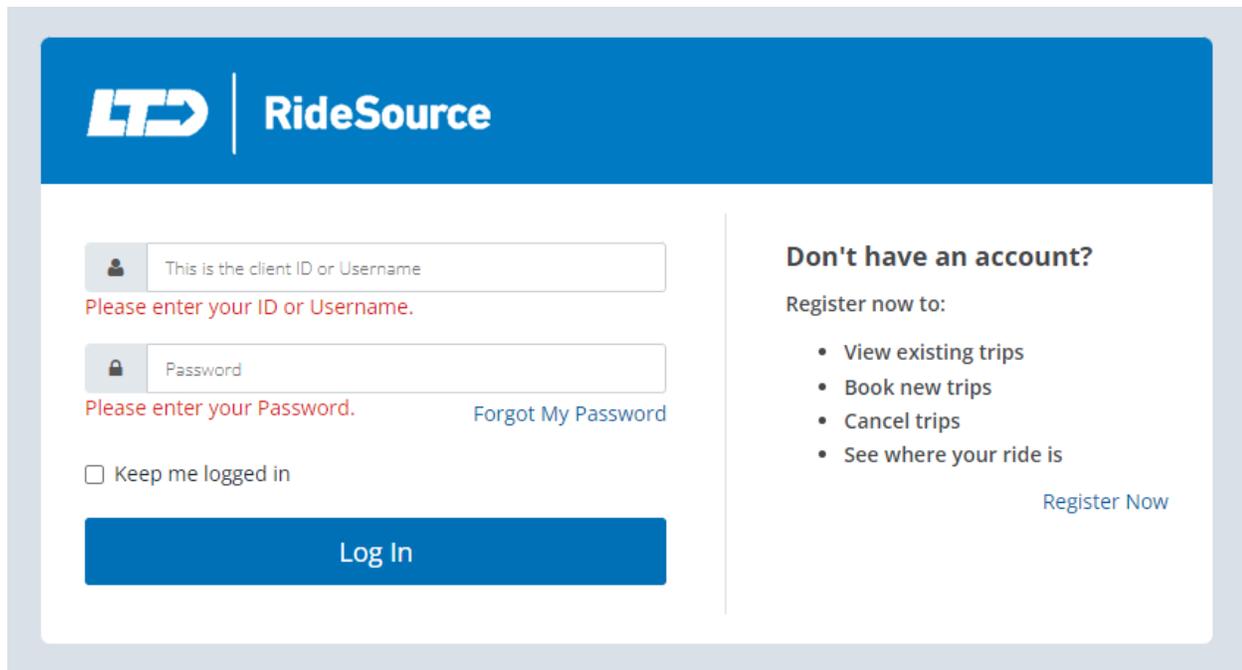


Everything you need to know about our new Passenger Portal

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.tripsarkhost.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



The screenshot shows the RideSource login interface. At the top is the LTD RideSource logo. Below it are two input fields: one for 'This is the client ID or Username' with a red error message 'Please enter your ID or Username.', and another for 'Password' with a red error message 'Please enter your Password.' and a 'Forgot My Password' link. There is a 'Keep me logged in' checkbox and a blue 'Log In' button. To the right, under the heading 'Don't have an account?', there is a 'Register now to:' section with a bulleted list: 'View existing trips', 'Book new trips', 'Cancel trips', and 'See where your ride is'. A 'Register Now' link is positioned at the bottom right of this section.

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.tripsarkhost.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



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.

Trip Request

One Way
Round Trip
Multi Trip

 **BOOK AGAIN (OPTIONAL)**

Select a Recent Booking ▾

 **DATE**
 

Mar ▾
2023 ▾
<
>

SU	MO	TU	WE	TH	FR	SA
26	27	28	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	1

 **FROM**

 **ON**

TO

RETURN TRIP

Continue »

Trip Request

One Way
Round Trip
Multi Trip

 **BOOK AGAIN (OPTIONAL)**

Select a Recent Booking ▾

Lane Transit District

RideSource Passenger Portal Instructions

April 2023

Trip Request

One Way
Round Trip
Multi Trip

BOOK AGAIN (OPTIONAL)
Select a Recent Booking ▾

DATE

FROM

OUTBOUND TRIP

TO

Registered

6 W Q St, Springfield

240 Garfield St, Eugene

Recent

2073 Dakota St, Eugene

Lane County Methadone Clinic, 432 W 11th Ave, Eugene

Day Surgery At Riverbend, 3355 Riverbend Dr, Springfield

Oregon Neurosurgery, 3377 Riverbend Dr, Springfield

Valley River Center 1/Jc Penny (N. Door), 293 Valley River Ctr, Eugene

Albertsons Grocery, 2000 Marcola Rd, Springfield

Lane County Methadone Clinic, 432 W 11th Ave, Eugene

2073 Dakota Street, Eugene

2073 Dakota St, Eugene

Oregon Imaging, 1200 Hilyard St, Eugene

Begin typing to search for locations

powered by

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.

Itinerary

One Way
Round Trip
Multi Trip

BOOK AGAIN (OPTIONAL)
Select a Recent Booking ▾

DATE

FROM

TO

OUTBOUND TRIP

RETURN TRIP

OUTBOUND OPTIONS

I Am Bringing:
No Mobility Aids
Change

Service Type:

Additional Passengers:
None
Add

Booking Purpose:

A booking purpose is required.

RETURN OPTIONS SAME AS OUTBOUND

 **OUTBOUND OPTIONS**

I Am Bringing:
No Mobility Aids
Change

Service Type:
OHP Medical Transport Trillium/Cen ▼

Additional Passengers:
None
Add

Booking Purpose:
Surgery, Pre- or Post-Op Care ▼

Outbound Trip Mobility Aids ✕

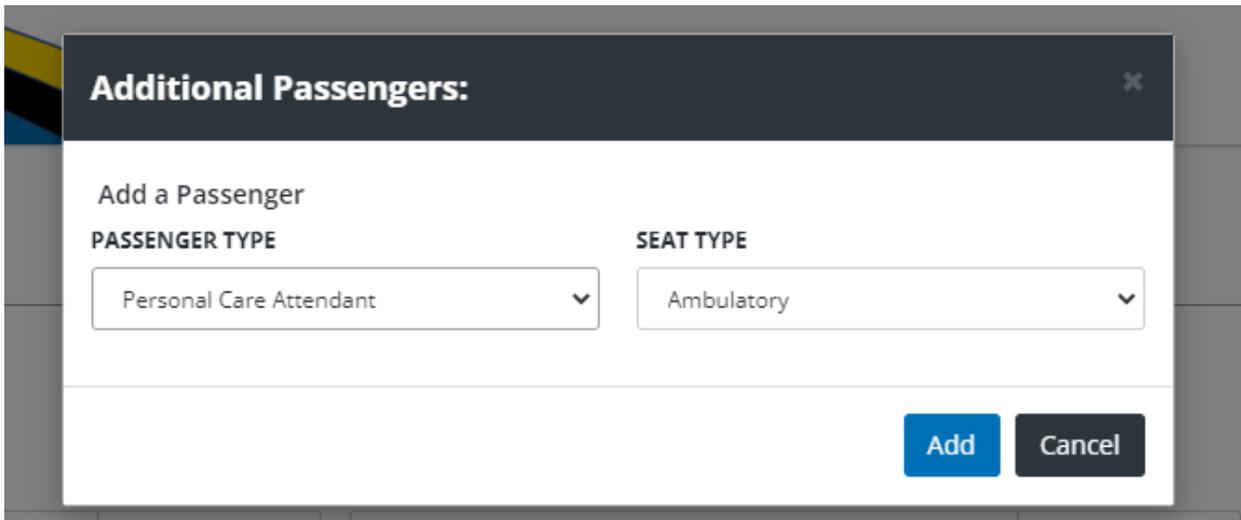
Select the mobility aids you will be bringing

<input type="checkbox"/> Boarding Chair	<input type="checkbox"/> Cane
<input type="checkbox"/> Child Carseat	<input type="checkbox"/> Crutches
<input type="checkbox"/> Knee Walker	<input type="checkbox"/> Oxygen Tank
<input type="checkbox"/> Wheelchair-Transfer	<input type="checkbox"/> Walker

OK **Cancel**

Personal Caregivers and Guests

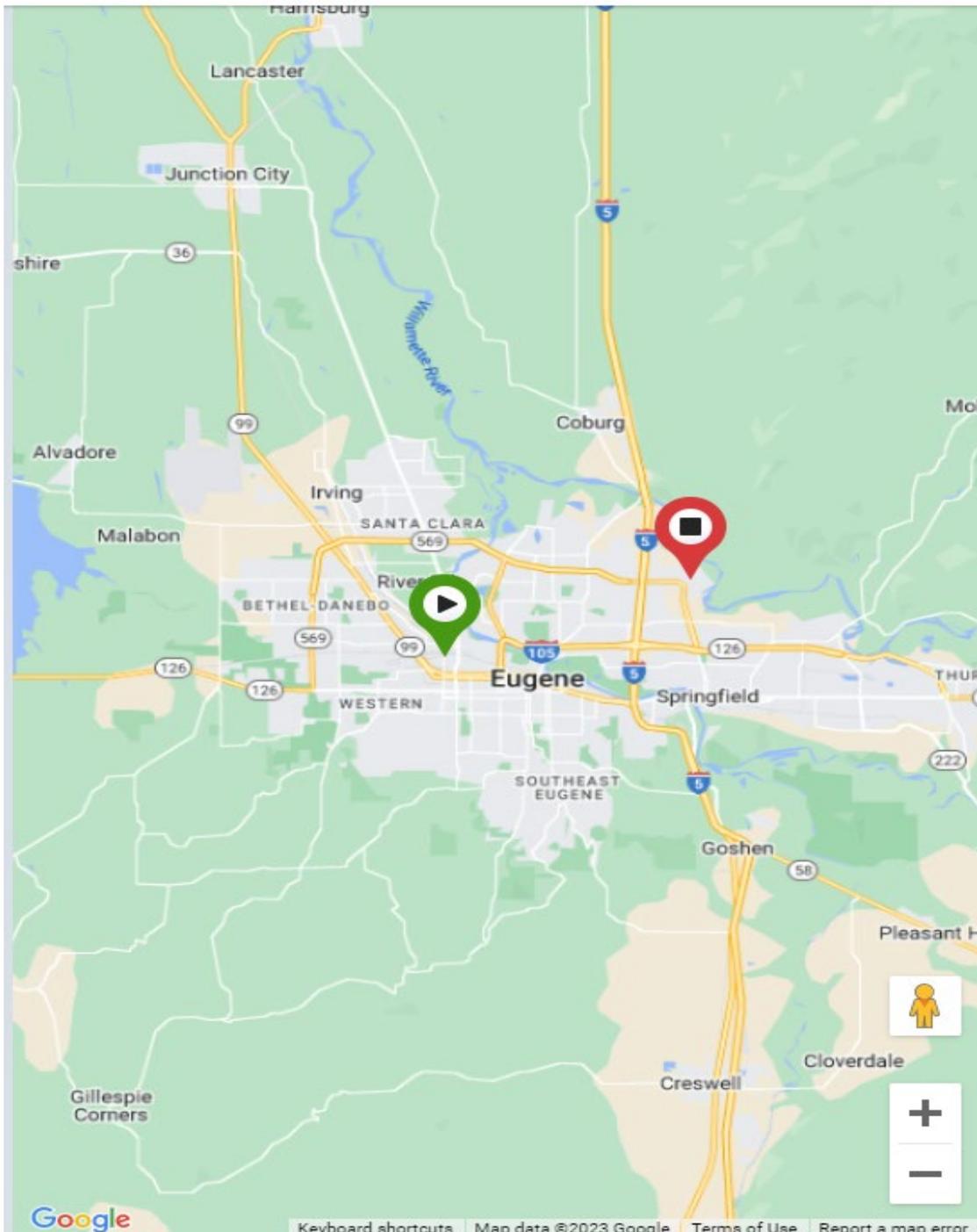
You have the ability to add a Personal Caregiver to travel with you as well as the ability to choose any mobility aids that you or your personal caregiver/guest may require. All Medical Trips are allowed a personal caregiver; however, guests are upon request and space availability. All ADA (American 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.



The screenshot shows a modal window titled "Additional Passengers:" with a close button (X) in the top right corner. Below the title bar, the text "Add a Passenger" is displayed. There are two dropdown menus: "PASSENGER TYPE" with "Personal Care Attendant" selected, and "SEAT TYPE" with "Ambulatory" selected. At the bottom right of the form, there are two buttons: a blue "Add" button and a dark grey "Cancel" button.

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.

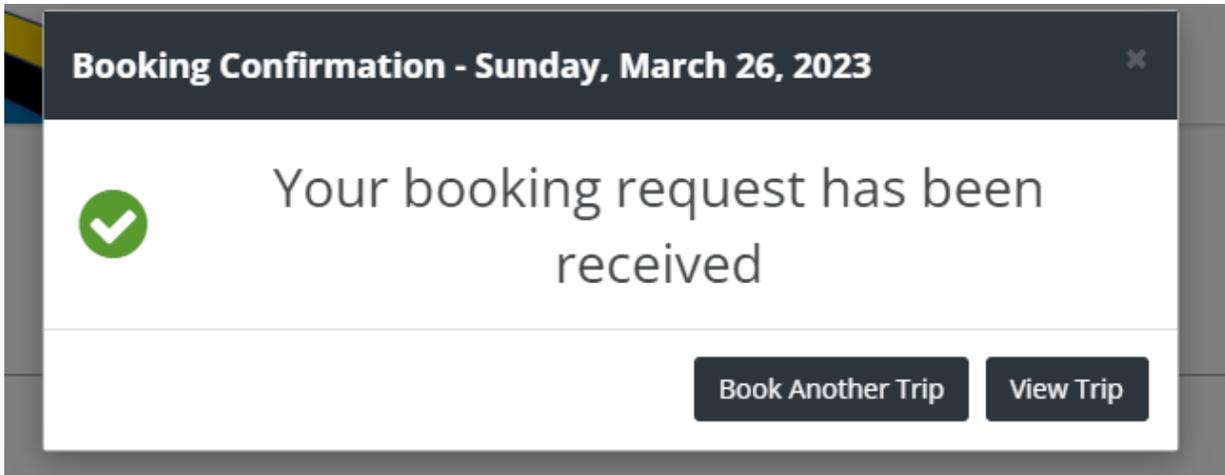


If you are booking a Shopper ride, Grocery Shopping will be standard.

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.

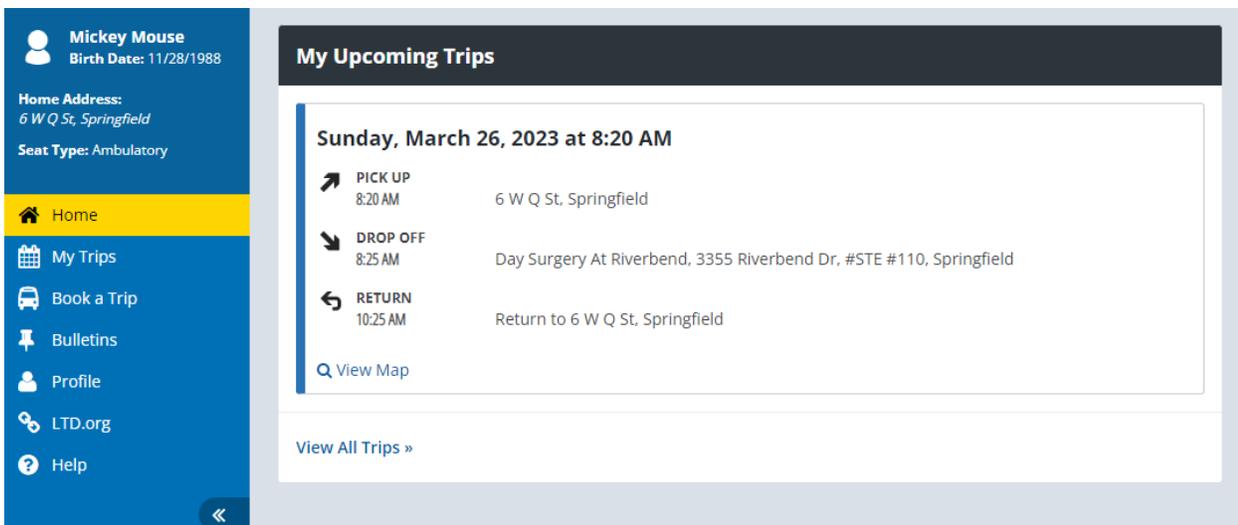
Confirming Your Booking

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.

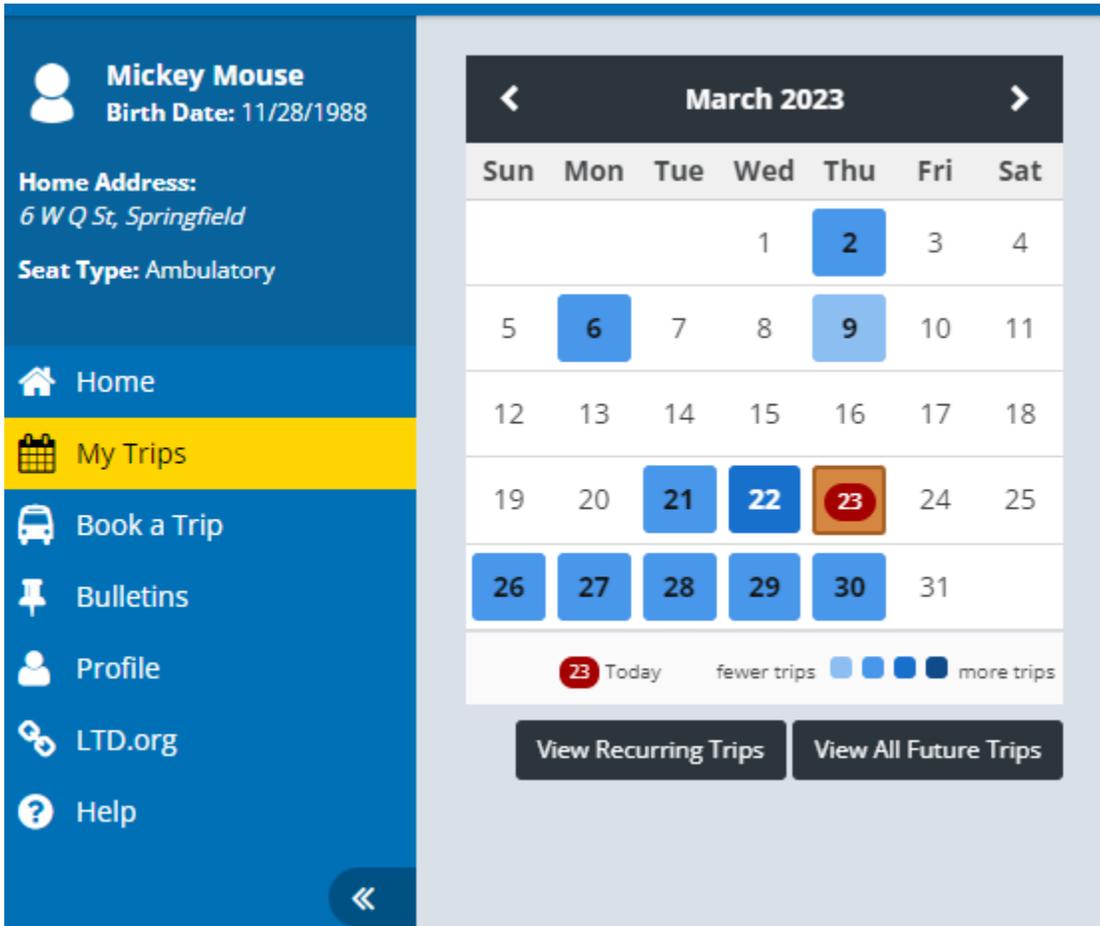


Passenger Portal Home Page

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.



Mickey Mouse
Birth Date: 11/28/1988

Home Address:
6 W Q St, Springfield

Seat Type: Ambulatory

- Home
- My Trips**
- Book a Trip
- Bulletins
- Profile
- LTD.org
- Help

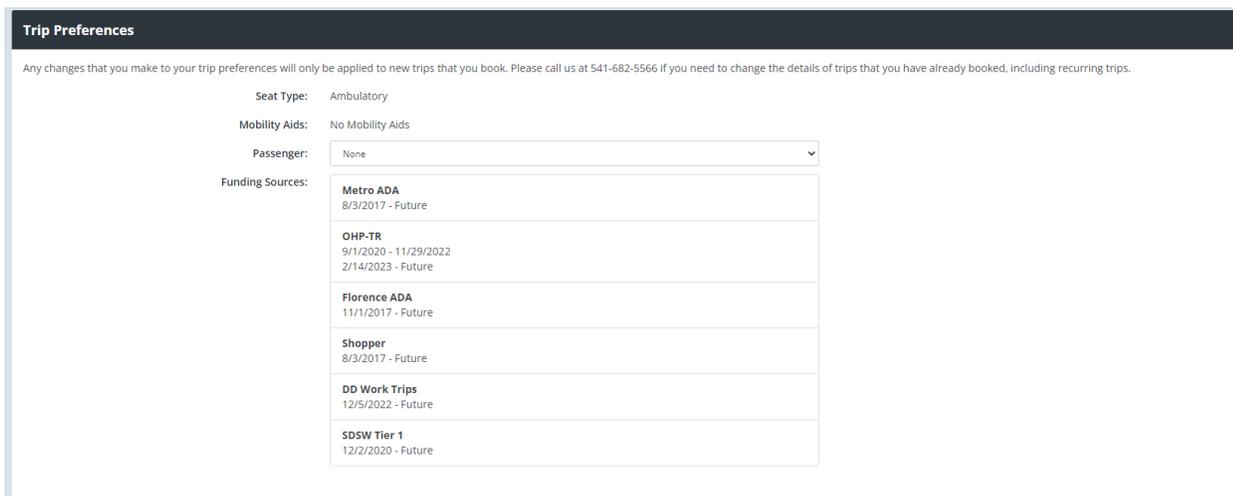
March 2023

Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

23 Today fewer trips more trips

[View Recurring Trips](#) [View All Future Trips](#)

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.



Trip Preferences

Any changes that you make to your trip preferences will only be applied to new trips that you book. Please call us at 541-682-5566 if you need to change the details of trips that you have already booked, including recurring trips.

Seat Type: Ambulatory

Mobility Aids: No Mobility Aids

Passenger: None

Funding Sources:

- Metro ADA
8/3/2017 - Future
- OHP-TR
9/1/2020 - 11/29/2022
2/14/2023 - Future
- Florence ADA
11/1/2017 - Future
- Shopper
8/3/2017 - Future
- DD Work Trips
12/5/2022 - Future
- SDSW Tier 1
12/2/2020 - Future

You are receiving the following types of notifications:

	Call	Text	Email
Client No Show	-	-	-
Dispatcher Update	-	N/A	N/A
Driver Initiated	-	N/A	N/A
Imminent Arrival Reminder	-	✓	-
Imminent Arrival Update	-	✓	-
Mass Notification	-	✓	-
Trip Booking Confirmation	N/A	✓	-
Trip Cancel Confirmation	N/A	✓	-
Trip Reminder	-	✓	-
Trip Update	-	✓	-