# **Introduction to GOIN’ and User Training Guides**

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# **About GOIN’**

GOIN' is a Seattle-based software company, focused on providing the best software platform for social service transport programs. At GOIN', we provide transit agencies with web-based and app-based software to manage their paratransit, NEMT, and microtransit services.

Historically, microtransit, paratransit, and non-emergency medical transport (NEMT) services have required advanced booking -- sometimes up to three days in advance. GOIN's iOS and Android software, as well as our web-based mobility platform, fill this gap: we provide a full suite of services that allow transit agencies to offer microtransit, paratransit, and NEMT services at the rider's convenience.

Since its launch, GOIN' has focused on enhancing the quality of life for social service and paratransit users, with particular attention to ADA compliance. In this endeavor, we have improved autonomy for those with disabilities while administering efficient services for our clients.

GOIN' works to help cities and transit agencies in two main ways:

1. Our SaaS (software only for use with your own drivers or integrated ride providers) services include:
   1. Rider’s app
   2. Driver’s app
   3. Back-end mobility management platform
2. Our Transportation as a Service (TaaS) (Operated by partnered drivers in this case) solution provides end-to-end support, including:
   1. Provision of microtransit and ADA-compliant paratransit vehicles
   2. 24/7 customer service
   3. Training drivers and staff on all protocols to deliver top-quality services
   4. A fleet of vehicles

This guide will provide you with an overview of how GOIN’ can give you access to an app-based, scheduled, and demand-responsive transit (DRT) that would improve both efficiency and rider experience.

Use the **GOIN’s Service Guide** for a comprehensive overview of the services that await you after purchasing GOIN’.

Use the **GOIN’s Software Guide** for detailed instructions on GOIN’s mobile apps for Riders and Drivers, and web-based mobility management for the Operations Team.

# GOIN’s Service Guide

**What awaits you at GOIN’**

This guide will give you an overview of what we can offer here at GOIN’ alongside improving efficiency and rider experience.

**SaaS Model**

GOIN’ offers a turnkey solution for efficiently managing ride services. The GOIN' software platform allows for the following:

* The registration of new riders
* The management of rides
* Dynamic Reservations and Scheduling
  + On-demand booking
  + Advance booking
  + Recurring booking
  + Flexible booking
* Real-time tracking of transit vehicles via GPS and GIS
* Scheduling and dispatching of drivers

Using GOIN's SaaS platform, CLIENT’S chosen transportation providers, vehicle fleets, and dispatchers can simply plug into GOIN's software. With GOIN's API, CLIENT can use GOIN's software while maintaining its own fleet of vehicles, drivers, and customer service staff. GOIN' will:

* Supply CLIENT with GOIN's software for on-demand and advanced booking, dispatching, and routing of microtransit, paratransit, and NEMT services
* Configure GOIN's platform to meet CLIENT’S needs
* Provide CLIENT STAFF with software training
* Provide 24/7 customer support
* Provide back-end support, as noted in GOIN's SLA
* Maintain and update the software as necessary to ensure that it delivers exactly what the CLIENT needs

## Mobility Marketplace

In a world full of many options, integrating mobility benefits, ride options, and transit providers gives riders better access. It provides excellent exposure to services riders may benefit to learn about.

* GOIN' provides customer-facing: a web platform and app for riders to book rides
* GOIN' provides a back-end platform: GOIN' serves as an integrator.
  + GOIN' sends rides to providers, who then provide the vehicle and driver.
  + GOIN' is a single platform through which riders can compare all transit options. After comparing options through GOIN's interface, riders can make the best choice for themselves. GOIN's software will provide the most efficient and cost-effective solution for the CLIENT.

## Software Capabilities

GOIN's platform allows for end-to-end management of all transportation operations. GOIN's Android and iOS apps are intuitive for riders, and its platform allows for managing CLIENT’S services.

GOIN's software has the following features:

* A routing algorithm to efficiently match drivers with riders
* Integration with Amazon Web Services (AWS) to ensure:
  + 99% uptime || Monthly Uptime Percentage of 99%
  + Handling of multi-million simultaneous queries
* On-demand, advanced, and flexible booking of rides
* Mobility Marketplace: integration with providers as desired by the CLIENT
* Accurate geofencing
* Complete GIS services
  + Geocoding
  + Geolocation
  + Geoparsing
* Multiple payment methods
* Digital payment processing via Stripe
* Real-time ride tracking
* Collection of granular data on all rides
* NTD reporting features

# RIDER APP

The Rider App allows prospective riders to schedule dynamic demand responsive transit (DRT) services. Riders can choose among contracted vehicles and GOIN’s ride providers. The GOIN’ app is compatible with Android and iOS.

## Signing Up (New Customers)

1. Need to request a ride? just open up the GOIN' powered app.
2. The first time you use the app, you will be prompted to create an account with your phone number. You will also be prompted for your email address. If you fail to log in using your phone number, you can use your email to log in.
3. You also need to enter your demographic data.
4. In the notes section, indicate the accessibility requirements for your rides, such as:

* Whether or not you would use a mobility assistance device
* Whether or not you would require assistance getting to and from the vehicle
* Whether or not you would need any other type of assistance, including accommodations for:
  + Auditory impairments
  + Hearing impairments
  + Vision impairments
  + Intellectual disabilities

and any other assistance relevant to your mobility needs.

1. Your notes will be visible to Goin' and the drivers every time you book your rides.
2. You will be asked if you would prefer tactile notifications (such as a vibration) or auditory notifications (such as a ding) when your driver arrives.
3. You will also be given the option to receive a phone call in case they need more information than provided via vibration or ding.
4. An OTP will be sent to your phone number or email address for verification. Thereafter, they can start booking their rides.

**Entering Digital Payment Information and electronic payment processing**

1. You will be prompted to enter their digital payment information. You may choose from:

* Credit cards
* Debit cards
* Prepaid cards
* ORCA cards
* Cash
* Checks

Notes:

* Electronic payments are processed securely using Stripe. Cash or check payments should be turned in to the Service Office. The amount will then be applied to your Goin’ wallet.

## Logging-in (Existing Customers)

1. If you already have an account, open the app and log-in using your registered phone number.
2. For security purposes, an OTP will be sent to your registered phone number. If they fail to log in using their phone number, they can receive the OTP via email.
3. Once you receive the OTP, type it in the app and you can start booking your rides.

## Booking the Ride

Riders can book their rides in three ways:

* Mobile app
* Website
* Calling the call center over the phone

Mobile Booking:

1. Log in to the app using your registered phone number. An OTP will be sent to your registered phone number. If your log-in fails using your phone number, you can choose to receive the OTP through the email you’ve registered with us.
2. After verifying your account, you can proceed to booking your rides.You will be prompted to enter your starting location or to use GIS services to find your exact location.
3. You will be prompted to enter your destination.
4. You will be shown a choice of service you are eligible for, such as a Dial-A-Ride Sedan or an Accessible vehicle. Each service's estimated time of arrival will be listed.
5. Once you have chosen a vehicle, you will be given the driver’s name, picture, and average rating.

### Confirming the ride

1. You will be prompted to confirm or cancel the ride.
2. You will be given a time frame to cancel free of charge, which the service agency can set for no-shows or late cancellations.

# Website Booking

The steps for website booking are similar to those for in-app booking. The secure website can be accessed via smartphone, tablet desktop, or laptop computer.

## Over-the-Phone Booking

1. To book by phone, the rider (or a person designated by the rider to handle the rider’s care) can call GOIN's customer support line. He will be connected to a dispatcher, with an average wait time of under one minute.
2. The dispatcher will collect the rider’s information. The dispatcher will enter this information into GOIN's app on behalf of the rider.

* The dispatcher will book and confirm the ride for the rider.

1. GOIN' has integrated customer support access into its platform in case the riders and drivers experience issues.

## Pick-up/Ride Arrival: Riders’ perspective

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* When the driver arrives at the pick-up location, you will be notified of the arrival through your chosen notification method.
* You will have X MINUTES to get to the vehicle.
* Should you need any assistance, the driver will provide help.

# DRIVER APP

## Shift Check-in

* Each driver checks in via Driver App
* Each driver completes an app-based Covid Screening
* GIS-based location tracking is activated

## Ride Status: Driver’s perspective

Swipe through the ride’s progress on the app to update both the rider and Goin’ of the ride’s status real-time. Below are the different status updates:

* Accept
* On the way (for scheduled rides)
* Arrived at Pick up
* Picked up
* Arrived at Drop off
* Completed

# Web-based Mobility Management Platform

The supervisor dashboard provides the Operations Team with an effective transportation system and with data management services. This dashboard:

* Allows clients to create and manage geo-zones, subsidies, eligibility, availability, providers, billing verifications, and policies.
* Allows clients to manage regulation and compliance, smart ride manifests, and availability.
* Doubles as a portal for professional caretakers and loved ones: a proxy can book the ride for the rider.

**Reporting and Data Fields**

* CLIENT will have access to all data necessary for the NTD’s Reporting Requirements.

GOIN' can provide granular data fields and can add any others that the CLIENT needs.

# TRAINING GUIDES:

## GOIN’ Web-based Mobility Management Platform Training:

[**https://docs.google.com/document/d/1yv91so4Iqymw6Phqu2LFaojpFYPbC-d8yqD6gc4eLxE/edit?usp=sharing**](https://docs.google.com/document/d/1yv91so4Iqymw6Phqu2LFaojpFYPbC-d8yqD6gc4eLxE/edit?usp=sharing)

## GOIN’ Provider Driver/Operator App Training:

[**https://docs.google.com/document/d/1-lHoTkogIElWR7TRgOrxG87AHiMHJh8iFt5PjSuCVlQ/edit?usp=sharing**](https://docs.google.com/document/d/1-lHoTkogIElWR7TRgOrxG87AHiMHJh8iFt5PjSuCVlQ/edit?usp=sharing)

## GOIN’ Rider/User App Training Guide:

<https://docs.google.com/document/d/1Ptq7lr5dP6LpwsiQ3oVAI7O970BH20TKzbeT6taDA74/edit?usp=sharing>