

January 31, 2018

Dear valued customer,

We are excited to announce our new Interactive Voice Response (IVR) system to all RTA Connect Paratransit customers. Beginning March 1, 2018, you will have the opportunity to receive automated messages providing you with important information regarding your scheduled paratransit trip(s). This system includes 24/7 access to confirm or cancel a scheduled trip. You'll never worry about missing your paratransit ride again. The IVR system will contact you when your vehicle is on its way.

Types of automated messages you will receive:

- A reminder call the evening before your scheduled trip(s) for the following day.
- An alert call confirming the imminent arrival of your trip when your vehicle is on its way.
- The ability to confirm and cancel scheduled trips with the touch of a button.

This system is designed with customers in mind. You may contact the IVR anytime by calling 937-425-8318. Follow the instructions in the enclosed brochure to listen to your trip information.

If you do not wish to use the IVR system or would like to opt out of specific messages, please call us at 937-425-8300 and a Call Center Representative will be happy to assist you.

Sincerely,



Sally Brown, Alternative Transit Solutions Manager

Greater Dayton Regional Transit Authority

4 S. Main Street Dayton, OH 45402 • 937-425-8400 P • 937-425-8416 F • www.iriderta.org