

Interactive Voice Response (IVR) Web-based Scheduling Software

North/Central/South Counties



PROJECT BENEFITS:

The new software will lessen wait time for passengers and quicken the boarding process, thereby increasing available trips. The technology can also notify individuals during natural disasters, bridge closures or other emergencies, so they can plan accordingly.

PROJECT UPDATE:

AC Transit is in the process of preparing the special requisition for the IVR/Web-based scheduling software.

To find out more about the program, please contact the Project Sponsor.

PROJECT SPONSOR:

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This project builds on the Alameda Contra Costa Transit District (AC Transit) request to secure federal funds to update the balance of the East Bay Paratransit Consortium (EBPC) fleet with Mobile Data Terminal (MDT)/Automatic Vehicle Locator (AVL) units. This grant funds the purchase and installation of Interactive Voice Response (IVR)/Web-based scheduling software, which is the next step in advancing the technology available to EBP users. The IVR system calls passengers 5 minutes before the vehicle's arrival. To support the new configuration, the EBPC is expanding its phone system capacity.

The Web-based scheduling system results in better communication and simpler scheduling. It allows passengers, caregivers and agencies to schedule and/or cancel trips online. EBPC can also use this technology to notify individuals of natural disasters, bridge closures or other emergencies, so they can plan accordingly.

Project Budget and Funding

TOTAL PROJECT COST	\$200,000
Funding	
ACTIA Paratransit Gap Grant Award	\$200,000
Matching Funds	\$0



Project Schedule

Commence ACTIA Grant (Cycle 4)	July 1, 2008
Prepare Special Requisition for IVR/Web-based Software	January 2010
Purchase and Install IVR/Web-based Scheduling Software	October 2010
Expand Capacity of East Bay Paratransit consortium Phone System	December 2010
Complete Grant Funding Period	December 31, 2011

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