

Using a Reservation - Metro Transit GoTo Card

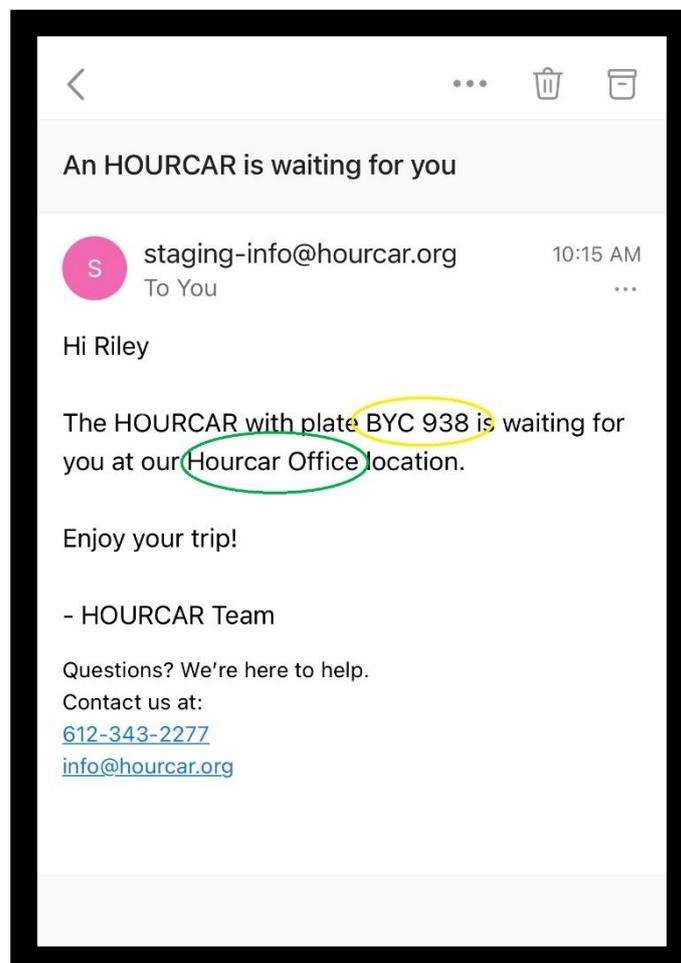
While use of the Hourcar app is not required, for the best experience we strongly recommend that members use the Hourcar app whenever possible.

If you have access to the Hourcar app and a Metro Transit Card GoTo card on your account, please choose **one** access method (either the Hourcar app or your Metro Transit GoTo card) and stick with it throughout your trip. **To avoid issues with your trip, please do not use both the app and your Metro Transit GoTo card during the same trip.**

Before your trip starts, you will receive an email message with the license plate number of the car you've reserved (below, circled in yellow), as well as the location you've reserved at (below, circled in green).

For reservations at HOURCAR hubs with multiple vehicles, you will need to refer to this email message to know which HOURCAR will unlock for you. The new system does not distinguish by car color. Instead, it identifies cars by make/model and license plate. This means that the color of the car you see in the app may not match the color of the car you see at the hub.

Note: If your trip is scheduled to start within 15 minutes and you have **NOT** received an email with your vehicle license plate, please call the HOURCAR office ASAP.



To begin your trip, hold your Metro Transit GoTo card over the reader in the windshield until the yellow light blinks, **a short swipe of 1-3 seconds**. Move your card away once the light is blinking, and you will soon hear the doors unlock meaning your trip has started.

If the reader shows no lights at the start of your trip, the car is asleep. Your swipe may take a bit longer as the car wakes up, and you still can move your card away once the yellow light starts blinking.



Inside the car, you'll find the keys and gas card located in a holder in the glovebox.

Remove the key fob from the jack in the key holder by gently pulling on it. Once you have the keys, start the engine!



The key and card holder, which is located in the glovebox



Remove the key from the holder by gently pulling the fob out of the jack



An HOURCAR key fob attached to a set of keys



The key holder with the key removed- note the LED light indicating the key is not in the key holder

Pausing your trip

On stopovers, you can pause your trip and be billed at the stopover rate while the car is parked.

To pause your trip, put your Hourcar in park and turn off the ignition. Exit the car and close the doors.

Be sure to take the vehicle keys with you!

Do not use the interior door lock button during your trip. Only lock/unlock the car using your Metro Transit Card. Using the manual locks may activate anti-theft features in your Hourcar.

To pause your trip with your Metro Transit GoTo card, **do a short swipe (1-3 seconds)** on the card reader until the yellow light starts to blink. You should hear the doors lock once your trip has paused.

To resume your trip, **hold your card over the windshield reader for 1-3 seconds** until the yellow light blinks to unlock your Hourcar.

Note: You must pause and resume your trip via the card reader. Do not use the keys or door lock buttons to lock the car during your stopovers. If you do not pause your trip from the app or via the card reader, you will not receive stopover pricing.

Ending your trip

When you're back at the hub and ready to end your trip, turn the car off and return the key to the holder in the glovebox. Exit the car and close the doors.

Hold your card over the reader until the yellow light starts to blink, then CONTINUE to hold your card there until you see the green light. **This will be a long swipe of 5-7 seconds.** The green and yellow light means your trip has ended successfully!

Your end trip swipe will also lock the doors of the car. You can distinguish your end trip from a stopover by seeing the green and yellow light simultaneously – this only happens when your trip ended successfully.

****We strongly recommend that you double check that the doors are locked before walking away from your Hourcar.**

Reader light code

- **No lights** – car is asleep. Your start or resume trip swipe may need to be a bit longer to wake up the car.
- **Yellow solid light** – the car is reserved. This is what you'll see when you show up for your reservation.
- **Yellow blinking light** – the reader has registered your swipe. Move your card away at this time if you're starting, pausing, or resuming your trip.
- **Yellow and green light** – the trip on the car has ended successfully.
- **Green light** – car is available for reservations. You'll see this on a car that is not currently reserved or a few minutes after a successful trip end.
- **Red light** – the card swiped is not associated with the reservation.