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
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

Your session has expired. For security reasons you must login again.

Palm Tran Login

PASS-Web is designed to be a secure Internet application. You need your User ID and Password to use this service. [Client ID and Password]. If you do not know your User ID or Password, please call 561-649-9838 for assistance.
PASS–WEB Welcome Screen

Client Information:

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

Log out

Welcome to PASS-Web

Services:

Home
Review or Cancel Trips
Book a Trip
My Subscriptions
My Profile
Announcements
Feedback
Help
Follow these steps to request a ride.

1. Pick-up Location: [Fields to select]
   - Frequently Used Addresses
   - Landmarks
   - New Addresses

2. Drop-off Location: [Fields to select]
   - Frequently Used Addresses
   - Landmarks
   - New Addresses

3. Select a Date: [Field to select]
4. Select a Time: [Field to select]  
   - Pick-up
   - Drop-off (Appointment)

5. Booking Purpose: [Field to select]

6. Click here for Additional Passengers (optional).

7. Request This Ride
PASS–WEB Screen Reader

- Navigate by Keys...Tab Keys, Arrow Keys, Enter, Next etc.

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.

[Input fields]

[Buttons: 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