



P A R A T R A N S I T

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Dear RMTD Paratransit Riders,

Earlier this year RMTD announced a project to replace its current paratransit scheduling and dispatching software with a new system. We want to take this opportunity to update you on the project and the upcoming changes you can expect to your customer experience.

The project is broken into two phases. We are in the first phase, which involves converting to the new scheduling and dispatching software system and launching a new customer notifications module. We are currently in the process of training staff on the new software prior to beginning a testing period. Once the testing is completed, final preparations will be made to go-live with the new system in mid-January 2025.

The second phase, which involves the launch of a new passenger portal that allows customers to manage scheduling their own trips and customer notifications from a desktop or web-enabled phone, will begin later in the winter of 2025 following the roll-out of the first phase.

What should you expect with the launch of the first phase of the new system in January 2025?

- A new scheduling and dispatching software that is expected to improve trip scheduling efficiencies, which will help improve the customer experience by reducing wait times.
- A new customer notifications module that provides you a notification about your scheduled trips via telephone, email, text message, or a combination of all three. You can select which alerts you want to receive, and change how you want to receive them. You can be notified the night before or moments before. With our new customer notifications module, you'll always have enough time to get ready and avoid unnecessary waits outside. You'll now have an accurate estimate as to when your vehicle will arrive.

As we get closer to the launch of our new system, you can expect to receive additional information from RMTD on the go live date, the customer notifications module and the next phase of the project. In the meantime, if you have additional questions, please call the RMTD Paratransit at 815-961-2255.

Thank you for riding RMTD Paratransit. We look forward to continuously providing you with the best transportation possible.

Sincerely,

Rockford Mass Transit District