

HRT Paratransit 2.0

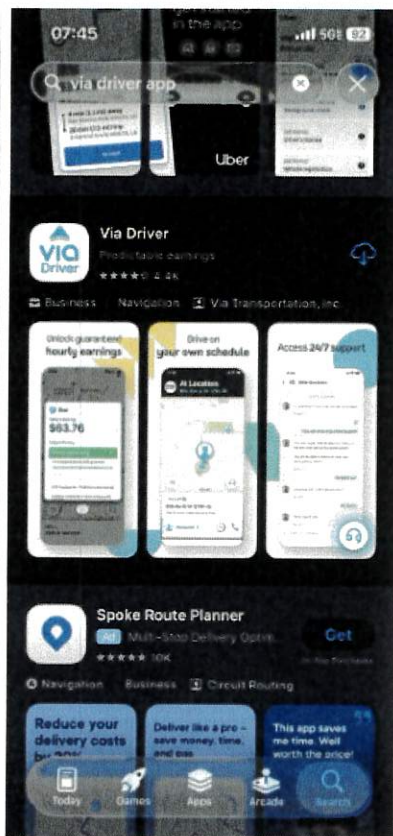
Via Driver App - Quick Reference Guide

Driver workflow: sign in, start shift, pickup, fare, drop-off, and end shift

IMPORTANT: Use the app only when the vehicle is safely stopped. Always review rider notes and accommodations before boarding. When a no-show countdown expires, remain at the location and contact Dispatch for instructions.

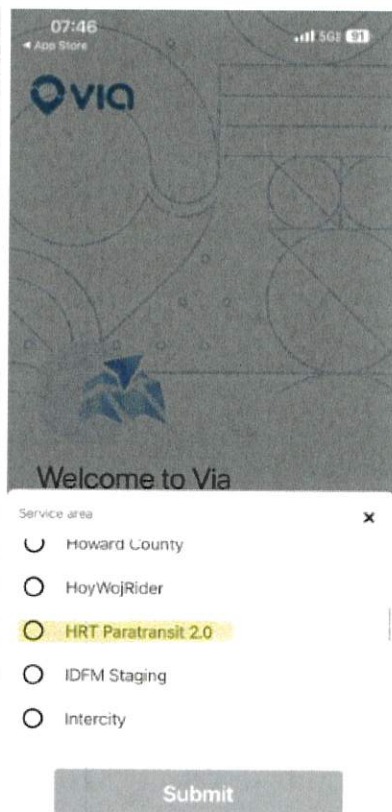
**DOWNLOAD → SELECT HRT PARATRANSIT 2.0 → VERIFY PHONE → START SLOT → PICKUP → FARE →
DROP-OFF → END SHIFT → LOG OUT**

The screenshots in this guide are from the HRT Paratransit 2.0 training/test profile provided for this reference.



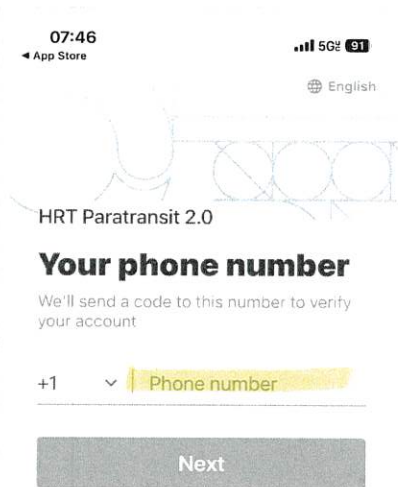
1. Download the Via Driver App

Open the App Store and search for **Via Driver**. Select the Via Driver app published by Via Transportation, Inc. and install it.



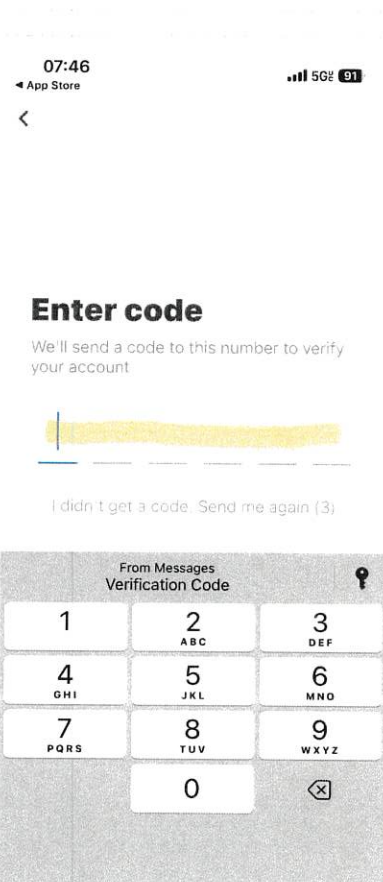
2. Select the Service Area

When prompted to choose a service area, select **HRT Paratransit 2.0**, then tap **Submit**.



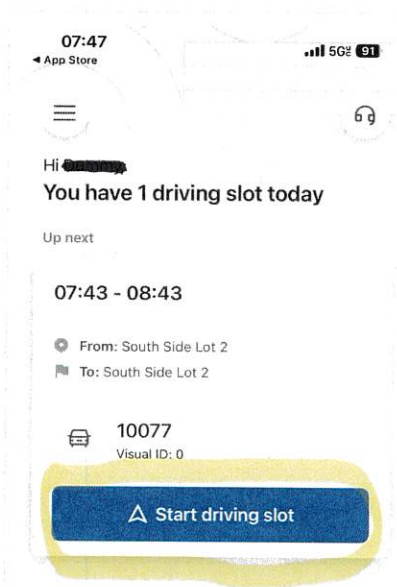
3. Enter Your Phone Number

Enter the phone number associated with your driver account and tap **Next**. A verification code will be sent to that number.



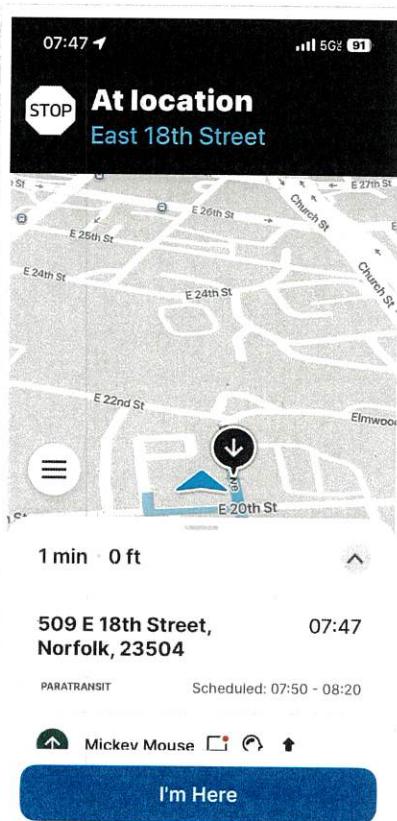
4. Enter the Verification Code

Enter the verification code sent to your phone. This verifies your account and signs you into the Via Driver App.



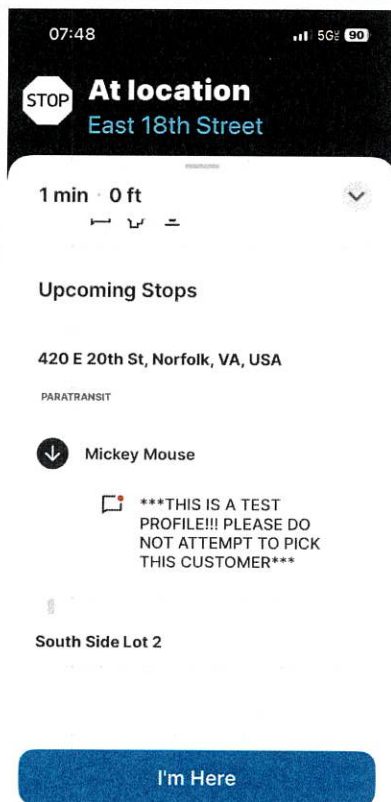
5. Start Your Driving Slot

Review the driving slot start/end time and the starting/ending location. When you are ready to begin, tap **Start driving slot**.



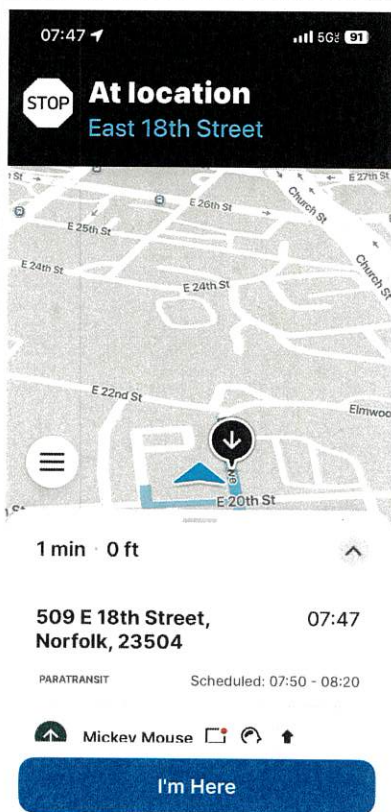
6. Navigate to the First Pickup

The app displays the pickup address and provides GPS guidance to the rider's pickup location. Follow the navigation safely.



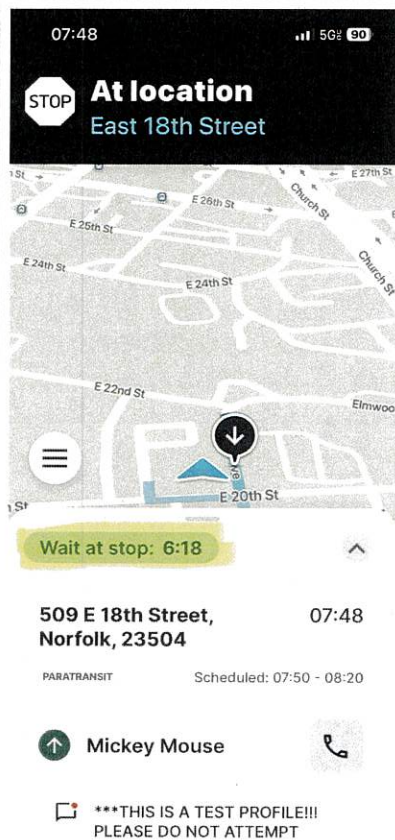
7. Review Rider Details

Scroll upward on the rider card to view additional passenger information, notes, mobility needs, accommodations, and other important trip details.



8. Tap "I'm Here"

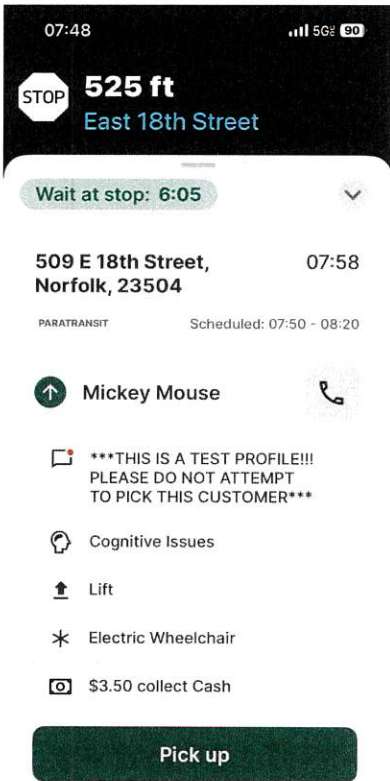
Once you have arrived at the correct pickup location and are safely stopped, tap **I'm Here**.



9. Observe the Wait Countdown

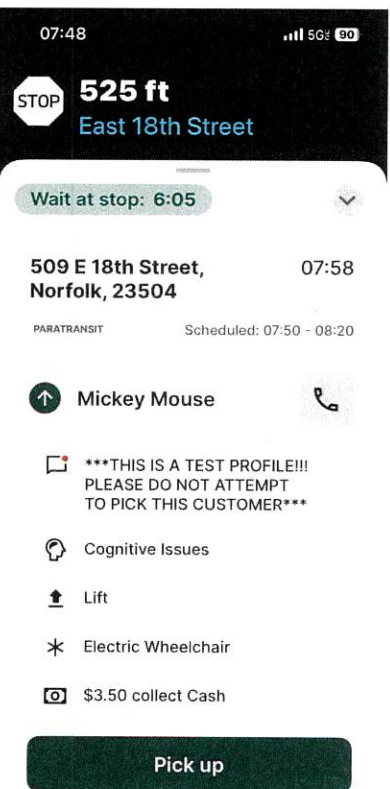
After arrival, the app displays a countdown showing how long to wait for the passenger. **If the countdown reaches zero, remain at the location and call Dispatch.** Dispatch will attempt to contact the passenger and provide further instructions. **Do not leave without confirmation from Dispatch.**

NO-SHOW RULE: Countdown at zero does not authorize departure. Stay at the pickup location, call Dispatch, and wait for further direction.



10. Pick Up the Passenger

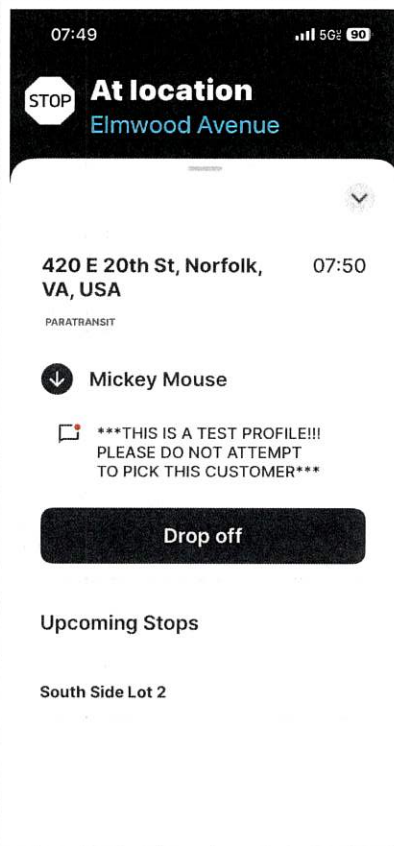
When the passenger is present and ready to board, verify the rider and required accommodations, then tap **Pick up**.



11. Confirm the Fare

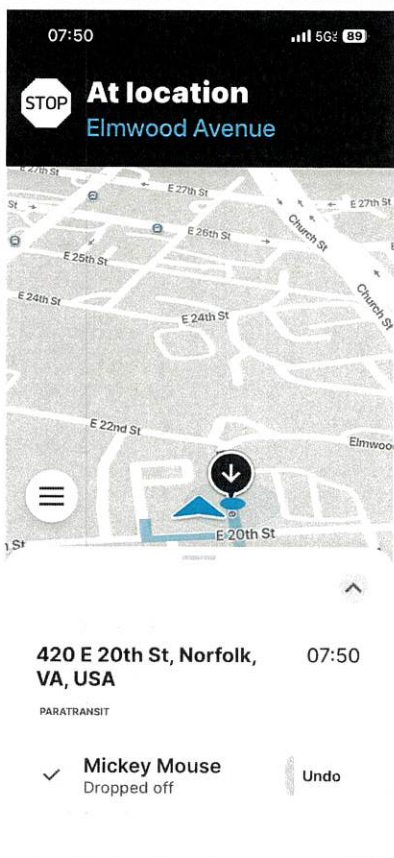
Follow the fare instructions shown in the app. If cash is required, collect the displayed amount. Passengers may also pay with a ticket. Credit-card payments are processed automatically when applicable.

Always follow the fare instruction displayed for that specific rider/trip.



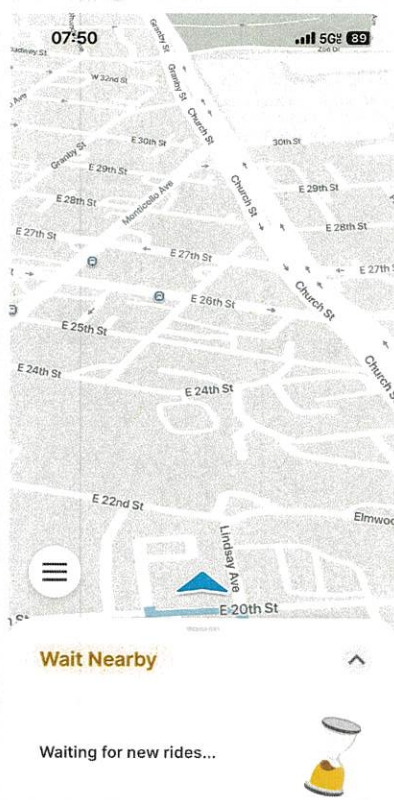
12. Navigate to the Drop-Off

After pickup, the app displays the passenger's drop-off address and provides GPS guidance to the destination. At the correct drop-off location, tap **Drop off**.



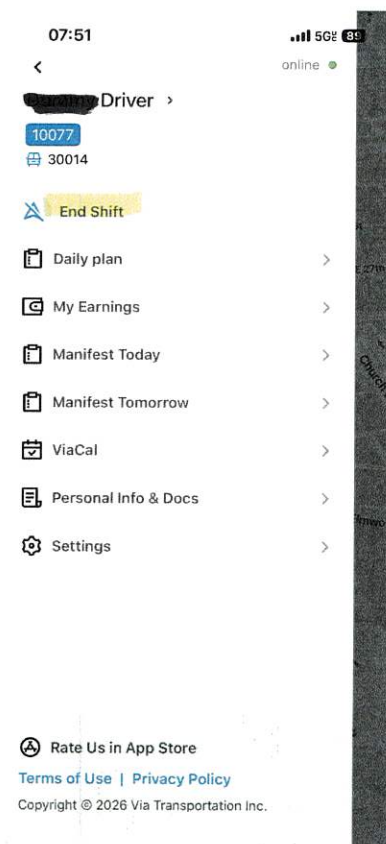
13. Confirm the Drop-Off

After tapping Drop off, the app shows the passenger as dropped off and briefly provides an **Undo** option in case the drop-off was entered by mistake.



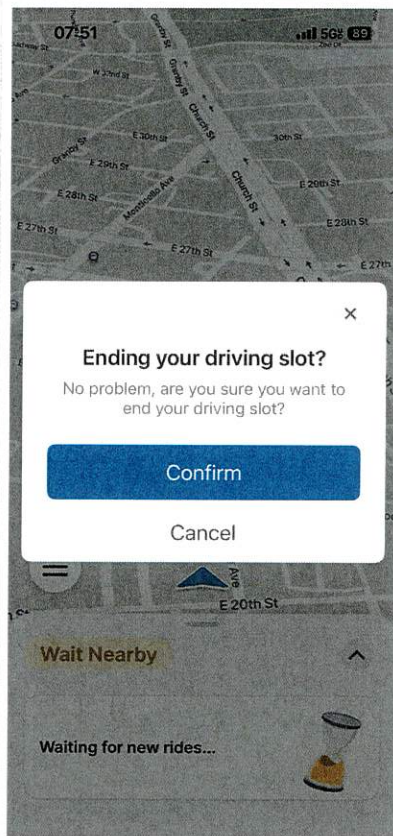
14. Wait for or Continue to the Next Ride

If no ride is currently assigned, the screen will display **Waiting for new rides....** If another ride is already assigned, the app will guide you to the next pickup and display the next rider's information.



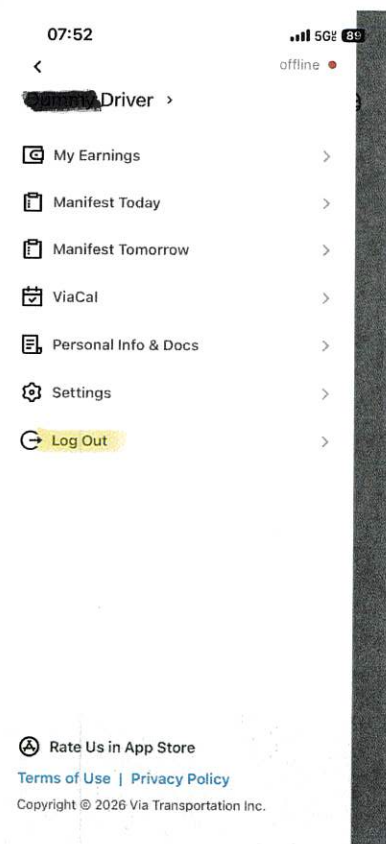
15. Open the Driver Menu / End Shift

Tap the circular menu button with the three horizontal lines in the lower-left corner. From the menu, select **End Shift** when your driving slot is complete.



16. Confirm the End of Your Driving Slot

The app will ask you to confirm that you want to end your driving slot. Tap **Confirm**.



17. Log Out

After ending your shift, open the menu and tap **Log Out** to exit the driver account.

Driver Reminders

Arrive at the correct location. Tap app actions only when they match what is actually happening with the trip.

Read the rider information. Review notes, mobility devices, lift requirements, cognitive/assistance indicators, and fare instructions before completing the pickup.

Never self-authorize a no-show departure. If the wait timer expires, stay at the location and contact Dispatch. Leave only after Dispatch provides confirmation/instructions.

Complete the trip in sequence. I'm Here → Pick up → Fare → Drop off. If an action is entered incorrectly, use Undo when available or contact Dispatch for assistance.

End your shift correctly. End the driving slot, confirm, and then log out.