

Welcome to MST RIDES online trip booking site!

This is a step-by-step tutorial on how to utilize this convenient and secure website to reserve, cancel, and modify your RIDES trips.





MST
MONTEREY-SALINAS TRANSIT

Log in

Client Id

Password

Login

[? Forgot password?](#)
[? Login help](#)

Logging In

Logging in is simple – all you need is your RIDES ID number and your date of birth.

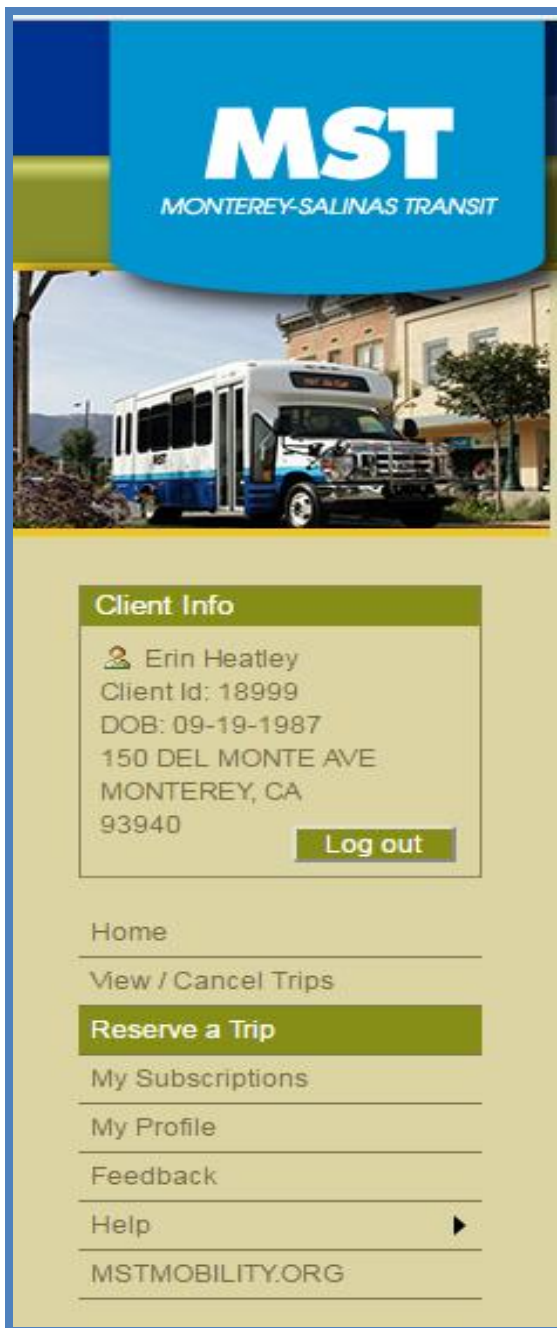
Don't know your RIDES ID? No problem!
It's located on your RIDES ID card
OR
Call MST at (831) 241-9028 to get it.



Your RIDES ID (12345)



Your Date of Birth (XX/XX/XXXX)



Reserving a RIDES Trip

Click on the “Reserve a Trip” tab on the menu on the left side of your screen.

This link will take you to another page where you can fill out your trip request details in 7 easy steps.

**This is the main trip-booking page.
Every trip you request will start here.**

By filling out these 7 steps, you will successfully request a RIDES trip.

To request a trip, you will need to know the following information:

- *The Date*
- *The Time*
- *The Pick-up Location*
- *The Drop-off Location*
- *Whether or not you will have a mobility aid/device with you*
- *Whether or not you will have additional passengers with you*

The following pages will go over each step, one at a time.

Reserve a Trip

[? Help](#)

Follow these steps to request a ride.

- 1 Select a Date:
- 2 Select a Time: ☒ Pick-up ☐ Drop-off
- 3 Pick-up Location: ☒ Frequently Used Addresses ☐ Landmarks

For addresses not listed, please contact Reservations at (831) 754-2804 or (831) 373-1393

Select from:

Pick-up
Instructions
(optional):


- 4 Drop-off Location: ☒ Frequently Used Addresses ☐ Landmarks

For addresses not listed, please contact Reservations at (831) 754-2804 or (831) 373-1393

Select from:

Drop-off
Instructions
(optional):

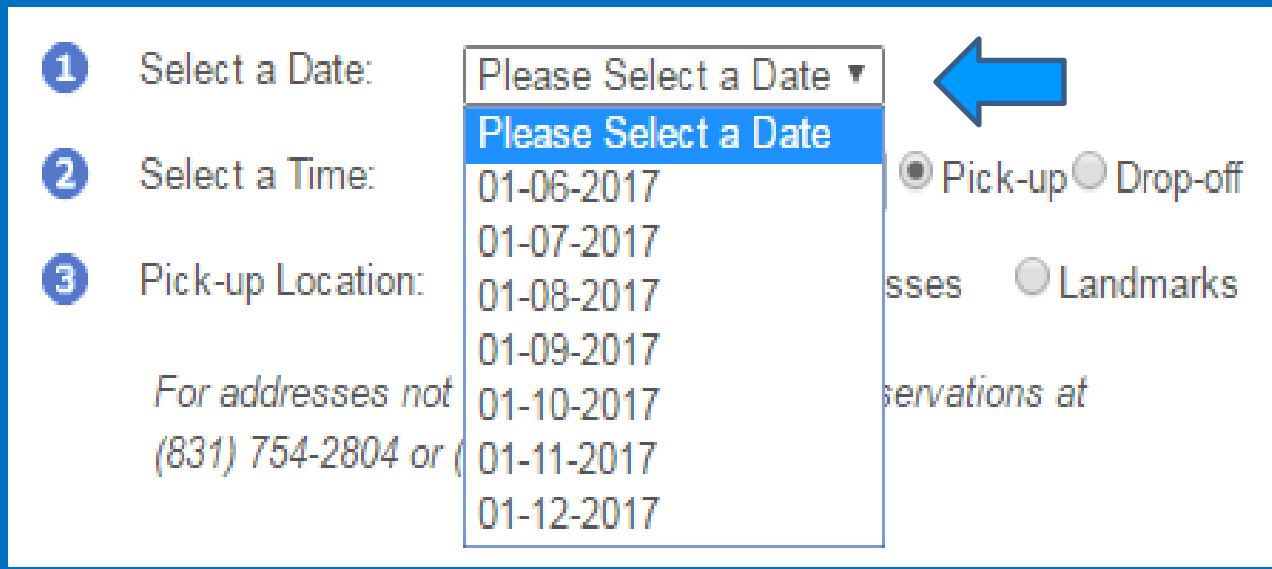
- 5 Disability: OTHER
Mobility Aid: ☒ CANE
Booking Purpose:

- 6 Click here  for Additional Passengers (optional).

- 7

Step 1: Select a Date

The earliest a trip can be requested is for the next day, and trips can be requested up to 7 days (1 week) in advance.



The screenshot shows a web form for requesting a trip. It is divided into three numbered steps:

- 1 Select a Date:** A drop-down menu is open, showing a list of dates from 01-06-2017 to 01-12-2017. A blue arrow points to the top of the menu.
- 2 Select a Time:** Radio buttons for "Pick-up" (selected) and "Drop-off".
- 3 Pick-up Location:** Radio buttons for "Addresses" (selected) and "Landmarks".

Below the steps, there is a note: "For addresses not (831) 754-2804 or (831) 754-2804 or (831) 754-2804".

Click on the “Please Select a Date” drop-down menu to make your selection. The system will automatically provide you with the date options you have available on that day. **CLICK ON THE DATE YOU WANT.**

Step 2: Select a Time

☒ Pick-up ☐ Drop-off



Specify either a *pick-up time* OR a *drop-off time*

2 Select a Time: Please Select a Time ☒ Pick-up ☐ Drop-off

3 Pick-up Location: ☐ Addresses ☐ Landmarks

For addresses not in the system, call (831) 754-2804 or email info@monterey-salinas-transit.com

Select from:

Pick-up Instructions (optional):

4 Drop-off Location: ☐ Addresses ☐ Landmarks

For addresses not in the system, call (831) 754-2804 or email info@monterey-salinas-transit.com

Select from:

Drop-off Instructions (optional):

Time Selection Menu (Visible when Pick-up is selected):

- 5:00a
- 5:15a
- 5:30a
- 5:45a
- 6:00a
- 6:15a
- 6:30a
- 6:45a
- 7:00a
- 7:15a
- 7:30a
- 7:45a
- 8:00a
- 8:15a
- 8:30a
- 8:45a
- 9:00a
- 9:15a
- 9:30a
- 9:45a

Click on the “Please Select a Time” drop-down menu to make your selection.

The system will automatically provide you with the time options you have available on that day.

CLICK ON THE TIME YOU WANT.

Step 3: Select a Pick-up Location

Click on the “Frequently Used Addresses” drop-down menu to make your selection.

3 Pick-up Location: ☒ Frequently Used Addresses ☐ Landmarks

For addresses not listed, please contact Reservations at (831) 754-2804 or (831) 373-1393

Select from:

Pick-up Instructions (optional):

4 Drop-off Location:

For addresses not listed, please contact Reservations at (831) 754-2804 or (831) 373-1393

Frequently Used Addresses

Frequently Used Addresses

(CLIENT HOME) 150 DEL MONTE AVE, MONTEREY, CA 93940

OSIO THEATER-BACK ENTRANCE. 355 CALLE PRINCIPAL, MONTEREY CANNERY ROW-. CANNERY ROW, MONTEREY

AXIS PHYSICAL THERAPY (PG). 610 FOREST AVE, PACIFIC GROVE 93950

HARTNELL COLLEGE CENTRAL AVE. 411 CENTRAL AVE, SALINAS 93901

SAFEWAY-CANYON DEL REY. 815 CANYON DEL REY, DEL REY OAKS 93940

The places you most frequently go to will auto-populate here so that you don't have to look up your destination every time you book a new trip.

*Note: When selecting pick-up and drop-off locations, you can choose from “Frequently Used Addresses” **OR** “Landmarks”*

Step 4: Select a Drop-off Location

4 Drop-off Location: ☐ Frequently Used Addresses ☒ Landmarks



Select Landmarks

4 Drop-off Location: ☐ Frequently Used Addresses ☒ Landmarks


Select from:

Drop-off Instructions (optional):

5 Disability:

Mobility Aid:

Booking Purpose: (Optional)

6 Click here  for

- Landmark Categories
- Assisted Living
- Church
- Dining
- Education
- Government
- Legal
- Lodging
- Medical
- Non Profit
- Professional
- Recreation
- Retail
- Transportation
- Veterinary Care

Click on the “Landmark Categories” drop-down menu to make your selection.

The system will give you a list of options to choose from.

CLICK ON THE CATEGORY YOU WANT.

*Note: When selecting pick-up and drop-off locations, you can choose from “Frequently Used Addresses” **OR** “Landmarks”*

Step 4: Continued

4 Drop-off Location: ☐ Frequently Used Addresses ☒ Landmarks


Select from:

Drop-off Instructions (optional):

5 Disability:

Mobility Aid:

Booking Purpose: (Optional)

6 Click here  for (optional).

7 Request This Ride

Landmark Categories ▼

- Landmark Categories
- Assisted Living
- Church
- Dining
- Education
- Government
- Legal
- Lodging
- Medical
- Non Profit
- Professional
- Recreation
- Retail**
- Transportation
- Veterinary Care

Purpose ▼

Once you have selected a category, pick a specific location within that category.



Steps to request a ride

Select from:

Pick-up
Instructions
(optional):

④ Drop-off Location:
Select from:

Drop-off
Instructions
(optional):

RANCHO LAUNDRY
RAY'S BARBER SHOP- MONTEREY
RAY'S REPAIR SHOP-GREENFIELD
RITE AID GREENFIELD
RITE AID KING CITY
RITE AID- WILLIAMS RD
RITE AID-COUNTRY CLUB GATE SHOPPING CENTER
RITE AID-DEL MONTE CENTER
ROBERT TALBOTT, INC
RON'S LIQUORS PACIFIC GROVE
RONNIE SANDERS AUTO SERVICE
ROSS STORE-N. DAVIS RD
ROSS STORE-SAND CITY
SAFEWAY (CONSTITUTION BLVD)
SAFEWAY (FOREST)
SAFEWAY (HARDEN RANCH)
SAFEWAY (KING CITY)
SAFEWAY (MID VALLEY SHOPPING CENTER)
SAFEWAY (MONTEREY)
SAFEWAY-CANYON DEL REY
SAFEWAY-CANYON DEL REY

Step 4: Continued

4

Drop-off Location: ☐ Frequently Used Addresses ☒ Landmarks

Select from:

Retail

SAFeway-CANYON DEL REY

Drop-off Instructions (optional):

Once you have selected your drop-off location, you have the opportunity to provide drop-off instructions in the above box.

*For example, you can specify at which door you would like to be picked-up or dropped-off in this space.**

** MST RIDES will consider your request, but may not be able to meet it.*

Step 5: Booking Purpose

*For addresses not listed, please contact Reservations at
(831) 754-2804 or (831) 373-1393*

Select from:

Drop-off

Instructions

(optional):

5

Disability:

Mobility Aid:

Booking Purpose:
(Optional)

Please Select a Booking Purpose

COMMT MTNG

DIALYSIS

FUNCT ASSESSMENT

MEDICAL

NUTRITIONAL

PERSONAL/RECREATIONAL

EDUCATION\TRAINING\DAYCARE

SHOPPING

EMPLOYMENT

SHELTERED WORKSHOP

Please Select a Booking Purpose ▼

Click on the “Please Select a Booking Purpose” drop-down menu to make your selection.

The system will give you a list of options to choose from.

**CLICK ON THE APPROPRIATE
BOOKING PURPOSE.**

*For addresses not listed, please contact Reservations at
(831) 754-2804 or (831) 373-1393*

Select from:

Drop-off

Instructions

(optional):

5

Disability:

Mobility Aid:

Booking Purpose:
(Optional)

Please Select a Booking Purpose

COMMT MTNG

DIALYSIS

FUNCT ASSESSMENT

MEDICAL

NUTRITIONAL

PERSONAL/RECREATIONAL

EDUCATION\TRAINING\DAYCARE

SHOPPING

EMPLOYMENT

SHELTERED WORKSHOP

Please Select a Booking Purpose

Step 6: Additional Passengers

6

Click here  for Additional Passengers (optional).

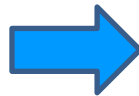


If you will be travelling with a *Companion* or a *Personal Care Attendant*, you can add them here.

Click on the “Select Passenger Type” drop-down menu to make your selection.

6 Additional Passengers (optional).

If you wish to book additional space for a companion, accompanied child or working dog, please select the type of passenger and the space required for that passenger then click the “Add Passenger” button.



Select a Passenger type ▼
Select a Passenger type
COMPANION
PERSONAL CARE ATTENDANT

Select a space type ▼

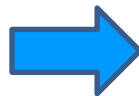
Add Passenger

Remove Passenger

Select the type of passenger that will be accompanying you on your trip.

6 Additional Passengers (optional).

If you wish to book additional space for a companion, accompanied child or working dog, please select the type of passenger and the space required for that passenger then click the “Add Passenger” button.



Select a Passenger type ▼
Select a Passenger type
COMPANION
PERSONAL CARE ATTENDANT

Select a space type ▼

Add Passenger

Remove Passenger

Step 6: Continued

6 Additional Passengers (optional).

If you wish to book additional space for a companion, accompanied child or working dog, please select the type of passenger and the space required for that passenger then click the "Add Passenger" button.

PERSONAL CARE ATTEND ▼

Select a space type ▼
Select a space type
AMBULATORY
EXTRA LARGE WHEELCHAIR
WHEELCHAIR
LARGE WHEELCHAIR



Click on the "Select a Space Type" drop-down menu to make your selection.

6 Additional Passengers (optional).

If you wish to book additional space for a companion, accompanied child or working dog, please select the type of passenger and the space required for that passenger then click the "Add Passenger" button.

PERSONAL CARE ATTEND ▼

Select a space type ▼
Select a space type
AMBULATORY
EXTRA LARGE WHEELCHAIR
WHEELCHAIR
LARGE WHEELCHAIR



Select the type of space the additional passenger requires.

6 Additional Passengers (optional).

If you wish to book additional space for a companion, accompanied child or working dog, please select the type of passenger and the space required for that passenger then click the "Add Passenger" button.

PERSONAL CARE ATTEND ▼

PERSONAL CARE ATTEND, ▲

AMBULATORY ▼

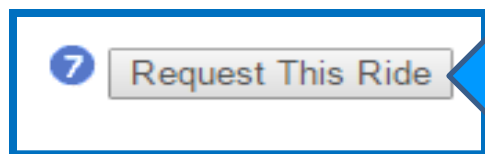
Add Passenger

Remove Passenger



**CLICK ON
ADD PASSENGER**

Step 7: Request Your Ride



Click here to request your trip

REVIEW YOUR TRIP!

If everything looks good, click on the “Reserve Trip” button on the bottom left.

Reserve a Trip

[? Help](#)

Please review your ride request information below and click "Reserve Trip" button to continue.

Date:	01-13-2017
Requested Pickup Time:	2:00p
Pick-up Location:	(CLIENT HOME) 150 DEL MONTE AVE MONTEREY, CA 93940
Drop-off Location:	SAFEWAY-CANYON DEL REY. 815 CANYON DEL REY DEL REY OAKS 93940
Space Type:	AMBULATORY
Disability:	OTHER
Mobility Aid:	CANE
Booking Purpose:	SHOPPING
(Optional)	
Additional Passengers:	1. PERSONAL CARE ATTENDANT - AMBULATORY

Reserve TripCancelStart OverEdit Trip



Step 7: Continued

Congratulations! Your RIDES trip request was successfully processed!

Reserve a Trip

[? Help](#)

Your trip has been submitted, but will be scheduled at a later time.

Your booking reference number is 1586074. Please write it down for future reference.

Date of Travel: 01-13-2017

Requested Time: 2:00p

Pick-up Location: (CLIENT HOME) 150 DEL MONTE AVE
MONTEREY, CA
93940

Drop-off Location: SAFEWAY-CANYON DEL REY. 815 CANYON DEL REY
DEL REY OAKS 93940

[Book Return Trip](#)

[I'm Done](#)




Click here if you would like to book a return trip from this location.

Booking a Return Trip

Reserve a Trip

[? Help](#)

Follow these steps to request a ride.

- 1 Select a Date:
- 2 Select a Time: ☒ Pick-up ☐ Drop-off
- 3 Pick-up Location:
Pick-up Instructions (optional):
- 4 Drop-off Location: ☐ Frequently Used Addresses ☒ Landmarks
Select from:
Drop-off Instructions (optional):
- 5 Disability: OTHER
Mobility Aid: ☒ CANE
Booking Purpose: (Optional)
- 6 Click here  for Additional Passengers (optional).
- 7

Booking a return trip is simple!

Follow the same 7 steps as before.

Most of the information is already there, all you have to do is select a time and a drop-off location.

Click on "Request This Ride" to submit

Review Your Return Trip

Reserve a Trip

[? Help](#)

Please review your ride request information below and click "Reserve Trip" button to continue.

Date: 01-13-2017
Requested Pickup Time: 3:30p
Pick-up Location: SAFEWAY-CANYON DEL REY. 815 CANYON DEL REY
DEL REY OAKS 93940
Drop-off Location: (CLIENT HOME) 150 DEL MONTE AVE
MONTEREY, CA
93940
Space Type: AMBULATORY
Disability: OTHER
Mobility Aid: CANE
Booking Purpose: SHOPPING
(Optional)
Additional Passengers: 1. PERSONAL CARE ATTENDANT - AMBULATORY

Other Unscheduled Trips booked for that day:

Req Pick-up Time	Pick-up	Drop-off:
2:00p	150 DEL MONTE AVE, MONTEREY	815 CANYON DEL REY, DEL REY OAKS

Reserve Trip

Cancel

Start Over

Edit Trip

You can see other trips for this day here.



Click on the "Reserve Trip" button

Congratulations! Your return trip request was successfully processed!

Reserve a Trip

[? Help](#)

Your trip has been submitted, but will be scheduled at a later time.

Your booking reference number is 1586076. Please write it down for future reference.

Date of Travel:	01-13-2017
Requested Time:	3:30p
Pick-up Location:	SAFEWAY-CANYON DEL REY. 815 CANYON DEL REY DEL REY OAKS 93940
Drop-off Location:	(CLIENT HOME) 150 DEL MONTE AVE MONTEREY, CA 93940

I'm Done

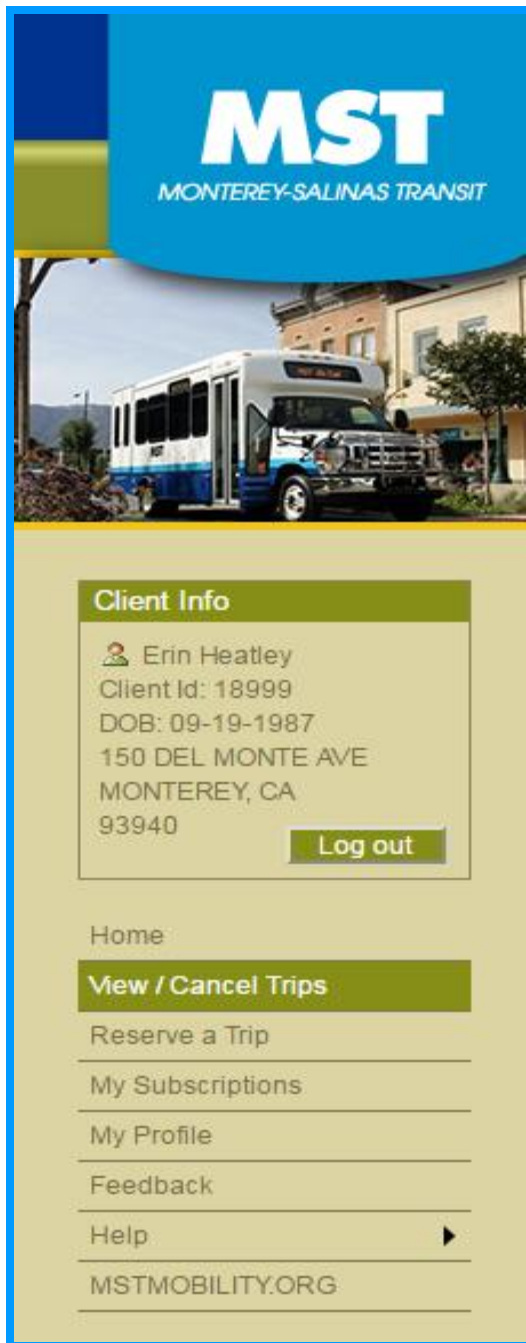


Clicking "I'm Done" will take you to a page where you can view and cancel your trips.

Viewing & Cancelling Trips

Click on the “View / Cancel Trips” tab on the menu on the left side of your screen.

This link will take you to another page where you can review your trip(s) in detail, choose to repeat your trip(s), and cancel your trip(s).



When reviewing your trips, you have two options:

VIEW ALL TRIPS

OR

VIEW TRIPS ON A SELECTED DAY ONLY

Review or Cancel Trips

[? Help](#)

To cancel or modify a subscription, please call 831-754-2804 or 831-373-1393



[Printer-friendly View](#) 

Review or Cancel Trips

[? Help](#)

To cancel or modify a subscription, please call 831-754-2804 or 831-373-1393



[Printer-friendly View](#) 

Viewing All Trips

All of your trips for the next week will be displayed on the screen when you choose to view All Trips.

You will see trips that are:
Reserved
Scheduled
Cancelled

Trips are in date/time order – with your next trip at the top.

You can scroll down and see every trip you have booked for the next week so you can plan ahead.

You also have the opportunity to cancel any trips that you know you will not be able to take in advance.

All Trips Printer-friendly View

Date: Thursday , 01-26-2017

Client Name: Erin Heatley
Booking Id: 1589916
Pickup Window: 7:00p - 7:31p
Status: **Cancelled In Advance**
Pick-up: CANNERY ROW - CANNERY ROW, MONTEREY
Drop-off: OSIO THEATER-BACK ENTRANCE - 355 CALLE PRINCIPAL, MONTEREY
Fare: \$0.00

[Detail](#) [Cancelled](#) [Repeat](#)

Date: Friday , 01-27-2017

Client Name: Erin Heatley
Booking Id: 1591562
Pickup Window: 11:00a - 11:31a
Status: **Reserved- Not Scheduled**
Pick-up: (CLIENT HOME) 150 DEL MONTE AVE, MONTEREY, CA 93940
Drop-off: CHOMP (COMMUNITY HOSP) HOLMAN HIGHWAY - 23625 HOLMAN HWY, MONTEREY, CA 93940
Fare: \$3.00

[Detail](#) [Cancel](#) [Repeat](#)

Latest Date/Time For No-penalty Cancel: 01-27-2017 - 9:15a

Date: Friday , 01-27-2017

Client Name: Erin Heatley
Booking Id: 1591563
Pickup Window: 1:45p - 2:16p
Status: **Reserved- Not Scheduled**
Pick-up: CHOMP (COMMUNITY HOSP) HOLMAN HIGHWAY - 23625 HOLMAN HWY, MONTEREY, CA 93940
Drop-off: (CLIENT HOME) 150 DEL MONTE AVE, MONTEREY, CA 93940
Fare: \$3.00

[Detail](#) [Cancel](#) [Repeat](#)

Latest Date/Time For No-penalty Cancel: 01-27-2017 - 12:00p

Date: Sunday , 01-29-2017

Client Name: Erin Heatley
Booking Id: 1591543
Pickup Window: 1:00p - 1:31p
Status: **Reserved- Not Scheduled**
Pick-up: (CLIENT HOME) 150 DEL MONTE AVE, MONTEREY, CA 93940
Drop-off: AXIS PHYSICAL THERAPY (PG) - 610 FOREST AVE, PACIFIC GROVE 93950
Fare: \$3.00

[Detail](#) [Cancel](#) [Repeat](#)

Latest Date/Time For No-penalty Cancel: 01-29-2017 - 11:15a

Viewing Trips on A Selected Day Only

Clicking on the Calendar icon will allow you to view trips on a specific day – in the past, present, or future.



01-31-2017  Selected Day Only ▼ Printer-friendly View 

Date:Tuesday , 01-31-2017

Client Name:Erin Heatley
Booking Id: 1591541 **Requested Pick-up Time:**10:00a
Pickup Window: 9:45a - 10:16a
Status:~~Reserved~~- Not Scheduled
Pick-up: (CLIENT HOME) 150 DEL MONTE AVE, MONTEREY, CA 93940
Drop-off: HARTNELL COLLEGE CENTRAL AVE - 411 CENTRAL AVE, SALINAS 93901
Fare: \$5.00

[Detail](#) [Cancel](#) [Repeat](#)

Latest Date/Time For No-penalty Cancel: 01-31-2017 - 8:00a

Date:Tuesday , 01-31-2017

Client Name:Erin Heatley
Booking Id: 1591542 **Requested Pick-up Time:** 4:00p
Pickup Window: 3:45p - 4:16p
Status:~~Reserved~~- Not Scheduled
Pick-up: HARTNELL COLLEGE CENTRAL AVE - 411 CENTRAL AVE, SALINAS 93901
Drop-off: (CLIENT HOME) 150 DEL MONTE AVE, MONTEREY, CA 93940
Fare: \$5.00

[Detail](#) [Cancel](#) [Repeat](#)

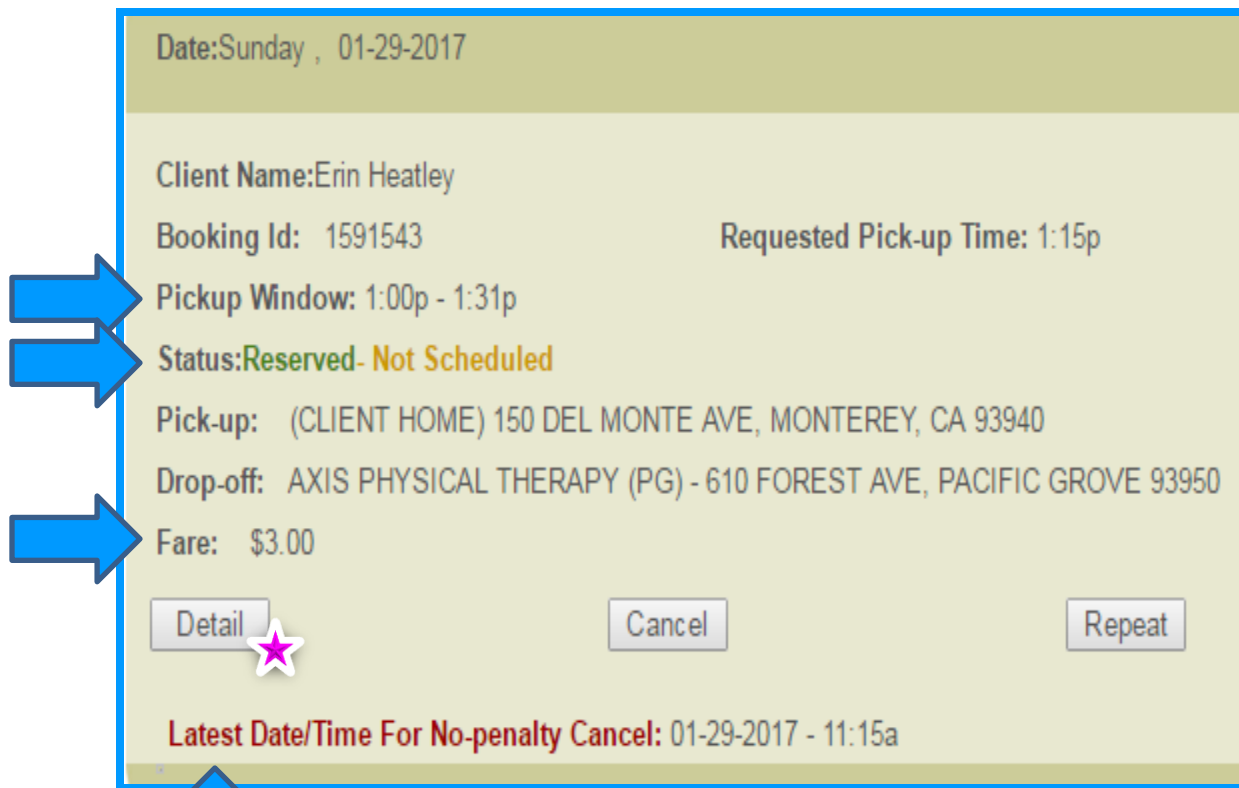
Latest Date/Time For No-penalty Cancel: 01-31-2017 - 2:00p

You will see trips that are:

*Reserved
Scheduled
Cancelled
Past/Previous*

Taking a Closer Look ...

This is your opportunity to review the details of your trip(s).
Take a moment to look at your pickup window, trip status, and fare.




The screenshot shows a trip details form with the following information:

- Date: Sunday, 01-29-2017
- Client Name: Erin Heatley
- Booking Id: 1591543
- Requested Pick-up Time: 1:15p
- Pickup Window: 1:00p - 1:31p
- Status: ~~Reserved~~ - Not Scheduled
- Pick-up: (CLIENT HOME) 150 DEL MONTE AVE, MONTEREY, CA 93940
- Drop-off: AXIS PHYSICAL THERAPY (PG) - 610 FOREST AVE, PACIFIC GROVE 93950
- Fare: \$3.00

At the bottom, there are three buttons: "Detail", "Cancel", and "Repeat". A pink star icon is placed next to the "Detail" button. Below the buttons, the text "Latest Date/Time For No-penalty Cancel: 01-29-2017 - 11:15a" is displayed in red. Four blue arrows point to the "Pickup Window", "Status", "Fare", and "Latest Date/Time For No-penalty Cancel" fields.

Pay particular attention to this date/time in case you need to cancel a trip.

 *More trip details can be seen if you click on the "Detail" button*

Cancelling a Trip

Date: Sunday , 01-29-2017

Client Name: Erin Heatley

Booking Id: 1591543 Requested Pick-up Time: 1:15p

Pickup Window: 1:00p - 1:31p

Status: **Reserved- Not Scheduled**

Pick-up: (CLIENT HOME) 150 DEL MONTE AVE, MONTEREY, CA 93940

Drop-off: AXIS PHYSICAL THERAPY (PG) - 610 FOREST AVE, PACIFIC GROVE 93950

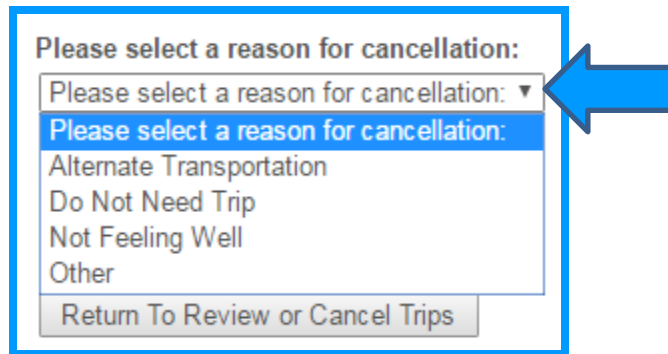
Fare: \$3.00

Latest Date/Time For No-penalty Cancellation: 01-29-2017 - 11:15a



Cancelling a trip is easy – simply click on the “Cancel” button on that specific trip.

Cancelling a Trip: Continued



Please select a reason for cancellation:

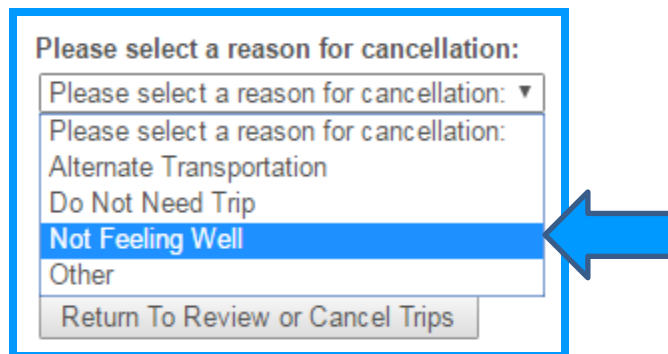
Please select a reason for cancellation: ▼

Please select a reason for cancellation:

- Alternate Transportation
- Do Not Need Trip
- Not Feeling Well
- Other

Return To Review or Cancel Trips

Click on the “Please select a reason for cancellation” drop-down menu to make your selection.



Please select a reason for cancellation:

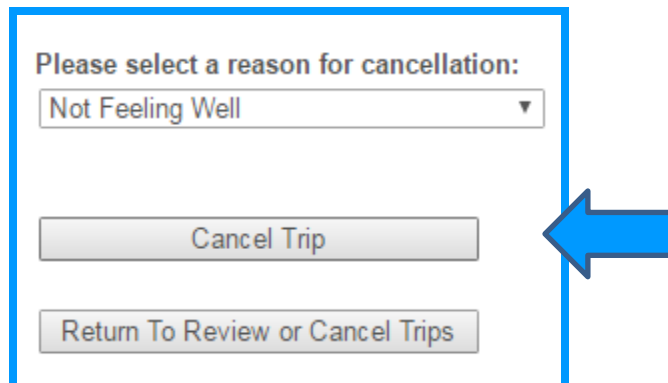
Please select a reason for cancellation: ▼

Please select a reason for cancellation:

- Alternate Transportation
- Do Not Need Trip
- Not Feeling Well**
- Other

Return To Review or Cancel Trips

Select the reason for cancellation.



Please select a reason for cancellation:

Not Feeling Well ▼

Cancel Trip

Return To Review or Cancel Trips

CLICK ON “CANCEL TRIP”

Congratulations! You have successfully cancelled an MST RIDES trip!

Cancelled Trip

Trip with booking id 1591543 has been cancelled successfully.
Your cancellation number is C001848F7.

If there are any related trips that you also wish to cancel, please cancel them by clicking button below.

Return To Review or Cancel Trips



Clicking “Return To Review or Cancel Trips” will take you back to where you can view and cancel your trips.

Cancelled Trips Look Like This:

Date: Sunday , 01-29-2017

Client Name: Erin Heatley

Booking Id: 1591543

Requested Pick-up Time: 1:15p

Pickup Window: 1:00p - 1:31p

Status: **Cancelled In Advance**

Pick-up: (CLIENT HOME) 150 DEL MONTE AVE, MONTEREY, CA 93940

Drop-off: AXIS PHYSICAL THERAPY (PG) - 610 FOREST AVE, PACIFIC GROVE 93950

Fare: \$0.00

[Detail](#)

Cancelled

[Repeat](#)

Contact Us

Website:

If you have any questions about the website and how to use it, please call MST Customer Service at (831) 678-2871 or send an email to mobility@mst.org

Trip Booking:

If you have any questions about your trips, please call (831) 754-2804 OR (831) 373-1393

