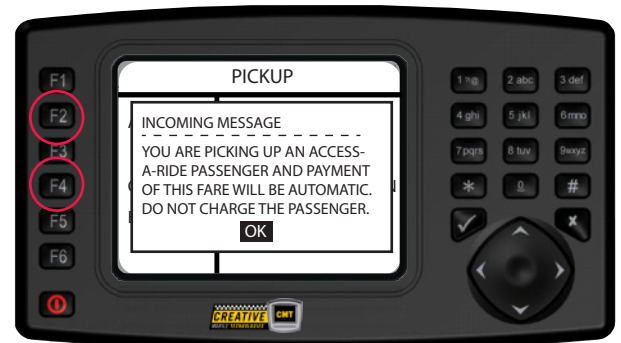




E-Hail MDT Guide (AAR)

A passenger uses ARRO on their phone to e-hail an AAR trip. It will only be sent to you if you are nearby and available.

- 1. Press "ACCEPT" (F2) if you want the AAR e-hail offer**
If you are the first to accept, you will see the pickup and dropoff location, as well as the trip price and cash co-pay.
The passenger will be told you are on your way to pick them up.
- 2. Press "ARRIVED" (F2) when you are at the pickup location**
If you need to contact the passenger, use the "CALL OUT" feature (F4). (See Page 2 for instructions on using this feature). You will get a reminder about the fare.
- 3. Ask for the passenger's AAR ID as well as the cash co-pay that is shown on the MDT screen as they're getting in**
You get to keep the co-pay that they give you.
- 4. Once you confirm their AAR ID and collect the cash co-pay, press "ON BOARD" (F2)**
Only press "NO SHOW" (F5) after 5 minutes if the passenger is not at the location.
- 5. Your trip will start automatically**
After you press "ON BOARD", you don't need to start the meter.
- 6. Proceed to drop-off location and press "END TRIP" (F2) when you arrive**
When the trip is over, the fare is processed automatically via credit card, and you will receive a receipt with a total fare including tips and tolls.



Call Out Guide

The "Call Out" feature is meant to help you and the passenger communicate with each other if necessary during the course of your ARRO e-hail trips.

The "Call Out" feature will give you the contact information necessary for you to call the passenger directly using an anonymous phone number.

1. If you need to contact the passenger for any reason you can use the "CALL OUT" function on your MDT.



2. Once you press "CALL OUT" the message shown here on the right will appear on your screen
Use your personal phone to dial the conference bridge number shown on your MDT along with the 4 digit PIN code.



3. Once the call is made and the correct information is entered, you will be anonymously connected to the passenger.

Frequently Asked Questions (FAQ)

- 1.** Do I have to do anything different to complete an Access-A-Ride (AAR) trip?
Yes, there are two requirements that must be met on every trip in order to successfully complete an AAR trip. The first thing you must do is check the passenger's AAR ID. The second thing you must do is make sure you collect the AAR cash co-pay at the beginning of the trip. There is an audio message, MDT message and PIM message to alert both the passenger and driver at the beginning of every trip. If they do not have their AAR ID or the cash co-pay please contact us at (929) 250-0001.
- 2.** Will I have to drive far when I accept an e-hail?
No! ARRO will only send you trips if you are nearby. Usually you will only be a short distance away.
- 3.** How will I be paid for trips done with ARRO?
You will be paid the same way you currently get paid for credit card trips. Payment is automatic at the end of the trip.
- 4.** What happens if the passenger does not show up?
Wait at least 5 minutes and then press the "no show" button. On occasion we may ask you to wait longer as some passengers need extra time.
- 5.** Do I need a signed receipt for ARRO trips?
No, you do not need a signed receipt.
- 6.** Who do I call if I have a problem with the passenger or with payment?
At the first sign that there is an issue with the passenger in the vehicle (AAR ID, AAR cash co-pay or anything else) please do not try to resolve with the passenger on your own but immediately call the hotline and ask for assistance (929) 250-0001.