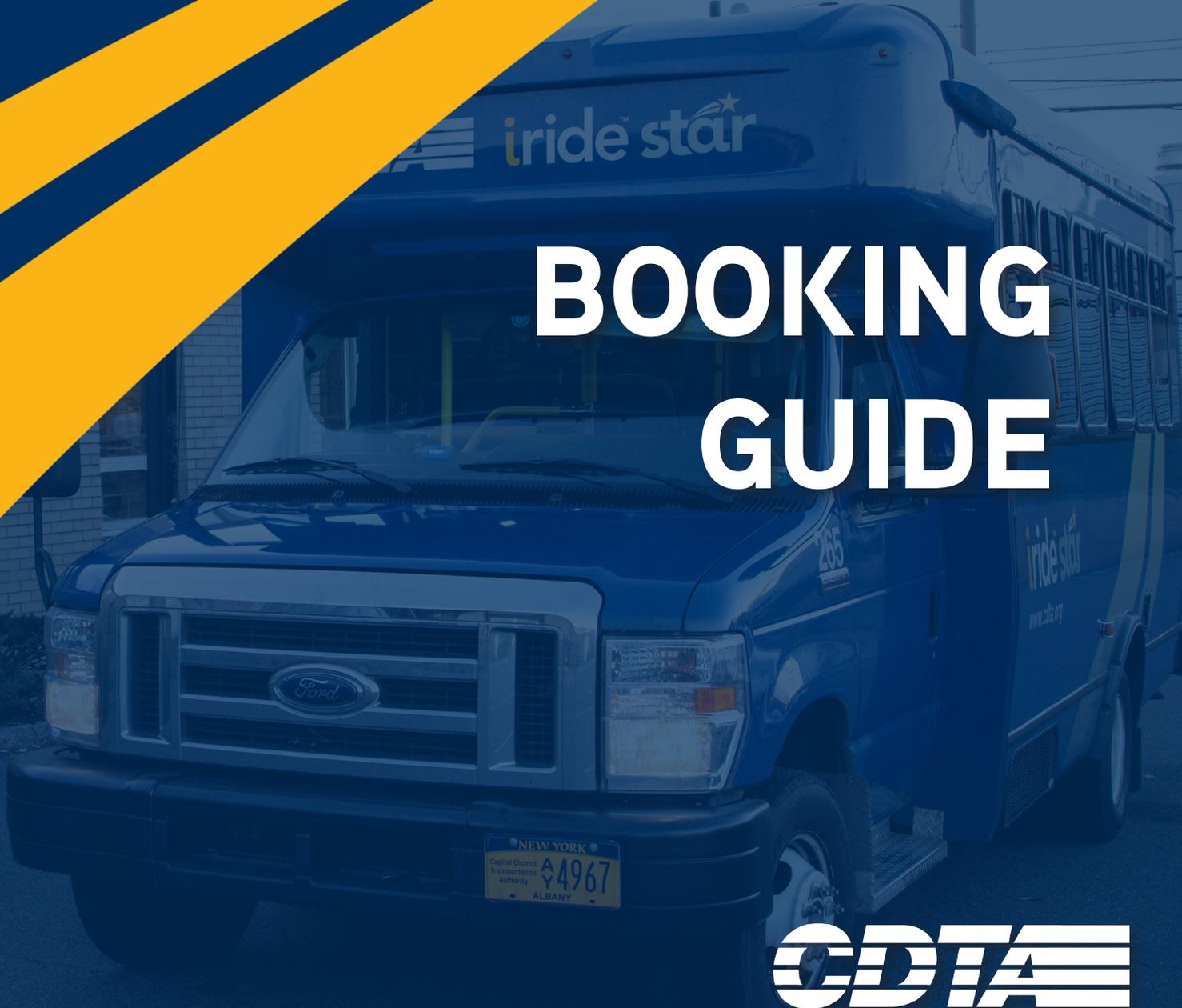




star



BOOKING GUIDE



CDTA



Welcome to the new STAR Traveler program that offers you the ability to book and cancel your trips online, over the phone and to receive accurate and detailed notifications about your reservation.

Traveler offers STAR customers more choices as to access information about their trips. You will be able to see the details of your account and trips - anywhere, anytime. STAR customers will have more accurate planning options with real-time updates on arrival times.

CDTA is excited to offer this new solution that enables customers to access up to the minute information on the web and through the IVR system, while easily connecting with a call center agent when they require assistance.

Below is quick overview of the details you will find in the STAR booking guide:

Online Booking

STAR customers can now plan trips and access schedules, bus arrival predictions and reminders on web-enabled devices, including PC's, cell phones and PDAs.

Automated Telephone Solutions

STAR customers will have more options for accessing information through our enhanced interactive voice response (IVR) technology. Customer transit information is now accessible over the phone 24 hours a day.

Real Time Information

STAR customers will know exactly when their bus is scheduled to arrive, whether they are waiting at their stop, surfing the web, or using their cell phone.

Customer Experience

STAR Traveler web services provide convenient, 24/7 access to better information, which allows CDTA to provide a better quality of service to STAR customers.

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PASS WEB

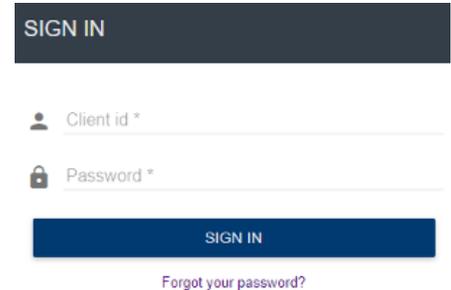
Customers can book trips 24/7 online including trips the next day up until 4pm. Customers looking to use this new feature should log onto the CDTA website at <https://www.cdta.org/star-booking-online>.

Follow these steps to book a trip through the CDTA website:

Step 1: Enter your Client ID Number in the Client ID Box

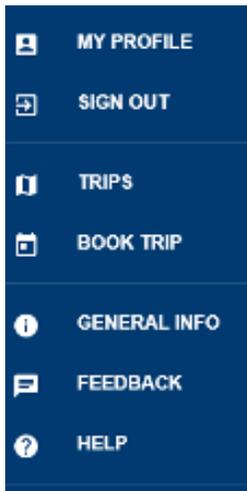
Step 2: Enter your 6-digit Password in the Password Box (MM/DD/YY)

Step 3: Click the Sign-In Button



The screenshot shows a dark blue header with the text "SIGN IN" in white. Below the header are two input fields: "Client id *" with a person icon and "Password *" with a lock icon. At the bottom of the form is a dark blue button with the text "SIGN IN" in white. Below the button is a link that says "Forgot your password?" in a smaller font.

After logging in, you'll see the home page which will allow you to do the following actions:



My Profile – Review your profile information

Sign Out – Logs you out of the site

Trips – View already booked trips in a calendar format

Book Trip – This is where you will create a new booking

General Info – This is where you can get information on STAR service

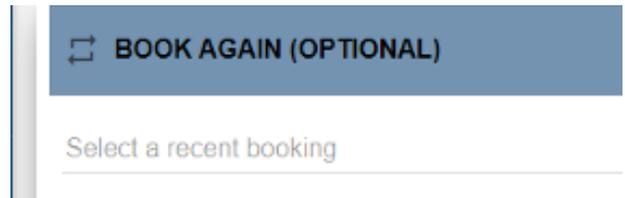
Feedback – This form is to provide general feedback to STAR and is not intended for trip planning or address changes.

Help – Provides customers with definitions for commonly used terms

BOOKING A TRIP

STEP 1

If you want to book a trip that you have recently taken, you can select the address from the drop-down menu under “Book Again”



Click on one of the presented options as seen below and then select it.



STEP 2

If you do not select from the “Book Again” option, you must select your pickup address under “Pick Up Details”

You can either click the “Pick Up Address” box and select an option from the drop-down menu or type in the pickup address manually.



STEP 3

Under “Drop Off Details” you must enter your destination address

You can either click the “Drop Off Address” box and select an option from the drop-down menu or type the drop off address manually.

STEP 4

Click on the “Trip Date” box and select the date of travel from the drop-down list

NOTE: You cannot book same day trips online as the current date will not be available. If you do not have an appointment time, ensure that “Pick me up at” is selected under “Trip Type” option. Then enter the time of pick up requested under the “Pick a time” drop-down menu.

If you do have an appointment, click on the “Trip Type” button and select “Drop me off at”. Then enter the time of your appointment under the “Pick a time” drop-down menu.

**Please note, your scheduled time already includes a 25 minute pick up window grace period.*

STEP 5

Select the trip purpose by selecting from the Booking Purpose menu

DROPOFF DETAILS

Dropoff address *

DATE AND TIME

Trip date *

Tue, Oct 1

Trip type

Pick me up at

DATE AND TIME

Trip date *

Tue, Oct 1

Trip type

Drop me off at

Booking purpose *

STEP 6

Select Trip Options.

If you are shopping and bringing a shopping cart, select shopping cart under “I will be bringing”

I will be bringing

SHOPPING CART

STEP 7

If you are traveling with any additional passengers select the Add Passenger button.

NOTE: If you are riding with a PCA you will need to add them as an additional passenger here

Additional passengers +

ADD PASSENGER

Please note, if you are traveling with any additional passengers, specify here, including PCAs

Select the type of passenger and the type of space they will need from the Add Passenger pop-up

Click Add Passenger.

Then Click “Book Trip”.

Add passenger ✕

What kind of passenger? *

COMPANION ▼

Will they have special equipment? *

WHEELCHAIR ▼

CANCEL **ADD PASSENGER**

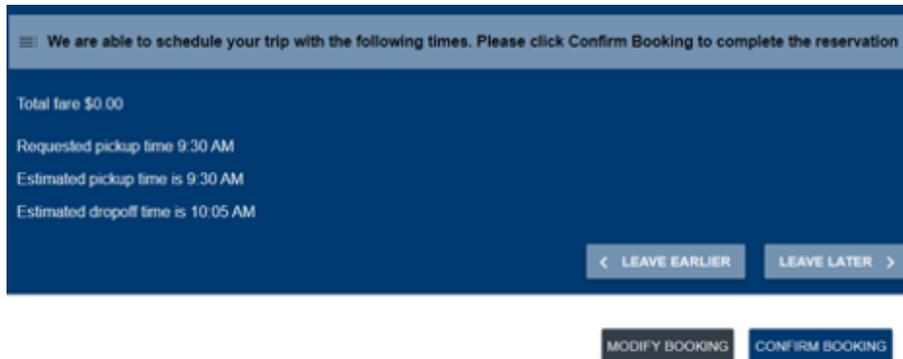
STEP 8

On the Confirm Booking screen, please verify that all your information under 'trip details' is correct.

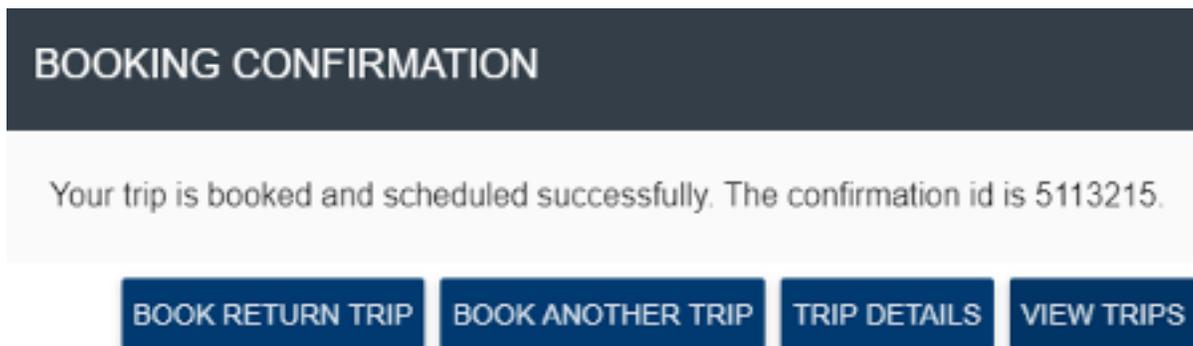
A message box will appear to provide your scheduled trip information. Click on "CONFIRM BOOKING" to accept the trip times.

You can modify your trip times by selecting "LEAVE EARLIER" OR "LEAVE LATER"

You must click on "CONFIRM BOOKING" when completed.



After you click "CONFIRM BOOKING", the Booking Confirmation box will appear to confirm if your trip is booked and scheduled successfully. **Please copy down the confirmation ID as it can be used to when speaking with a representative about the trip.**



STEP 9

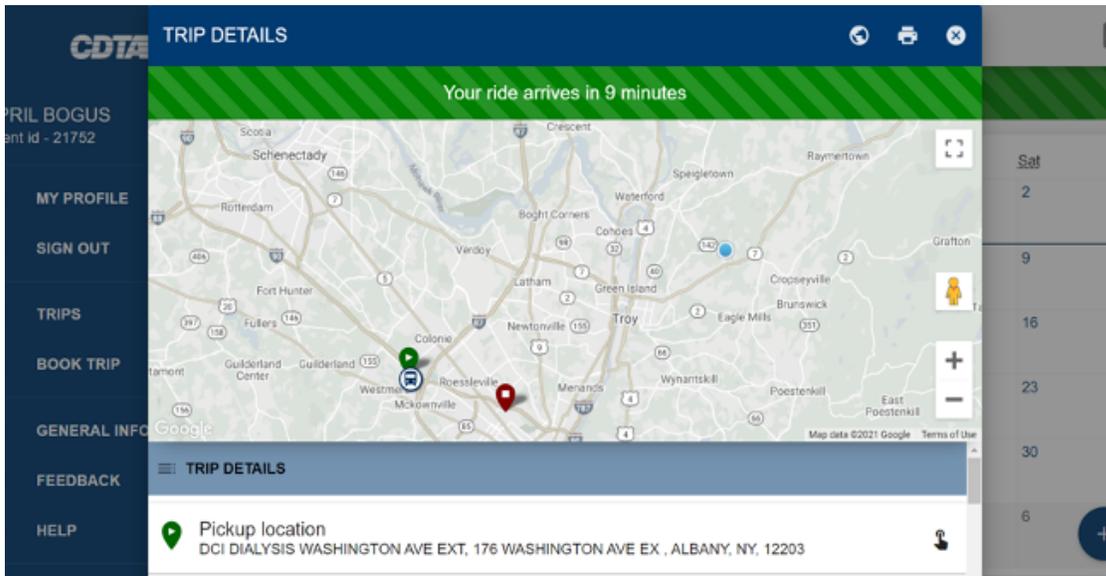
From here you can select 'Book Return' trip to book this trip in reverse. Once you click the Book Return Trip button you will just need to enter the Pickup or Drop off times.

PASS WEB

TRIP DETAILS

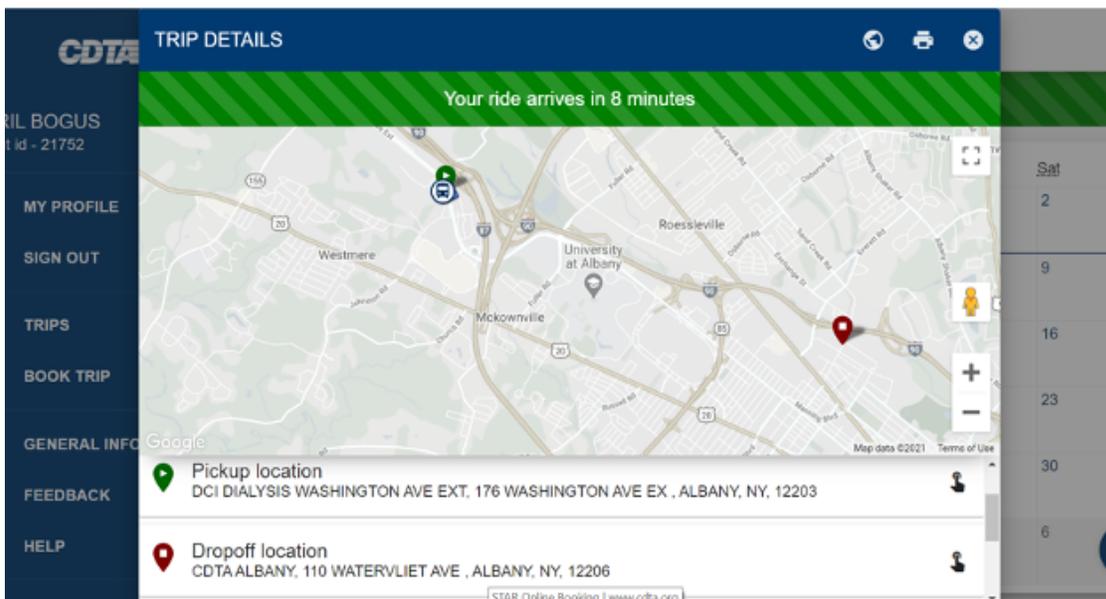
Under the STAR booking home page you will be able to get the most up to date live information. Click on trip details; which will show estimated time of arrival based on real time data. In this screenshot, you can see your ride arrives in 9 minutes. As the vehicle gets closer to your pick up location, it will continue to count down; street by street and turn by turn and minute by minute.

For example:

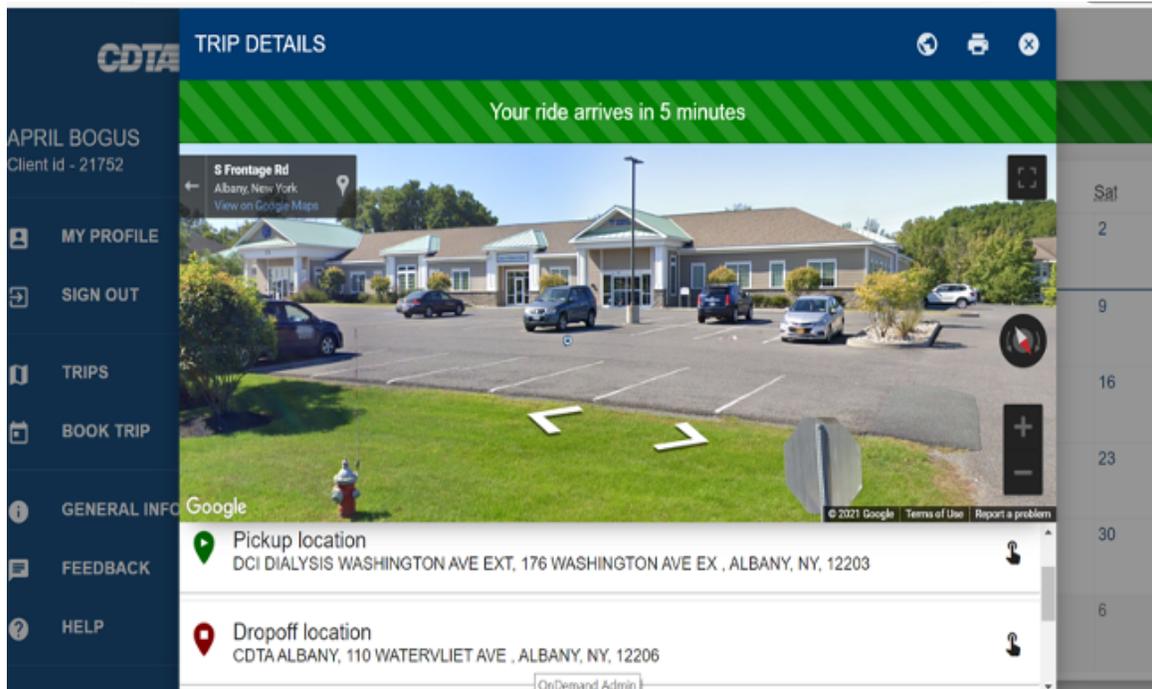


The green arrow is the pickup location, the bus icon is the vehicle headed to you, and the maroon balloon icon is the scheduled destination for this trip.

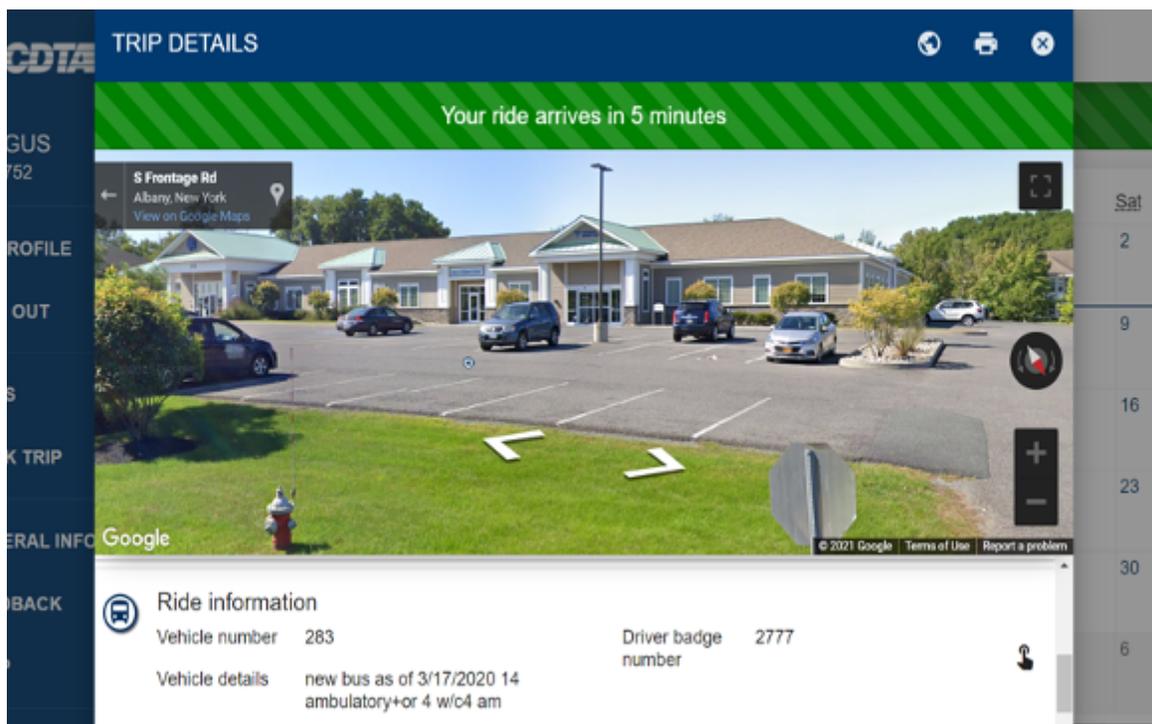
The bottom of the page gives you the address of the pick-up location and the drop off location.



On the right you will see a little yellow Pegman; he can be moved onto the map to enable street view. You can access street view by dragging the yellow man to a destination on the map; of either your pick up location or the destination.



Once the vehicle arrives, you will see ride information including the drivers badge number and vehicle number.



PASS WEB

CANCELLING A TRIP

STEP 1

Select the trip from the Calendar. Then click the Trips link on the left side of the page.

STEP 2

From the Trip Details page, select the Cancel button.



TRIP DETAILS

Date	Fri, Oct 4	Total Fare	\$0.00
Status	● Scheduled	Additional passengers	1. PERSONAL CARE ATTENDANT - WALKING
Comments	CLIENT IS ALLERGIC TO DOGS!	I will be bringing	1. ARM CAST

CANCEL **REPEAT**

STEP 3

Enter a Cancellation Reason and then click Yes:

Be sure to cancel the return trip booking associated with this booking as well or this may create a no-show or cancel-at-door situation

Cancellation reason *

Canceled Appointment

Are you sure you want to cancel?

Please note the Cancel Confirmation Number



TRIP DETAILS

Date	Fri, Oct 4	Total Fare	\$0.00
Status	● Cancelled in advance	Additional passengers	1. PERSONAL CARE ATTENDANT - WALKING
Comments	CLIENT IS ALLERGIC TO DOGS!	I will be bringing	1. ARM CAST
Cancel confirmation number	C004DFE0F		

NOTE: You can also book this trip again at a different time by selecting the Repeat button.



TRIP DETAILS

Date	Fri, Oct 4	Total Fare	\$0.00
Status	● Scheduled	Additional passengers	1. PERSONAL CARE ATTENDANT - WALKING
Comments	CLIENT IS ALLERGIC TO DOGS!	I will be bringing	1. ARM CAST

CANCEL **REPEAT**

PASS IVR

Note: You will need to opt-in to be able to book trips through the IVR by calling STAR Customer Service.

CDTA's STAR Interactive Voice Response (IVR) system now allows customers to confirm, cancel, and schedule trips through our automated phone system. **Customers can log in using their client ID and 6-digit birthdate in the format of mm/dd/yy.**

Please follow these steps to use the new STAR IVR features:

1. Dial (518) 482-2022 to contact STAR
2. Select option 2 to connect to the STAR IVR
3. Log in using client ID and 6-digit birthdate in the format of mm/dd/yy.
4. Choose one of the following options:
 - a. PRESS 1 to confirm your trips
 - b. PRESS 2 to cancel a trip
 - c. PRESS 3 to schedule a new trip
5. Continue following the IVR Prompts

Some notes about scheduling trips through the IVR:

- The addresses for pick-up or drop-offs will be pre-defined. These addresses include any addresses on file with STAR such as client home or client doctor. STAR can also include frequently used addresses to be made available through the IVR. If you would like other addresses added so that they are available through the IVR, please contact STAR to have your file updated.
- Any recently used addresses will also be available for pick-up or drop-off addresses.
- You can only schedule trips up to 7 days in advance and you cannot schedule same day trips.
- Next day trips can only be scheduled up until 4pm on the previous day.
- You are limited to scheduling three additional passengers per trip through the IVR. If you need to schedule more than three additional passengers, you will need to call STAR Customer Service at (518) 482-2022.

WEB/IVR SYSTEM NOTIFICATIONS

NOTE: You will need to opt-in to receive notifications from STAR automatic notification system.

Once you have opted-in, you will be able to receive Direct Automated Notifications about your trips that can be sent via Phone, Email, and/or Text Message.

The following notifications are available:

- **Imminent Arrival:** You will receive notification 20 minutes prior to your vehicle arriving.
- **No Show:** You will receive notification if your trip has been marked as a No Show.
- **'Reminder' in Advance:** This will provide trip confirmation for next day's trips. These notifications will go out starting at 7:30pm on the day prior to your scheduled trip.
- **Trip Booking Confirmation:** You will receive confirmation whenever you book a trip.
- **Trip Cancel Confirmation:** You will receive confirmation whenever you cancel a trip.
- **Trip Update:** You will be notified anytime changes are made to your trip (Times, location)

Text 'STAR' for Trip Confirmations

Text 25370 with the subject of "STAR <clientid>:<password>" to receive a text about any upcoming trips you have booked for the next 3 days.



—●—●—●—●— (518) 482-8822 | CDTA.ORG