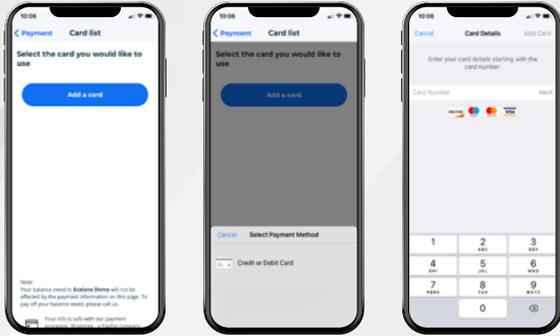
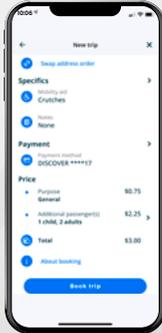


Card List



You can add a Credit or Debit Card for payments. Tap on the **Add Card** button. Select the payment method you would like to use and then, enter the card information.

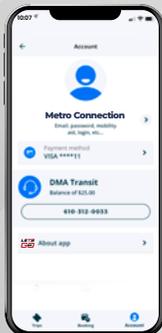
Booking a New Trip



Once you've filled out your trip, you can calculate your fare. If everything looks good, tap the **Book Trip** on the bottom, and your reservation will be sent to our dispatching system.

You'll receive a confirmation and have the opportunity to book your return trip.

Your User Account

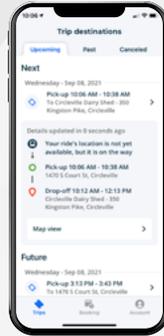


View your user account by tapping on the **Account** button at the bottom of the page.

In the account you can:

- View your profile
- Contact your agency
- Manage your credit cards

Viewing Your Trips



After you're done booking you'll see it displayed in your upcoming trip list. You'll get a window during which you'll be picked up for your trip. On the day of your trip we'll add additional information about when we expect the vehicle to arrive.

On this screen you will see three tabs for **Trip Destinations**:

Upcoming, Past and **Canceled**. When you tap on **Upcoming**, you can see your **Next** and **Future trips**, which include the following details for each:

- Trip Date
- Pick-up Window
- Pick-up Location
- Drop-off Location

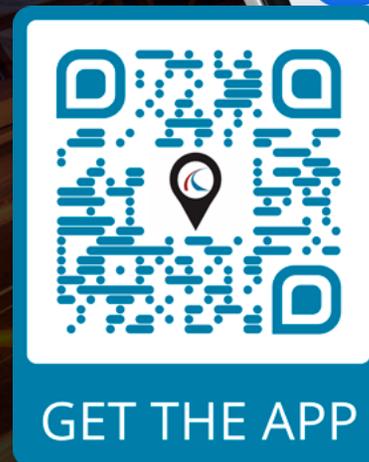
If you see an icon of a phone next to the trip, you must call the agency to confirm pick-up before making the appointment.

THANK YOU AND WE HOPE YOU ENJOY THE FLEXIBILITY, CONVENIENCE, AND INDEPENDENCE OF OUR MOBILE APP.



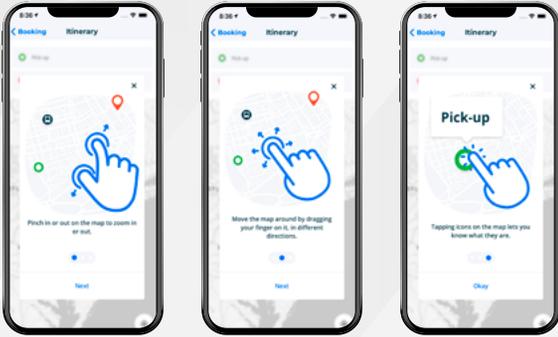
PLANNING YOUR TRIP JUST GOT EASIER

Metro Connection On-Demand App



Introduction

WELCOME TO THE METRO CONNECTION MOBILE APP!



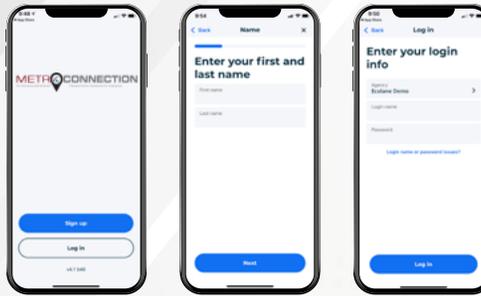
Riding with us just keeps getting better. Our innovative mobile app is designed to meet industry standards and exceed your expectations. It is fully integrated with our vehicle dispatch software, putting you in the driver's seat. You will experience ease of use, flexibility to manage your trips, and the ability to view trip details all with the click of a button. Because the vehicles use GPS, you will be able to plan your schedule conveniently and get real-time updates about your scheduled trips. Traveling has never been faster or simpler, so come ride with us.

Setup, Download, & Login



Open **iTunes** if you have an **iPhone** or open the **Google Play store** if you have an **Android**, or scan the **QR Code**.

Search **Metro Connection** by tapping on the magnifying glass icon. To download and install, tap the **Cloud icon** button on an **Apple** device, or the **Install** button on an **Android** device.



Tap the **Sign up** button. Then, **enter your first and last name** and then, tap **Next**.

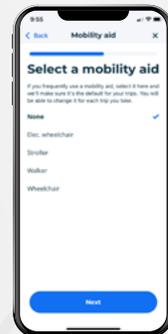
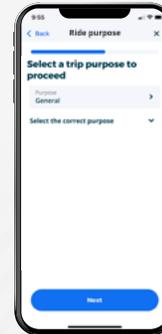
If your agency provides you with registration information, tap the **Login** button. Then, select the **Agency** that provides your transportation by tapping the **arrow icon**. Then, enter your **Login name, password**. Next, tap **Log In**.

If you have forgotten your login info, tap the blue button below **Login name or password issues?**

Trip Purpose

Pick your **trip purpose** by selecting the dropdown menu. Then, tap **Next**.

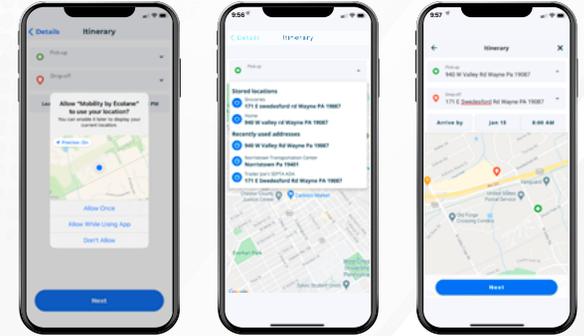
Selecting the purpose most relevant to your trip will help us serve you better!



Select Mobility Aid

If you will be using a mobility device during your trip, select it on the **menu**. Just tap to highlight the aid you want to use or choose **None** if you don't need one. A **checkmark** will appear at the right. Then, tap **Next**.

Booking Locations



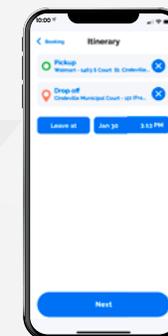
To choose an **Itinerary**, first allow the app to use your location, by choosing **Allow once** or **Allow while Using App**.

Now you can select the **Pick-up Location**. Tap the **Pick-up menu**, it will show your **Stored location** or the **Recently used addresses**.

Repeat the previous process to select the **Drop-off Location** first by tapping the **Drop-off menu**.

Now you can choose the **Date** and **Hour** for your trip. Then, you can tap **Next**.

Leave At vs. Arrive By



Leave at is specific to the pick up, referring to the requested pick up time. **Arrive by** is specific to the drop off, referring to the requested drop off time. Depending on if the client is booking their trip based on needing to be picked up at a certain time or dropped off at a specific time, they will choose either **Leave at** or **Arrive by** by toggling between the 2 choices on the app.