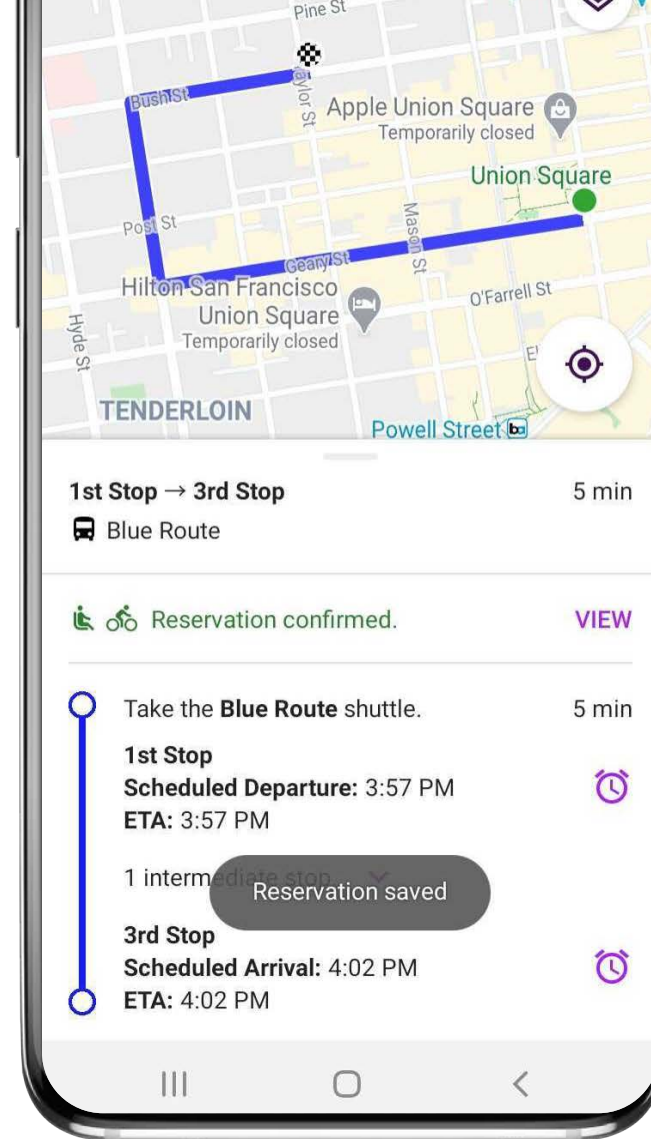
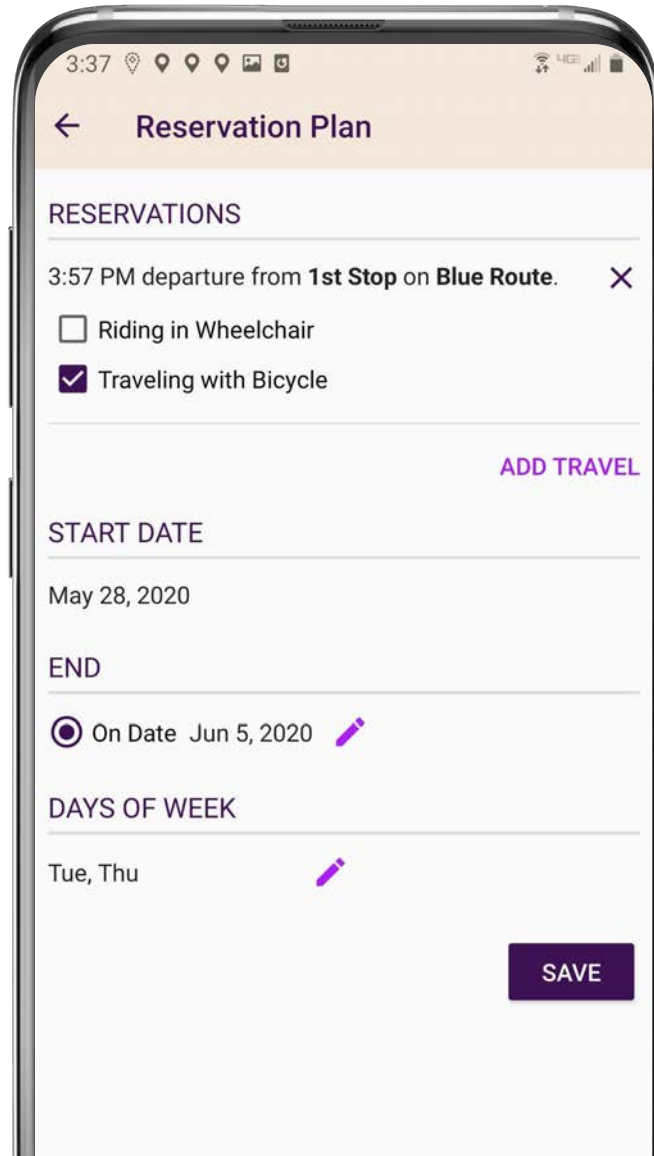




Reservations Guide

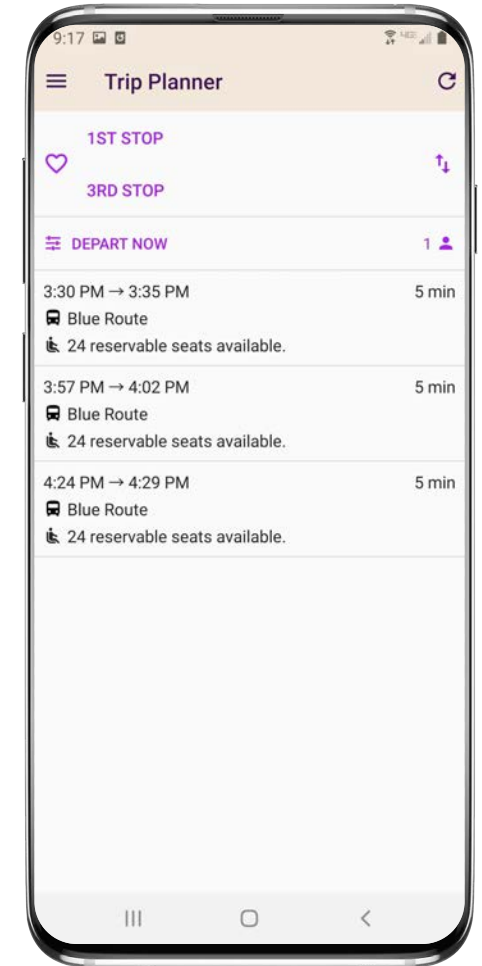
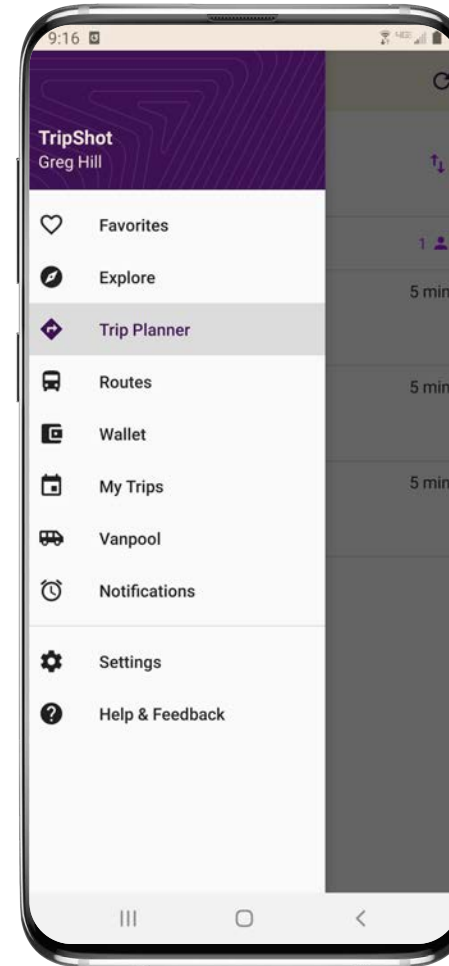
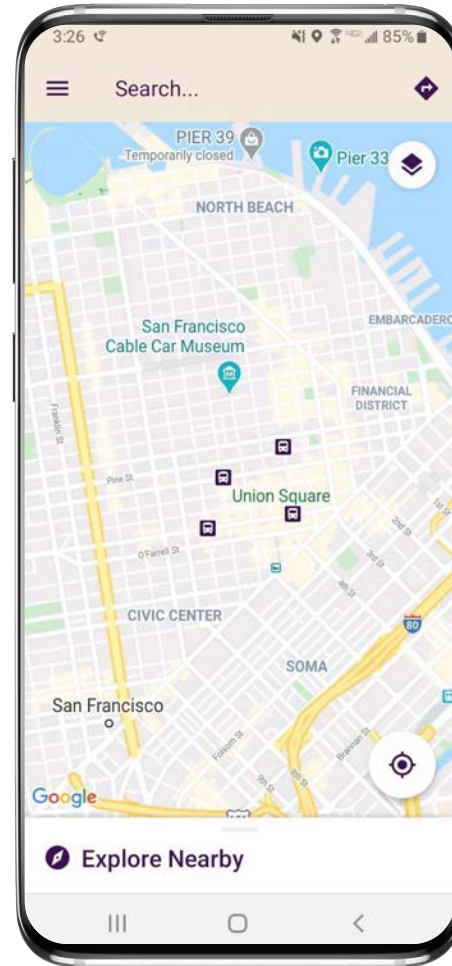
—
Rider



Find Your Route

1. From the Map Screen select the **upper left-hand icon** to show our Main Menu.
2. Select **Trip Planner** to begin your reservation.
3. Enter in your Current Location and Destination. TripShot will provide a drop-down list of all available stops.

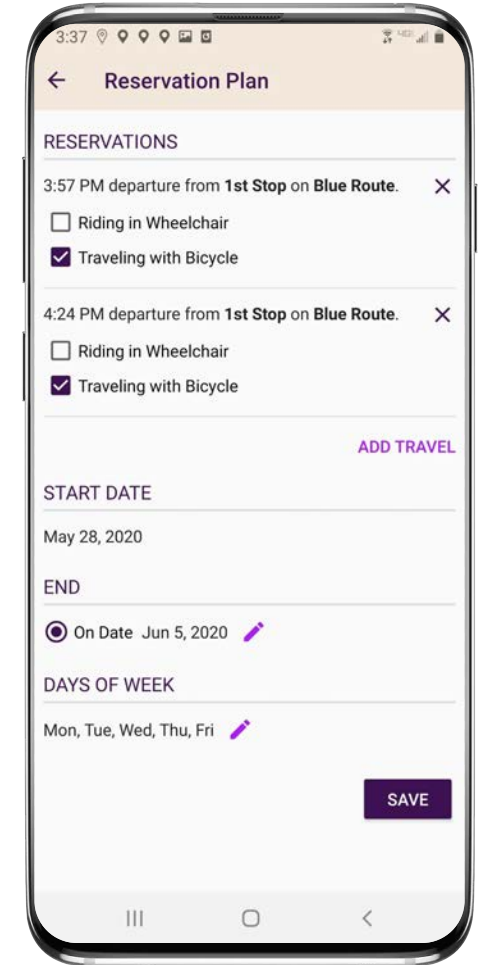
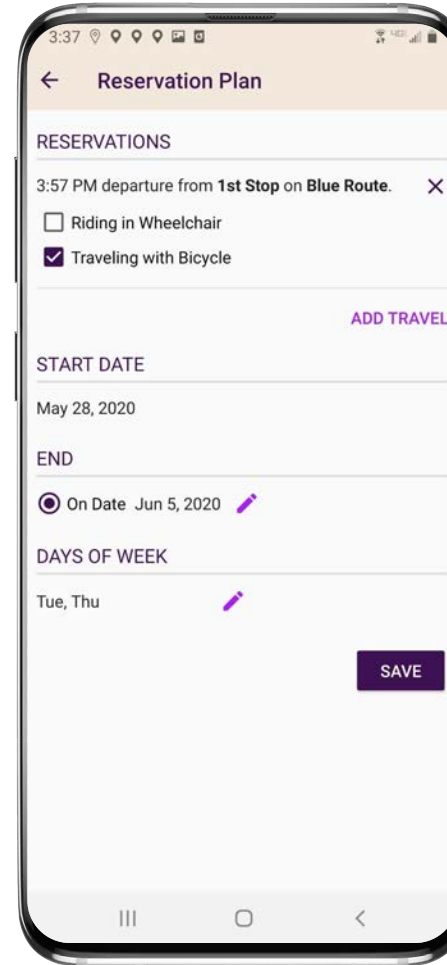
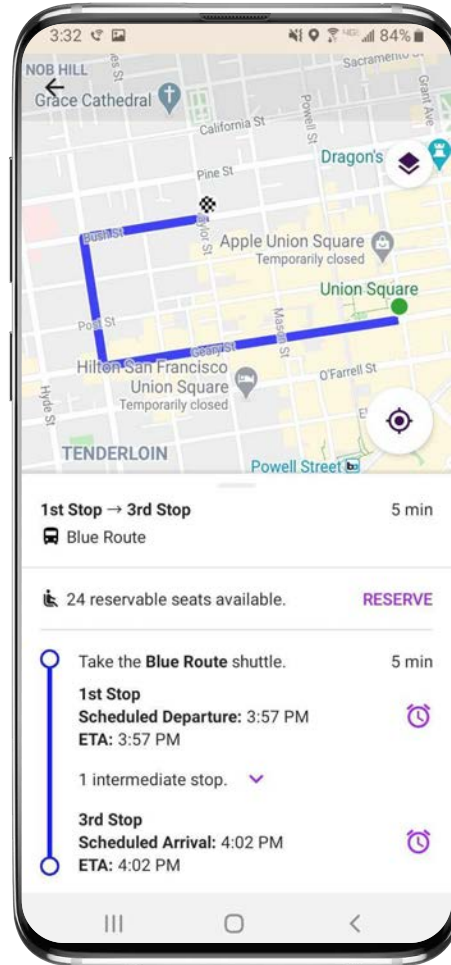
Pro Tip: To schedule a future ride select **Depart Now**



Begin Your Reservation

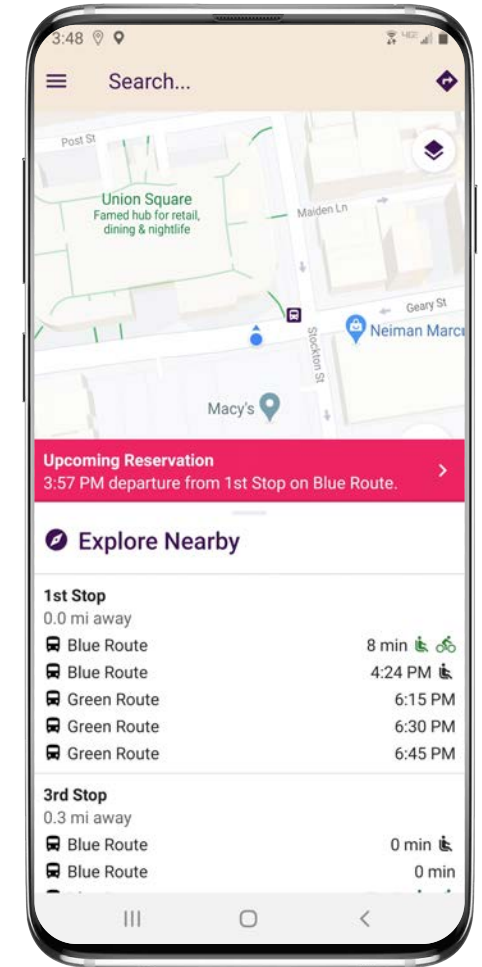
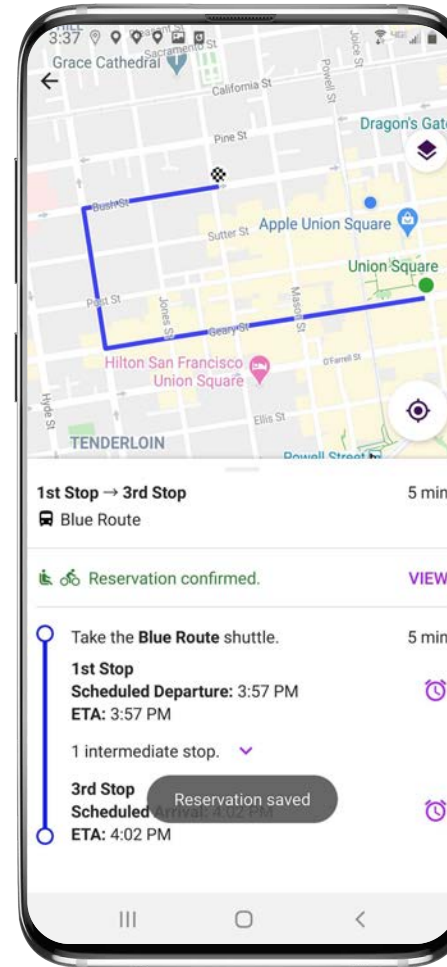
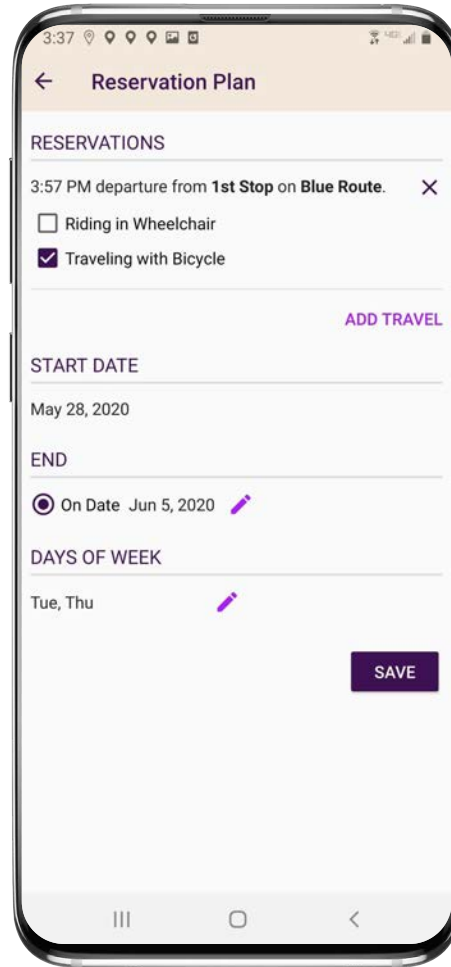
- Click on your route. From the route details select **Reserve**.
- The Reservation menu allows you to select:
 - If you have a wheelchair
 - If you have a bicycle
- Need to reserve a return trip? Select **Add Travel** to book another reservation.

Pro Tip: Use up/down arrows to reverse stop order.



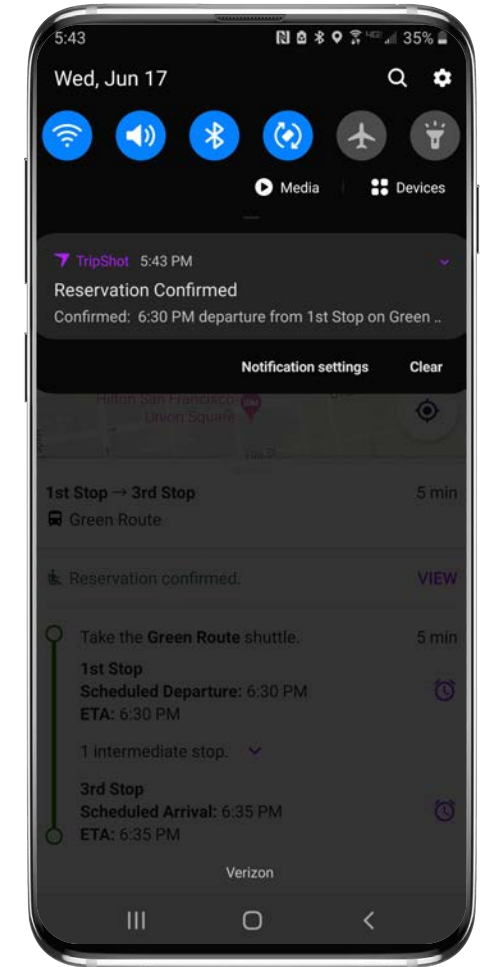
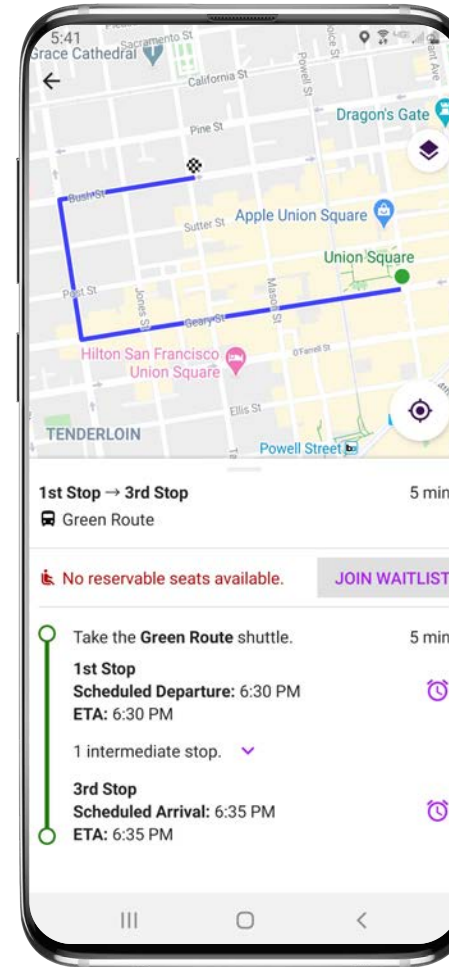
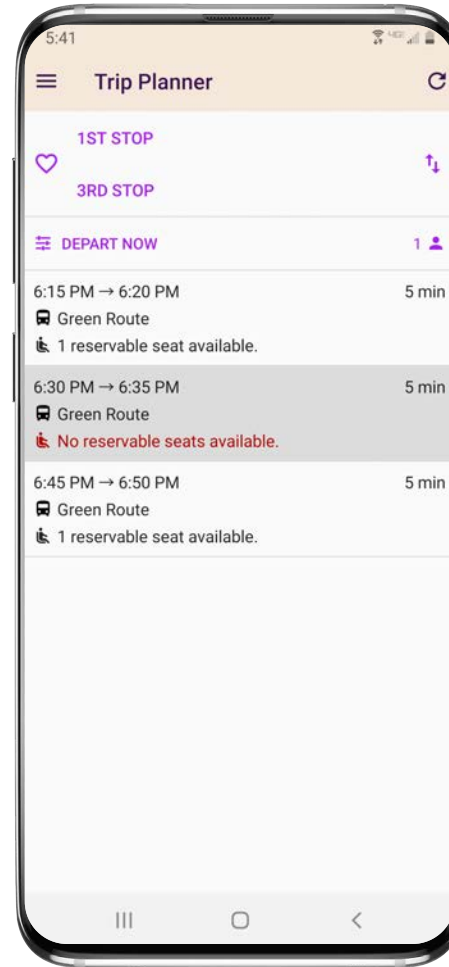
Customize Your Reservation

7. Need to reserve multiple days? Simply **edit the end date**.
8. Only ride Tuesdays and Thursdays? You can **edit days of the week** too.
9. Select **Save** to confirm your reservation.
10. Your boarding pass will become available when your vehicle Bluetooth is in range or you have access to a QR Code.



Join a Waitlist

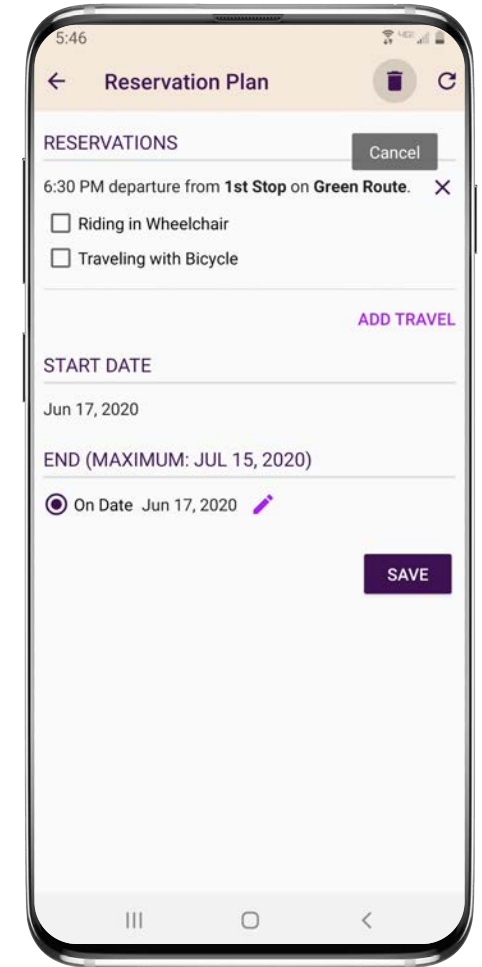
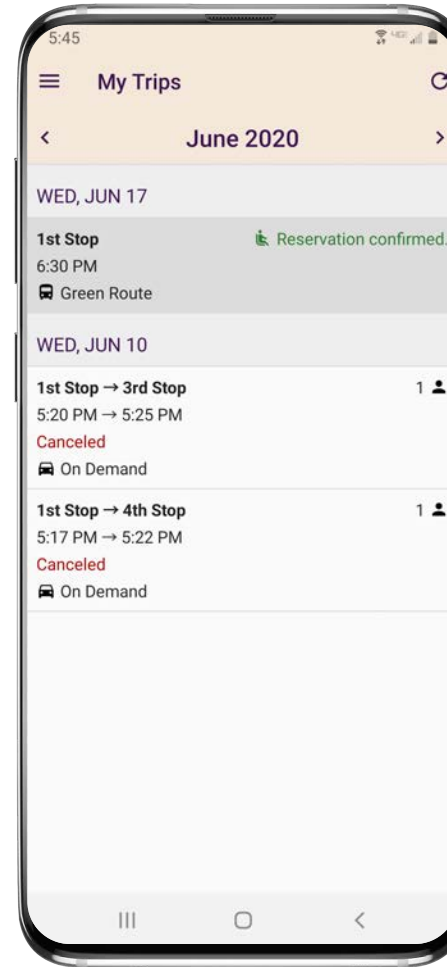
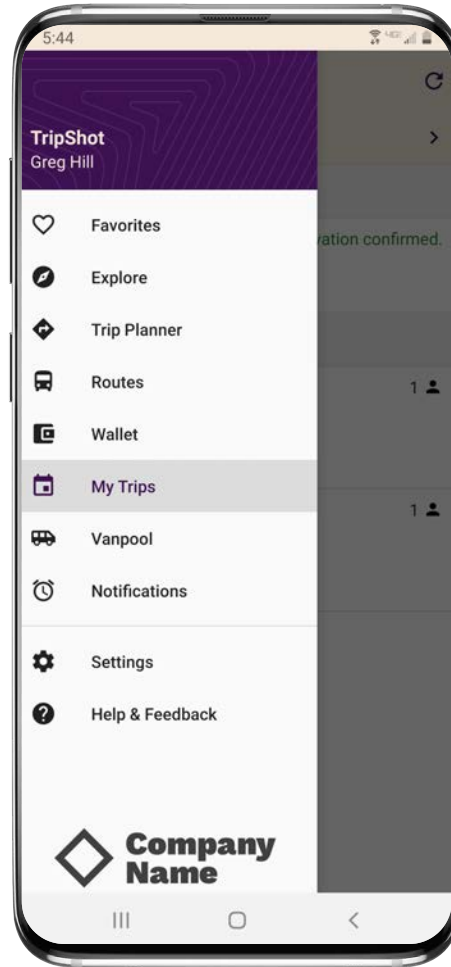
1. In the Trip Planner if your preferred route is fully reserved, you will see Waitlist.
2. Click on the route to see the details.
3. Select **Waitlist** to request a reservation. Click **Save**.
4. You will receive a **push notification** if a spot opens on your waitlisted reservation.



Cancel Your Reservation

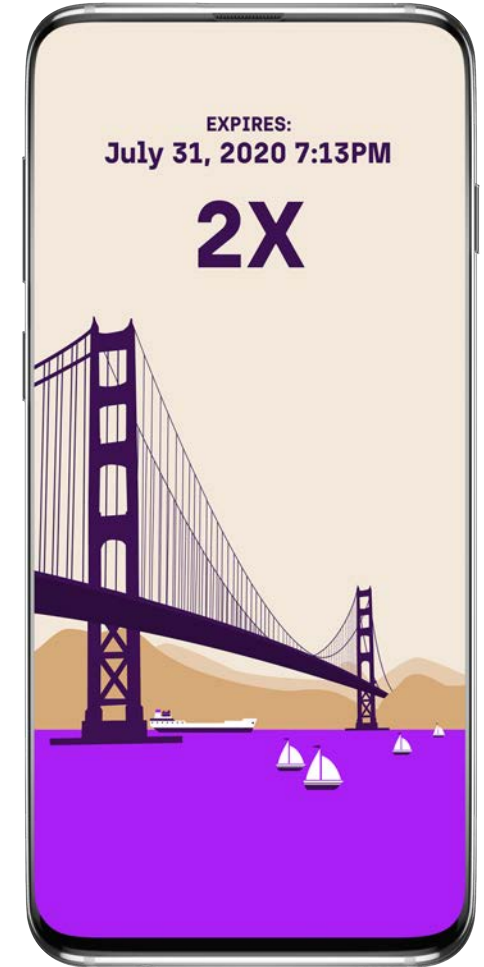
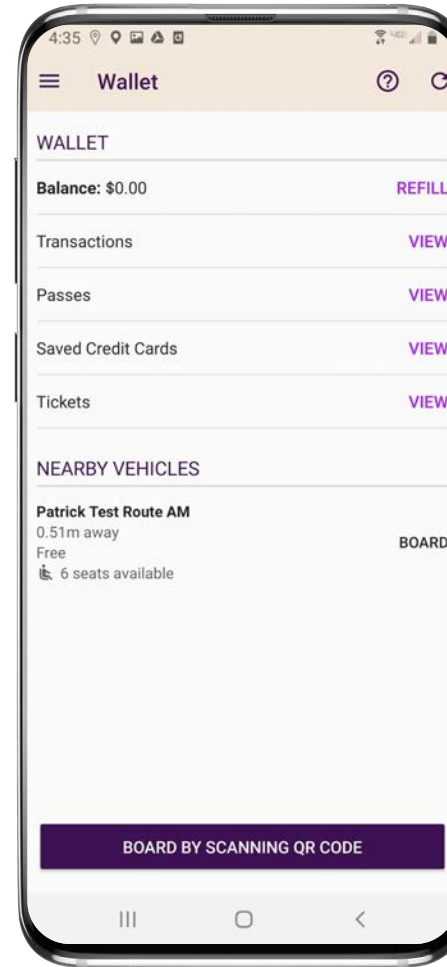
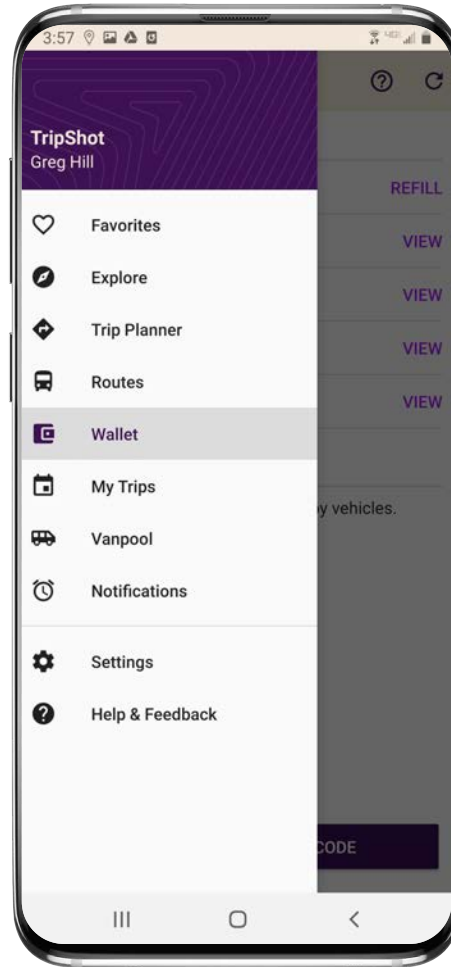
1. Select **My Trips** from the main menu.
2. Click on the **active reservation** you want to cancel.
3. Select **delete** to cancel your reservation.

Pro Tip: If you use recurring reservations, you will have the option to cancel only one day or to cancel the entire reservation.



Board Your Vehicle

1. From the main menu navigate to **Wallet**.
2. As your vehicle approaches it will appear under **Nearby Vehicle** and your route will populate on the screen.
3. Select **your vehicle** to generate a digital boarding pass. **Click Board** when asked to confirm.
4. To board **show your pass** to the driver.



TripShot Reservation FAQs

Finding Frequently Used Routes

For easy trip planning use Favorites to access your frequent stops.

How to Check Status & Cancel

For reservation statuses, cancellations, or changes go to My Trips.

Can I board at a different stop?

Today, TripShot does not enforce stop level boarding and a rider could board at any stop within the same route.

TripShot Reservation FAQs

What if the spots are all reserved?

If there are no seats left, you may join a waitlist. The waitlists are first come, first serve. If someone cancels their reservation and a seat is available for you - you will automatically have a confirmed seat and will receive a notification.

Can I revise my reservation route?

To change your route to a new one, you must first cancel your existing reservation and then make a new one for your desired route.

