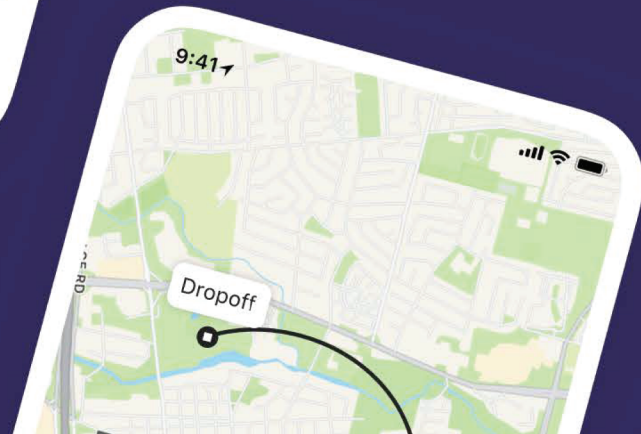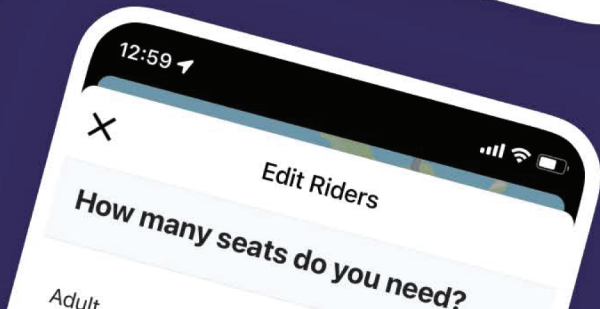TRICOUNTY LINK
ON DEMAND
powered by
spare

Rider App Guide

A step-by-step guide to using your service's dedicated rider app

spare

Welcome to TriCounty Link OnDemand.

This is an on-demand, same day, affordable and accessible public transit service. Service may be curb to curb, or point to point service that will provide more accessibility to riders. TCL OnDemand is open to everyone and available in select communities within the TriCounty Link service area (see website for service area details). Use this as a step-by-step walkthrough about how to access and use the app service.

Download the app

Search for Tricounty Link OnDemand and for the logo seen here.

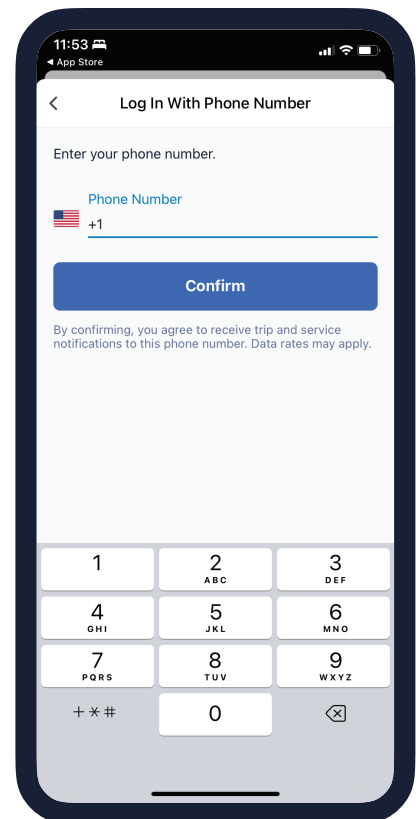App is available in the App Store and on Google Play.

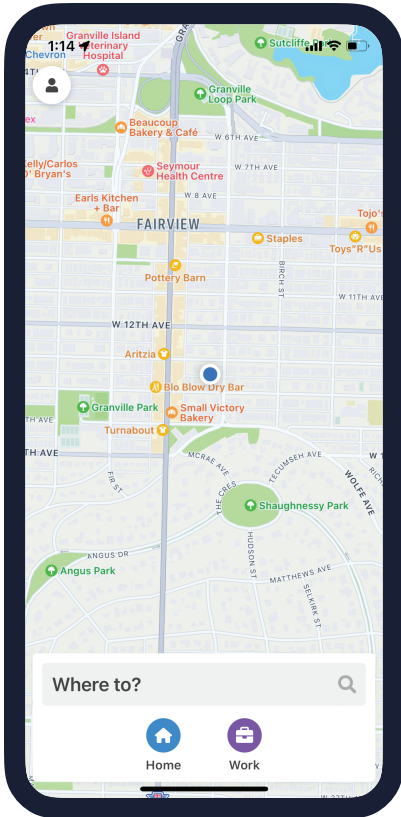### Register for your free account

Set up your free account

By continuing, you agree to the Terms of Use and Privacy Policy

Log In

Register

Set up your account

Connect with your phone number, customize your profile and more...

Log In With Phone Number

Enter your phone number.

Phone Number
+1

Confirm

By confirming, you agree to receive trip and service notifications to this phone number. Data rates may apply.

Set locations

Enter the desired pickup & dropoff locations.

Select a stop (orange flag) or point of interest (red pin) from the list.
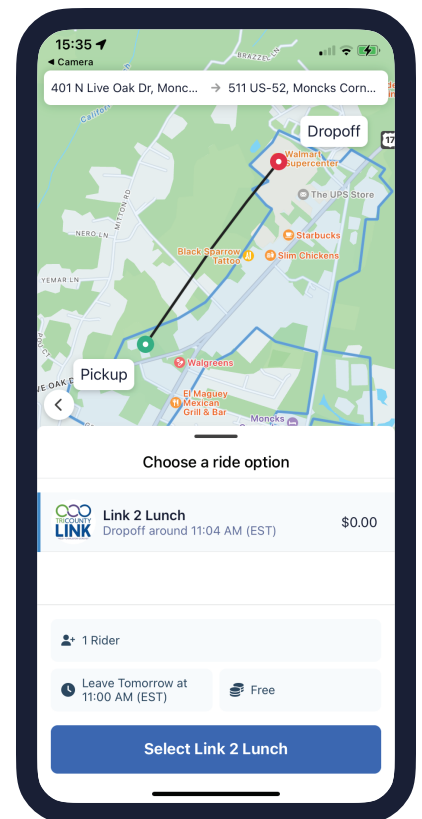
Homescreen

Riders start booking a trip by tapping "Where to?"

Riders can also set favorite locations that let them start a booking from the homescreen with one tap.
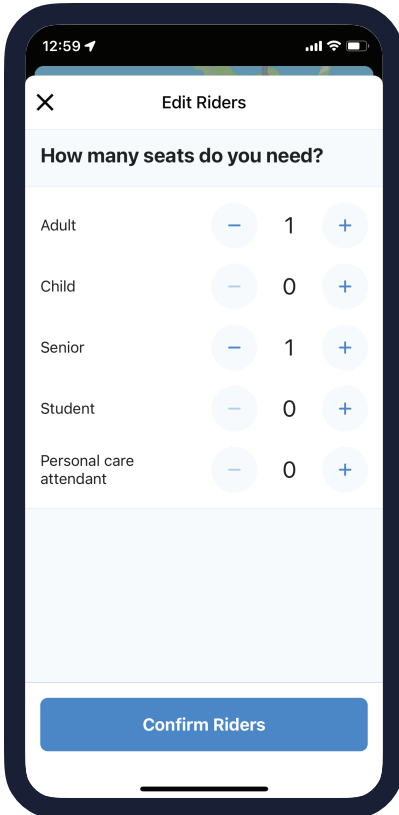
See ride options

Riders can see the fare and estimated dropoff time of any available on-demand services.

If multimodal is enabled, fixed-route transit options will also be listed here.
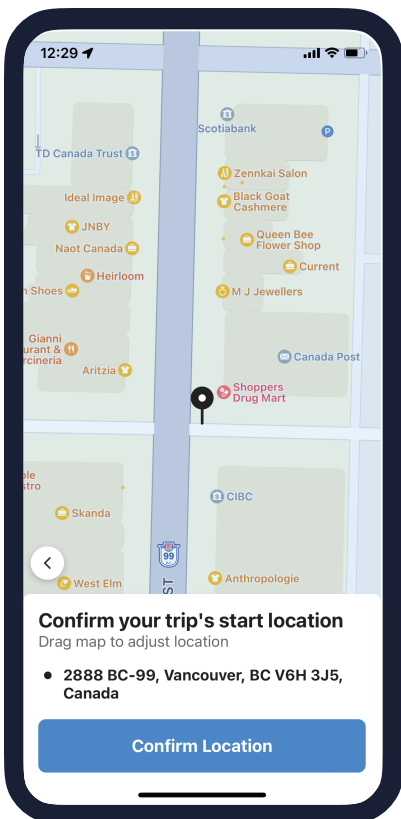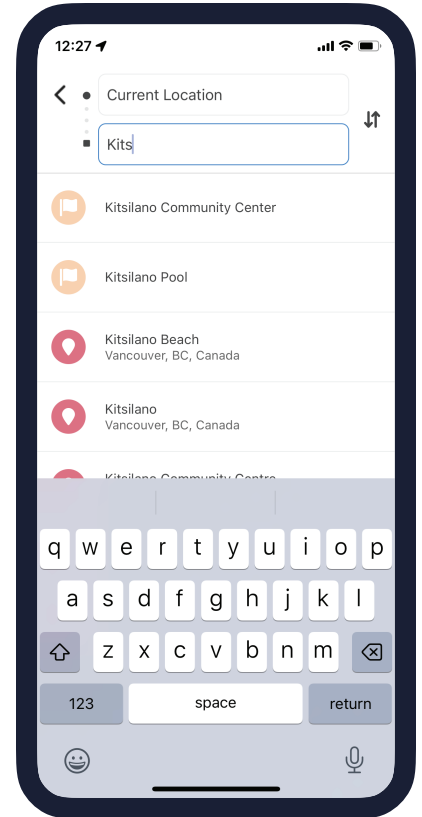
Confirm pickup location

Confirm the trip's start location by moving the pin to the desired pickup spot on the map.

Who is riding, special request and payment...

12:59 📶 🔋

✕   Edit Riders

How many seats do you need?

Adult	− 1 +	
Child	− 0 +	
Senior	− 1 +	
Student	− 0 +	
Personal care attendant	− 0 +	

Confirm Riders

Add riders

Reserve extra seats for everyone who's traveling.

You can choose which rider types you want to support on your services. Fares can be set independently for each rider type.
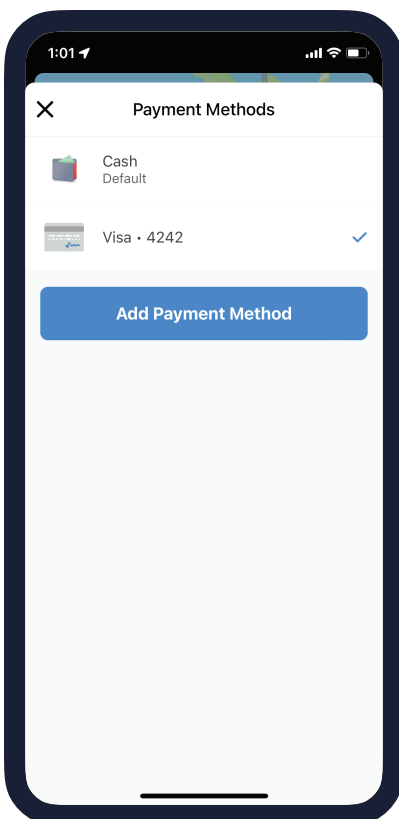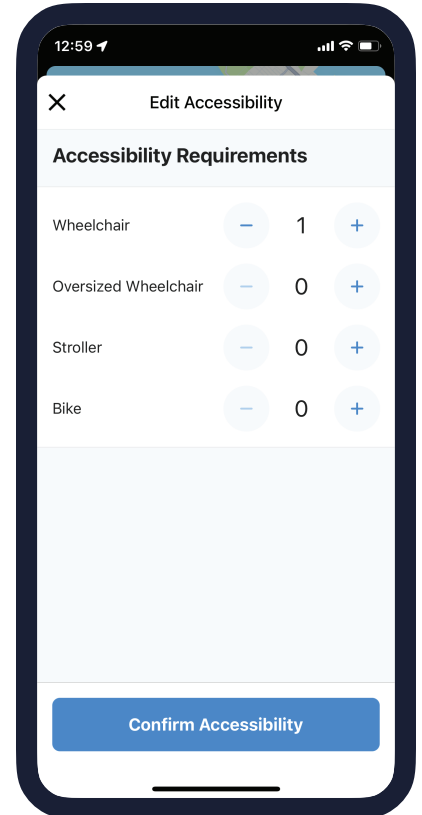
*Add accessibility features

Add any accessibility requirements.

Riders will only be matched to vehicles that can support their needs.

*Note:

These are your items you currently use to assist with your mobility.

12:59 📶 🔋

✕   Edit Accessibility

Accessibility Requirements

Wheelchair	− 1 +	
Oversized Wheelchair	− 0 +	
Stroller	− 0 +	
Bike	− 0 +	

Confirm Accessibility

1:01 📶 🔋

✕   Payment Methods

Cash
Default

Visa · 4242 ✓

Add Payment Method

Choose payment

Choose a payment method such as credit card, debit card, transit pass, or cash.

Credit and debit payments are processed instantly and securely.

Fare Passes can be configured as stored value or time-based passes and sold in-app.

Promos can be linked to transit agency promotions, special events, student or senior discounts, employer-subsidized commuter rides, and more.
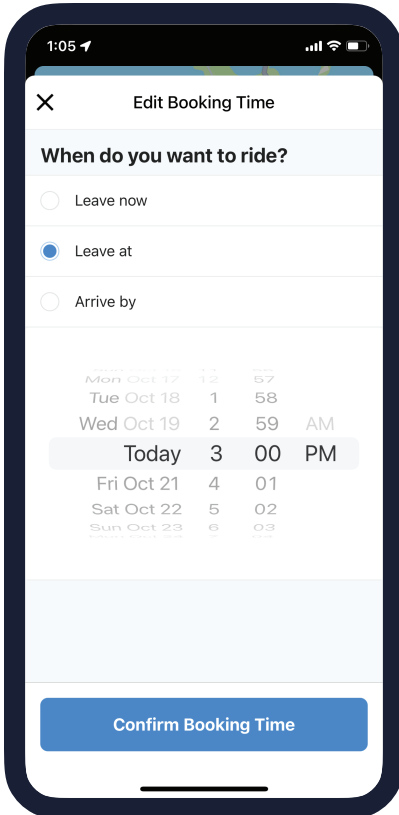
*Note:

Payment may or may not be required. Some services are free and do not require a fare to be paid.
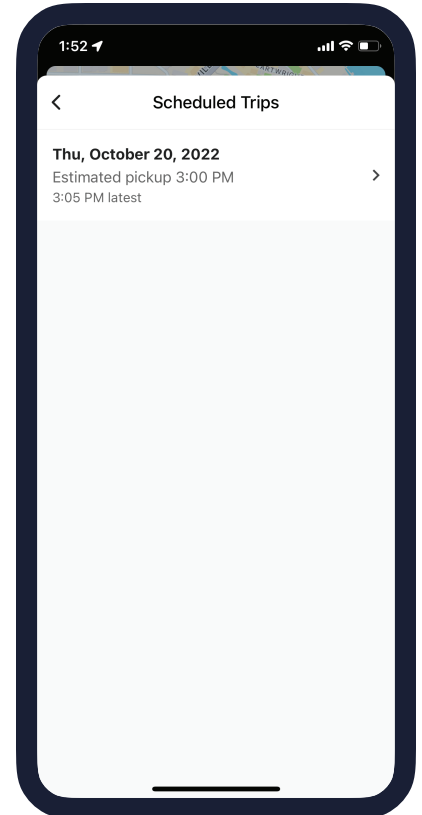
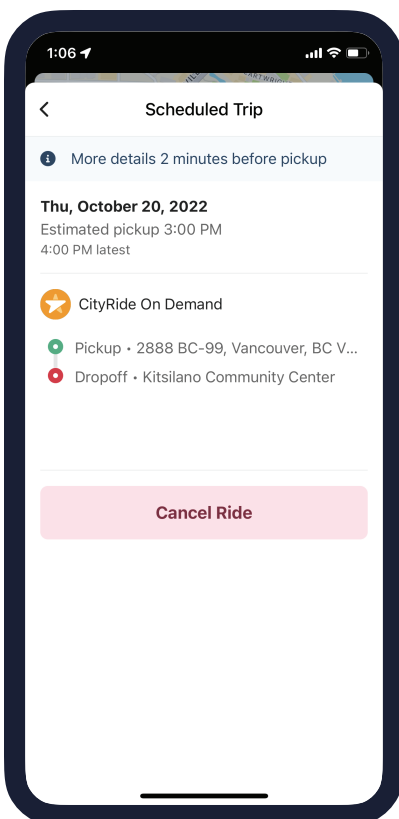ex. Link2Lunch is a FREE service.

Schedule for later

If scheduling a trip for the future, riders can specify the time they'd like to leave at or arrive by.
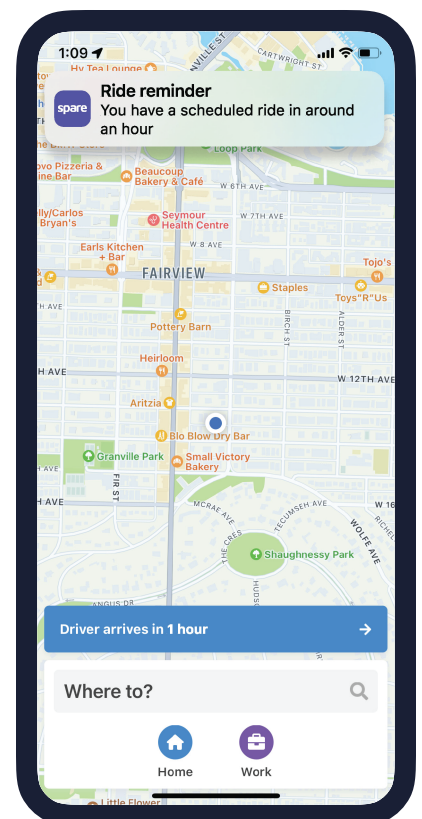
View scheduled trips

Upcoming scheduled trips can be viewed from the menu.

Preview your trip

Details about the trip are added as the pickup time approaches.

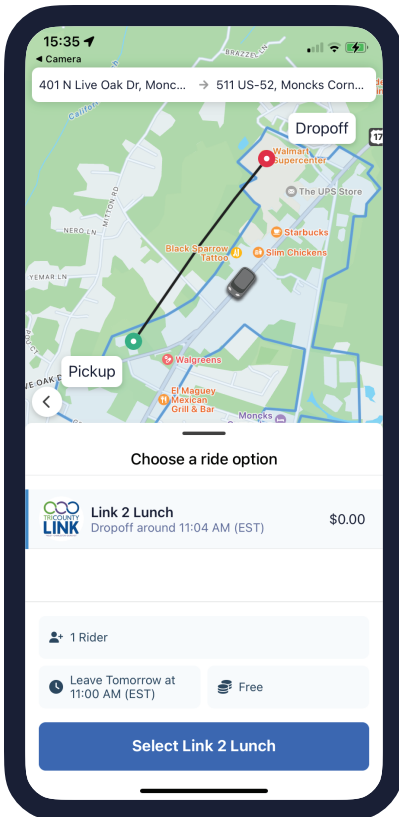Riders can also cancel from here if they don't need the trip anymore.

Get reminded

Before pickup time, riders receive reminder notifications.

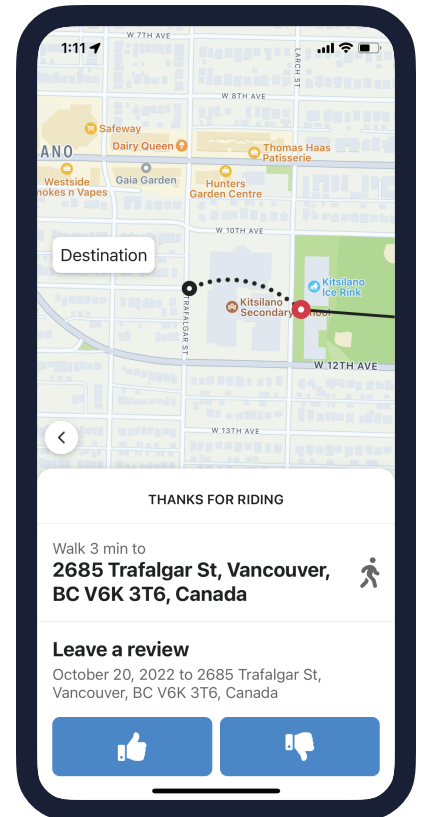A banner on the homescreen provides a shortcut to view the trip.
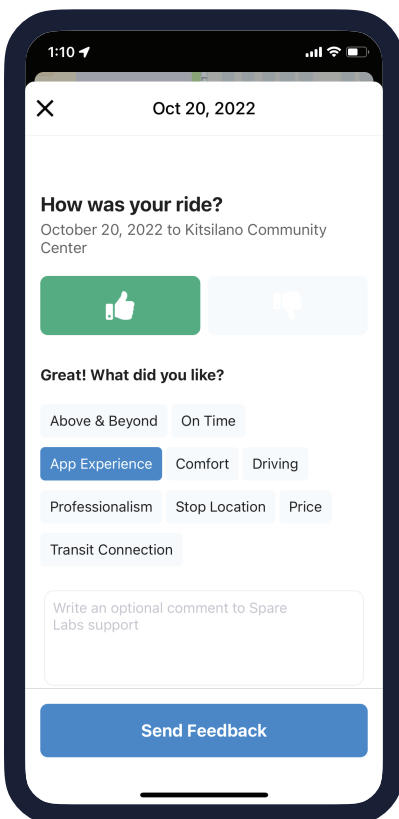
3

At pickup time

When it's pickup time, riders can see where the vehicle is, where & when they'll be picked up and dropped off, and which vehicle to look for.

In stop-based services, riders will see walking directions to their stop.

After dropoff

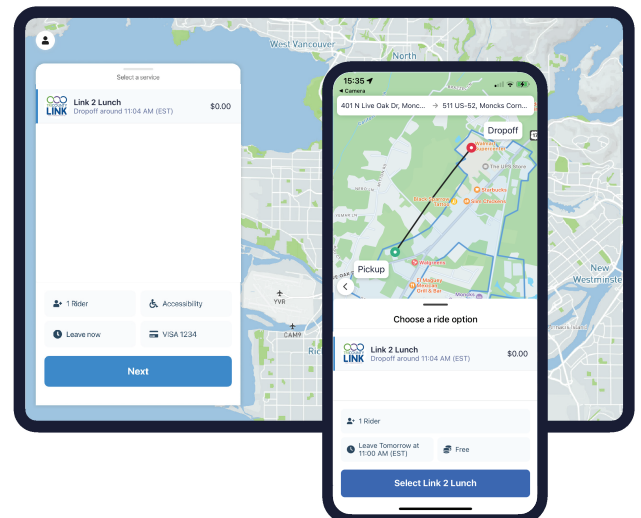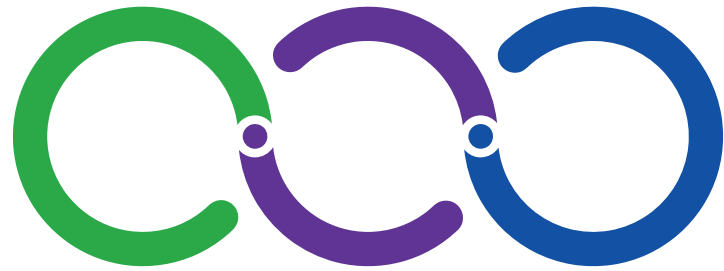After the ride, riders can see walking directions to their destination.

Review

Riders can leave a review to let you know what their ride was like.

Book on the web, too!

In addition to mobile apps for Android and iOS, Spare Rider is also available as a website on desktop and mobile.

TRICOUNTY LINK

ON DEMAND

powered by

spare