



How To Use Service Training

Today's Agenda

1. DCTA GoZone Service Overview
2. How to Use the App
3. How to Book a Ride
4. Our Approach to Safety
5. Questions



The Basics



Service Hours

Mon - Thurs
5:00am-10:00pm

Fri
5:00am-11:00pm

Sat
8:00am-11:00pm

Sun & Holidays
8:00am-6:00pm

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Price
\$11 per ride

**Your first 4 rides are
free until October 7,
2021**

Get around Denton County for \$0.

DCTA GoZone, DCTA's new on-demand rideshare service, works like a minibus that comes when you want, where you want.

The basics on how it works:

- DCTA GoZone is a corner-to-corner service, so we'll pick you up and drop you off at a nearby corner.
- Book a ride using the app or by calling the customer service number
- Get picked up at a "virtual bus stop" in a new branded vehicle in minutes
- Commute or run your errands in Denton, Highland Village or Lewisville. You can't book a ride that goes from one zone to another



Getting Started on the App

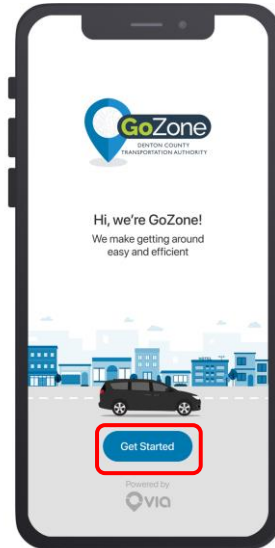
1

Download the app by searching “DCTA GoZone” from the App Store or Google Play Store on your smartphone



2

Once the app is downloaded, open the app on your device and click “Get Started” to create an account



3

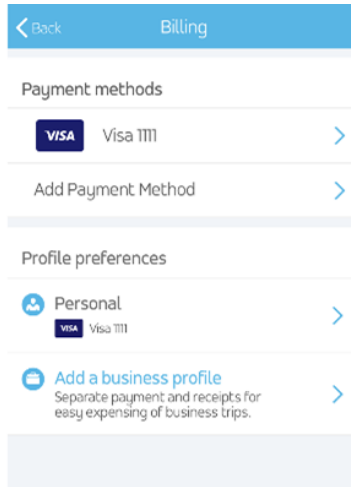
Enter your **name, email, password and cell phone number** then select “Next”

A screenshot of the registration form in the GoZone app. At the top right is a "Next" button highlighted with a red rectangle. Below it is a "Personal details" section with a profile icon and a plus sign. The form includes input fields for "First Name", "Last Name", "Email", and "Password, at least 6 chars" (with an eye icon for visibility). There is also a "Phone Number" field with a US flag icon and a "+1" prefix. At the bottom, there is a checked checkbox for "I agree to receive information and offers from GoZone and selected third parties" and a link for "I already have an account".

Getting Started on the App

4

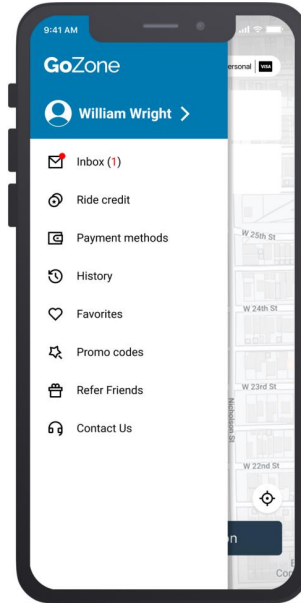
Next, add your credit/debit card information to finalize your account



*Unbanked riders can pay by using a prepaid debit card, cash on board the vehicle, or eligible tickets or passes purchased through DCTA/regional passes purchased through DART or Trinity Metro.

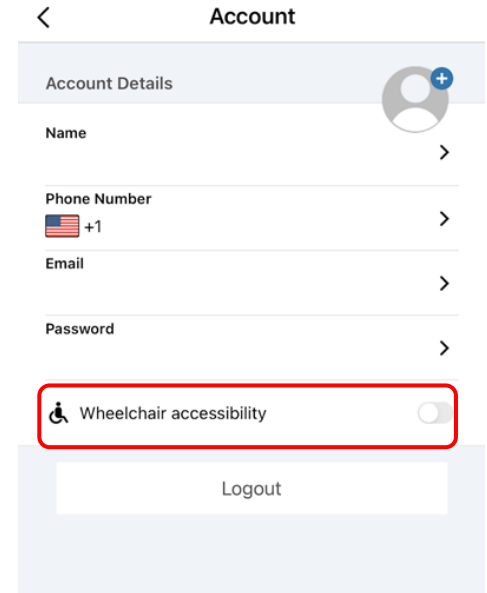
5

Your account has been created.
Congrats you're ready to ride!



6

For **wheelchair accessibility**, open the menu (3 lines on the top left), click on your name, then select the toggle



Booking Your Ride Over the Phone

Give us a call at **(940) 243-0077**

Provide the customer service agent with your **pickup and dropoff address** and they'll help you book your ride.

The agent will **provide you with estimated pickup time, location and vehicle information** once your ride has been booked.

Meet your driver at the pickup location!

Hot Tip: Give yourself a buffer on time if your headed to an appointment or taking a time sensitive trip.

Your driver Isaac will be at your pickup location in 4 mins, please look out for a vehicle with the license plate HYZ3754.

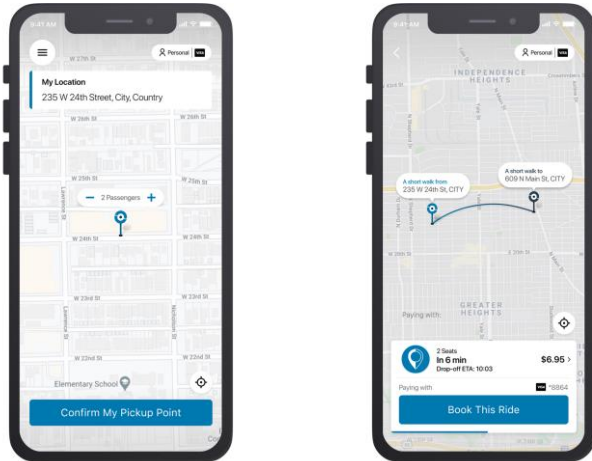


How to Book a Ride On the App

1

On the app:

Enter your pickup and dropoff addresses, and we'll provide a series of ride options. Choose the option that works best for you. Then tap **Book This Ride**

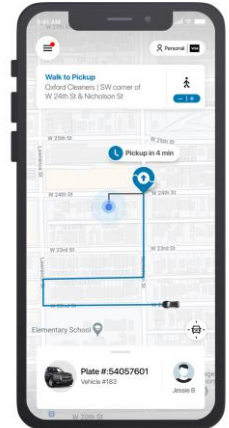


2

After you book a ride, the app will display the “virtual bus stop” where you’ll meet the vehicle. We’ll provide instructions on where to go!

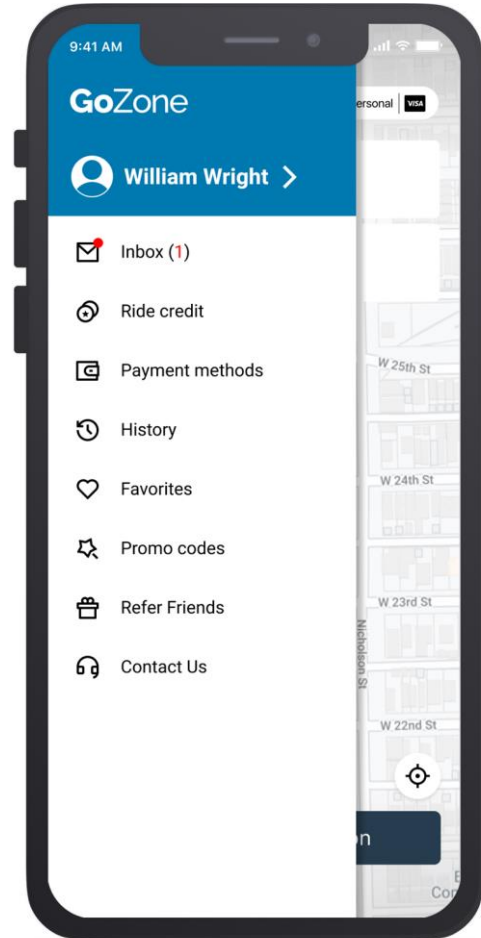
You can follow your driver’s progress in real-time so you know exactly when to head outside.

Senior riders or those with mobility impairments can get picked up at the curb right outside their pickup point - please reach out for extra assistance.



Other Features We Think You'll Love

- Set **“Favorites”** for easy booking to your most frequented locations
- Your questions answered at your fingertips in the **“FAQ”** section
- Track the real time location of your driver for better **transparency into your transit experience**
- **Dedicated wheelchair accessible vehicle(s)** for people using wheelchairs
- **Your first 4 rides are currently free** until October 7, 2021. Rides cost \$1.50



Other Features We Think You'll Love

How do I Cancel a Ride?

After a ride has been booked, you can cancel it by selecting the "Cancel Ride" option, at the bottom of your phone screen.

Please note that sometimes the "Cancel Ride" button will be hidden on the screen in order to give you more space to view the map. You can find the button again by pressing the grey line on the bottom of your screen just above the vehicle license plate number.

How Many People Will I Share With?

The number of passengers you will share a ride with varies depending on who's headed in the same direction at the same time and the make and model of the vehicle picking you up!

Can I Pay in Cash?

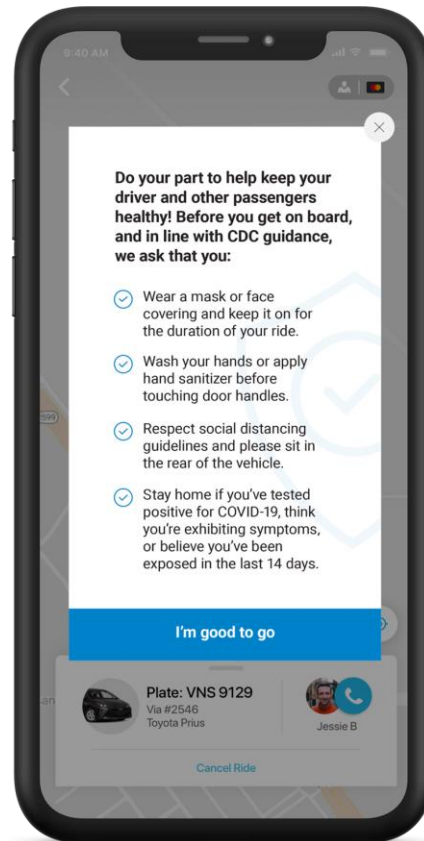
Yes! When booking your ride, you can choose whether to pay with a credit/debit card on file or with exact cash on board. Please note that drivers aren't able to give you change.

Can I Bring My Friends and Family With Me on a Ride?

Yes! +1s will each cost \$1.50. Vans have a maximum capacity of 6 passengers.

Keeping the Community Safe

- **Leveraging Tech to keep you safe:** All riders receive **health reminder** pop ups before taking a every trip
- **Mask Up:** We ask that you wear a mask of face covering (over the entire nose and mouth areas) and keep it on for the duration of your ride
- **Sanitized:** Vehicles have plastic partitions separating riders and drivers and are being professionally cleaned regularly



Any Questions?

