

DART Automated Phone  
**ACCESS**

Consumer Tutorial



*Delaware Transit Corporation*

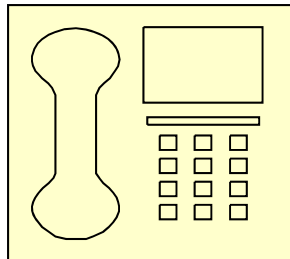
*Delaware's Bus, Train, & Intermodal Transportation Provider*

# What is DART Automated Phone Access (APA)?

- An easy to use automated phone system that only supports callers using a telephone touch tone key pad.
  - System does not have voice capability.
- A shared telephone application for paratransit customers available 24x7 anytime and anywhere.

## Call to Access the System 24/7:

- 1-800-652-DART (3278) and press option 4.
- 1-800-553-3278 and while on hold waiting for a live Reservationist and press option 1.





# The DART APA Advantage

## ✓ ***Increased Availability***

- DART APA offers extended hours for booking paratransit trips.

## ✓ ***Accessibility***

- Access DART APA from any Touch-Tone telephone.

## ✓ ***No waiting***

- Lets callers book and cancel trips without having to wait for the next available Reservationist.



# APA System Acknowledgment

- DART recognizes that various disabilities may prevent some of our customers from utilizing the automated system.
- Reservations is still available to assist all customers who are unable to utilize the system during our hours of operation.

# DART APA Features Overview

- **Trip Confirmation**
  - All trips, by date, booking id.
- **Trip Cancellation**
  - Single trip.
  - By date or date range.
- **Trip Booking**
  - Casual / one time bookings.
  - Client registered locations.
  - Recent / frequent locations.
- **Notification Calls**
  - Calls scheduled paratransit customers with trip modifications.
  - Outbound calls to customers during emergencies:
    - i.e. Potential Snow Emergencies.

# Secure Login


## What do you need to access the system?

### ■ Client Identification #

- Client ID can be found on your paratransit ID card or determination letter you received when approved for the paratransit service.

### ■ Pin Number

- Pin number for all DART customers is the last 4 digits of the clients home phone number.

 If you can't access the system or need login information call Reservations at 1-800-553-3278 for assistance.

# DART APA System Main Menu

Automated System Option	Option Number
Trip Confirmation	1
Trip Cancellation	2
Trip Booking	3
Client Information	4
Change Password	5
General Announcements	6
Operator	0



# Phase 1- Automated Trip Booking

- During **Phase 1** customers utilizing the trip booking feature of DART's automated system must book trips to **TRAVEL** during the times below.
- Customers who want to request rides outside the APA core hours must contact Reservations.

<b><u>Core Hours- Trip Booking</u></b>		
	Earliest	Latest
Monday- Friday	6:00 AM	9:00 PM**
Saturday	6:00 AM	4:00 PM

\*\* New Castle County South customers latest pickup 7:00 PM.

- New Castle South trips are all trips in New Castle County South of the Chesapeake & Delaware Canal including Delaware City.

# Automated Trip Booking

## ■ Frequent Locations

- APA will review your most frequent trips in the last 90 days and automatically read you with the top 10 locations to choose.

## ■ Client Registered Locations

- Each customer has the ability to add the following locations to their files by calling Reservations.

- Alternative Address
- Work Address

## ■ Client Registered Locations are just address headers and can be customized to wherever you request:

- **I.e. Work Address can be your school or hair salon**
- **I.e. Alternative Address can be your Dialysis center if you choose.**



# Automated System Features

## ■ Trip Confirmation

- All / Specific Trips

## ■ Two Day Advance Reminder Calls

- DART will focus reminder calls on customers who have a pattern or practice of cancellations and no shows.

# APA Features cont'd

## Trip Cancellations

- Cancel Individual Trip for a Day, a Week, etc
- Cancellations can be made 24/7 up to 90 minutes before a requested trip.

## Notification Calls

- Instead of a Reservationist the APA system will notify customers regarding any changes to their trips.
- APA recognizes voicemail/ answering machines and will leave a notification message.
- Call reservations during their hours of service if you have any questions about a automated notification call.



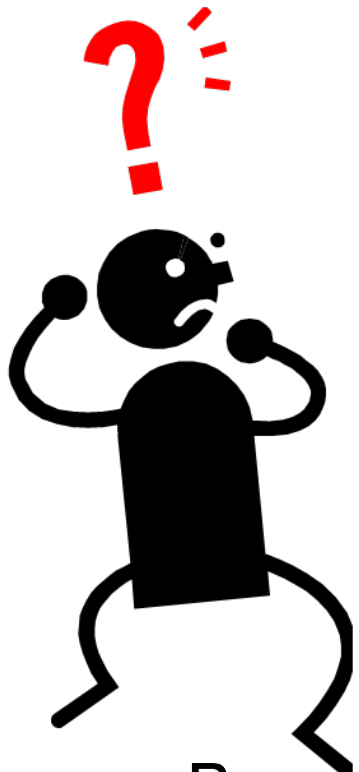
# Use Automated System Today

- Now that you have your access information give the automated system a call at 1-800-652-3278.
- Just follow the prompts for each selected menu option i.e. trip booking, cancellations, trip confirmations and the system will guide you through the process step by step.

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**Need assistance just press “0” at anytime in the automated system to be transferred to reservations.**



<b>Reservations Call Center Hours</b>	
Monday -Friday	5:00 am – 11:00 pm (or until last customer is picked up)
Saturday	5:00 am – 9:00 pm (or until last customer is picked up)
Sunday	8:30 am - 6:00 pm (or until last customer is picked up)

•Reservationists are available to offer APA assistance during our hours of operations, but after 4:30pm Reservationists are unable to book trips.

# The End



# Call Now!!!!