

OFA Minibus Phone Reservation System

Effective September 5, 2023, BC Transit's new reservation system allows clients to directly reserve, review, and cancel their own individual rides. All registered OFA Minibus users were sent a letter at the end of August listing their client ID and password they will need to make reservations. New riders will receive this in the mail once they are approved for the service. **Call 607-763-4464** (select option 2 for Dial a Ride, then option 4 to speak to operator) if you need your client ID and password information.

To make a ride reservation: 📞 Call (607) 275-5164

You will hear "Welcome to Office for the Aging Mini Bus Reservation System" and then:

👉 Enter your client ID on your phone's keypad and press #

👉 Enter your password on your phone's keypad and press #.

To review, cancel or book a trip:

👉 Press 1 to review scheduled trips.

NOTE: Please call after 4 PM the day before your ride(s) to hear your pickup and drop off times. OFA Minibus dispatchers reserve rides on a first come, first served basis.

👉 Press 2 to cancel your trips.

NOTE: Please cancel your trips at least 1 hour in advance.

👉 Press 3 to book new trips. You can reserve your rides up to 7 calendar days in advance. Reservations can be made between 8am and 4pm Monday through Friday.

You may speak or enter on your phone's keypad the following:

1) Please say the date you wish to travel on.

- After speaking or entering the date you will be asked if the information is correct. Enter date in the format of monthday (Example: 0908 for September 8th) Press 1 for "yes" and 2 for "no".

2) Where would you like go? This will be your drop off destination at the end of your trip.

- Say an address you have been to recently OR
- Press 1 to choose from a list of destinations you traveled to in the past. The system remembers places you have traveled to.
- If you have a new place you wish to go, you will need to press 0 and speak with an operator.

- 3) **Where do you want to be picked up from?** This will be your original pickup location at the start of your trip.
- 4) **What time do you need to travel at?** Please say or enter the time. If you use your phone's keypad, you will need to use 24 hour or military time. The chart below will help you. For example 9am will be entered as 0900. 4pm will be entered as 1600. Please note that the OFA Mini bus service hours are between 9am and 4pm.
- If this time is for **pick up, press 1**, if for **drop off press 2**.
 For Example: you are travelling to a grocery store and do not have a specific time for when you need to be there. Say or enter the time you want to leave your home and press 1 for **pick up**.
 For example: if you have an 11:30 AM doctor's appointment, please say or enter 11:30 AM and then **press 2 for drop off**. We will then determine your pickup time, based on your drop off time.
- 5) **Would you also like to book a return trip?** Press 1 for Yes, Press 2 for No.
- 6) **At what time do you want to return?** Speak or enter the time you either want to be picked up from your location or dropped off at home.
Press 1 if the time you recorded is "**pick up time**" from your location.
Press 2 if the time you recorded is "**drop off time**" at your return address.
- 7) **Upon completion, the system will then repeat the information you entered.**
- Press 1 to book (save) the trip.
 - Press 2 if you do not want to book the trip and return to the main menu.

NOTE: BC Transit is not open and will not accept reservations on major holidays, which include New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving and Christmas.

For keypad entry from your phone, please enter military or 24-hour time. The chart below will help you enter your times correctly when using the keypad on your phone.

Regular Time	Please Enter as
9:00 AM	0900
10:00 AM	1000
11:00 AM	1100
12:00 PM	1200
1:00 PM	1300
2:00 PM	1400
3:00 PM	1500
4:00 PM	1600