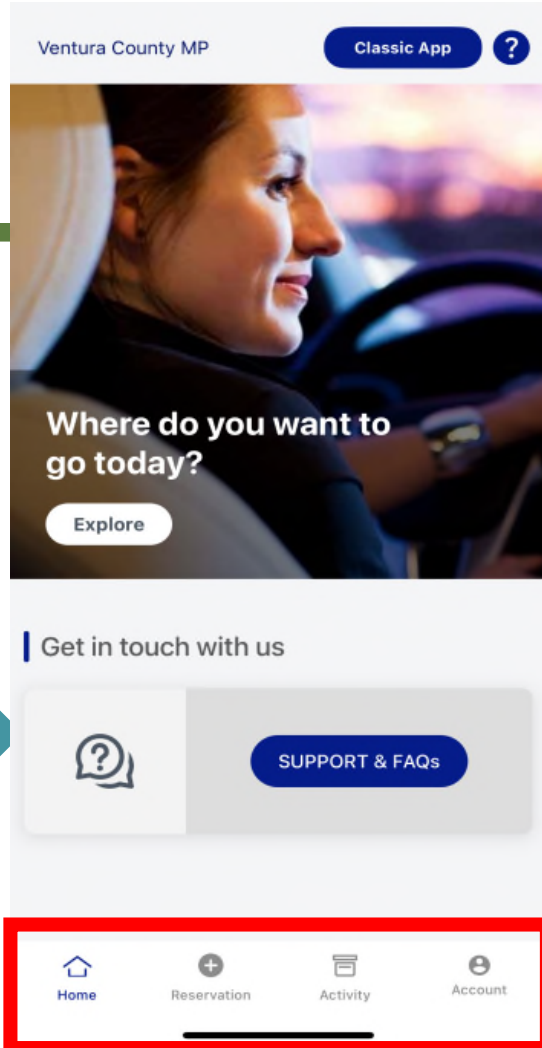
Launch Mobility – Logging In



The screenshot shows the LAUNCH MOBILITY login interface. At the top, the logo for LAUNCH MOBILITY is displayed. Below it, there is a 'Select Region' dropdown menu with 'North America' selected. Underneath is an 'Email' input field. A prominent blue 'Next' button is centered on the screen. At the bottom left, the version number '5.16.0 (1364) (main)' is visible.

- Open the app, enter the email & password you previously set up and click **Next**.
- The **Select Region** will auto populate to North America.
- Select “Ventura County MP” from the **Select Network** drop down menu.

Launch Mobility – Logging In



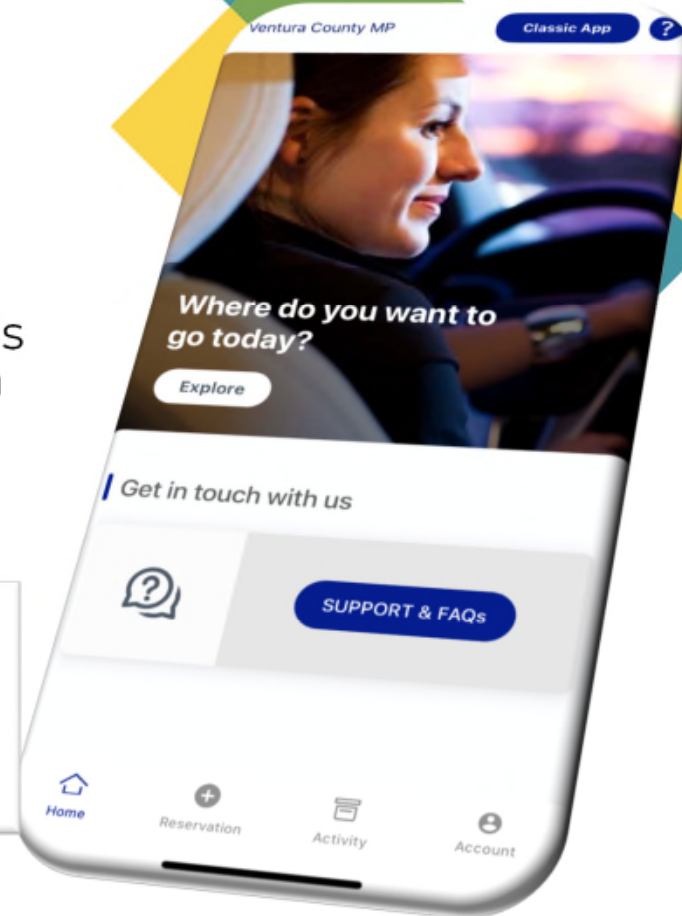
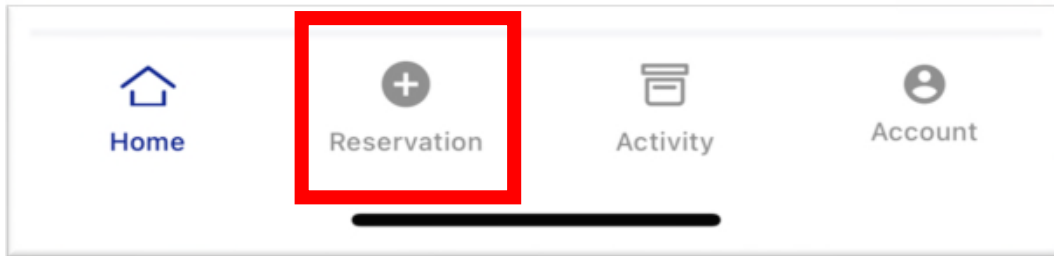
After logging in you will see the Home screen. The bottom of the Home screen will show the following buttons:

- **Home** – Return to the home screen.
- **Reservation** – Start reservation.
- **Activity** – Displays a list of past/present/future reservations.
- **Account** – Edit/view account details, access the **Help** section, and log out.

NOTE: Remember to update your account details if you change departments or agencies.

Launch Mobility – Create a Reservation

To start a new reservation, select the **Reservation** button on the home screen. This will take you to the Reservation Type screen





Launch Mobility – Create a Reservation



12:08 5G 96%

< Filter your search

Reservation Type

STANDARD
30 Minutes - 24 Hours

When
Select date and time

PICK-UP TIME*
Dec 02, 2024 - 12:15 PM >

DROP-OFF TIME*
Dec 02, 2024 - 05:00 PM >

Where
The availability will be based on your current location.

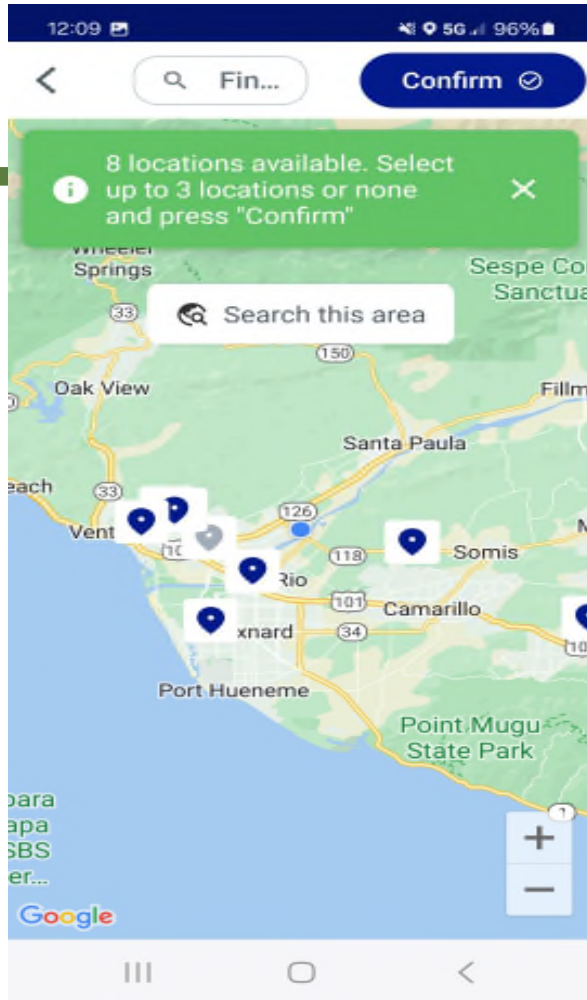
LOCATIONS NEARBY* >

8 Locations nearby with vehicles available.

CHECK AVAILABILITY

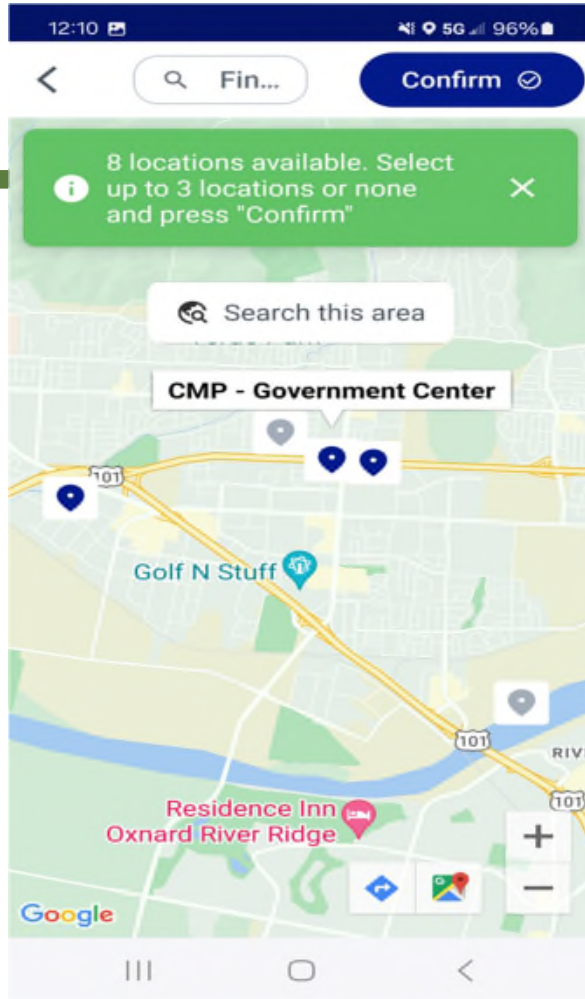
- Chose the dates & times for your reservation by clicking on the **PICK-UP** and **DROP-OFF** buttons.
- Then click on **LOCATIONS NEARBY** button.
- This will take you to the Map screen.

Launch Mobility – Create a Reservation



- On the Map screen, locations where there **ARE** vehicles available will be colored in and locations where there **ARE NOT** vehicles available will be grayed out.
- Click on up to 3 colored in locations where you want to search for vehicles at.

Launch Mobility – Create a Reservation



- Once you have chosen up to 3 locations, the Map screen will show the name of the locations you have chosen.
- Click on the **CONFIRM** button to move forward with booking your reservation. This will take you back to the Reservation Type screen.



Launch Mobility – Create a Reservation



12:10 5G 96%

< Filter your search

Reservation Type

STANDARD
30 Minutes - 24 Hours

When
Select date and time

PICK-UP TIME*
Dec 02, 2024 - 12:15 PM >

DROP-OFF TIME*
Dec 02, 2024 - 12:45 PM >

Where
The availability will be based on your current location.

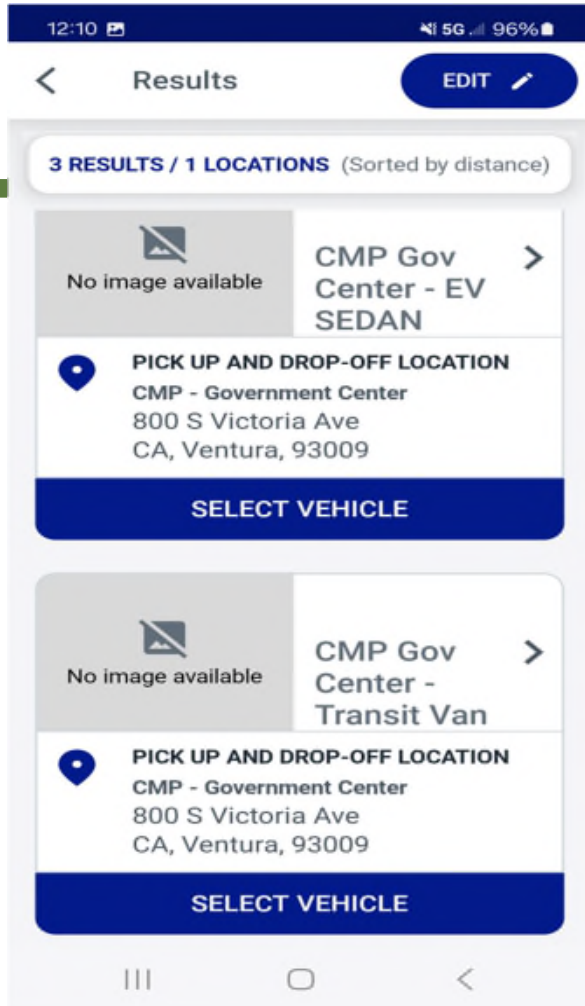
LOCATIONS NEARBY* >

CMP - Government Center
800 S Victoria Ave

CHECK AVAILABILITY

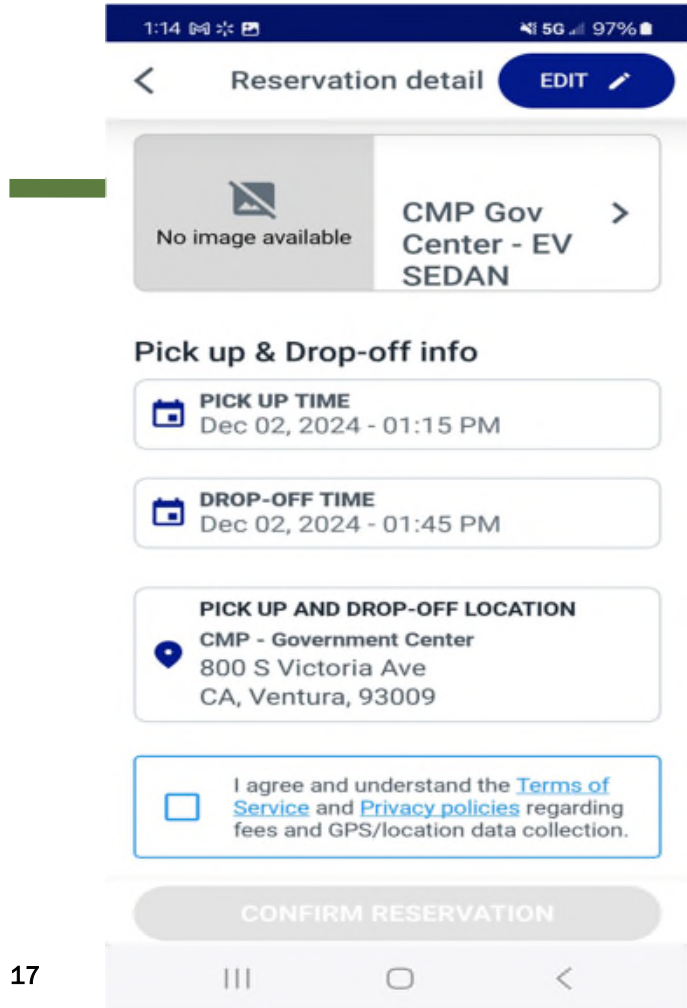
- Now that you have confirmed your chosen locations, you will see the locations on the Reservation Type screen.
- Click on the **CHECK AVAILABILITY** button.
- This will take you to the Select Vehicle Type screen which will now only show vehicles at the locations you chose instead of showing all available vehicles in the whole County.

Launch Mobility – Create a Reservation



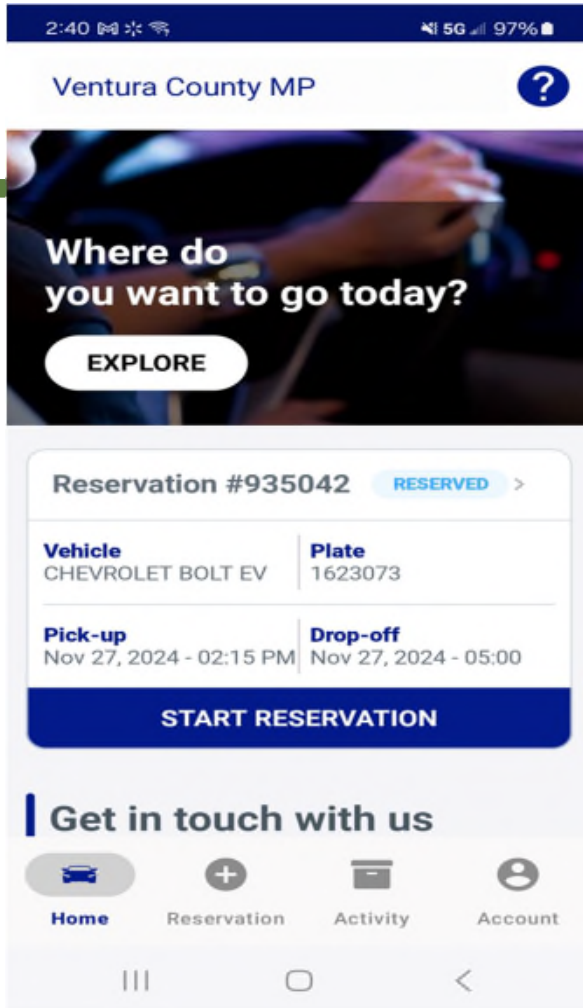
- Click on the **SELECT VEHICLE** button under the type of vehicle you would like to reserve.
- You will receive an email with the exact vehicle info 24 hours before your reservation starts.

Launch Mobility – Create a Reservation



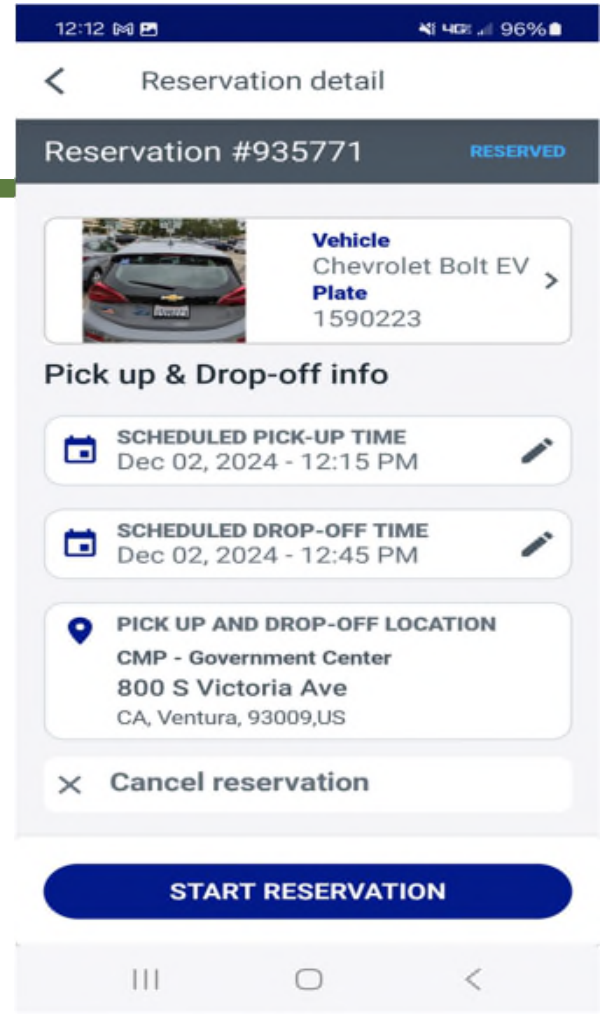
- Once you have chosen the vehicle type you will see the Reservation Detail screen again.
- Click the blue box to agree to the terms of service and then click the **CONFIRM RESERVATION** button.
- You can also edit your reservation by clicking the **EDIT** button.

Launch Mobility – Starting Reservation



- Once you have confirmed your reservation you will be taken back to the Home screen.
- If you need to edit your reservation, then click on the small blue **RESERVED** button to get to the Reservation Detail screen
- Click on the **START RESERVATION** button to start your reservation.

Launch Mobility – Starting/Editing Reservation



- On the Reservation Detail screen, you can edit your reservation start and end times, but not the pickup location. Or you can start your reservation.
- If you are within one hour of your reservation start time, you can click on the pic of the vehicle to see the vehicle number, license plate number and assigned parking spot number.
- **NOTE: Assigned parking is only for Central Motorpool at the Government Center**



Launch Mobility – Starting Reservation



Notice any vehicle damage?

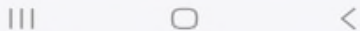
Please identify any exterior damage larger than 2 inches.
Be sure to make a thorough check of the vehicle as you may be held liable for unreported damage.

[+ Damage report](#)

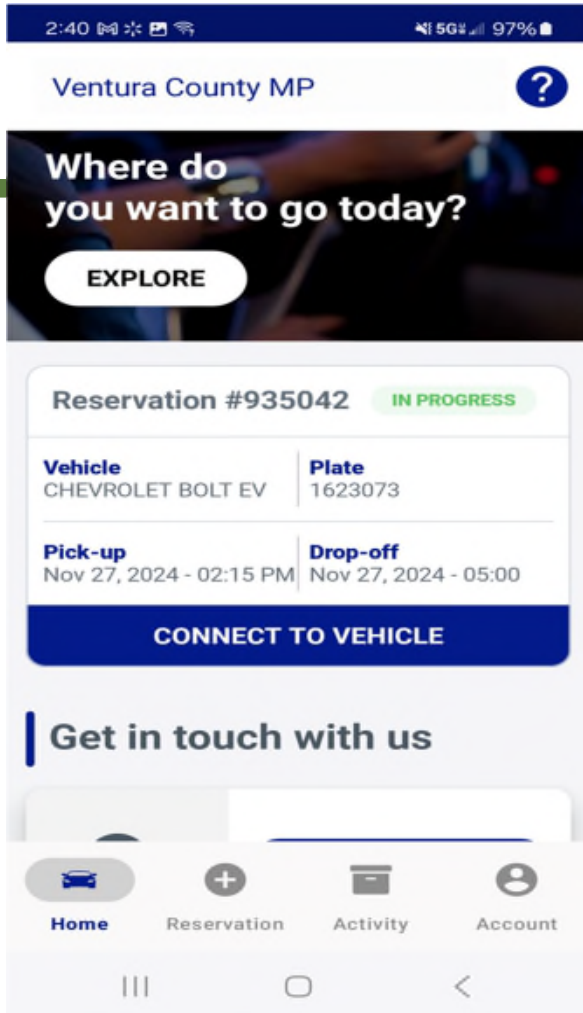
Your safety is our biggest concern. If you encounter any conditions that make a vehicle unsafe to operate, please [Contact us](#).

Finish Inspection

- After clicking the **START RESERVATION** button, you will see the Damage Report screen.
- If there is damage to report, then click on the **DAMAGE REPORT** button and take a pic of the damage.
- Otherwise, click on the **FINISH INSPECTION** button.

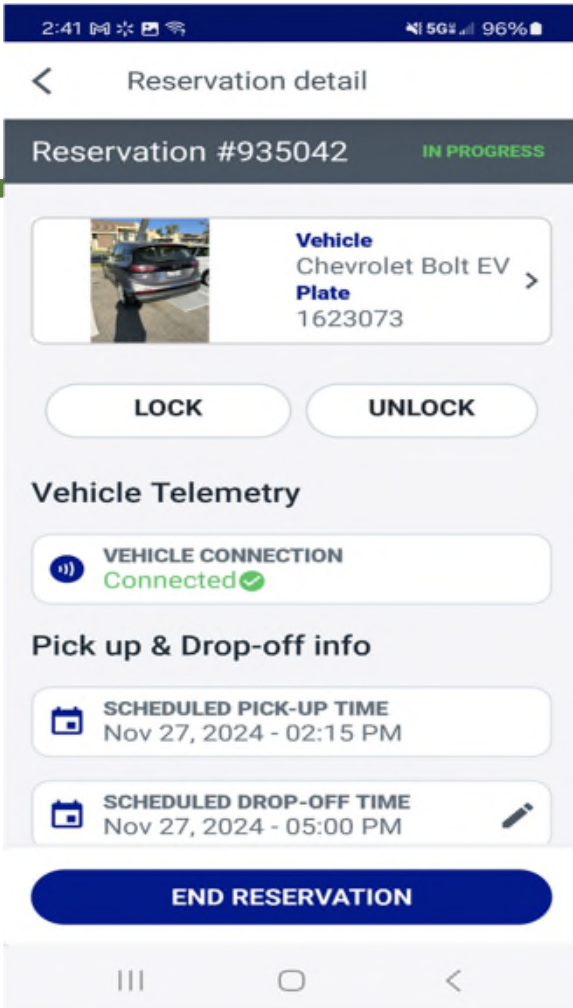


Launch Mobility – Connecting to Vehicle



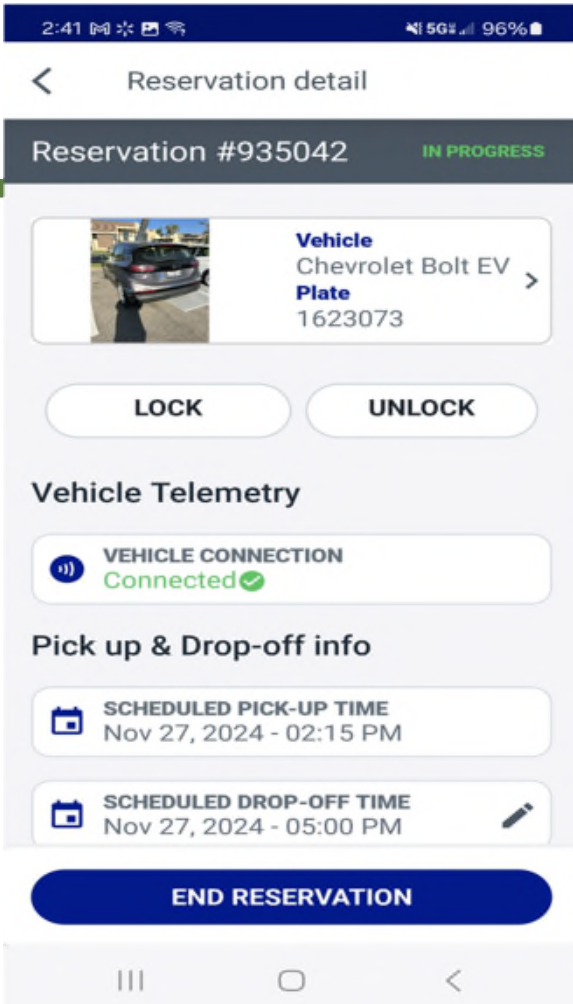
- After clicking the **FINISH INSPECTION** button, you will see the Home screen again but now it will show the reservation as “In Progress.”
- Click on the **CONNECT TO VEHICLE** button once you are within 20 feet of the vehicle.

Launch Mobility – Connecting to Vehicle



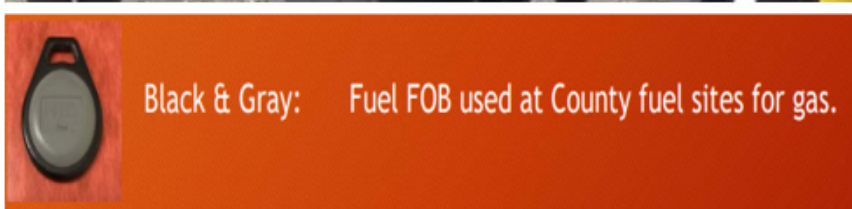
- You will now see the Reservation Detail screen. This will be the screen you will see while using your reservation.
- If your phone has not yet connected to the vehicle, there will be a **CONNECT** button where it says “connected” in green. Once connected to vehicle the **LOCK & UNLOCK** buttons will become available.
- Unlock the vehicle and retrieve the keys from the glove box.

Launch Mobility – Ending Reservation



- While you are using the vehicle, the Reservation Detail screen will show “In Progress” and you can only edit the reservation end time.
- Once you have finished using the vehicle, return the vehicle to its assigned spot and then click the **END RESERVATION** button.

Launch Mobility – Recharging/Refueling



- *****PLEASE REMEMBER TO EITHER REFUEL OR RECHARGE THE VEHICLE BEFORE ENDING YOUR RESERVATION.*****
- All normal vehicles must be refueled to at least half a tank and all EV/Hybrid vehicles must be plugged in to charge after use.
- A **\$50 fee** will be charged to your department if the vehicle you used is not refueled or plugged into charge for the next user.



Launch Mobility – Recharging

Central Motorpool at Government Center

*CMP
GC*

RETURNING VEHICLE

- 1) Return vehicle to assigned parking space
- 2) Exit vehicle-

- 3) Place and Hold the Charge Point card  (attached to your keys) 



over the



symbol on the charger to release handle
(there will be a beep)



- 4) Plug into the charging port on the vehicle
(there will be a beep and the dash light will begin flashing)


- 5) Complete/End Launch Mobility reservation using phone app,

The ALL-ELECTRIC 2020 CHEVY BOLTS are PLUGGED INTO the CMP ChargePoint CHARGERS

Remote Motorpool Locations

REMOTE

RETURNING VEHICLE

- 1) Return vehicle to solar charging space
- 2) Place and Hold the Charge Point card  (attached to your keys)

over the



symbol on the charger to release handle
(there will be a click)



- 3) Securely plug into the charging port on the vehicle
(there will be a click and the dash light will flash green)



Complete/End Launch Mobility reservation using phone app.

The ALL-ELECTRIC RMP CHEVY BOLTS are PLUGGED INTO the SOLAR ChargePoint EV ARC

Launch Mobility – Refueling

Fuel System Instructions

1. Enter fuel pump number then select (ENTER) button on keypad.
2. Swipe the vehicles fuel FOB over the reader to the right of the keypad.

Picture of FOB

Picture of Reader



3. Enter vehicles current **odometer** reading then select (ENTER) button on key pad.
4. Fuel vehicle.

Contact Fleet dispatch with questions (805) 672 – 2060.

24/7 Fuel Site Locations

Government Center

800 South Victoria Avenue, Ventura CA 93009

Camarillo

600 Aviation Drive Camarillo, CA 93023

East Valley

2101 Olsen Road Thousand Oaks, CA 91362

Moorpark

7150 Walnut Canyon Road Moorpark, CA 93021

Lockwood

15011 Lockwood Valley Rd. Lockwood Valley, CA 93023

Saticoy

11201 Riverbank Drive Ventura, CA 93004

A different FOB is required for fueling.



This black/gray FOB is located on the vehicles key ring.

Launch Mobility – Ending Reservation



Please make sure to complete the following before you leave:

I've removed all trash from the vehicle

I've gathered all my belongings and exited the vehicle

Did you return your keys to the holder?

Vehicle is returned to the same location you picked it up and parked in the assigned parking space if applicable

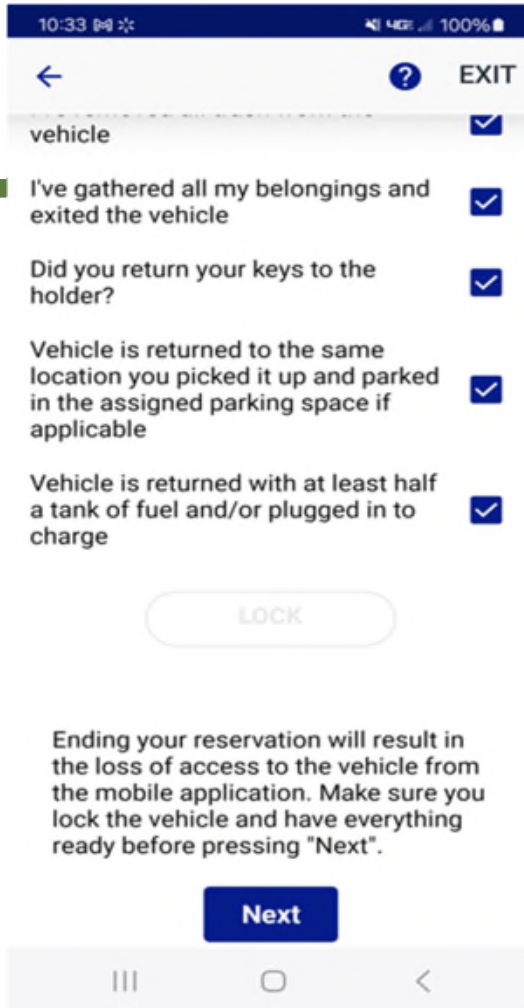
Vehicle is returned with at least half a tank of fuel and/or plugged in to charge

LOCK

- After clicking the **END RESERVATION** button, you will be taken to the Final Checklist screen.
- Please make sure to complete **ALL** the requested actions before checking the boxes.
- Once you have checked all the boxes, and returned the keys to the glove box, lock the vehicle by pressing the **LOCK** button.



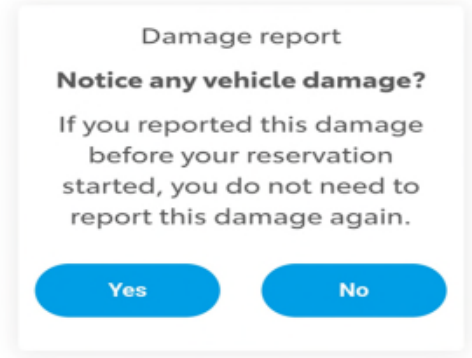
Launch Mobility – Ending Reservation



- After clicking the **LOCK** button, you must scroll down so that you can see the **NEXT** button.
- *****You must press the NEXT button to proceed through the last two screens and fully end your reservation.*****



Launch Mobility – Ending Reservation

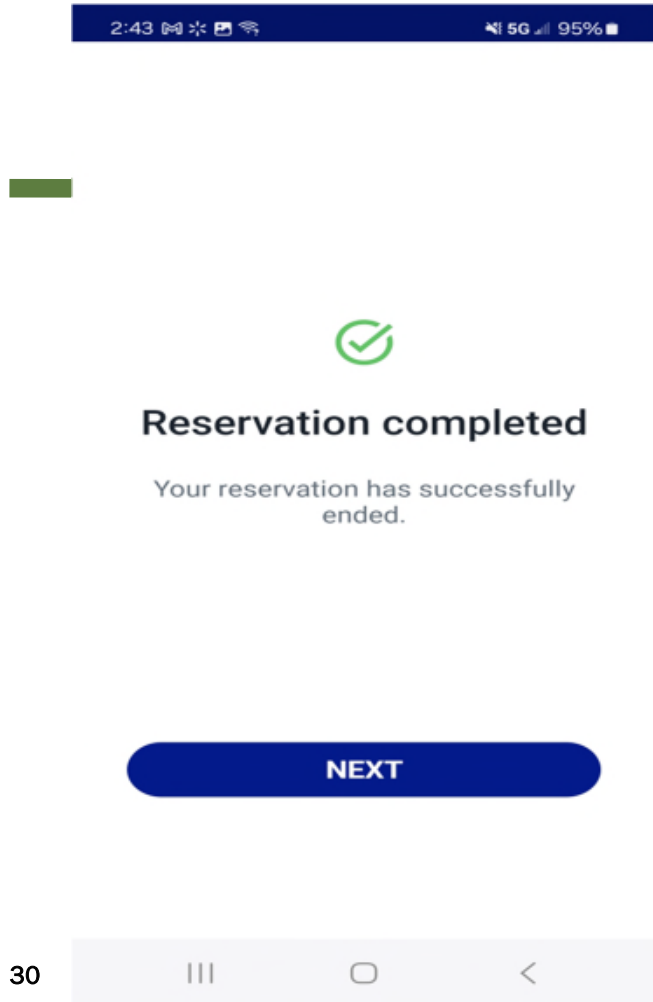


- After clicking the **NEXT** button, you will be taken to the final damage inspection screen.
- If there is any new damage or any damage that was not reported at the beginning of the reservation, then click the **YES** button and take a pic of the damage.
- Once the damage inspection is completed you will be taken to the final screen.





Launch Mobility – Ending Reservation



- If you have completed all the steps above correctly you will be taken to the Reservation Completed screen.
- At this point your reservation is complete and all you need to do is click the **NEXT** button or exit the app.
- *****If you do not see this screen, then your reservation has not been ended correctly and your department may be charged for a late return.*****



THANK YOU FOR USING MOTORPOOL & LAUNCH MOBILITY

If you have any questions or need support, please contact
GSA Fleet Services/Motorpool department.

Phone: 805-654-3707

Email: motorpool@ventura.org