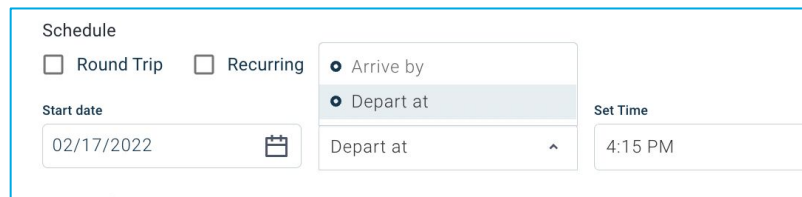


# Getting A Proposal

There are two ways to book a ride in the Via system:

1. Depart At → If a rider wants to be picked up at a specific time, this should be booked as “Depart At”
2. Arrive By → If a rider wants to arrive at a specific time for an appointment, this should be booked as “Arrive By”

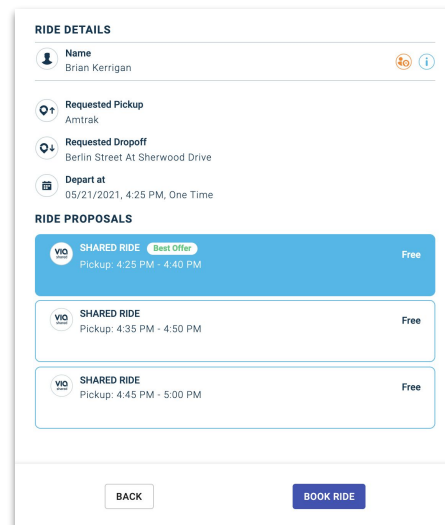


The screenshot shows the 'Schedule' section of a booking form. It includes two checkboxes: 'Round Trip' and 'Recurring', both of which are unchecked. Below these is a 'Start date' field containing '02/17/2022' and a calendar icon. To the right is a dropdown menu with 'Arrive by' selected, and 'Depart at' is also visible. Below the dropdown is a 'Set Time' field containing '4:15 PM'.

Once you’ve completed all the booking information, you may receive one, or multiple **Ride Proposals**.

The system will search the Ride Plan and find the “**best**” spot for the rider’s trip.

The “**best**” spot is the one closest to the rider’s preferred time that allows MET to serve the most riders possible. It will automatically optimize the window to find a slot on a driver’s route with the most efficient routing and shortest trip times.

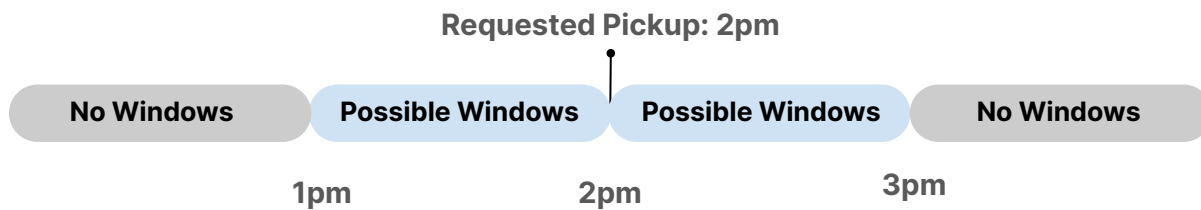


The screenshot shows the 'RIDE DETAILS' section. It includes a 'Name' field with 'Brian Kerrigan', a 'Requested Pickup' field with 'Amtrak', a 'Requested Dropoff' field with 'Berlin Street At Sherwood Drive', and a 'Depart at' field with '05/21/2021, 4:25 PM, One Time'. Below this is the 'RIDE PROPOSALS' section, which lists three proposals: 'SHARED RIDE Best Offer' (Pickup: 4:25 PM - 4:40 PM, Free), 'SHARED RIDE' (Pickup: 4:35 PM - 4:50 PM, Free), and 'SHARED RIDE' (Pickup: 4:45 PM - 5:00 PM, Free). At the bottom are 'BACK' and 'BOOK RIDE' buttons.

If **no proposal** is available, that means we are not able to find a window for that rider’s trip close to their request. If the rider has flexibility, you can try requesting again at a different time of day.

# Getting A Proposal

For **Depart At** rides, the system will automatically search for any available space around the rider's requested pickup time.



For **Arrive By** riders, the system will look for a pickup window that will guarantee the rider is dropped off on time.

The system will not allow booking a ride with both requested pickup and a requested dropoff time because the pickup time for arrive by rides is calculated based on what will guarantee the rider is dropped off on time. Riders can choose either a pickup or a dropoff time but not both for one ride.

## Top Tip:

While riders may not always get a proposal at the exact time they are requesting, the proposal we offer is the one designed to give them the shortest possible trip while allowing for us to serve the maximum number of MET riders possible!

# The Pickup Window

Any time a ride is booked we communicate a **Pickup Window** to the rider. The Pickup Window is the full 30 minutes that we would expect the rider to be ready for their MET driver to pick them up. When communicating the Pickup Window to a rider, it's important they understand that they must be ready to be picked up any time in that 30 minute window.

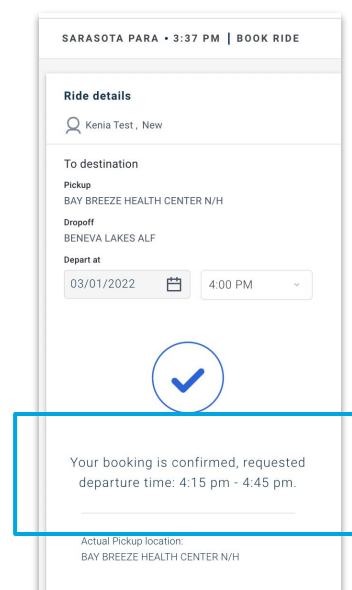
The day of their trip, one hour prior to the ride, the pickup window will shrink to a new 6 minute pickup window in order to provide riders a more precise ETA.

If a driver arrives before the start of this new Pickup Window, they are early and they will have to wait. The driver will not be able to “no show” a rider until 2 minutes past the start of the Pickup Window.

If a driver arrives after the end of the Pickup Window, they are late.

When you book a ride, you'll see the Pickup Window on the confirmation.

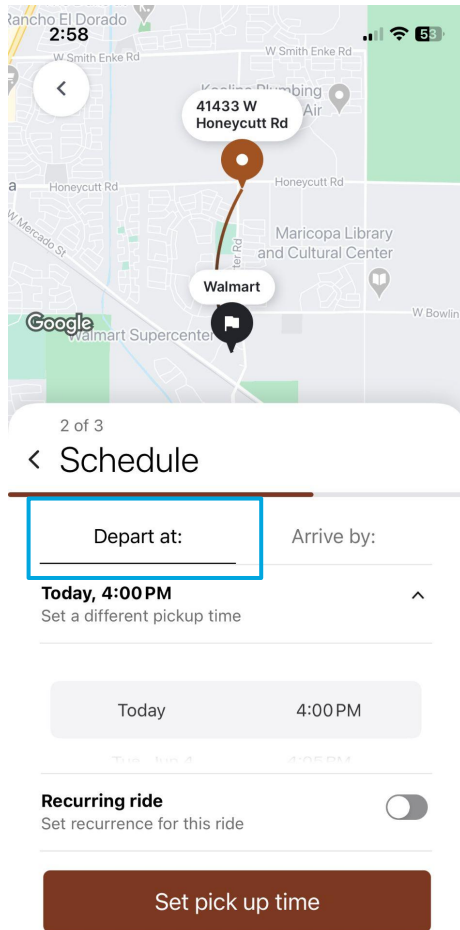
In this example, we would expect the rider to be ready anytime between 4:15pm and 4:45pm.



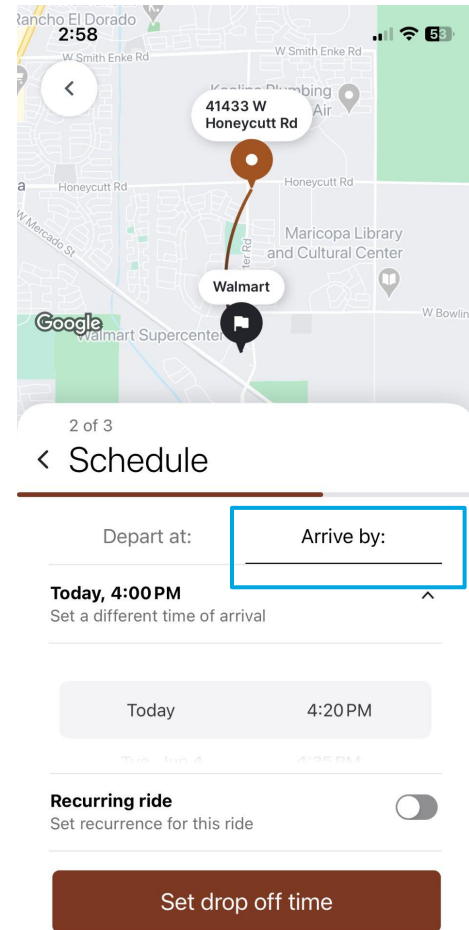
# Booking a Ride - Rider App

There are two ways to book a MET ride:

## DEPART AT



## ARRIVE BY



If you want to be picked up at a specific time, choose "Depart At"

If you want to arrive at a specific time for an appointment, choose "Arrive By"

*The system will not allow booking a ride with both requested pickup and a requested dropoff time because the pickup time for arrive by rides is calculated based on what will guarantee you are dropped off on time. You can choose **either** a pickup or a dropoff time but not both for one ride.*