

## Drop Off & Pick-Up

Choose how you would like to schedule.

**Drop Off:** You will get dropped off at the time you request or earlier. Your pick-up time will vary.

**Pick-Up:** You will get picked up close to the time you request; at times a bit earlier or later. Your drop-off time will vary.

## Booking a New Trip

Once you have entered your trip information, select **Book Trip**, and your reservation will be sent to our dispatching system.

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

Rest assured, we do not charge booking or service fees.

## Your User Account

Tap on the **Account button** to:

- View your profile
- Contact your agency
- Update personal information

## Viewing Your Trips

After you are done **booking your trip**, you will see it displayed in your upcoming trip list. You will be provided a thirty (30) minute pick-up window. On the day of your trip you will be able to view additional details about your trip.

There are 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



**We hope you enjoy the flexibility and convenience of our mobile app, and the independence it provides.**

For mobile app technical assistance, call 941.575.4000 Option 5



# Charlotte Rides Mobile App

*Planning Your Trip Just Got Easier*



## Welcome to the Charlotte Rides Mobile App!

Riding with us just keeps getting better. Our mobile app is fully integrated with our vehicle dispatch software.

Plan your schedule conveniently and get real-time updates about your scheduled trips. Traveling has never been faster or simpler.

## Setup & Download



Search **Charlotte Rides** in the **Google Play Store (Android)** or **App Store (iPhone)**.

Tap on the **Install** or **Get button** to download the app to your device.

## Booking Locations

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

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

Repeat the process for the **Drop-off Location** by tapping on **Drop-off menu**.

Choose the **Date** and **Hour** for your trip then tap next.

## Create an Account

To sign up, please contact **Charlotte County Transit** at **941.575.4000 Option 1**.

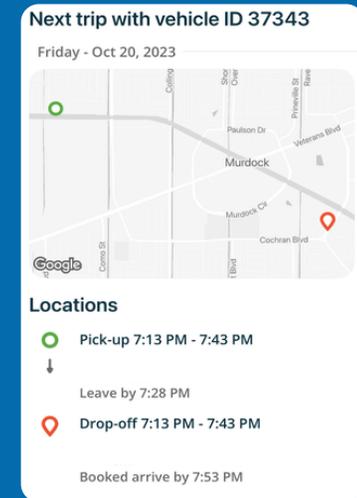
After you receive a login name for Charlotte Rides, tap the **Log In button** and enter your **login name** and **password**.

## Booking & Trip Purpose

Lets book a trip. When and where? Select **Book a trip**.

Pick your **trip purpose** 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 in the **Menu**. Tap to highlight the aid you want to use or choose **None** if you do not need one.