



HOW TO BOOK YOUR RIDE



Download the TransLoc app



Choose your pickup & dropoff locations within the map zones



Get updates about your ride status



Enjoy your ride!

WEEKDAYS 6:55 AM – 8:50 AM (last booking at 8:35 AM)
3:45 PM – 5:30 PM (last booking at 5:15 PM)

Any questions please call 203-744-4070 ext. 131



OnDemand User Guide



1

DOWNLOAD

The TransLoc App is available for Android and iOS



2

EXPLORE TRANSIT

TransLoc App is your portal to explore both fixed route and on-demand transit services available in your area. Click the OnDemand option located at the bottom of the screen.



3

FIND SERVICES

Available services will be shown along with their daily schedule, fare (if applicable), and service area.



4

BOOK A TRIP

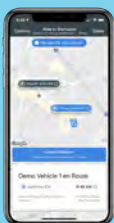
Once you provide an Origin and Destination, the TransLoc app will provide an estimated drop-off window.



5

LOG IN

You will be asked to create an account the first time you use the service.



6

TRACK YOUR RIDE

The TransLoc App will keep you updated with your arrival estimate. Follow your assigned vehicle in real time all the way through to your destination.

⚠ Note: location services must be turned ON for the app to function properly

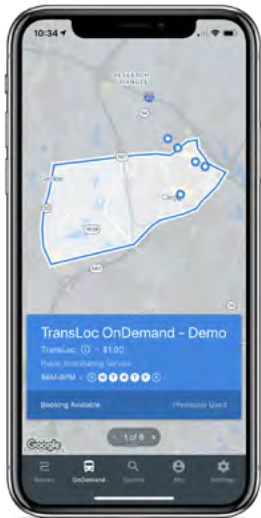
GET THE APP



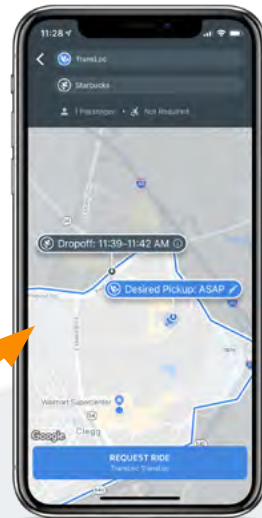
transloc.com/app

HOW TO BOOK A RIDE

Follow the steps below to book your on-demand or in-advance ride.

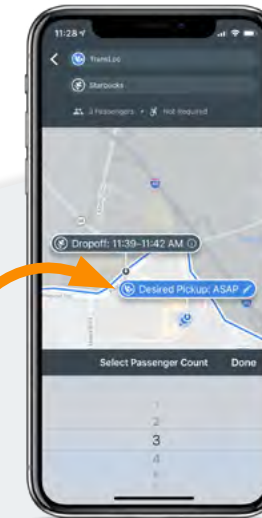


1 Upon opening the app, click the OnDemand option located at the bottom of the screen and choose the service you want to use to book a ride.

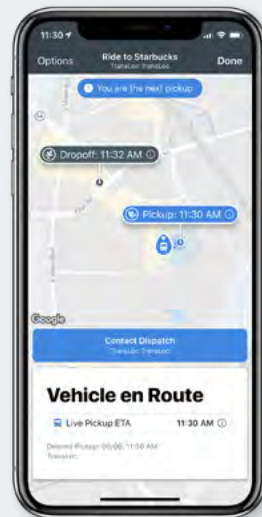


2 Confirm your pick-up location and select your drop-off location. These must be within the service's region parameters shown on the map.

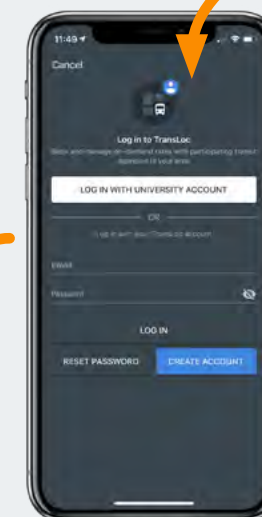
Change your pick-up time by tapping "🕒 ASAP" and selecting a new time and date to schedule your ride ahead of time.



3 Select the number of passengers with you and if you need a wheelchair-accessible vehicle. Tap "Request Ride" when ready.



5 Stay informed of your ride status.



4 The first time you use the app, the system will require you to log in or create an account* with TransLoc (the company behind the app).

*This is a free account, and your information will not be shared, however, you will need to include your mobile phone number if you would like to receive text message notifications.

TransLoc®



transloc.com/app

transloc.com/app

How to Book a Ride Using TransLoc



Visit ondemand.transloc.com



1 Create

Create a free account and log in.



2 Select

Select your agency.



3 Pickup

Choose a pickup location by typing in the address.

Selections must be within the highlighted service area.



4 Drop-Off

Choose a drop-off location by typing in the address.

Selections must be within the highlighted service area.



5 Confirm

Confirm passenger details then tap "next" button.



6 Review

Review your ride and tap "confirm ride" to submit ride request.



You should receive real-time predictions as soon as a vehicle has been assigned. If following online, you will also be able to view the vehicles' position in real-time.

To cancel a booked ride made in error, click on "cancel ride" located at the bottom of the screen. Complete the cancellation by confirming you wish to cancel your reserved ride.