

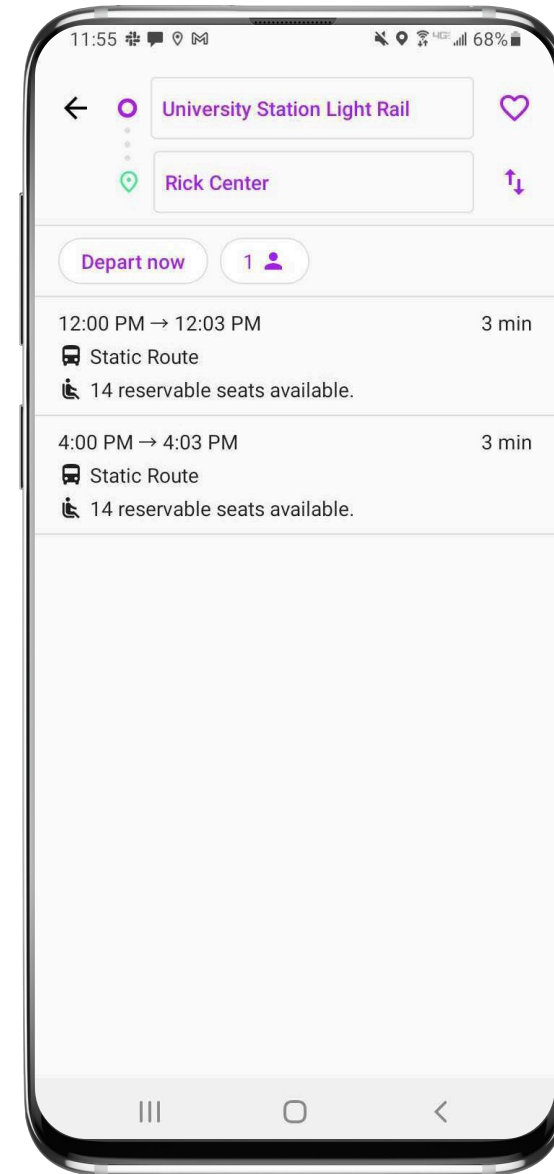
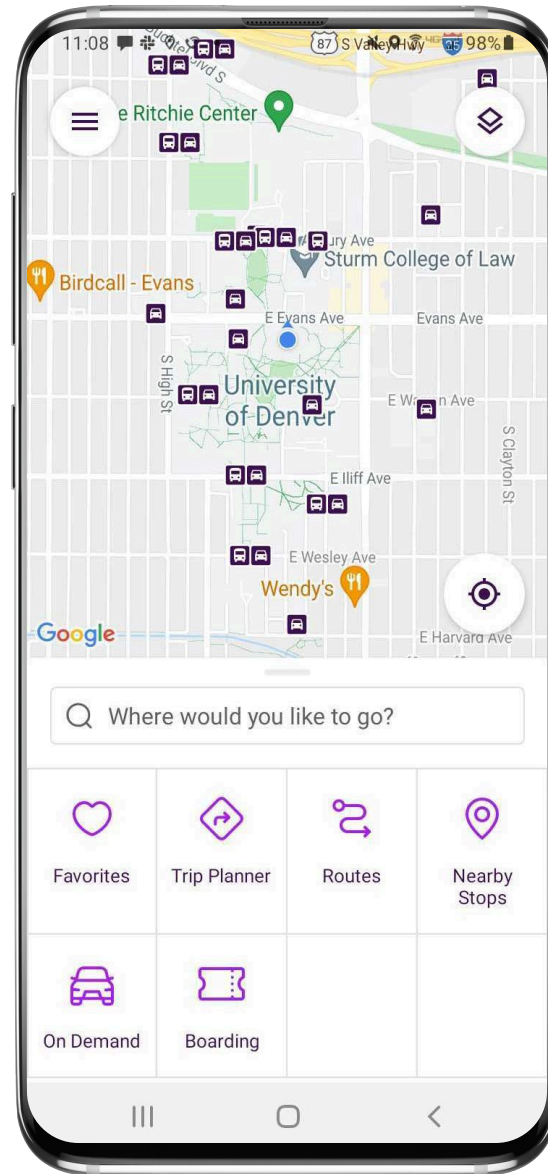


Reservations

[Rider Guide](#)

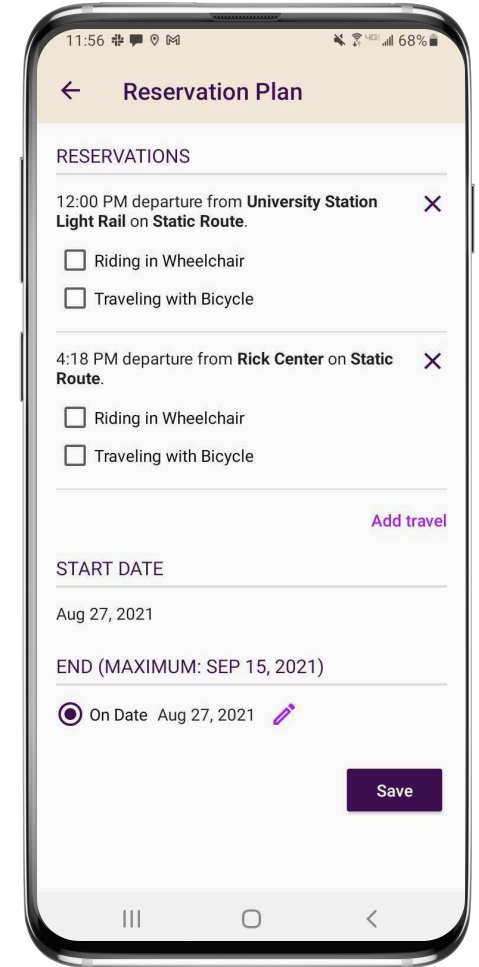
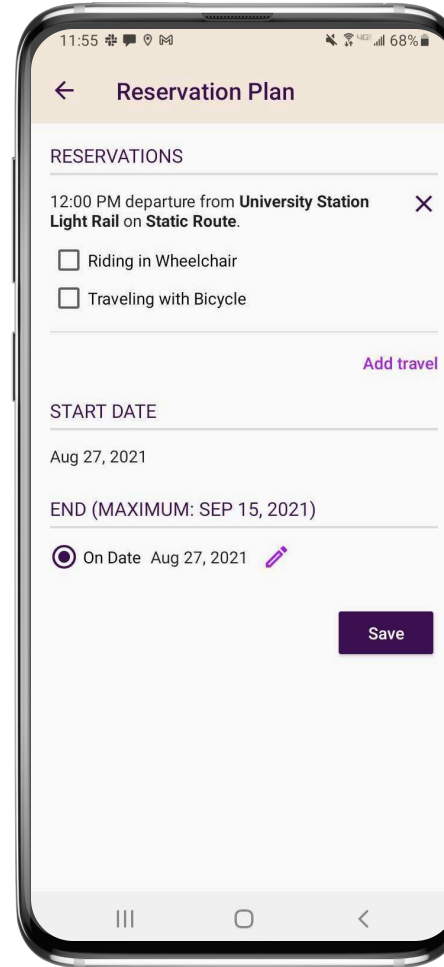
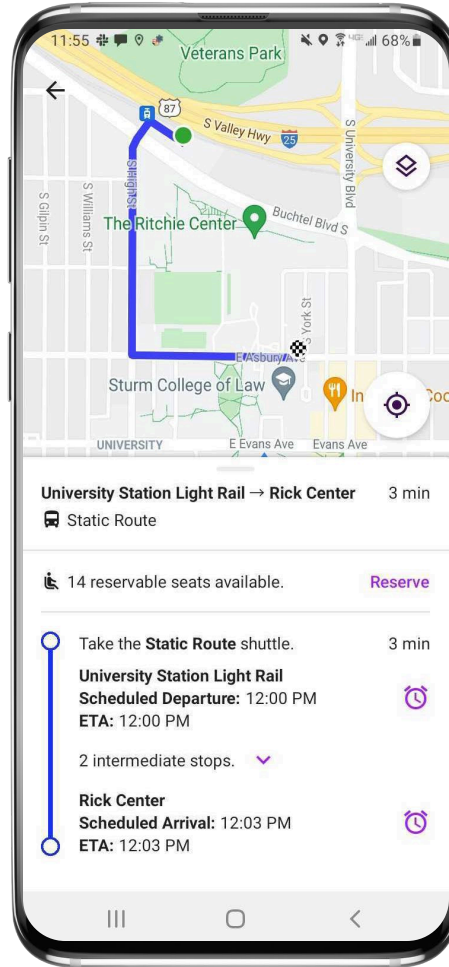
Find Your Route

1. From the Home screen select **Trip Planner** to begin your reservation.
2. Enter in your **Current Location and Destination.** TripShot will provide a drop-down list of all available stops.
3. To schedule a future ride select **Depart Now.**



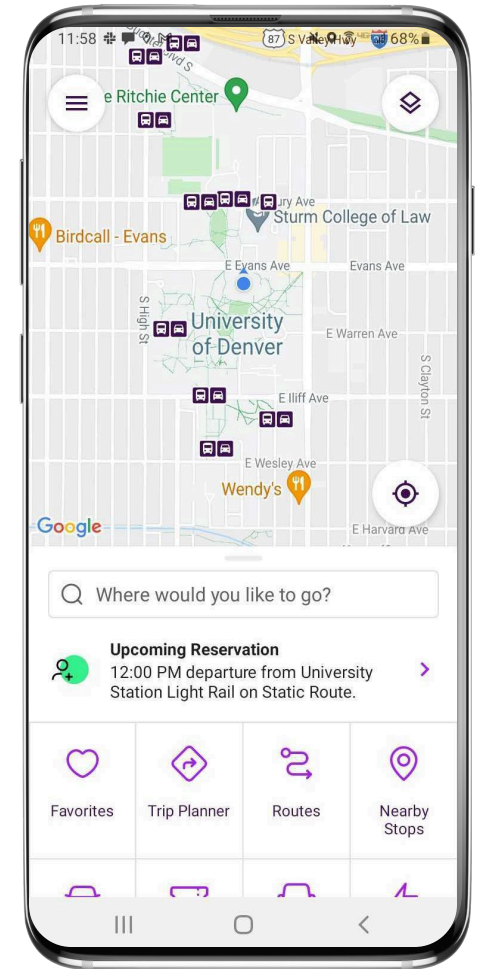
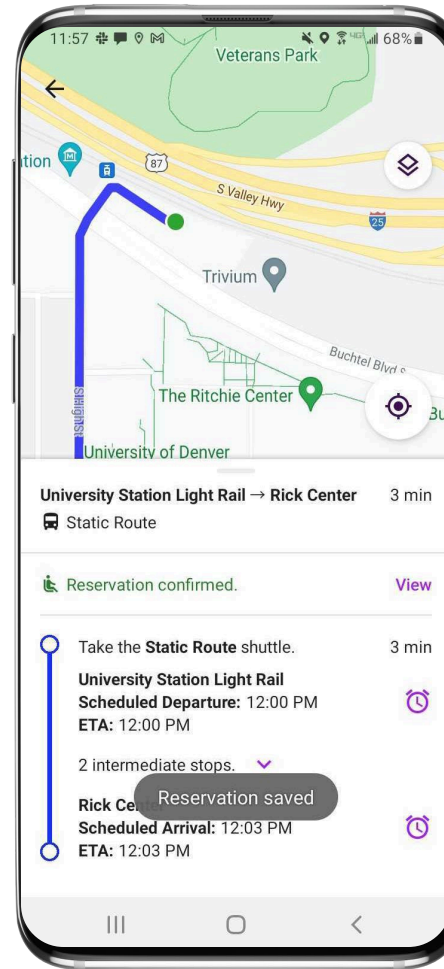
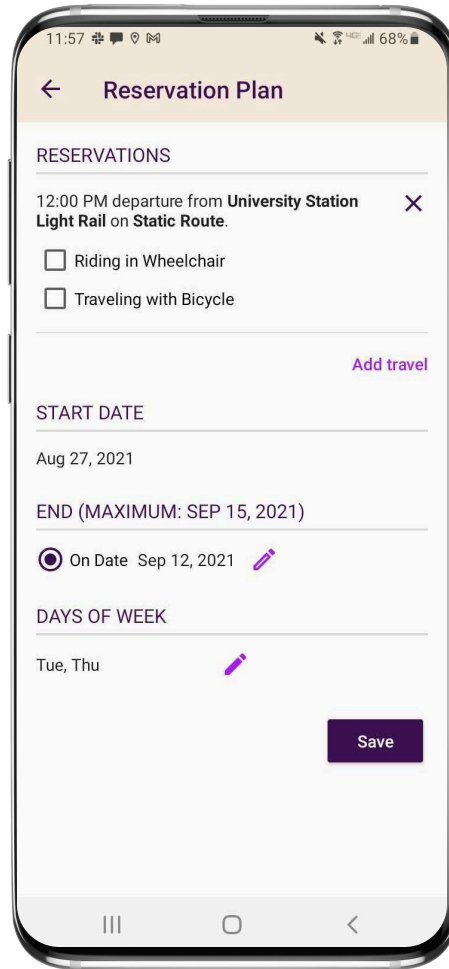
Begin Your Reservation

- 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.
- Use up/down arrows to reverse stop order.



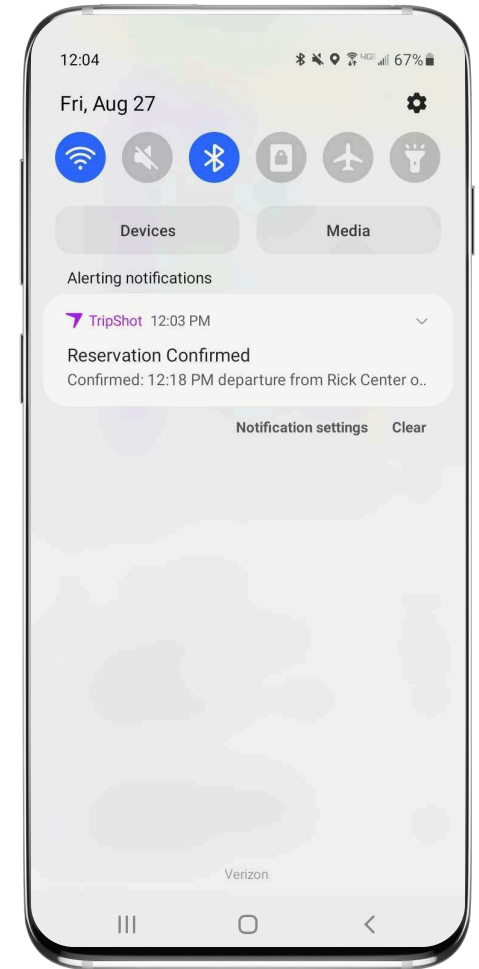
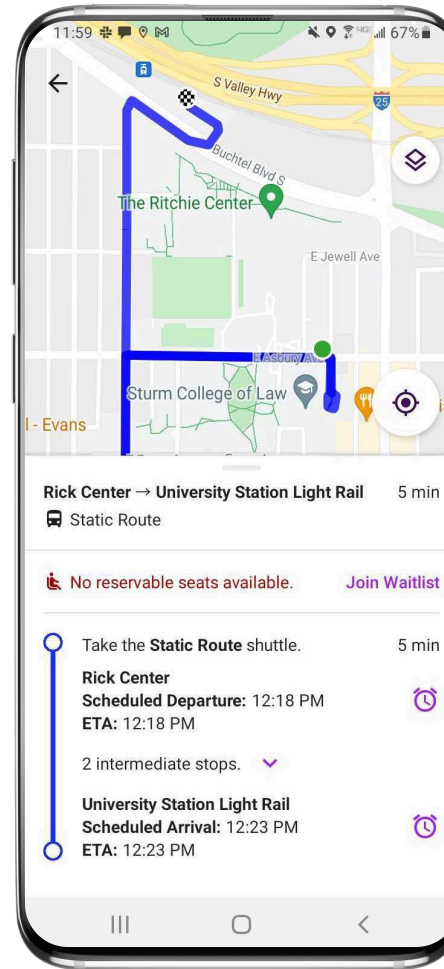
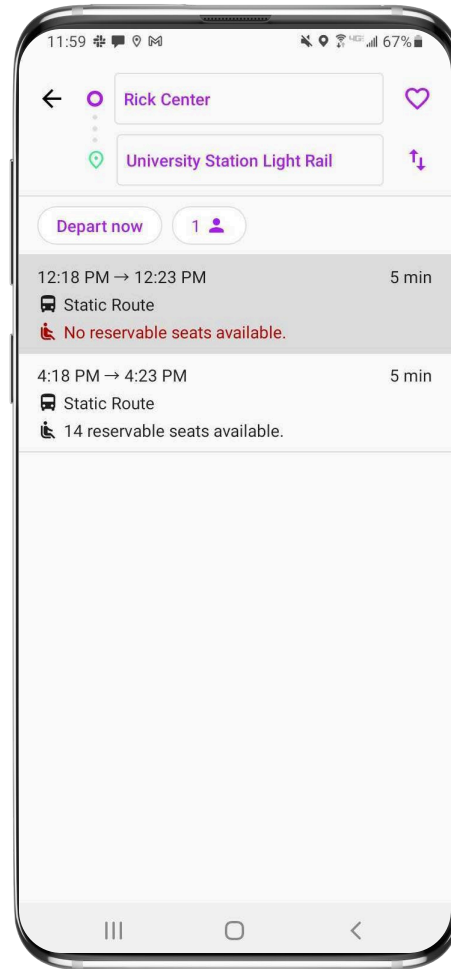
Customize Your Reservation

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



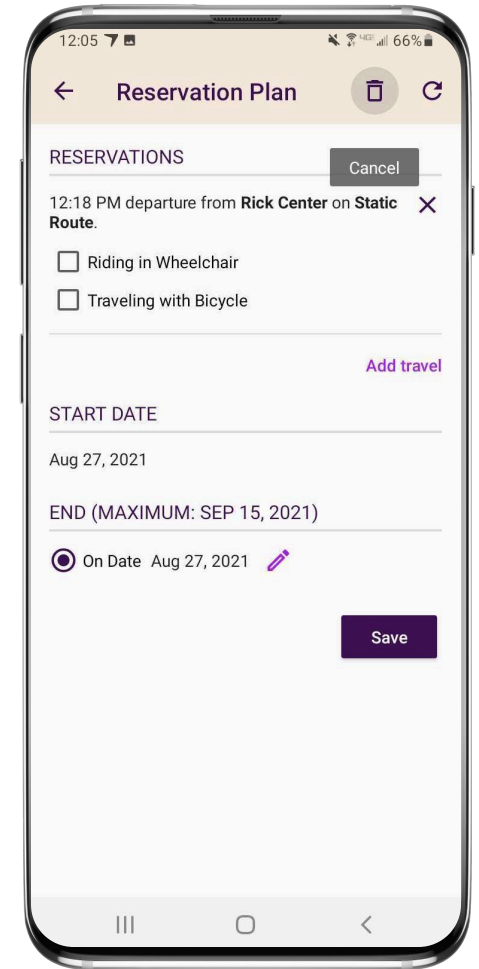
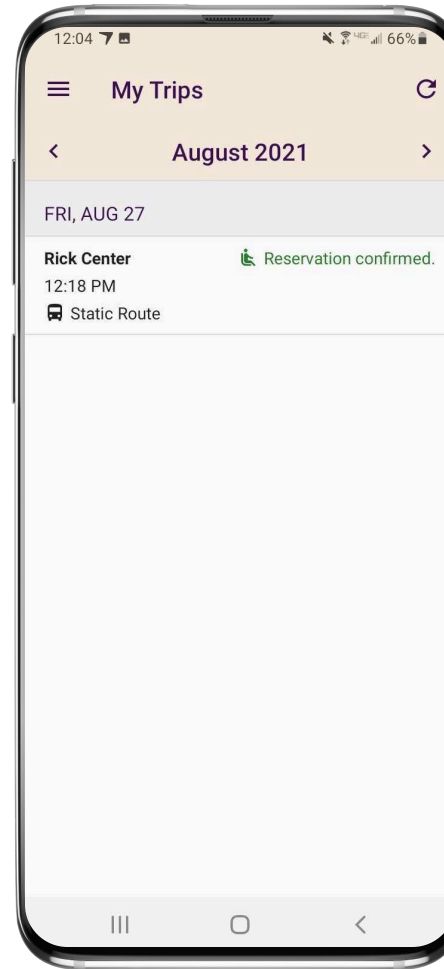
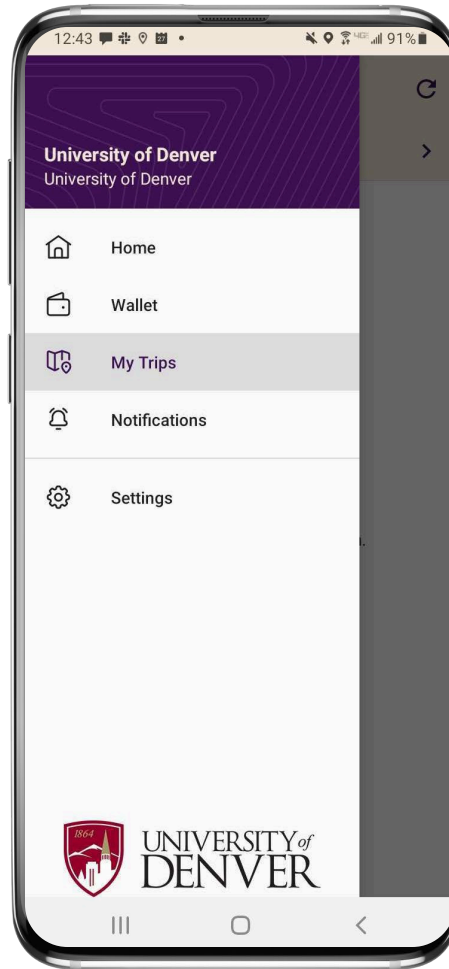
Join a Waitlist

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.



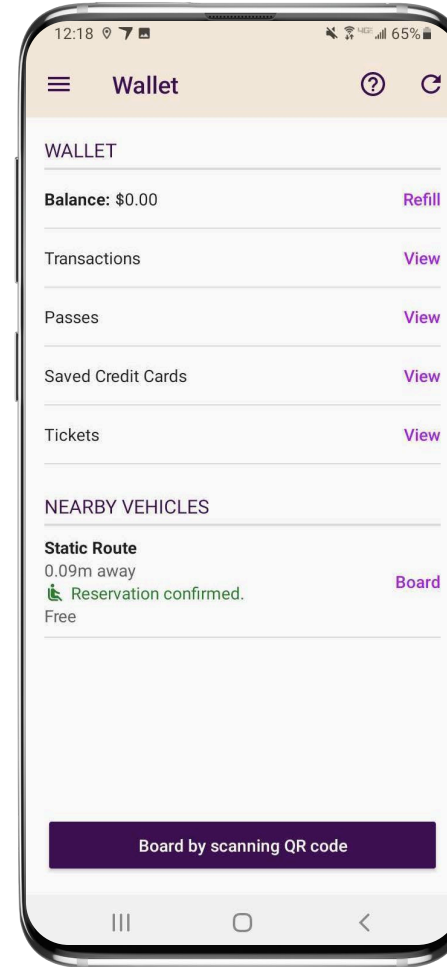
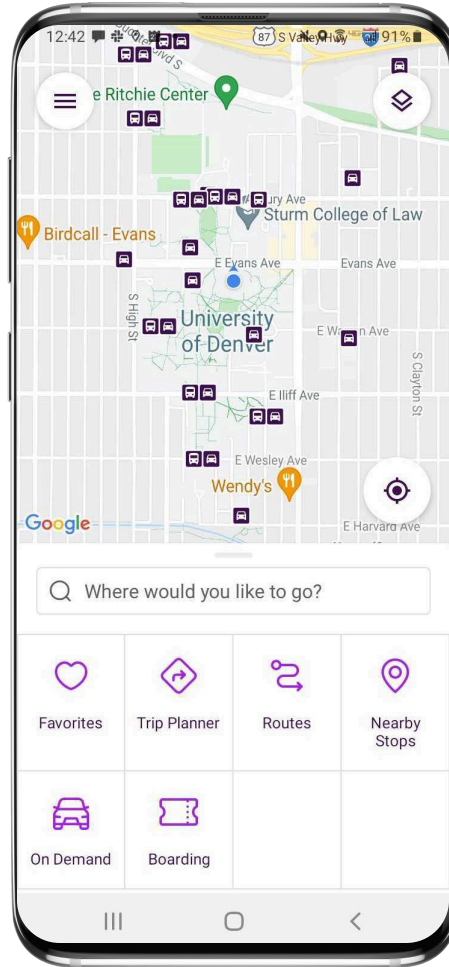
Cancel Your Reservation

1. Select **My Trips** from the sidebar menu.
2. Click on the **active reservation** you want to cancel.
3. Select **delete** to cancel your reservation.
4. 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 Home screen navigate to **Boarding**.
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.

