Everything you need to know about our new Passenger Portal

From any web-enabled device, you can access a wide range of trip booking tools and see where your approaching vehicle is. Once you have registered, you can use the tools to help you plan your trips at https://ltd-passengerportal.tripsparkhost.com/Account/Login.

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

Getting Started
The Default Password for signing up for the Portal for the first time is RideSource240. You must get your User ID/Name from Ridesource by calling them at 541-682-5566. Once you’ve logged in for the first time, you will be asked to change your password. If you forget your password, you must use the Forgot Password Feature on the website. The web address is ltd-passengerportal.tripsparkhost.com

Scheduling a Ride
You can book rides from Monday – Thursday from 8:00 a.m. to 5:00 p.m. and Friday from 8:00 a.m. to 2 p.m. Trips booked through the Passenger Portal must be booked at least two (2) days in advance. For example, if
it is a Monday, you can book for Thursday; Tuesday can book for Friday; Wednesday for Saturday; Thursday for Sunday; Friday for Monday, and no option to book on the weekends for weekdays. If you need to book a ride in this 48-hour Blackout Period, you can call RideSource at 541-682-5566.

Example: You can book on weekdays for the weekends but not on weekends for the weekdays. For example, you can book a trip on a Wednesday for a Saturday ride, but you can not book a trip on Saturday for Tuesday. The trip scheduling team works Monday through Friday to place your approved trips with a provider.

Canceling a Ride
If you have a ride booked and wish to cancel it within six (6) hours of the ride time, you will not be able to do so online and will need to call RideSource.

Selecting a Location
If you have traveled to a location before, you can choose it from the drop-down menu. New locations traveled to will be added to the drop-down menu for your convenience as well.

Selecting a Time
You will select the time for your appointment and the return pick-up time using the drop-down menus.
Selecting a Trip Type
You can also choose which type of trip you would like on this screen. Choices include One-Way, Round-Trip, and Multi-Trip. You can also repeat a recent booking to a previous location.

Confirming Choices
After you have made your choices on the previous screens, you will be brought to this screen. This screen will allow you to make changes/adjustments to your current booking request.
Outbound Options: Choosing Trip Purpose, Noting Mobility Aids, and Additional Passengers

On this screen, you can choose/change if you have any Mobility Aids for the current trip, if there are any additional passengers or caregivers that will be traveling with you, and the purpose of the trip. If the ride is for a medical purpose, you would choose your Insurance type in the Service Type drop down menu and choose the Booking Purpose.
Personal Caregivers and Guests
You have the ability to add a Personal Caregiver to travel with you as well as the ability to choose any mobility aids that you or your personal caregiver/guest may require. All Medical Trips are allowed a personal caregiver; however, guests are upon request and space availability. All ADA (American Disability Act) rides allow a personal caregiver at no cost. Any additional guests will need to pay the $3.50 fare per leg of the trip.

Choosing a Trip Purpose
If the Ride is for a Non-Medical purpose, your booking purposes will be more limited on what you can choose. If you are booking an ADA ride, Personal/Recreation is standard.
If you are booking a Shopper ride, Grocery Shopping will be standard.

You will be able to see the route of your trip on the right-hand side of the screen as well as the entire service area of RideSource.
Confirming Your Booking
After entering all the required information and selecting the "Book Trip" button, you will see a Booking Confirmation Screen. This screen will also show you if you have any other trips scheduled on the date requested. If everything is correct, select the "Confirm" button. Once you have done so, you will see a screen stating that “Your booking request has been received”. At this point, your request has been submitted to RideSource. They will then confirm all details of the trip, and if any more information is needed, you may receive a call regarding the request.

Passenger Portal Home Page
On your home page, you will be able to see any upcoming trips you may have.

The My Trips Screen will show you all of the trips that you have booked, both current and past.
On your Profile page, you can see your personal information, address, contact information, trip preferences, and notifications. You cannot make any changes yourself to this screen; however, you can call RideSource at 541-682-5566 to make changes.
You are receiving the following types of notifications:

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<tr>
<th>Notification</th>
<th>Call</th>
<th>Text</th>
<th>Email</th>
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<tr>
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