

Start, Pause, Resume, and End a Trip via Metro Transit GoTo Card



For best experience, we recommend the use of the HOURCAR app whenever possible.

If you have the HOURCAR app and a Metro Transit Card GoTo card on your account, please use one method throughout your trip, as errors increase when both are used interchangeably during the same trip.

Before your trip starts, you will receive an email with the car number and the license plate number of the car you've reserved (circled in yellow), as well as the hub location (underlined in green). The actual color of the car may be different than what is shown during the time you made the reservation online or app.

For reservations at HOURCAR hubs with multiple vehicles, you will need to refer to this email to know which HOURCAR will unlock for you. If your trip is scheduled to start within 15 minutes and you have NOT received an email with your vehicle license plate, please call Member Services for confirmation.

From: donotreply@hourcar.org

Subject: An HOURCAR is Waiting for You

Hi,

The HOURCAR with the license plate 51 - ERT 942 is waiting for you at our STP Downtown – Block 19 Ramp location.

If you need directions to your HOURCAR, tap "My Trips" in the app, then select the car and select "Get Directions" and open your preferred map application. You can also view a list of all HOURCAR locations [here](#).

If you'd like a quick refresher on using HOURCAR before your reservation starts, be sure to check out our [How-To page](#), [Member Resources](#), and [FAQ page](#).

Enjoy your trip!

- HOURCAR Team

Questions? We're here to help.

Contact us at:

612-343-2277

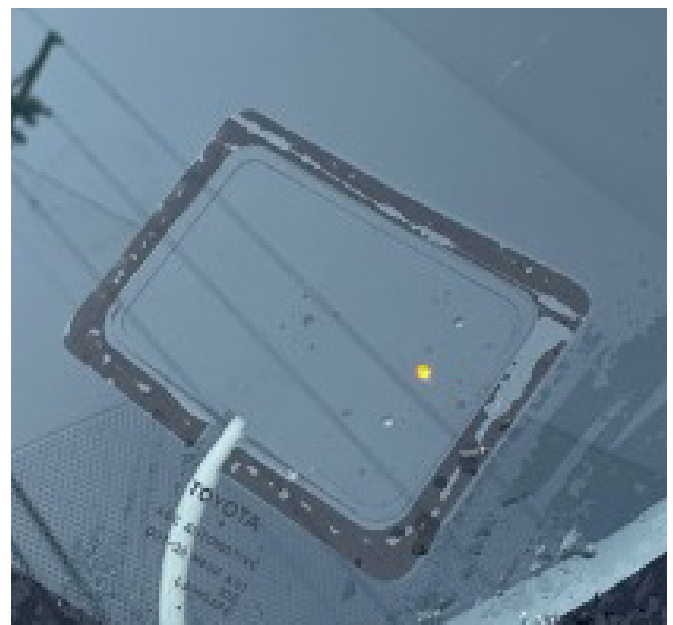
info@hourcar.org

Begin: Tap 1-3 Seconds

To begin your trip, hold your Metro Transit GoTo Card over the GoTo Card 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 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.

Locate the keys and gas card in a holder located in the glovebox. Remove the keys to start your trip.





The key and gas card holder, located in the glovebox



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



Fob attached to a set of keys. Metal pin goes into holder upon trip completion.



Blue LED light indicating the key is removed (the keyfob is not in the fob holder.)

Pause / Resume: Tap 1-3 Seconds

To pause your trip, put your HOURCAR in park and turn off the ignition. Exit the car and close the doors. Take the vehicle keys with you.

Swipe your GoTo Card on the GoTo Card Reader (1-3 seconds) until the yellow light starts to blink. You should hear the doors lock once your trip has paused.

To resume your trip, hold your GoTo Card over the GoTo Card Reader for 1-3 seconds until the yellow light blinks and your HOURCAR unlocks.

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.*

End: Tap 5-7 Seconds

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. If there is a blue LED light still on in the glovebox, the key is not properly returned. Please try again. Exit the vehicle and close the doors.

Hold your GoTo Card over the GoTo Card 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 lights mean 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 has ended successfully.

Always double check that the doors are locked before walking away from your HOURCAR. You will receive an email within 3 minutes of a successful trip end detailing your journey.

GoTo Reader Light Code

No lights – car is asleep. Your start or resume trip command may take longer than usual to go through while the car wakes up.

Yellow solid light – the car is reserved. This is what you'll see when you arrive for your reservation and throughout the duration of your trip.

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. Continue to hold if you are ending.

Yellow and green lights – the trip 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, you have an ongoing trip with a different vehicle, or an error has occurred.