

Paratransit, Inc., is pleased to announce the availability of our Automated Telephone System. We strive to provide the best service possible by utilizing the latest technology. The addition of the Automated Telephone System enhances our existing technologies, which include the most advanced scheduling software and state of the art Mobile Data Computers equipped with Global Positioning Systems (GPS) and navigation devices in each of our vehicles. The Automated Telephone System integrates these existing scheduling technologies with the telephone.

Automated Telephone System

The Automated Telephone System is designed to give you quick and convenient self-service access to the Paratransit, Inc., information and services you need most. It will provide selected general information, as well as allow you to Schedule new rides on Paratransit, Inc., and Confirm and Cancel existing rides. The Automated Telephone System will be able to call you with a reminder for trips scheduled for the next day. In addition, because this system is connected directly to our scheduling system and each bus's GPS location, the Automated Telephone System will be able to notify you that a vehicle is on its way to your pick-up location, and it will provide you with the most current estimated arrival time.

The Automated Telephone System is an automated system utilizing Interactive Voice Response technology that will engage you in a "conversation" to determine what you need and respond accordingly. Simply use any touch tone telephones' numeric key pad as indicated by the Automated Telephone System. However, keep in mind that you can transfer to a live agent at any point during the phone call by simply pressing 0 (zero).

Getting Enrolled

To access the Automated Telephone System you will need a Personal Identification Number (ID). To receive an ID you must contact Paratransit, Inc., and complete the enrollment process.

It's easy! Simply call Paratransit, Inc., and speak to one of our Customer Service Agents. You will be asked to provide phone numbers to be used by the Automated Telephone System when placing a call to you, and a list of addresses to and from which you commonly travel. These addresses will be the only ones used by the Automated Telephone System when you Schedule new rides. If you need to update your addresses, or include additional addresses in the future, please contact a Paratransit, Inc., Customer Service Agent and they will be happy to assist you.

Using the System

To use the Automated Telephone System dial **(916) 429-2488** from any touch tone telephone. The system will ask you to enter either 1 for English, or 2 for Spanish. Once the language has been selected, the System will play general announcements from Paratransit, Inc. After listening to the General Announcements, you will be prompted to log in by entering the ID number and password that was given to you when you enrolled. If you have already heard the general announcements and want to skip them, you may enter your ID number while the announcements are playing.

Once you are logged in you will be presented with a menu of actions that can be performed using the Automated Telephone System.

The Automated Telephone System main menu consists of the following seven actions:

1 – **Confirm A Previously Scheduled Trip.** This action will allow you to confirm the pick-up times and addresses of any of your scheduled trips.

2 – **Cancel A Previously Scheduled Trip.** This action will allow you to cancel a single trip, all trips for a single day, or all of your scheduled trips on all days.

3 – **Book A New Trip.** This action allows you to book a new trip using any of the addresses that you have previously registered with the Automated Telephone System. To make changes to the registered addresses you will need to contact Paratransit, Inc.'s Customer Service.

4 – **Schedule A Ride That Is On Standby.** This action allows you to attempt to schedule a ride that was previously placed on Standby.

5 – **Personal Information.** This action allows you to review your personal information recorded in the Automated Telephone System. To make changes to your personal information, contact a Paratransit, Inc., Customer Service Agent.

6 – **Change Your Password.** This action allows you to change the password you use to log into the Automated Telephone System.

7 – **General Announcements.** This action allows you to listen to general announcements from Paratransit, Inc. These may include information about our service, or other services or events that Paratransit, Inc., believes may interest you.

Simply respond to the Automated Telephone System using your telephone's numeric key pad as indicated.

Helpful Hints

Here are some helpful hints to easily navigate the Automated Telephone System. Our Customer Service Agents can provide you with many more useful suggestions on how to optimize your experience with the Automated Telephone System.

- You may proceed immediately with any action by pressing the number before the announcement is finished playing. This is called the "type-ahead" feature, and it can greatly speed up your session with the Automated Telephone System.
- Press 0 (zero) on your telephone's keypad at any time if you want to leave the Automated Telephone System and speak to a live agent.
- Instead of entering the full date you can use a numeric abbreviation for the day of the week.

1 – Monday 5 – Friday
2 – Tuesday 6 – Saturday
3 – Wednesday 7 – Sunday
4 – Thursday

- Use military time when possible. Military time uses a 24-hour clock, beginning at midnight (which is 0000 hours). So, 1:00 AM is 100 hours, 2:00 AM is 200 hours, and so-on up until 11:00 PM which is 2300 hours.
- Keep the list of the addresses you have registered with the Automated Telephone System near you when scheduling new rides.
- Have a pen and paper ready to record your confirmation numbers and pick-up times.

If you have questions or need more information about the Automated Telephone System, please contact Paratransit, Inc., using any of the numbers listed below.

Paratransit, Inc. Phone Numbers	
Toll Free Reservations:	(800) 956-6776
Local Reservations:	(916) 429-2744
Reservations Fax:	(916) 429-2415
Reservations TTY:	(916) 429-2568
Administration	(916) 429-2009
Administration Fax:	(916) 429-2409
Registration:	(916) 557-4685
Registration TDD:	(916) 557-4686



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Paratransit, Inc.
Automated
Telephone System
916-429-2488

www.paratransit.org

