



# Richmond moves

## Service Overview



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# Service Basics

## Fare

\$2 per ride

Students & seniors ride for FREE

## Service Hours

Monday - Friday

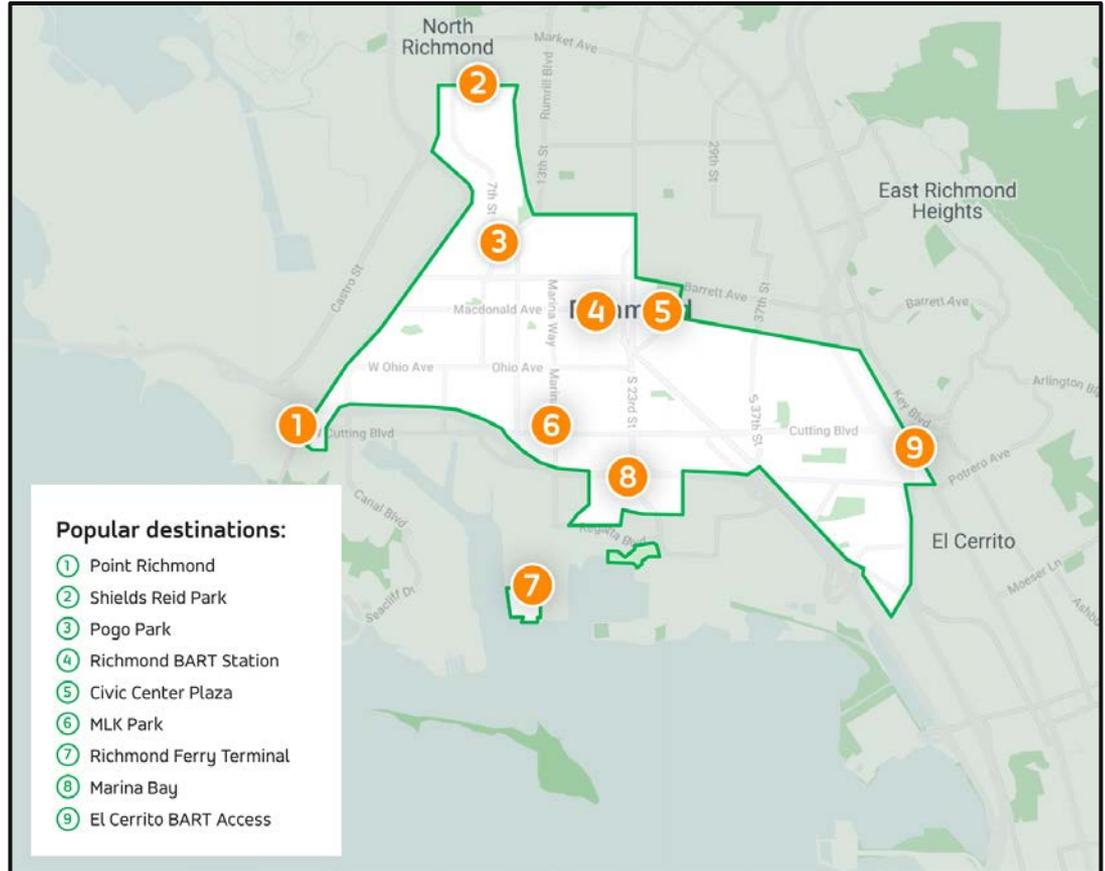
7:00am - 7:00pm

## Payment Methods

- Credit/debit card
- Prepaid debit card
- Voucher - can be purchased at the Cashier's office at City Hall

## How it Works

- Shared shuttle that comes when you want, where you want.
- Book a ride on your phone through the free app **or** calling customer service at **(510) 937-3657**.

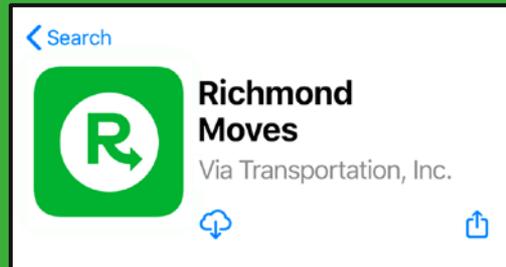


# Getting Started: Downloading the App

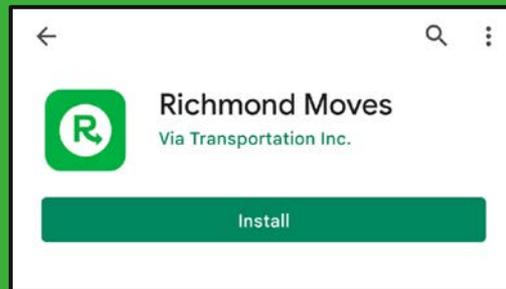
Search for “**Richmond Moves**” in the App Store or Google Play Store on your smartphone.



## iPhone



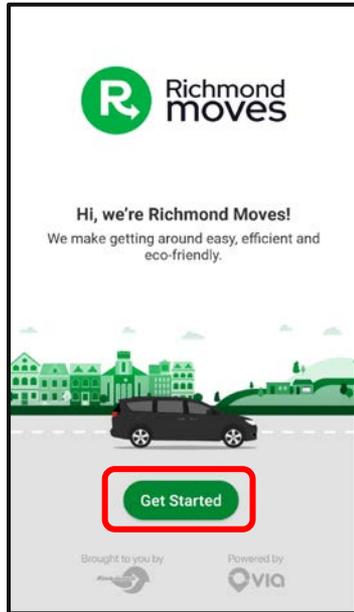
## Google Store



# Creating an account on the App

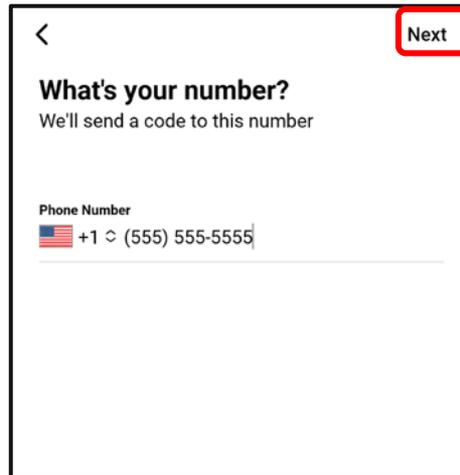
1

Click on Get Started



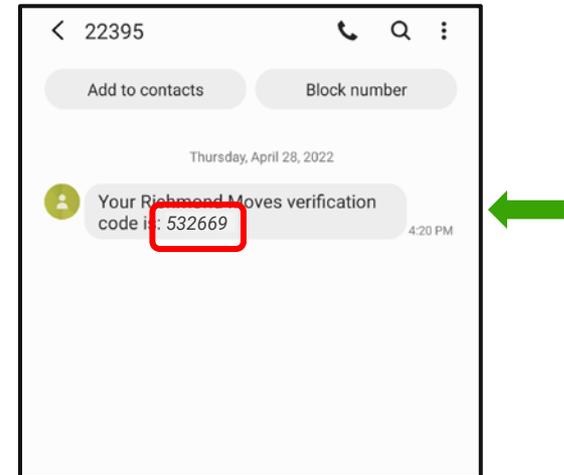
2

Enter your cell phone number.



3

A 6 digit temporary code will be sent via text.



# Creating an account on the App

4

Enter the code to go to the next screen.

<

**Enter code**  
We've sent a code to +15593806123.

5 3 2 6 6 9

[Problems receiving the code?](#)

5

Enter your name, email, and cell phone number.

<

**Next**

**Personal details**

First Name  
Jane

Last Name  
Doe

Email  
JaneDoe@gmail.com

I agree to receive information and offers from Richmond Moves and selected third parties.

By pressing "Next" you agree to Richmond Moves's:

# Creating an account on the App

6

< Skip

## Billing Details

Please select your payment method:

Credit/Debit Card ^

Credit Card Number

1234 5678 9012 3456

MM/YY CVV

Save

Voucher v

Redeem your promo code

Add your payment method:

- Credit/debit card
- Prepaid debit card
- Voucher

\*You can skip this screen for now but a payment method will need to be entered before booking a ride.

# Creating an account by calling Customer Service

- You can also create an account by giving us a call at **(510) 937-3657**.
- You will need to provide your:
  - Name
  - Cell phone number
  - Payment Method
  - Email
- If you'd like to request a wheelchair accessible vehicle please let the agent know

Your rider account has been created Mr. Perez! Would you like me to book a ride for you?



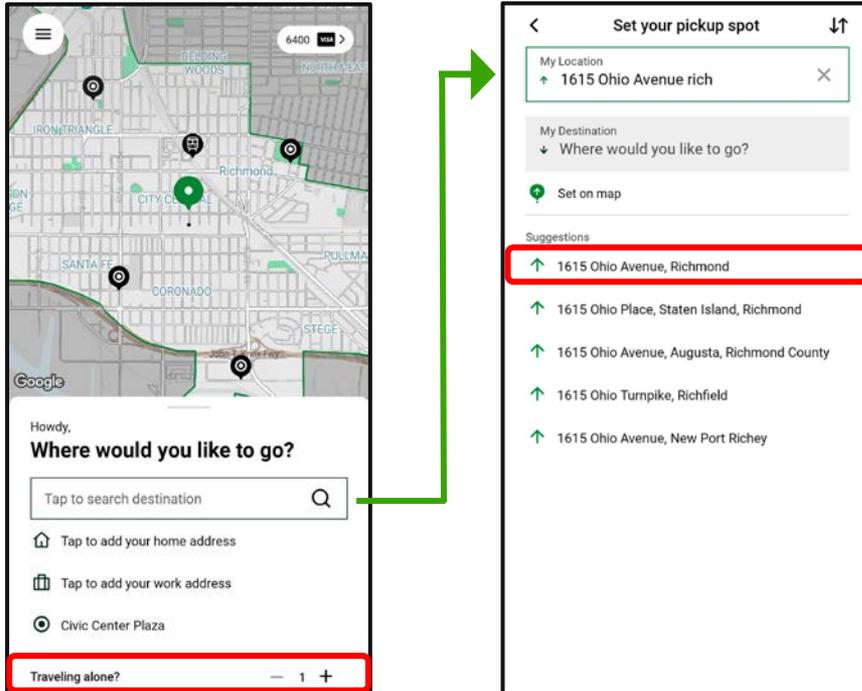
## Booking a Ride:

- Using the App
- Phone Booking

# How to Book a Ride On the App

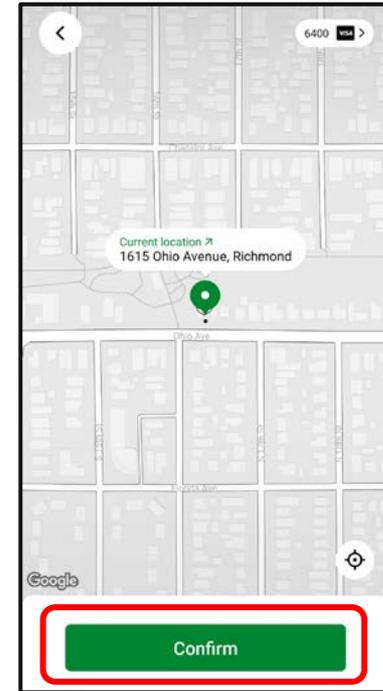
## 1 Pickup Location

Enter the address manually



OR

Use the pin



# How to Book a Ride On the App

## 2 Drop-Off Location

Enter the address manually

Where would you like to go?

My Location  
1615 Ohio Avenue, Richmond

My Destination  
1700 Nevin Ave

Set on map

Suggestions

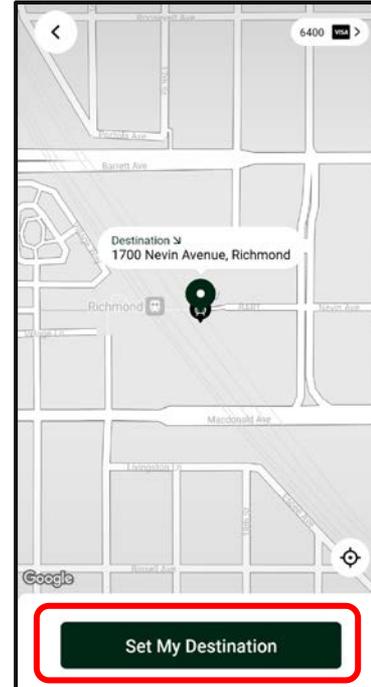
- 1700 Nevin Avenue, Richmond
- 1700 West Nevin Avenue, Richmond
- 1700 Nevin Plaza, Richmond
- 1700 Nevin Lane, Sonoma
- 1700 Nevin Avenue, Los Angeles

Recent

- 1700 Nevin Avenue, Richmond

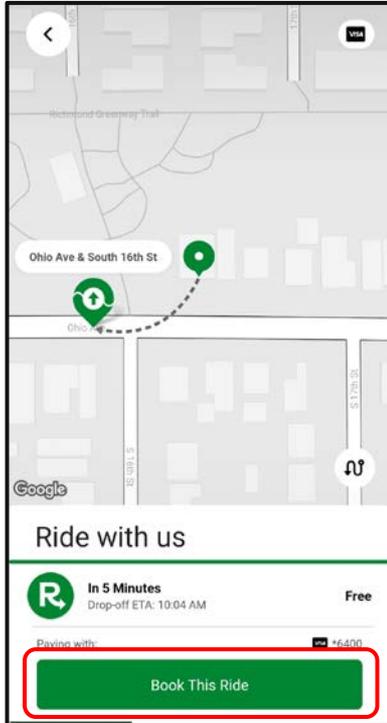
OR

Use the pin

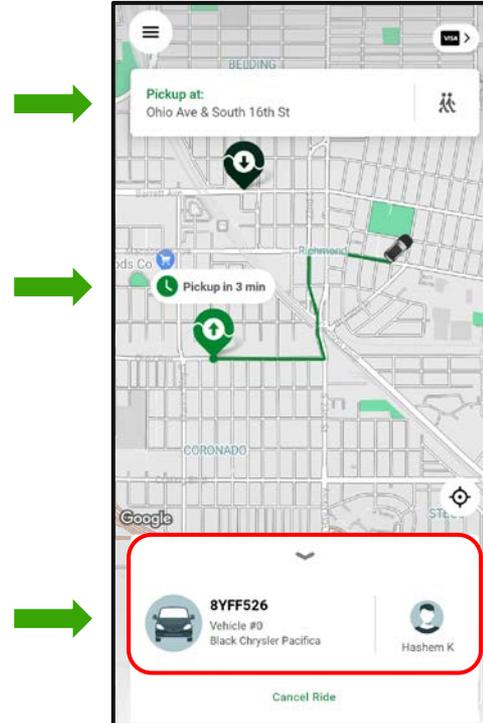


# How to Book a Ride On the App

## 3 Select Best Ride Option



## 4 Ride Confirmation



# Phone Booking

- To book a ride call **(510) 937-3657** to be assisted by an agent
- Provide the agent with: your pickup and dropoff address & number of additional passengers
- The agent will provide ride options so you can pick the one that best works for you.
- When your ride is booked the agent will provide you with:
  - Estimated pickup time
  - Driver's name
  - License plate
  - Where to meet your driver
- Senior riders or those with limited mobility can request to be picked up at the curb right outside their pickup point

Your driver Isaac will be at your pickup location in 4 mins, please look out for a vehicle with the license plate HYZ3754.



# Features to Highlight



- **Seniors and Students ride FREE:**  
If you fall under one of these concessions, you can indicate so in the app or call customer service to update your account, show ID when boarding
- **Curb to Curb service for riders with limited mobility:**  
Call customer service to request that this feature be added to your account
- **Accessibility:**
  - Multiple payment methods accepted
  - Multiple booking methods
  - Wheelchair Accessible Vehicle available
  - App is compatible with iOS and Android Accessibility Suites

# Any Questions?

For any additional questions reach out to:

Yesenia Covarrubias at [yesenia.covarrubias@ridewithvia.com](mailto:yesenia.covarrubias@ridewithvia.com)

Denée Evans at [denee.evans@ci.richmond.ca.us](mailto:denee.evans@ci.richmond.ca.us)

