

ACCOUNT HELP SHEET

TP01 (Transit Plus) NO CARD NO SERVICE

1. After accepting an order, the fare information will come up on your screen.
2. Once the customer enters the vehicle do the following steps
 - a. Greet them
 - b. Verify the customers' identity by asking for their Transit Plus Card
 - i. See that the name and the picture on the card match the name on your screen and the customer in your vehicle
 - c. Verify the customers' Drop-Off address is correct
3. Start the trip
 - a. AUT FLEET: By pressing **Pick-Up Meter Rate**
 - b. MED VAN FLEET: By Pressing **Pick-Up**
4. Then Press Menu in the top right of your screen
 - a. Select **FORMS**
 - b. Select **TP01 FORM**
 - i. Enter the 3-5 digit number on the Transit ID and press **OK**
5. Once at the correct Drop-off address
 - a. Press **Drop-Off**
 - b. Put the car in park
6. At this point, the customer **needs to pay** a co-pay of \$4.00 and any dollar amount over \$14.60 in cash (See Transit Plus Fare Structure Sheet for Help)
 - a. CO-PAY can be the following
 - i. Transit Ticket
 - ii. Cash
 - iii. UPASS (See notes below)
7. Once your customer has paid let them exit your vehicle safely and remind them to check for any items they may have left behind

OTHER INFORMATION

❖ **NO CARD NO SERVICE**

- ❖ As a provider of this ride, if there are any addresses that do not match the fare on your screen call dispatch
- ❖ TP01 fare are **not** allowed to leave Milwaukee County
- ❖ UPASS Service
 - It will say UPASS on the Transit Card of anyone who is eligible for a UPASS
 - Only cash required is if the meter goes over \$14.60
 - In order to get paid for the UPASS, you must fill out a voucher and write UPASS at the top of the voucher
 - UPASS is paid like a Transit Ticket you will see it on your summary under the coupon section
- ❖ Transit plus can have up to 3 extra passengers
 - If the order states PCA one passenger can ride for free all others are \$1