



We are not just providers of transportation. We are leaders of **progress** within our community & enablers of our riders' **dreams**.

Believe in the ability to effect change in this world because our efforts serve a greater **purpose**.

Routematch

FAQ's about the Routematch User Conference

1. How much does it cost to attend the conference?

Registration is free, and Routematch covers scheduled meals, sessions and social events.

2. When should I book my travel?

The conference kicks off with a special reception at 6:00 p.m. on Monday, March 26th. Please plan on arriving in Atlanta at Hartsfield Jackson International Airport by 3:00 p.m. All sessions end on Thursday, March 29th, at 1:00 p.m. *An optional office tour of Routematch is offered and ends at 3:00 p.m.*

A few exceptions:

- If you would like to schedule a one-on-one consultation on Monday, March 26th, please plan to come in early.
- If you are new to the Routematch User Conference, we encourage you to attend our Newbie orientation at 4:00 p.m. on March 26th where we will help you plan out your stay and introduce you to our Routematch Movers & Shakers.

3. What is a one-on-one consultation and how do I sign up?

One-on-one consultations are sessions dedicated just to you where you receive individual time with Routematch product training experts who can answer your questions, troubleshoot and help you better maximize your Routematch system. All of this is done using your data. You have the option of either signing up in advance or you can walk up during the conference at any time. These consultations are very popular and we highly recommend you take advantage of them. They are complimentary. *You will be notified in a separate email once you have registered when sign ups open.*

FAQ's about the Routematch User Conference

4. What's a typical day at the conference like?

Knowledge drops, making connections and having fun! You can make what you want of the conference, but below is what you can expect:

March 26th - Day 1: Attend an optional one-on-one consultation, first time attendees can join a dedicated session for newbies at 4:00 p.m. & then attend the welcome reception at 6:00 p.m.

March 27th - Day 2: Fuel up with breakfast, mingle with other Routematch users, watch Team Transit kick off knowledge drops at the opening sessions, attend breakout sessions during the day, get insights from a keynote speaker, attend a one-on-one consultation and enjoy dinner & social event in the evening.

March 28th - Day 3: Have breakfast, mingle with Transit Nerds, attend general & breakout sessions during the day, participate in roundtables and have dinner on your own.

March 29th - Day 4: Have breakfast, participate in final breakout sessions, closing remarks, awards winner unveiling, raffle giveaways, and optional office tour.

5. How do I stay connected?

Routematch will be sending email updates and agendas. Before the conference, we will release our conference **mobile app** which will allow you to view agendas, connect with other conference attendees and Routematchers, and post questions, comments and pictures.

6. What is a Routematch certification and how do I sign up?

The Certification program allows you to become certified in a specific area. After you register, you will be notified in a separate email about what classes will be offered. The Certification programs run full days and attendance is mandatory. Therefore, if you sign up for these programs, you will be unable attend other concurrent sessions. There are also different levels of Certifications and a Routematch program manager will determine if applicants qualify. A test is given at the end of the program on Thursday, March 28th and certificates are awarded followed by a graduation ceremony. *Space is limited.*

7. What if I need to cancel my registration to the User Conference?

We would be super sad that you could not attend, but understand things come up. If this happens, please email events@routematch.com as soon as possible, and no later than March 16th. Please understand that if you register, cannot make it, and do not notify Routematch, your agency will be charged \$500 to cover the costs of meals, drinks and events reserved on your behalf.

8. How do I get from the Airport to the Intercontinental Hotel?

From the Atlanta Hartsfield airport to the hotel via taxi (cost approx \$49 one way and time in taxi is approx 35 minutes without traffic) or you can take the Marta Red line Northbound from airport to North Spring Station (get off at Buckhead Station - 14 stops) then it is a 5 minute walk to hotel (cost approx \$3-5.00).

9. Have more questions?

Just email events@routematch.com. Our team will be happy to help you!