

METRO NOW! **MetroNow!** **Frequently Asked Questions**

What is *MetroNow!*?

MetroNow! is Metro's newest service being introduced as part of Reinventing Metro. Often called mobility on demand, it uses smaller vehicles to provide service in communities and neighborhoods that do not have the population density and/or the street infrastructure to support regular 40-ft. fixed-route Metro buses.

How does *MetroNow!* work?

MetroNow! rides can be booked through the MetroNow! On Demand mobile app or by phone. You can either request "Less Walking" which will provide curb-to-curb service or "Less Waiting" which will provide corner-to-corner service depending on your needs.

Note: "Less Waiting" or corner-to-corner service is the faster option if you're willing or able to walk a block or two to a designated pick-up point.

If you have difficulty walking or use a mobility aid such as a wheelchair, please select "Less Walking" for curb-to-curb.

What's the difference between the "Less Walking" and "Less Waiting" travel preference, and how do I select the one I want?

The "Less Waiting" option will provide corner-to-corner service, meaning that the vehicle will pick you up at a nearby stop within a short walking distance from your current location and drop you off within walking distance of your destination. This will usually be the fastest travel option.

The "Less Walking" option will provide curb-to-curb service, meaning the vehicle will pick you up directly at your current location and take you directly to your destination. The curb-to-curb proposal will likely have a higher estimated time of arrival (ETA) than the corner-to-corner option.

Here's how to make your selection:

- Input your pick-up and drop-off locations.
- After selecting the pick-up and drop-off points, you will be prompted to choose a travel preference between "Less Walking" or "Less Waiting." This option will appear each time you book a trip.
- If you would prefer a curb-to-curb trip, or have mobility limitations, select "Less Walking."
- If you prefer a quicker pick up and don't mind walking to a nearby corner, select "Less Waiting."

Can I ride *MetroNow!* anywhere I need to go?

MetroNow! is designed to provide coverage within a couple miles inside specific communities (called zones.) These zones were chosen for their travel needs and/or their distances from regular Metro fixed routes. You can ride *MetroNow!* anywhere within these communities or to connect with Metro fixed route service.

We are piloting *MetroNow!* service in two zones to start: Northgate/Mt. Healthy and Springdale/Sharonville. Once completely rolled out, *MetroNow!* will serve the following additional Hamilton County communities: Blue Ash/Evendale, Monfort Heights/Finneytown, Pleasant Run North, and Bond Hill/Roselawn.

Will *MetroNow!* be coming to my community?

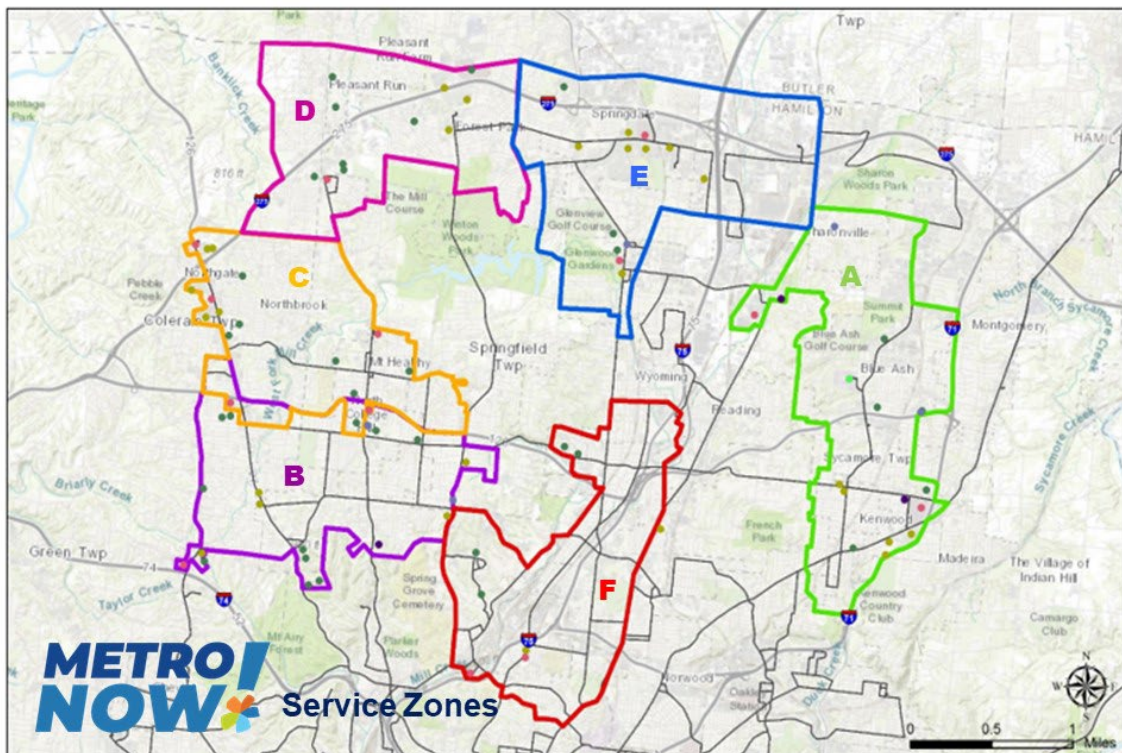
The first six zones were chosen based on a variety of factors including community input and data analysis. More zones will be introduced in future phases.

Why are you launching in just two zones?

Since *MetroNow!* service is new to the community, we are piloting it in two zones as a test. This way, we can work out any challenges and fine-tune the service to ensure success once we roll it out to the other four zones.

When completely rolled out, we will serve six zones total as shown on this map:

- Zone A - Blue Ash/Evendale (green)
- Zone B - Monfort Heights/Finneytown (purple)
- Zone C – Northgate/Mt. Healthy (gold)
- Zone D - Pleasant Run North (magenta)
- Zone E - Springdale/Sharonville (blue)
- Zone F - Bond Hill/Roselawn (red)



When will *MetroNow!* start?

Service in the Springdale/Sharonville zone will launch May 22 and the Northgate/Mt. Healthy zone will launch in June. The remaining four zones will launch next year.

What are the hours for *MetroNow!*?

MetroNow! will operate according to the following schedule:

- Weekdays 6 a.m. until 8 p.m.
- Weekends 8 a.m. until 6 p.m.

Will *MetroNow!* operate on holidays?

MetroNow! will operate the weekend schedule from 8 a.m. to 6 p.m. on the following holidays:

- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day
- New Year's Day

How do you book a ride?

You can book a ride easily by using the *MetroNow!* On Demand app, available as a free download on any Apple or Android device. You will need location services activated on your phone for the app to know where you are when scheduling a trip. You may also access the *Via* app through the *Transit* app if you are already using this app; you will need to create a new account within the *Via* app.

You can also schedule a trip by calling 513-551-5555.

How do I set up my account in the app?

Here are the steps to set up the *MetroNow!* On Demand app:

1. Search for and download the *MetroNow!* On Demand app in Google Play or the App store depending on your device type.
2. Click "Get Started."
3. Follow the prompts to add your mobile phone number and a code will be sent to your phone.
4. Enter the code.
5. Add your origin location address or move the pin to that location.
6. Click "Confirm."
7. Add the destination address or move the pin to that location.
8. Click "Set Destination." If you select a location outside the zone, you will receive a message that says, "This address is out of the zone."

9. Complete the Travel Reason – select Less Walking for curb-to-curb service or Less Waiting for point-to-point service.
10. Add any additional passengers if needed.
11. Choose your payment option.

If I transfer to *MetroNow!* from a regular Metro route, do I have to pay the \$2.00 fare?

Yes, because it is a specialized, on-demand service, all *MetroNow!* riders must pay the additional fare. Metro fixed-route passes will not be accepted for *MetroNow!* fare.

Does the app recognize Spanish?

The app is available in both English and Spanish.

Can I book rides without a smartphone?

Yes, simply call 513-551-5555 and we'll assist you over the phone.

How many passengers does *MetroNow!* hold?

Each *MetroNow!* vehicle has seating for eight seated passengers, with two spaces available for customers who use mobility aids.

What is the fare?

The *MetroNow!* fare is \$2.00 each way for each passenger, the same as it is for Metro fixed-route Hamilton County local service.

Is there a children's fare?

All children under 35 inches in height can ride free. There will be a height marker on a pole in the front of the vehicle to verify whether a free children's fare applies. There is a limit of two free children under 35 inches with each paying adult.

If I see a *MetroNow!* vehicle sitting outside, can I just board it like a Metro bus?

No. While *MetroNow!* is completely open to the public, you must schedule a trip beforehand. Trips can be scheduled via the *MetroNow* app, or by calling 513-551-5555. If you are bringing a child or companion, their ride must also be scheduled.

Can I bring my bike on *MetroNow!*?

No, the *MetroNow!* vehicle is significantly smaller than a full-size bus and there is no way to safely add a bike rack or transport bicycles.

Can I bring a car seat on *MetroNow!* for my child?

Yes, four seats in each vehicle are equipped with child safety seat hooks. Car seats will not be provided and operators may not assist with installation. Up to two children under 35 inches in height may ride free with each paying adult.

Will *MetroNow!* vehicles have seat belts for passengers?

Yes, all *MetroNow!* vehicles will have seat belts for passengers and are required by law to use them.

If I go shopping, can I bring my packages on *MetroNow!*?

Yes, you may bring packages on board *MetroNow!* vehicles; however, packages may not take up a seat and operators are not permitted to assist customers with packages.

Will *MetroNow!* accept Fare Deal or MVP cards?

At this time, *MetroNow!* will not accept Fare Deal, MVP or any other Metro discount program cards. This includes transfers and passes from regular Metro fixed-route service.

How do I know where to meet my driver?

When you schedule a trip, the app will assign you a “virtual pickup point” where you’ll meet the vehicle, usually at a nearby corner or no more than a block away from your current location. Check the app for walking directions and follow your driver’s progress in real-time so you know exactly when to head to your pickup point.

If you selected curb-to-curb service, your vehicle will meet you outside the address you entered when you scheduled the trip.

How do I pay for my rides?

You may set up a payment account in the EZfare app and pay by credit card or you can pay cash when you board. The fare is \$2.00 each way for each passenger.

I don’t have a credit card – can I still ride *MetroNow!*?

Yes, you may ride *MetroNow!* by paying the cash fare of \$2.00 each way for each passenger.

What should I do if my driver leaves without me?

In the unlikely event that a *MetroNow!* driver leaves without picking you up, you may email customerservice@go-metro.com or call Metro Customer Care at 513-632-7575.

What do the vehicles look like?



MetroNow! vehicles are smaller than regular Metro buses and have distinctive branding and colors, so they are easy to spot.

Can I ride in a wheelchair?

Yes, each *MetroNow!* vehicle has onboard space for two mobility aids (such as wheelchairs or strollers). Let us know you will be traveling with a wheelchair in your account settings.

Can I leave feedback for my driver?

We encourage you to complete the feedback screen in the app after your ride.

Do I tip the driver?

Drivers do not accept tips.

I scheduled a trip, then something came up and I forgot to cancel it. Will I be penalized?

Because MetroNow! is a specialized service with limited capacity, not canceling a trip may negatively impact other riders.

How do I reset my password?

Open the app and select "Get Started." In the password box, select "Forgot your password?" and follow the prompts.

I left something in the vehicle — how do I get it back?

Please email us at customerservice@go-metro.com with a description of the missing item and we'll do our best to return it to you. You may also call Metro Customer Care at 513-632-7575.

How do I report a complaint?

Please contact us at customerservice@go-metro.com or by calling our Customer Care Center at 513-632-7575 to report a complaint. Be sure to include as much information as possible and we'll do our best to help you. You may call us with commendations, too.

Where can I get more information?

Please visit www.go-metro.com for more information.