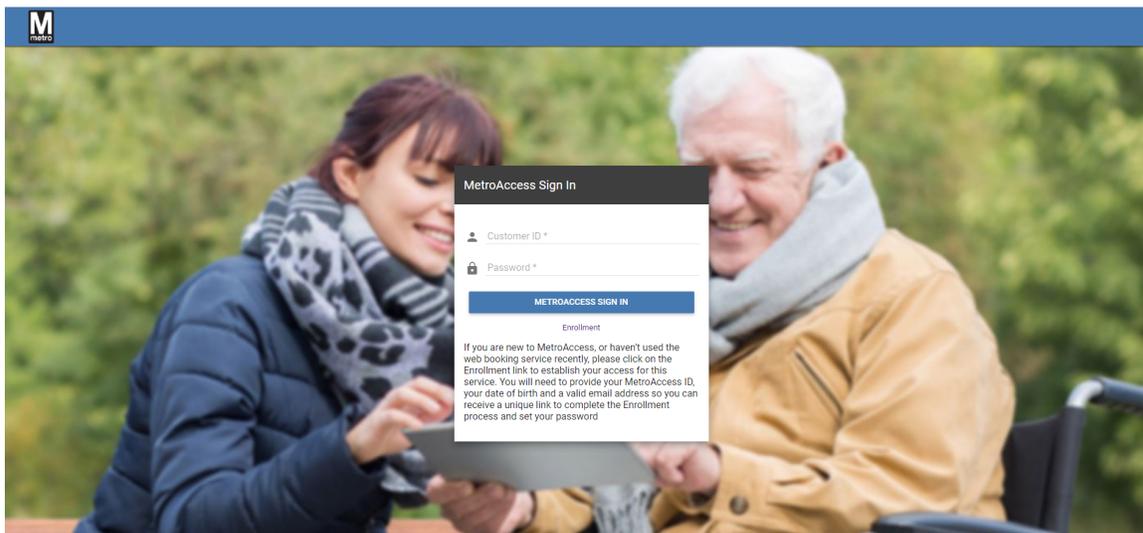


HOW TO BOOK YOUR TRIP WITH METROACCESS USING OUR WEB BOOKING TOOL

When you are ready to make your reservation with MetroAccess online, visit us at <https://metroaccess.wmata.com>



1. To begin, enter your customer ID and Password to access the web booking portal.
2. On the top of the left panel, you will find your name and customer ID number. Under that, click on the tabbed labeled BOOK TRIP.

BOOK AGAIN (optional)

If you are repeating a trip that you have recently taken, you can save time by selecting a recent booking in the BOOK AGAIN drop-down box. Once you select the correct booking, please make sure to verify that all the populated information is correct.



PICKUP DETAILS

1. If you are starting a new booking, you can type in your pickup address under PICKUP DETAILS. Please ensure you type in the correct address for pickup.
2. Verify your PICKUP CALLBACK NUMBER is correct.
3. Identify any entrance notes in the pickup instructions, such as “front entrance” or “side door”.



DROPOFF DETAILS

1. Under DROPOFF DETAILS, type in your dropoff address. Please ensure you type in the correct address for pickup.
2. Verify your DROPOFF CALLBACK NUMBER is correct.



DATE AND TIME

1. In the drop-down box, select the date you wish to travel. Please remember, we can only book trips up to seven (7) days in advance.
2. For the time of day:
 - If you would like to be picked up at a certain time, select PICK ME UP AT.
 - If you would prefer to be dropped off at a certain time, select DROP ME OFF AT.
3. Then click on the drop-down box to select a time.

ADDITIONAL OPTIONS

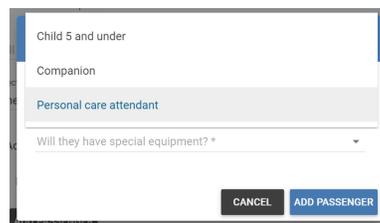
If you would like, you can include your cell phone number in this section. Additionally, please select the drop-down box and indicate whether you will be traveling with a wheelchair.

ADDITIONAL PASSENGERS

If you will be traveling with another passenger, you will enter their information here.

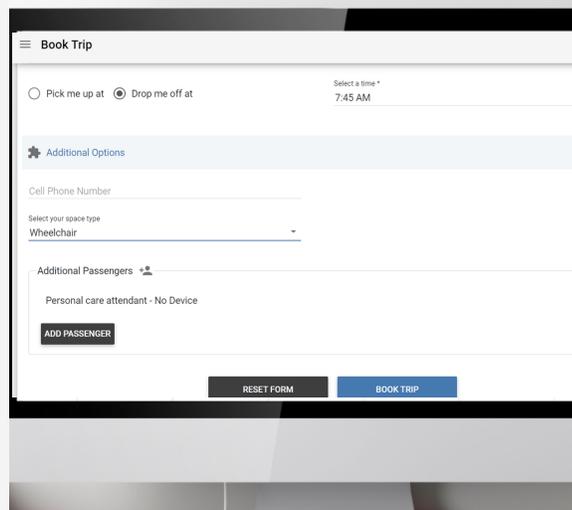
1. Click on ADD PASSENGER, and a pop-up box will appear, asking what type of passenger.

- Child 5 and under
- Companion
- Personal care attendant (PCA)

A screenshot of a pop-up form titled 'Additional Passengers'. It contains three radio button options: 'Child 5 and under', 'Companion', and 'Personal care attendant'. Below these is a dropdown menu labeled 'Will they have special equipment? *'. At the bottom right are two buttons: 'CANCEL' and 'ADD PASSENGER'.

2. Select the appropriate passenger type and indicate if the passenger will have any special equipment, such as a wheelchair.
3. Then click on ADD PASSENGER to add the passenger to your trip.

TIP: Take a moment to review the page and make sure everything you have added to the page is correct and accurate.

A screenshot of the 'Book Trip' form. It shows a 'Drop me off at' radio button selected, with a time of 7:45 AM. Below is an 'Additional Options' section with a 'Cell Phone Number' field and a 'Select your space type' dropdown menu set to 'Wheelchair'. Underneath is an 'Additional Passengers' section with a plus icon and the text 'Personal care attendant - No Device'. At the bottom are 'RESET FORM' and 'BOOK TRIP' buttons.

Once you are satisfied with the booking, select **BOOK TRIP**.

CONFIRM BOOKING

On this page, you will see a summary of your trip reservation. Please verify the information is correct and note the trip's fare and pickup window in the blue box.

If you are satisfied with this trip, select CONFIRM BOOKING.

If you need to adjust the pickup time, select:

- LEAVE 15 MINUTES EARLIER, or
- LEAVE 15 MINUTES LATER

If you need to modify the details of the trip, select MODIFY BOOKING.

The screenshot shows a 'Confirm booking' page with the following details:

- Trip Details:**
 - Date: Saturday 10/30/2021
 - Requested pickup time: 10:30 AM
 - Additional Passengers: 1. Personal care attendant - No Device
 - Mobility Aids: All the mobility aids necessary
 - Cell Phone Number: (301) 555-1212 x
- Pickup Details:**
 - Location: CLIENT HOME
 - Phone: (301) 555-1212 x
 - Entrance: front entrance
- Dropoff Details:**
 - Location: WALMART BRANCH AVE, 8745 BRANCH AVE, CLINTON, MD, 20735
 - Phone: (301) 877-0502 x
 - Entrance: 2nd door

A blue summary box contains the following information:

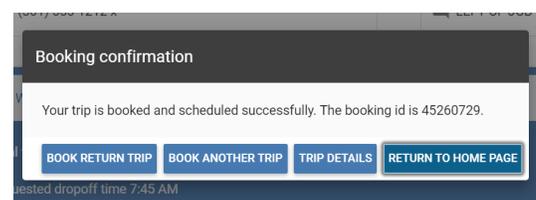
- Message: We are able to schedule your trip with the following times
- Total fare: \$4.00
- Requested pickup time: 10:30 AM
- Pickup window is between 10:15 AM and 10:45 AM
- Buttons: < LEAVE 15 MINUTES EARLIER | LEAVE 15 MINUTES LATER >

At the bottom of the page are two buttons: **MODIFY BOOKING** and **CONFIRM BOOKING**.

Once you select, CONFIRM BOOKING, you will see a pop-up window with your booking confirmation. It will state, "Your trip is booked and scheduled successfully," and it will include your booking ID (confirmation number).

From here, you can:

- BOOK RETURN TRIP (see page 5)
- BOOK ANOTHER TRIP (see page 6)
- TRIP DETAILS
- RETURN TO HOME PAGE



BOOK RETURN TRIP

To book your return trip:

1. Select BOOK RETURN TRIP in the pop-up box of the first trip's booking confirmation. The sections will automatically populate with a reverse of your first trip.
2. Please verify the following:
 - a. Addresses
 - b. Phone numbers
 - c. Additional passengers

If you are not returning to your pickup location, please refer to the instructions to BOOK ANOTHER TRIP.

DATE AND TIME

In this section, you will see the previous trip you booked.

1. Select the time you wish to be picked up or dropped off for your return trip. Please remember, you must schedule your return pickup for at least an hour after the previous dropoff.
2. Once you are satisfied with the booking, select BOOK RETURN TRIP. You will see a summary of your return trip reservation.
3. Please verify the information is correct and note the trip's fare and pickup window in the blue box.
4. If you are satisfied with this trip, select CONFIRM BOOKING.

Please remember to take note of your pickup windows and booking IDs (confirmation numbers) so you may refer to them on the day of your trip.

The screenshot displays a 'Confirm booking' screen with the following details:

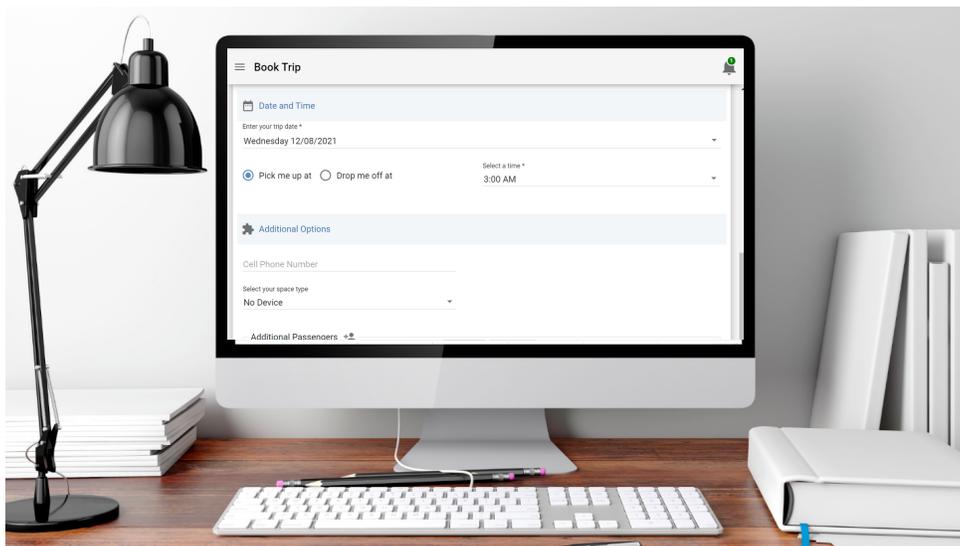
- Confirm booking** (header)
- Trip Details** (sub-header)
- Date:** Saturday 10/30/2021
- Requested pickup time:** 10:30 AM
- Additional Passengers:** 1. Personal care attendant - No Device
- Mobility Aids:** All the mobility aids necessary
- Cell Phone Number:** (301) 555-1212 x
- Pickup Details:**
 - CLIENT HOME
 - (301) 555-1212 x
 - front entrance
- Dropoff Details:**
 - WALMART BRANCH AVE, 8745 BRANCH AVE, CLINTON, MD, 20735
 - (301) 877-0502 x
 - 2nd door
- Summary (blue box):**
 - We are able to schedule your trip with the following times
 - Total fare \$4.00
 - Requested pickup time 10:30 AM
 - Pickup window is between 10:15 AM and 10:45 AM
 - Buttons: < LEAVE 15 MINUTES EARLIER | LEAVE 15 MINUTES LATER >
- Actions:** MODIFY BOOKING | CONFIRM BOOKING

BOOK ANOTHER TRIP

If you are not traveling directly back to your original pickup location, select BOOK ANOTHER TRIP in the pop-up box of the first trip's booking confirmation. This will take you to a new BOOK TRIP page to reserve a new trip.

DATE AND TIME

1. Select the time you wish to be picked up or dropped off for your next trip. Please remember, you must schedule your next pickup for at least an hour after the previous dropoff.



2. Once you are satisfied with the booking, select BOOK TRIP. You will see a summary of your trip reservation.
3. Please verify the information is correct and note the trip's fare and pickup window in the blue box.
4. If you are satisfied with this trip, select CONFIRM BOOKING.

Please remember to take note of your pickup windows and booking IDs (confirmation numbers) so you may refer to them on the day of your trip.

Thank you for choosing
MetroAccess and booking your
reservations online!

Travel Training Program

Millions of trips are taken by customers with disabilities on Metrobus and Metrorail and you can too!

Would you like to get to where you need to go without having to reserve your ride?

Would you like to give yourself a "pay raise" by saving hundreds of dollars a year in transportation costs?

Would you like to learn the tools to enable you to use the accessible Metrobus and Metrorail systems?

If you answered yes to any of these questions, we can help with our award winning travel training program. If you are interested please contact us.

CONTACT

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301-562-5360
TTY 301-588-7535
Toll Free 800-523-7009

<https://wmata.com/service/accessibility/metro-access>