



# PASS IVR

Notify and inform your passengers through automated calling.



For passengers using Interactive Voice Response, PASS-IVR offers a quick and convenient way to keep them fully informed of their demand response trips at any time of the day as well as book and cancel scheduled trips.

With comprehensive rider information at their fingertips, passengers enjoy greater peace of mind and control over their trips. No more lengthy phone calls to customer service, forgotten schedules, or keeping watch by the door for incoming rides. Meanwhile, your agency has fewer no shows, late cancellations, and delays during passenger pickups.

## Overview



### Empower Passengers with 24/7 Access to Information

- Enables passengers or their representatives to access trip information such as scheduled bookings, service alerts, routes, and trip times
- Automated IVR system responds to caller choices from a list of options and input
- Provides users the option to speak with a customer service representative at any point during the call
- Allows passengers to book trips or request trip information any time of the day using standard touch-tone telephones



### Easily Provide Notifications and Reminders

- Sends automatic notifications such as same-day and previous-day trip reminders, trip updates, expired eligibility and more
- Customizes automatic notifications to user's specific needs
- Improves accessibility for paratransit passengers
- Supports multiple languages

## Agency Benefits



### Improved Efficiency

Agencies reap huge rewards for improving communications with their riders. A timely reminder on passengers' phones of their scheduled trips reduces no-shows that drive up paratransit costs. Notifications help get your riders ready to board, minimizing vehicle wait times that result in longer paratransit trips.



### More Responsive Call-Center Operations

Reduce the load on your call-center staff, minimizing call wait times for your passengers and abandoned passenger requests. By automating responses to common queries, PASS IVR also frees up your call-center agent to better assist clients with special needs or inquiries.



### Increased Rider Engagement

Our solution enables your agency to respond to multiple requests simultaneously, reducing wait times and uncertainty that frustrate customers, and increasing customer touchpoints that enhance their paratransit experience.

## Passenger Benefits



### Safer Journeys

- Keeps riders safe and informed by providing them visibility on their trip (e.g., imminent arrivals)



### Enhanced Rider Experience

- Increased customer confidence - provides more flexibility and control for paratransit passengers
- More responsive, seamless service creates happier customers and more enjoyable rides



*Connect with our Experts*