

January 21, 2025

Dear RMTD Paratransit Riders,

We are reaching out to you today to provide you an update on our plan to replace our paratransit scheduling and dispatching system with a new system. We are excited to inform you that the first phase of the new system will be launching soon on February 01, 2025.

We would like to take opportunity to advise you on what you should expect with the launch of the first phase of the new system:

The new scheduling and dispatching system is expected to improve trip scheduling, which will help improve the overall customer experience by reducing wait times.

- During this phase there will be no changes to how you schedule your trips. Please continue to call the RMTD Paratransit at 815-961-2255 to book your rides.
- During the second phase of the project RMTD will be introducing a new tool that will provide you additional options for scheduling trips and receiving notifications. We will provide more details on phase 2 in the coming weeks.

The new system comes with a new and improved customer notifications module that provides you with automated notifications about your scheduled trips via phone, email, SMS text message, or a combination of all three.

- Initially, you will receive notifications to the contact numbers you have already provided to us. If decide you would like to make changes to where your notifications are sent, please call RMTD Paratransit at 815-961-2255 and we will assist.

The new system will provide you with the following types of automated notifications:

- **Booking Notifications** sent to you the night before with details about your trips scheduled for the next day.
 - ~ The following is an example of a booking notification via phone, email and SMS text message:

"Hello, this is a message from Rockford Mass Transit District. This is a reminder that you have 2 bookings scheduled for Monday, February 3, 2025. At 10:00 AM you will be picked up from 1120, 16th Avenue and will be dropped off at 3500, 26th Avenue. At 3:00 PM you will be picked up from 3500, 26th Avenue and will be dropped off at 1120, 16th Avenue."
- **Booking Notifications** sent and answered via phone and SMS text message also have the additional option to cancel or confirm your booking.
 - ~ The following is an example of the option via phone and SMS text message:

*"To confirm this booking press 1. To cancel this booking press 2.
To speak to a customer service representative press 0. To repeat this message press *"*

- **Trip Notifications** sent to you when a RMTD Operator is on the way to pick you up along with an estimated arrival time.

~ The following is an example of a booking notification via phone, email and SMS text message:

*"Hello, this is a message from Rockford Mass Transit District.
Your ride will be arriving soon to 1120, 16th Avenue. It is estimated to arrive at 10:00 AM."*

- **Trip Notifications** sent to you when a RMTD Operator has arrived at your location to pick you up.

~ The following is an example of a booking notification via phone, email and SMS text message:

*"Hello, this is a message from Rockford Mass Transit District.
Your ride has arrived to 1120, 16th Avenue."*

- **General Notifications** sent to you to keep you informed about items such as upcoming holidays when service does not operate or forecasted weather that may impact service.

As noted above, you do not need to change anything with the launch of our new system on February 01, 2025. Please continue to call the RMTD Paratransit at 815-961-2255 to book your rides in advance.

Starting January 31st, RMTD will begin providing you with notifications about your bookings for rides scheduled on February 1st. On February 1st, RMTD will begin providing you with notifications on when your ride is on the way and when it has arrived. Once you've had a chance to experience the notifications, please call RMTD Paratransit if you would like to make any changes to your notifications.

If you have additional questions, please call the RMTD Paratransit at 815-961-2255 and we would be happy to help you.

Once again, thank you for riding RMTD Paratransit. We look forward to continuously providing you with the best transportation possible.

Sincerely,

Rockford Mass Transit District