

Chart of Text Messages that can be RECEIVED



Notification	Delivered	Sample Message
Trip Update	Day prior	You have 2 bookings tomorrow. The pickup time of one or more bookings may have changed. 11:00 AM - From Marina Towers, 600 Sacramento St to Davita Dialysis, 121 Hospital Dr 3:00 PM - From Davita Dialysis, 121 Hospital Dr to Marina Towers, 600 Sacramento St
Trip Reminder	Day prior	You have 2 bookings tomorrow. 10:00 AM - From Marina Towers, 600 Sacramento St to Davita Dialysis, 121 Hospital Dr 3:00 PM - From Davita Dialysis, 121 Hospital Dr to Marina Towers, 600 Sacramento St
Trip Cancel Confirmation	Immediately	You have cancelled your trip for Oct 28 at 5:22 PM Pick up: Marina Towers, 600 Sacramento St Drop off: Davita Dialysis, 121 Hospital Dr Booking ID: 441367
Trip Booking Confirmation	Immediately	You have successfully booked your trip for Oct 28 at 5:22 PM Pick up: Marina Towers, 600 Sacramento St Drop off: Davita Dialysis, 121 Hospital Dr Booking ID: 441367
Imminent Arrival Update	20 minutes before pick-up	Your ride will be arriving soon to Marina Towers, 600 Sacramento St The pickup time may have changed. The ETA is now 5:22 PM.
Imminent Arrival Reminder	20 minutes before pick-up	Your ride will be arriving soon to Marina Towers, 600 Sacramento St. The ETA is 5:22 PM.
No Show Notification	1 hour after scheduled pick-up	You had a ride scheduled for today at 5:22 PM that you did not show up for. Pick up: Marina Towers, 600 Sacramento St Drop off: Davita Dialysis, 121 Hospital Dr Booking ID: 441367



Welcome to SolTrans' MyRide for Paratransit

We're pleased you've joined our interactive trip notification program!

Now you can receive automated phone calls and/or text messages to remind you of upcoming reservations, changes to your trips, and updates on bus arrivals.



You can also call or respond to texts to receive more information about your trips, and even cancel trips, without having to speak to a representative.

To use these tools, you'll need your client number and the four-digit password you provided when you enrolled in MyRide for Paratransit. If you have forgotten this information, please call SolTrans Customer Service at 707-648-4666.

Receiving Notifications

This is the easiest part of MyRide for Paratransit. Now that you are enrolled, receive calls and/or texts that help keep you up-to-date about your trip reservations.

Keep in mind that not all notifications will include the same information. For example, a reservation confirmation sent several days before a trip may include less information than a reminder sent the evening before.



Communicating With SolTrans

Access to your trip information is a two-way street. Not only can you receive messages about your trips, but you can also call or text at any time to confirm, review, or cancel your trips.

* Depending on your phone carrier, voice and text messaging charges may apply.

SolTrans MyRide for Paratransit Instructions



Phone Notifications

Have your Client Number and PIN ready. The system is secured so only you can access details about your trip, but that means you must be able to identify yourself to the phone system.



- **Call SolTrans Customer Service at 707-648-4666 and press “2”** to access Paratransit trip reservations.
- **Press “2” again** to check on your existing trip reservation through the MyRide for Paratransit interactive phone system.

While the MyRide for Paratransit interactive system may allow you to manage your trips more effectively, you can also press “1” to speak to a representative during business hours or leave a message after hours.

Text Notifications

The text messaging system allows you to respond to texts for information.

- To log-in, reply to a text message you already received with a “?”.
- You will then receive a text prompting you to enter your client number, followed by a space, and then your password.
- You will have account access for about 15 minutes before you have to log-in again.



Once your access is confirmed, you can request different types of information by texting specific words.

Chart of Text Messages that can be SENT

Name: _____

Client #: _____

PIN: _____

You are only able to reply after you receive a trip confirmation text message. Use the **Sample Text** column for help when responding.

To Receive:	Sample Text	Sample Response
Details about trip #	Info 1	Sep 23 Pick up: 9:22 AM, 1120 Georgia Street Drop off: 100 Hospital Dr. Booking ID: 123456 Status: Scheduled (Reply with "Cancel 1" to cancel the trip.)
Details about your next scheduled trip	Next	Sep 23 Pick up: 9:22 AM, 1120 Georgia Street Drop off: 100 Hospital Dr. Booking ID: 123456 Status: Scheduled (Reply with "Cancel 1" to cancel the trip.)
Summary of upcoming trip(s)	More	1. Sep 23 at 9:22 AM to 100 Hospital Dr. 2. Sep 23 at 3:00 PM to 1120 Georgia St (Reply with More, Cancel #, Info # or ?)
All trips scheduled on a particular date	List Sep 23	Fri, Sep 23 1. 9:22 AM - 100 Hospital Dr. 2. 3:00 PM - 1120 Georgia St (Reply with Cancel #, Info #, Next or ?)
Cancel by trip #	Cancel 1	Booking 123456 on Sep 23 to 100 Hospital Dr. was successfully cancelled
Cancel all trips on a particular date	Cancel Sep 23	3 trips were successfully cancelled
Summary of available menu options	?	SolTrans SMS Help More: Show more trips Info #: Show trip details List <date>: Show trips on <date> Cancel #: Cancel trip Cancel <date>: Cancel all trips on <date> (Individual trips for subscriptions can only be viewed/cancelled 30 days in advance.)