IVR
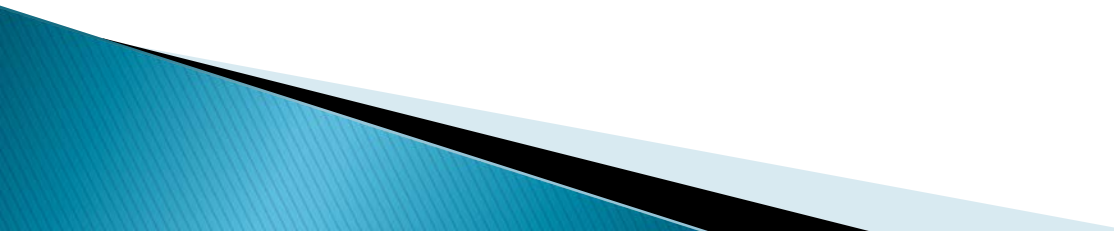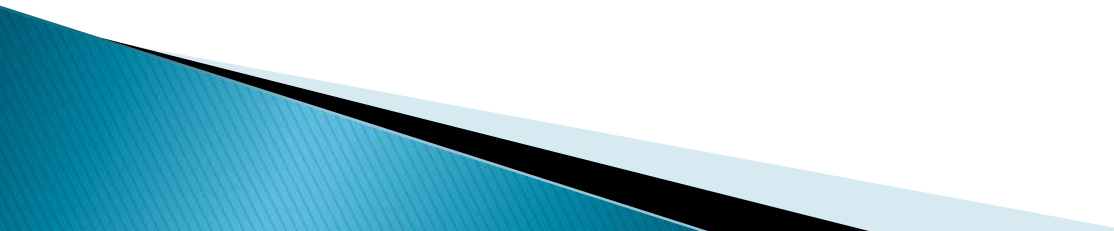
Interactive Voice Response

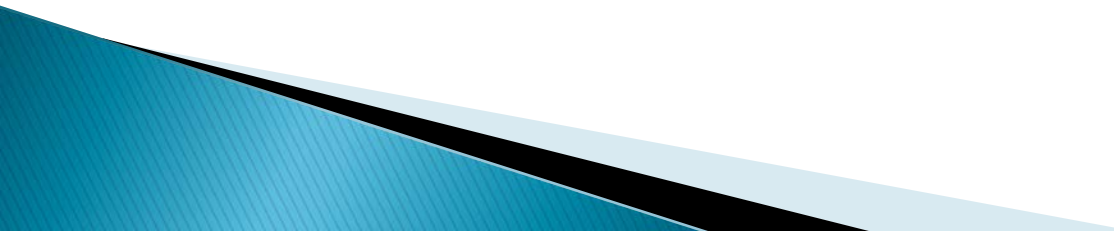# Modules

- Call Outs Night Before
- Dial In – Cancel and Confirm
- Email Notifications
- Web Based Trip Booking
- Recertification Reminder Calls
- Eminent Arrivals

Call Outs the Night Before

- Can Confirm All Trips
- Allows Clients to Cancel/Confirm Trips
- Provides Confirmation Code to Clients
- IVR Cancellations Codes are Displayed in Trapeze
- Will Leave a Voice Mail

Dial In – Press "5"

- Allows Clients to Control Their Trips
- Instant Cancel/Confirm Without a Reservation Agent
- Anytime Access Day or Night

Email

▸ Will Send an E-Mail Message with Trip Status

| To... | palm-passweb@pbcgov.org |

Subject: 116132:116132

Send | To... | ◯ Passweb
Cc... |
Subject: 116132:116132

Email

This is an automated message from Palm Tran about your bookings.

Client ID: 116132.

Trip 1 of 2
Booking Id: 14187053
Date: 01-27-2016
Pick Up Location: PALM TRAN - NON MEDICAID - 3201 ELECTRONICS WAY, WEST PALM BEACH, FL 33407
Pick Up Time: From 9:33a to 10:03a
Drop Off Location: PUBLIX @ CITY PLACE - 375 S ROSEMARY AVE, WEST PALM BEACH, FL 33401
Trip Status: Cancelled In Advance

Trip 2 of 2
Booking Id: 14187062
Date: 01-27-2016
Pick Up Location: PUBLIX @ CITY PLACE - 375 S ROSEMARY AVE, WEST PALM BEACH, FL 33401
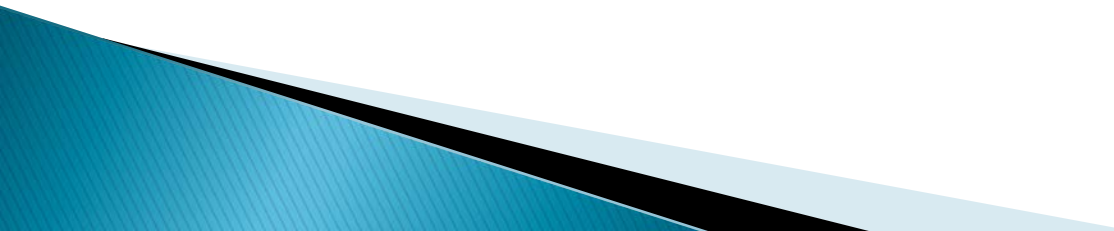Pick Up Time: From 11:35a to 12:05p
Drop Off Location: PALM TRAN - NON MEDICAID - 3201 ELECTRONICS WAY, WEST PALM BEACH, FL 33407
Trip Status: Cancelled In Advance

Please do not reply to this email message.

PASS-WEB

- Internet Trip Booking Options
- Step-by-Step Process
- Trapeze Chooses the Best Schedule Available
- Screen Reader Version for Sight Impaired

PASS-WEB Login Screen

- http://www.pbcgov.com/hiwire

PASS–WEB Welcome Screen

Client Information:

👤 **AL TIMETER**

ClientId: 118703
DOB: 01-01-1921
1611 WORTHINGTON RD
WEST PALM BEACH, FL
33409

Log out

Services:

🏠 Home
▶ Review or Cancel Trips
▶ Book a Trip
▶ My Subscriptions
▶ My Profile
▶ Announcements
▶ Feed Back
▶ Help

Welcome to PASS-Web

Palm Beach County
The Best of Everything.

Client Information:

AL TIMETER

ClientId: 118703
DOB: 01-01-1921
1611 WORTHINGTON RD
WEST PALM BEACH, FL
33409

Log out

Services:

🏠 Home
▶ Review or Cancel Trips
  ▶ Book a Trip
▶ My Subscriptions
  ▶ My Profile
  ▶ General Info
▶ Announcements
  ▶ Feed Back
  ▶ Help

Book a Trip

❓ Help

Follow these steps to request a ride.

1 Pick-up Location: ⦿ Frequently Used Addresses ○ Landmarks ○ New Addresses

Select from: `Frequently Used Addresses ▼`

Pick-up Instructions (optional): `[                    ]`

2 Drop-off Location: ⦿ Frequently Used Addresses ○ Landmarks ○ New Addresses

Select from: `Frequently Used Addresses ▼`

Drop-off Instructions (optional): `[                    ]`

3 Select a Date: `Please Select a Date ▼`

4 Select a Time: `Please Select a Time ▼` ⦿ Pick-up ○ Drop-off (Appointment)

5 Booking Purpose: `Please Select a Booking Purpose ▼`

Mobility Aid:

6 Click here 👥 for Additional Passengers (optional).

7 `Request This Ride`

PASS-WEB Screen Reader
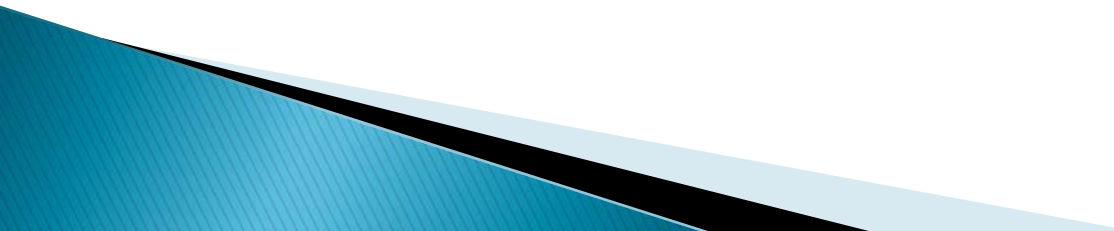
- http://www.pbcgov.com/hiwire?.a=pHome508
- Navigate by Keys…Tab Keys, Arrow Keys, Enter, Next etc.

Palm Beach County
The Best of Everything.

Login

Welcome to Palm Tran's online Paratransit reservation system. Please enter your client identification number, and then select the next button. If you are not a registered client, or you have forgotten your id or password, select the forgot password button.

[Next] [Forgot Password]

Recertification Call Outs

- Will Call All Clients up to 45 Days Before Their Eligibility Expires
- Number of Call Outs per Day = 10+/-
- Approximately 300 Calls Per Month

Eminent Arrivals

- Will Call the Client 10 Minutes Before Scheduled Pick Up Time
- Repeat the Call 3 Times if the Line is Busy