

Windsor Microtransit First Public Meeting Agenda
January 18, 2023 2:00 pm & 6:00 pm
Windsor Welcome Center

Service Plan

- The service starts January 23, 2023 at 6:00 am.
- It is **FREE**
- The service will provide rides from 6:00 am to 6:00 pm Monday-Friday excluding holidays. The last ride of the day must be completed by 6:15 pm.
- Rides will hopefully be delivered within 30 minutes of booking a trip. We will begin accepting ride requests on Thursday, January 19, 2023 at 7:45 am via phone, online, or via the app.
- All trips must begin and end within the Town of Windsor boundaries, and also along Route 5 from the northern town boundary to the Exit 9 Park & Ride.
- Reservations are required, as the van will not stop for riders who hail it as it drives by.
- Our vehicle will pick you up at your location, or the nearest safe location as indicated, and will drop you off at your destination. Our van is fully accessible and can accommodate wheelchairs and other mobility devices. Vehicles will stop on the street or driveway closest to your location.
- Trained service animals are welcome.
- Riders under age 12 must be accompanied by an adult.
- All riders must abide by the SEVT Passenger Code of Conduct found at www.moover.com/about/
- Operating times, dates, terms of service, etc. subject to change without notice.
- Since our new van has not arrived, we will be using a small bus to start with.

How to book a ride:

1. **Phone reservations** call 802-460-7433 Option 6 or toll-free 1-888-869-6287 Option 6 Monday-Friday 7:45 am-5:00 pm. No ride requests will be accepted by voice mail, fax, or e-mail.

When requesting a ride request over the phone you will be required to provide:

- Your name, street address, DOB, contact phone number, and any mobility devices that you use. We will use this to establish an account for you, and after your first ride you will not need to provide this information again.
 - Your pick-up and drop off address, date and time of pickup, whether or not this is a round trip or a recurring trip, the purpose of the trip, whether you a transportation-eligible Medicaid client or Elderly or Disabled client, and are any other riders going with you.
2. **Book online** requires an initial, one-time account set-up and then making a ride reservation. **Make sure you remember your User ID.** cp-micromoo.qryde.com/cp/ A step-by-step handout is available at www.moover.com/windsor-microtransit/.
 3. Book by using **the rider app**. Download the QRyde rider app from Google Play Store or the Apple Store. You will be asked to set up a user account, and after that process is completed, you may start booking rides. **Make sure you remember your User ID.** A step-by-step handout is available at www.moover.com/windsor-microtransit/ .

Please bear with us as we provide this new service. It relies on software we have recently purchased and trained on, and we will have kinks to work out along the way. We also rely on uninterrupted cell service. Thank you for your patience.

We are excited to provide this unique service to the residents and guests in Windsor!!!!!!

Thank you for your support!

