

**WELCOME!** VTA ACCESS Paratransit is pleased to announce our Automated Telephone System. We strive to provide the best service possible by providing customers with multiple resources to book, cancel, and monitor their paratransit trips.

### Automated Telephone System

The Automated Telephone System is designed to give customers quick and convenient self-service access to their ACCESS Paratransit account and trip information. This new system will provide customers the ability to schedule, confirm, or cancel rides. The Automated Telephone System is connected directly to our scheduling system and each vehicles' GPS location providing you with the most current estimated arrival time.

Simply use any touch tone telephone numeric key pad and follow the prompts of the Automated Telephone System. During regular business hours, at any time while using the automated system, you can transfer to a live ACCESS Representative by simply pressing zero (0) or by remaining on the line.

- Press zero (0) on your telephone's keypad at any time if you want to leave the Automated Telephone System and speak to a live ACCESS Representative. When you leave the Automated Telephone System, you will hear the following options:

- 1 - Reservations
- 2 - Cancel Your Ride
- 3 - Check The Status Of Your Ride
- 4 - General Information Or Client Account

By selecting one of these choices, you will be redirected to a live ACCESS Representative in the department based on your selection. Please note live ACCESS Representatives are only available during normal business hours.

**If you have questions or need more information about the Automated Telephone System, please contact VTA ACCESS Paratransit at (408) 321-2380 and speak to a live ACCESS Representative.**

**ACCESS Mainline (408) 321-2380**  
**ACCESS Eligibility (408) 321-2381**  
**VTA Customer Service (408) 321-2300**



## Automated Telephone System



3331 N. First Street  
San Jose, CA 95134  
Paratransit (408) 321-2380  
Eligibility Department (408) 321-2381



## Getting Started

To fully utilize the Automated Telephone System you will need your client identification number (Client ID). If you have forgotten or misplaced your Client ID or need assistance with your password you are welcome to call us at (408) 321-2380 and press zero (0) to speak to a reservationist.

To get started, you may have up to five frequently traveled addresses ready. Then let the reservationist know that you are interested in adding favorite addresses to your client profile. These addresses are the only ones used by the Automated Telephone System when you schedule new rides. If you need to update your addresses in the future, please call in and speak to a reservationist and they will be happy to assist you.

## Using the System

To use the Automated Telephone System dial (408) 321-2380. The system will ask you to select either one (1) for English or two (2) for Spanish. Once the language is selected, the system will ask you to log in by entering your Client ID and password. After successfully inputting your Client ID and password, the system will announce the menu of actions that can be performed.

The Automated Telephone System main menu consist of the following actions:

**1) Book a Trip** - This action will allow you to book a new trip using any of your favorite addresses that you have previously saved to your client profile. To make changes to your favorite addresses, you will need to contact us at (408) 321-2380 and speak to a reservationist.

**2) Cancel a Trip** - This action will allow you to cancel a single trip, all trips for a single day, or all of your scheduled trips including subscription trips.

**3) Confirm a Previous Booked Trip** - This action will allow you to confirm the pick-up times and addresses of any of your previously booked trips. Simply respond to the Automated Telephone System using your telephone's numeric key pad as indicated.

## Helpful Tips

Below are some tips to help you easily navigate through the Automated Telephone System. Our ACCESS Paratransit Representatives 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 followed by the pound (#) sign 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.

- When booking a trip instead of entering the full date you can use a numeric abbreviation for the day of the week.



- Keep the list of the addresses you have saved on your client profile near you when scheduling new rides.
- Have a pen and paper ready to record your pick-up times and dates.
- To repeat menu options press star (\*).
- To return to the main menu press nine (9).
- All trips for the following day must be booked before 5 pm.
- The Automated Telephone System is available 24 hours a day, 7 days a week, and 365 days a year. Please keep an eye out for our occasional routine maintenance from 10 pm to 12 am.
- Only Standard Trips can be booked through the Automated Telephone System.
- If you booked a trip with a reservationist and the Automated Telephone System does not confirm the trip, you must call during regular business hours and speak to a live ACCESS Representative to resolve the issue.

*continued on back*