



Interactive Voice Response (IVR)

Convenient Ways to Connect with DATS!



We want to remind you about some fantastic features designed to make managing your DATS trips even easier and more convenient. We understand how important reliable transportation is to you, and these options offer valuable ways to stay informed and in control of your journey.

You can continue to use our **automated phone calls** to check on your trip's status, get an estimated arrival time for your next ride, and even cancel a trip. We also offer handy **text messaging features**, which are outlined on page 2.

To make the most of these options, you'll just need:

- Your **DATS Registration Number**
- Your **Pass Code** (If you don't have one or need a reminder, please call DATS at (780) 496-4567, Option 4 – we're here to help!)

Effortless Updates with Phone Calls

Connecting with us by phone is simple and efficient. Just call the DATS Client Service Centre at **(780) 496-4567** and select **Option 5** for our IVR system. You'll be asked to enter your registration number, followed by your secure pass code (security PIN).

From there, you'll have these helpful options:

1. **Where's My Ride?:** Get updated information about an upcoming ride within 90 minutes. The closer your call is to your scheduled trip time, the more accurate your estimate will be. Please keep in mind that this is an estimate and can sometimes change due to factors like weather or unexpected road conditions. Rides outside of the 90-minute window won't be listed at this time.
2. **Trip Status:** Get a convenient list of all your trips booked within the next three days.
3. **Cancel a Trip:** Easily cancel an upcoming trip.

Should you ever need to speak with a DATS Client Service agent, just press 0 at any time during our regular office hours. These features are available to you **21 hours a day, seven days a week** (with a brief scheduled maintenance period nightly at 2 a.m.). By using IVR for ride updates or cancellations, you'll help reduce call wait times for all our valued DATS clients, making everyone's experience smoother!



Did you know your IVR pass code also works with DATS' Online Booking Tool? This free and easy-to-use booking tool lets you book reservation trips one to three days in advance, cancel trips, and view all your trip details from the comfort of your home. To explore Online Booking, simply visit: <https://datsonlinebooking.edmonton.ca>



Stay Connected with Text Messaging (SMS)

For even more flexibility, you can text DATS at **(587) 409-4447** to access key information:

1. **Where's My Ride?:** Just like with IVR, you can text us to get updated information about an upcoming ride within 90 minutes. The closer your text is to your trip time, the more accurate the estimate will be. Again, please remember this is an estimate and may be subject to changes due to weather or adverse road conditions. Trips outside of the 90-minute window won't be listed.
2. **Automated Text-Ahead Features:** If you're already enrolled in our automated call-ahead features, you can easily switch to text-ahead notifications by opting into text messaging!

Opting In to Text Messages

Just text the following to (587) 409-4447:

d optin 23143 123456



"d" for DATS



DATS number



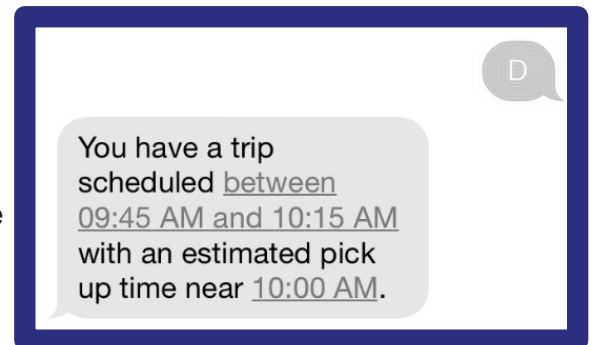
pass-code



This will register your phone for messaging, and you'll receive a confirmation message. Please note that standard text rates may apply, depending on your phone plan.

Checking "Where's My Ride" via Text

Once you've opted in, to check on a trip within 90 minutes, just text "d" or "D" to (587) 409-4447. If you have a trip within the next 90 minutes, you'll receive an estimated message directly to your phone.

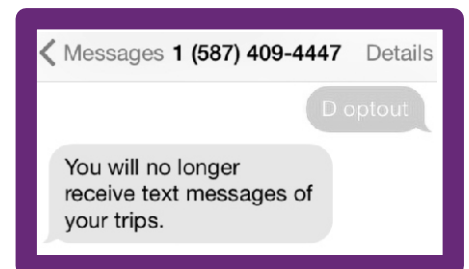


Opting Out of Text Messages

If you decide text messaging isn't for you, or if you'd like to stop receiving texts at any time without needing to call DATS, simply text the following to **(587) 409-4447**:

D optout

Please note that if you opt out, you'll need to opt in again if you wish to use the system in the future, or if you want to use a different phone for text messaging.



For more detailed information about these valuable features, or if you have any questions, please don't hesitate to contact DATS at **(780) 496-4567 (Option 4)**. We're always here to support your transportation needs!