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Phone: 779-771-6778 • Fax: 815-770-5989 • Ride Scheduling: 877.561.3330
E-Mail: info@smtd.biz • Web Site: www.smtd.biz

Dear SMTD Rider,

Stateline Mass Transit District is happy to introduce a new tool sure to make your transportation more convenient by allowing you to manage your trips, your personal information, and monitor the approach of your vehicle.

With the Passenger Portal you (and/or your designated delegate) can:

- View upcoming trips
- Edit or cancel a scheduled trip
- Get accurate ETAs of approaching vehicle
- Manage your personal profile

You can also use the Passenger Portal to select notifications from our automated service to confirm your scheduled trips and manage your arrival time alerts; pick the type of notification that works best for you--even on a per trip basis.

Notifications can be received by:

- Email
- Text message
- Phone call
- A combination of all three

If you would like to participate in the initial rollout of this new feature, simply visit the website below to sign up.

Passenger Portal Sign Up Website:

<https://smtd-portal.tripsarkhost.com/Account/Login>

Once you have completed the sign-up, please take a few minutes to review the included brochure outlining the features of the passenger portal.

For additional details or information on the Passenger Portal, please feel free to call SMTD at 779-771-6778. *If this is not for you, that's okay, too! You can continue to call 877-561-3330 to schedule rides.*

Thank you,

STATELINE MASS TRANSIT DISTRICT

The Stateline Mass Transit District unequivocally seeks to provide fair and equitable transportation to all persons within the District's service area. No persons shall be shorted, limited, or in any other way discriminated against on the basis of race, color, or national origin. If you feel you have been discriminated against, or for complaints, please contact SMTD at 877-561-3330 or 779-771-6778.

"We're Here To Get You There!"

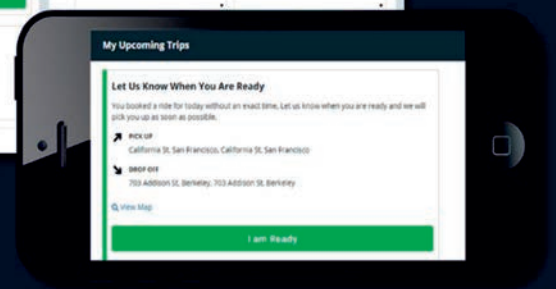
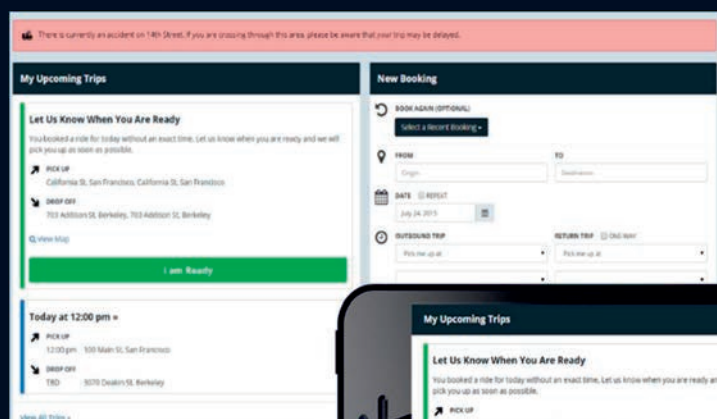
HOW TO GET STARTED WITH PASSENGER PORTAL

From any web-enabled device, you or a delegated person can access a wide range of trip booking tools as well as see where your approaching vehicle is. Once you have registered, you can start taking advantage of the tools to help you plan your trips anytime, day or night.

- You can log in and cancel a trip
- You can view upcoming trips
- You can edit personal information

Your Home Screen

From a single screen you can see all the important information associated with each trip. There may even be alerts about possible delays. You can also quickly clone a booking from a previous booking.

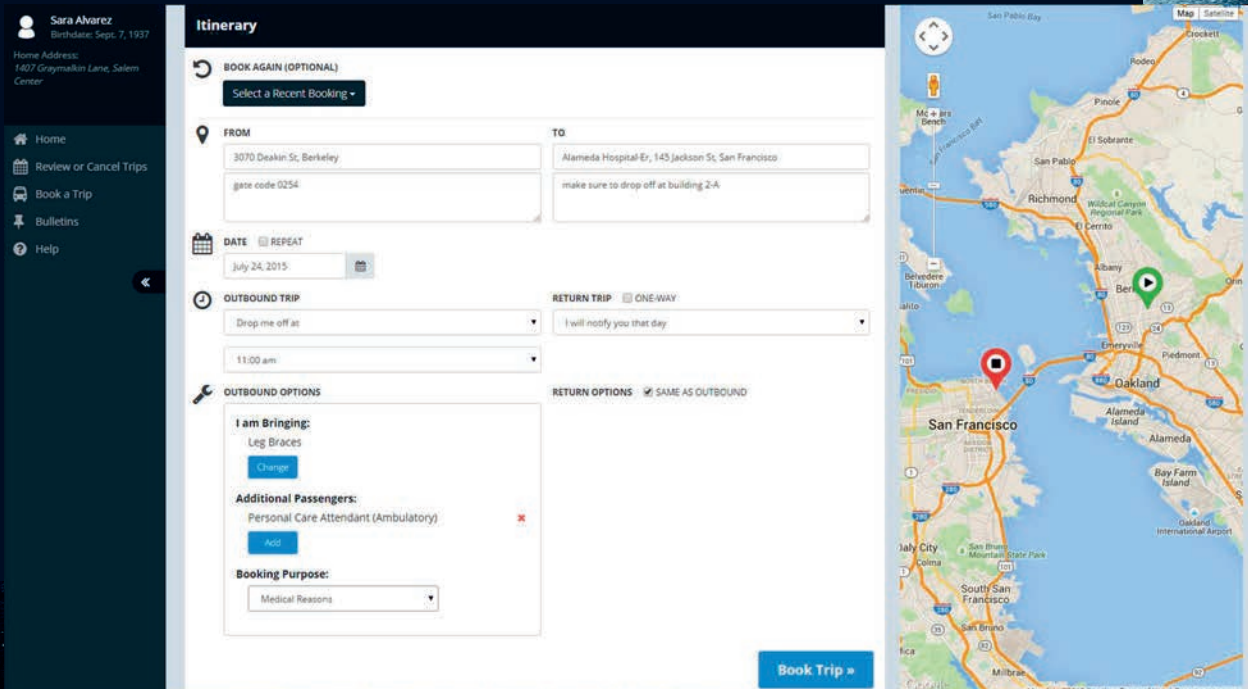


Booking a trip from scratch

Previously used and favorite addresses will automatically pop up when you start typing. Fill in the important trip information (E.g.: “From” and “To” addresses), select a date and time for your desired trip, any additional information you require, and you’re on your way to completing your booking.

Delegates Booking

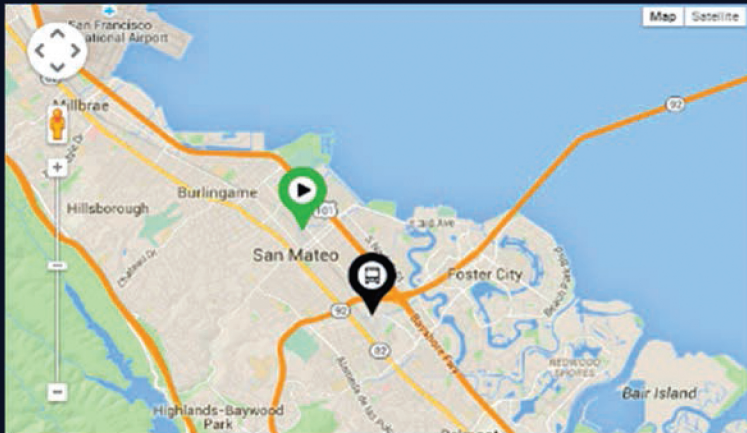
It is also possible for a family member, a personal care giver, anyone given the authority can manage your trips for you. The process for booking a new trip as well as cloning previous trips is exactly the same for a delegate as it is for you. The delegate simply needs to be enabled and verified at their initial log-in. Based upon security and preferences, delegates or facilities can self-manage the trips for their clients and patients.



The screenshot displays the 'Itinerary' booking interface. On the left is a sidebar with the user's name 'Sara Alvarez' (Birthdate: Sept. 7, 1937) and a list of navigation links: Home, Review or Cancel Trips, Book a Trip, Bulletins, and Help. The main form area includes a 'BOOK AGAIN (OPTIONAL)' section with a 'Select a Recent Booking' button. Below this are fields for 'FROM' (3070 Deakin St, Berkeley, gate code 0254) and 'TO' (Alameda Hospital-Er, 145 Jackson St, San Francisco, make sure to drop off at building 2-A). The 'DATE' is set to July 24, 2015, with a 'REPEAT' option. The 'OUTBOUND TRIP' section shows a 'Drop me off at' dropdown set to 11:00 am. The 'RETURN TRIP' section has a 'ONE-WAY' option selected and a 'I will notify you that day' dropdown. The 'OUTBOUND OPTIONS' section includes 'I am Bringing:' (Leg Braces, with a 'Change' button), 'Additional Passengers:' (Personal Care Attendant (Ambulatory), with an 'Add' button), and 'Booking Purpose:' (Medical Reasons, with a dropdown arrow). The 'RETURN OPTIONS' section has a 'SAME AS OUTBOUND' checkbox. A 'Book Trip' button is at the bottom right. To the right of the form is a map of the San Francisco Bay Area, showing a red pin at the destination in San Francisco and a green pin at the origin in Berkeley.

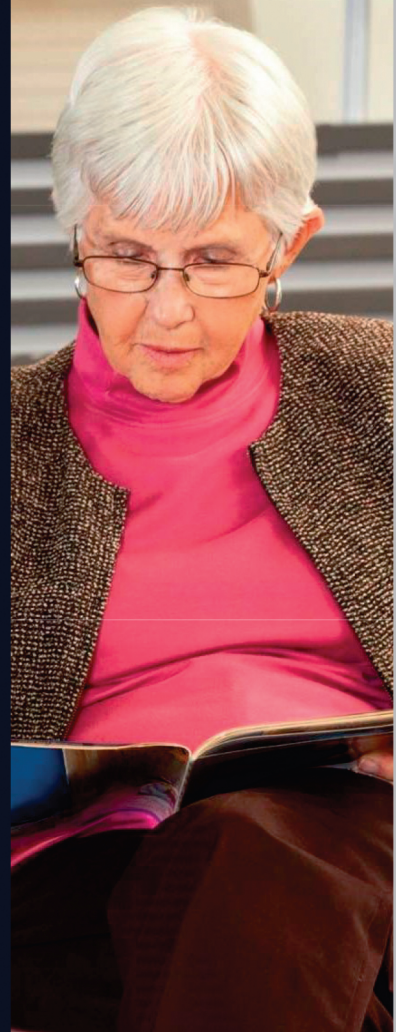
Where's Your Vehicle?

Before your vehicle arrives, you'll be able to watch it approach on a live map and see an accurate estimated time of arrival. This way, you'll know exactly when to get ready and also be warned about possible delays.



Manage Your Notifications Preferences

You can edit how you receive notifications, if automated notifications is enabled. You can get notified the night before, as well as moments before your scheduled trip. Choose the type of notification that suits you best, either: email, text message, voice call, or a combination of all three.



Contact Us

If you have any further questions about the many things you can do with the Passenger Portal, don't hesitate to call our office at 877-561-3330.