

Cache Valley Transit District is in the process of implementing new Call-A-Ride software called Ecolane. This is part of an effort to improve scheduling and trip efficiency as well as passenger capacity. **We are scheduled to “go live” with the new software on March 2, 2020.**

## What stays the same?

- Normal operating procedures will continue to apply. Call-A-Ride scheduling hours are:  
Monday—Friday  
7:00am—6:00pm  
Saturday  
10:00am—6:00pm
- Rides must be scheduled at least the day before the scheduled trip is to take place.

## What will be different?

- Computer software will be used to make the scheduling of trips more efficient.
- Drivers will use tablets with software that will provide turn by turn directions.

## What do you need to know most?

- If you have an appointment time, you will need to provide the scheduler with that time in order for the software to determine your pick-up window.
- **You will no longer be given a specific scheduled pick-up time. The software will give you a 30-minute pick-up window in which your vehicle will arrive.**
- **Drivers will not be able to accommodate special requests with regard to pickups and drop-offs.** You need to know the address of your destination and schedule the appropriate length of time at your destination.
- We ask for your patience for the initial few weeks as we all become more familiar with the new system.

## Things to remember.

- Call-A-Ride is a shared ride service. Be prepared for the driver to make stops ahead of yours. You may not be the first one dropped off even if you were first to be picked up.
- You need to be ready to board the bus at the beginning of your pickup window.
- If you are confused or concerned about a no-show you were issued, please contact the ADA Eligibility Office.

## Future improvements.

A passenger-booking mobile app and website will become available Summer 2020. This will allow you, or someone on your behalf, to schedule, review, and cancel your trips directly using a phone, tablet, or computer without having to speak with a scheduler.

### How to contact Call-A-Ride.

Trip Scheduling	435-753-2255
ADA Eligibility Office	435-792-3122

We thank you in advance for your patience and support during this transition. Cache Valley Transit District is very excited to implement this new Call-A-Ride software and improve your Call-A-Ride experience! As always, should you have any questions regarding these changes please call us at the numbers listed above.

**CALL-A-RIDE  
CHANGES ARE  
COMING  
MARCH 2, 2020**

CALL-A-RIDE  
SCHEDULING  
IS BEING  
UPDATED TO  
BETTER SERVE  
YOU!



**[www.CVTDBUS.ORG](http://www.CVTDBUS.ORG)**

**435-753-2255**