Start Page FAQ

For help on starting a new count session, please review the important **Things to Remember** and **Frequently Asked Questions** below.

Things to Remember:

1. In the "Site" field, you can search for your site by opening the drop down menu and selecting your site by number or name. Tap to select the correct one.
2. View a map of the count site by tapping "Tap here to view a map of site XX". A map of the count site showing the screenline and surrounding features will open up. Review the map to orient yourself and to ensure that you are counting at the correct site and screenline.
3. When using this app for demo purposes or practice, select site "#999 – Practice Site".
4. Your paper count form is your fallback if any issues arise that can't be fixed. If you do switch to the paper count form, make a note on the paper form clearly stating what 15-minute interval you started counting in (i.e. 9:00-9:15).

Frequently Asked Questions

I am starting late. What do I select as my "Scheduled Start Time"?

Select the time you were supposed to start at. For example, if you signed up for a shift starting at 5pm, select "5 PM". If you are within 15 minutes of the scheduled start time, please stay for the full two hours. **However, please do not count more than 15 minutes before or after your scheduled start time.** For example, if you started counting at 5:09 PM, count until 7:09 PM.

The web app is requesting me to allow location tracking. Why do you need to track my location?

Location tracking is used to ensure that you were counting at the right spot based on the site you entered when you logged into the web app, as well as the site we have you signed up for. Once you exit the web app, Metro cannot track your location.

My site is not showing in the drop-down list. What do I do?

Some sites may be brand new and not entered into our system yet. In this case, count using your paper count form. Note that the list is in numerical order, not alphabetical.

I am seeing an error message, or the web app is not loading properly on my web browser. What should I do?

Switch to using your paper count form. If you wish, note the error and report it to your coordinator. This will help us get feedback on the app.

Counter Page FAQ

For help as you proceed with counting, review the important **Things to Remember** and **Frequently Asked Questions** below:

Things to Remember:

1. Count a trail user **if and only if** they physically cross the screenline for your site.
2. Count trail users **each time** they cross the screenline. It does not matter if the same trail user has crossed the screenline before.
3. If any issues arise that can't be fixed, switch to your paper count form. If you do switch to the paper count form, make a note on the paper form clearly stating what 15-minute interval you started using the paper form (i.e. 9:00-9:15). Do not write down counts already made through the app.

Frequently Asked Questions

My phone died, I am seeing an error message, or the web app is not loading properly on my web browser. What should I do?

Begin using your paper form. Note on your paper form when the app stopped working, and clearly note on the paper form the specific 15-minute interval that you started using the paper form (i.e. 9:00-9:15). Do not write down counts already made through the app. If you wish, report the incident to your coordinator. This will help us get feedback on the app.

What if I accidentally counted an extra trail user, or missed counting a trail user?

You can either not count the next user of same type/gender that passes while tapping the correct tile, or edit your count at the end to adjust the totals. If you edit your count at the end, tap the "Tap here to edit your counts" link on the "Finished!" page after the two-hour count, and add or subtract the number of counts from the 15-minute interval that you over or under counted.

What should I include as an "other?"

Any person that is not on a bicycle, walking/running, or using a wheelchair would be counted as an "other." This includes scooters (electric or otherwise), skateboarding, rollerblading and using a segway or hoverboard or any other transportation device. Do not count dogs; only count humans.

I need to leave early, can I start or stop counting early?

A two hour count within the given 9:00-11:00 AM and 5:00-7:00 PM hours is required for our standardized methodology.

If there is an emergency, you feel unsafe, or have to leave for any reason we ask that you notify your local coordinator afterwards with the time that you stopped.

Something happened during my count session that I want to explain. How can I let my count coordinator know?

Add a note using the "add note" button. If anything goes wrong during your count session, please describe what happened in as much detail as possible in a note. You can add as many notes as you want during and after the count, but you won't be able to view the notes you've already entered.

I am done with my two-hour count. What do I do?

Be sure to press "Finish Counting", review your counts, and then close your browser window. If you closed your browser prior to clicking "Finished" don't worry, all your count data has still been recorded on our database. If you need to make edits to your counts, tap "Tap here to edit your counts" to adjust counts by 15-minute interval on the "Finished!" page.