

Broward County Paratransit



Broward County **T**ransportation **OP**tion**S!**

Trip Reservation Options



Trip Reservation Options



The TOPS! Call Center

1-866-682-2258

Speak with a Representative



The TOPS! Integrated Voice Response System

1-866-682-2258

Using touch-tone phone 24 hours-a-day,
7 days-a-week



The TOPS! My Tops Trips Web-Site

<https://www.mytopstrips.org/>
24 hours-a-day, 7 days-a-week

Trip Reservation Options

The TOPS! Call Center

- Representatives available from 4:40 am through 12:40 am
- Single point-of-reference for Clients to interface with TOPS!
- Piece of mind for Special Needs clients
- Alternative booking method for those not able to use the IVR or Web
- Improved oversight of trip flow vs. multiple Call Centers
- Ability to insert special trips as needed



The Call Center – It's TOPS!

Trip Reservation Options

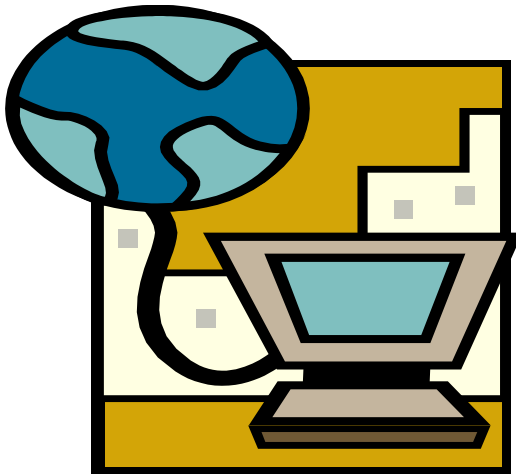
The TOPS! Integrated Voice Response System



- Available 24 hours-a-day for All Clients:
 - Cancel Trips
 - Obtain Service Window Times (After 6 pm)
 - Review future trips

Trip Reservation Options

The TOPS! “My Tops Trips” Web-Site



- Available 24 hours a day for Full ADA Eligible Clients :
 - Cancel Trips
 - Obtain Service Window Times (after 6pm)
 - Review Future Trips
 - Book Trip Reservations Up To 3 Days in Advance
 - Review Past Trip History
 - Print Trip History

Direct link to web-site: <https://www.mytopstrips.org/>
Also available through the Broward County Web Site



Trip Reservation Options



The TOPS! “My Tops Trips” Web-Site

Clients enter their TOPS! Client ID (PIN) and create their password.

A screenshot of the TOPS! My Tops Trips web site. The page has a white background with a blue header containing the 'We're TOPS! BROWARD COUNTY TRANSPORTATION OPTIONS' logo. Below the logo, the text 'Welcome to TOPS Online Trip Management Site' is displayed. The main content area is divided into two columns. The left column contains a paragraph about the 'Manage My Trips' system and a paragraph about contacting reservations by phone. The right column contains a yellow box with a sign-in form. The form has the heading 'Please sign in', followed by input fields for 'Email Or Client Id' and 'Password'. Below these fields is a 'Sign in »' button. At the bottom of the yellow box, there are two links: 'I forgot my password' and 'Create an account'. The 'Create an account' link is circled in red. At the very bottom of the page, the text 'Broward County Transit – TOPS Program' is visible.

We're
TOPS!
BROWARD COUNTY
TRANSPORTATION OPTIONS

Welcome to TOPS Online Trip Management Site

Manage My Trips online website customer is a self managing system. Customers can make trip reservations, view past trips, cancel trips, check status of current trips.

Please contact TOPS Reservations by phone in order to set up addresses that can be selected on this website to request trips. If you have previously traveled to an address on TOPS then the address may already be available on this website when requesting a trip. Reservations can select up to ten (10) previous trips in order for you to utilize through the online scheduling system (this website).

Broward County Transit – TOPS Program

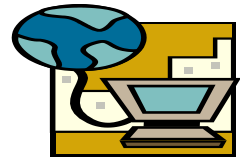
Please sign in

Email Or Client Id

Password

Sign in »

[I forgot my password](#) [Create an account](#)



The TOPS! “My Tops Trips” Web-Site

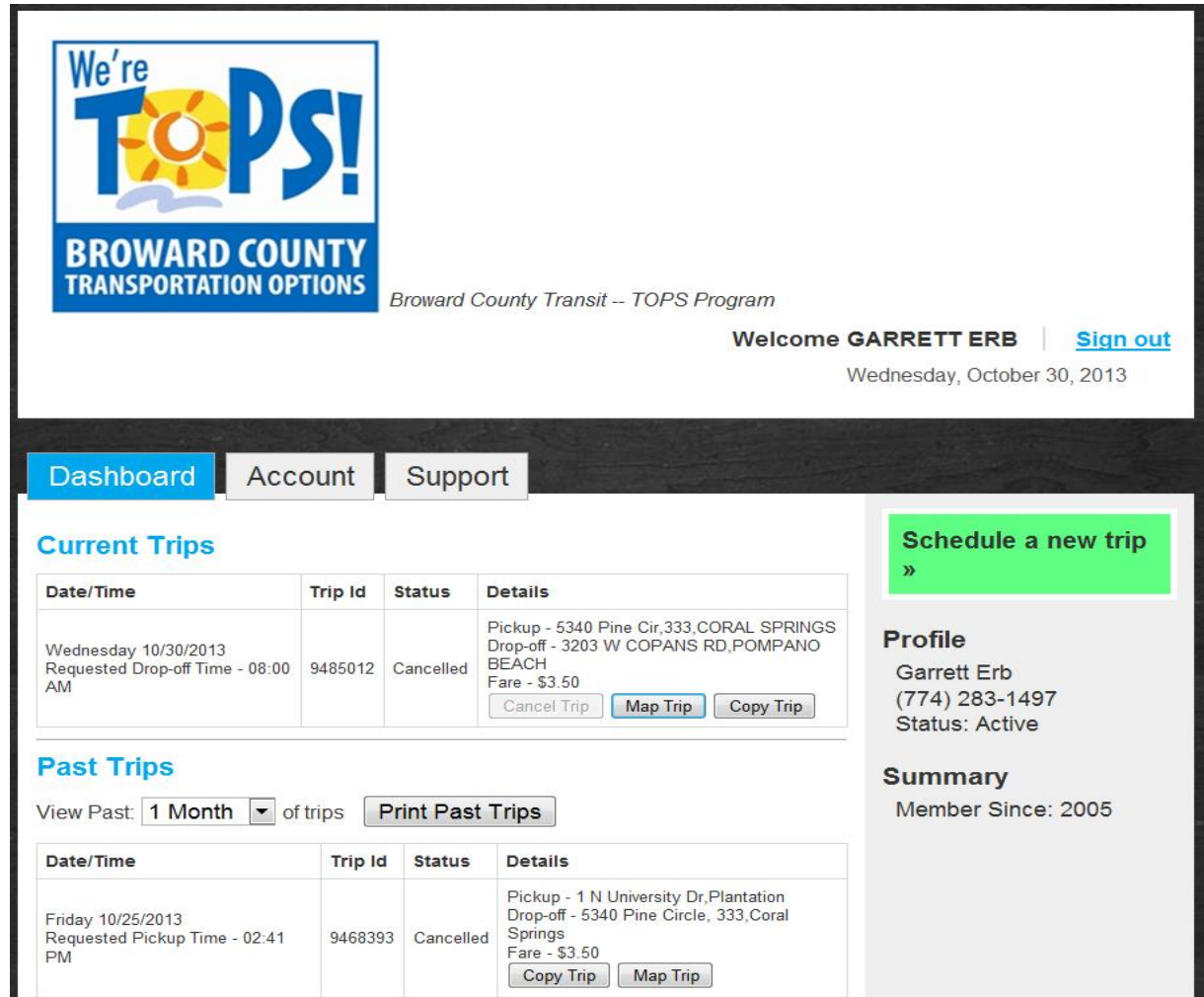
Dashboard

Features:

- Current & Past Trips
- Print Past Trip History
- Map the Trip
- Copy the Trip to schedule a new Trip

Available Actions:

- Account Tab
- Support Tab
- Schedule a New Trip



The screenshot shows the 'My Tops Trips' web interface. At the top is the 'We're TOPS! BROWARD COUNTY TRANSPORTATION OPTIONS' logo and the text 'Broward County Transit -- TOPS Program'. Below this is a welcome message: 'Welcome GARRETT ERB | [Sign out](#)' and the date 'Wednesday, October 30, 2013'. A navigation bar contains three tabs: 'Dashboard' (active), 'Account', and 'Support'. The main content area is divided into two sections: 'Current Trips' and 'Past Trips'. The 'Current Trips' section shows a table with one trip: Wednesday 10/30/2013, Requested Drop-off Time - 08:00 AM, Trip Id 9485012, Status Cancelled, Details: Pickup - 5340 Pine Cir, 333, CORAL SPRINGS; Drop-off - 3203 W COPANS RD, POMPANO BEACH; Fare - \$3.50. Below the table are buttons for 'Cancel Trip', 'Map Trip', and 'Copy Trip'. The 'Past Trips' section shows a table with one trip: Friday 10/25/2013, Requested Pickup Time - 02:41 PM, Trip Id 9468393, Status Cancelled, Details: Pickup - 1 N University Dr, Plantation; Drop-off - 5340 Pine Circle, 333, Coral Springs; Fare - \$3.50. Below the table are buttons for 'Copy Trip' and 'Map Trip'. On the right side of the interface, there is a green button 'Schedule a new trip »', a 'Profile' section with the name 'Garrett Erb', phone number '(774) 283-1497', and status 'Active', and a 'Summary' section with 'Member Since: 2005'.

Current Trips

Date/Time	Trip Id	Status	Details
Wednesday 10/30/2013 Requested Drop-off Time - 08:00 AM	9485012	Cancelled	Pickup - 5340 Pine Cir, 333, CORAL SPRINGS Drop-off - 3203 W COPANS RD, POMPANO BEACH Fare - \$3.50 Cancel Trip Map Trip Copy Trip

Past Trips

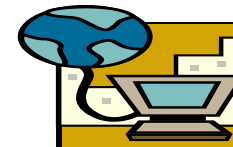
View Past: **1 Month** of trips [Print Past Trips](#)

Date/Time	Trip Id	Status	Details
Friday 10/25/2013 Requested Pickup Time - 02:41 PM	9468393	Cancelled	Pickup - 1 N University Dr, Plantation Drop-off - 5340 Pine Circle, 333, Coral Springs Fare - \$3.50 Copy Trip Map Trip

Schedule a new trip »

Profile
Garrett Erb
(774) 283-1497
Status: Active

Summary
Member Since: 2005



The TOPS! “My Tops Trips” Web-Site

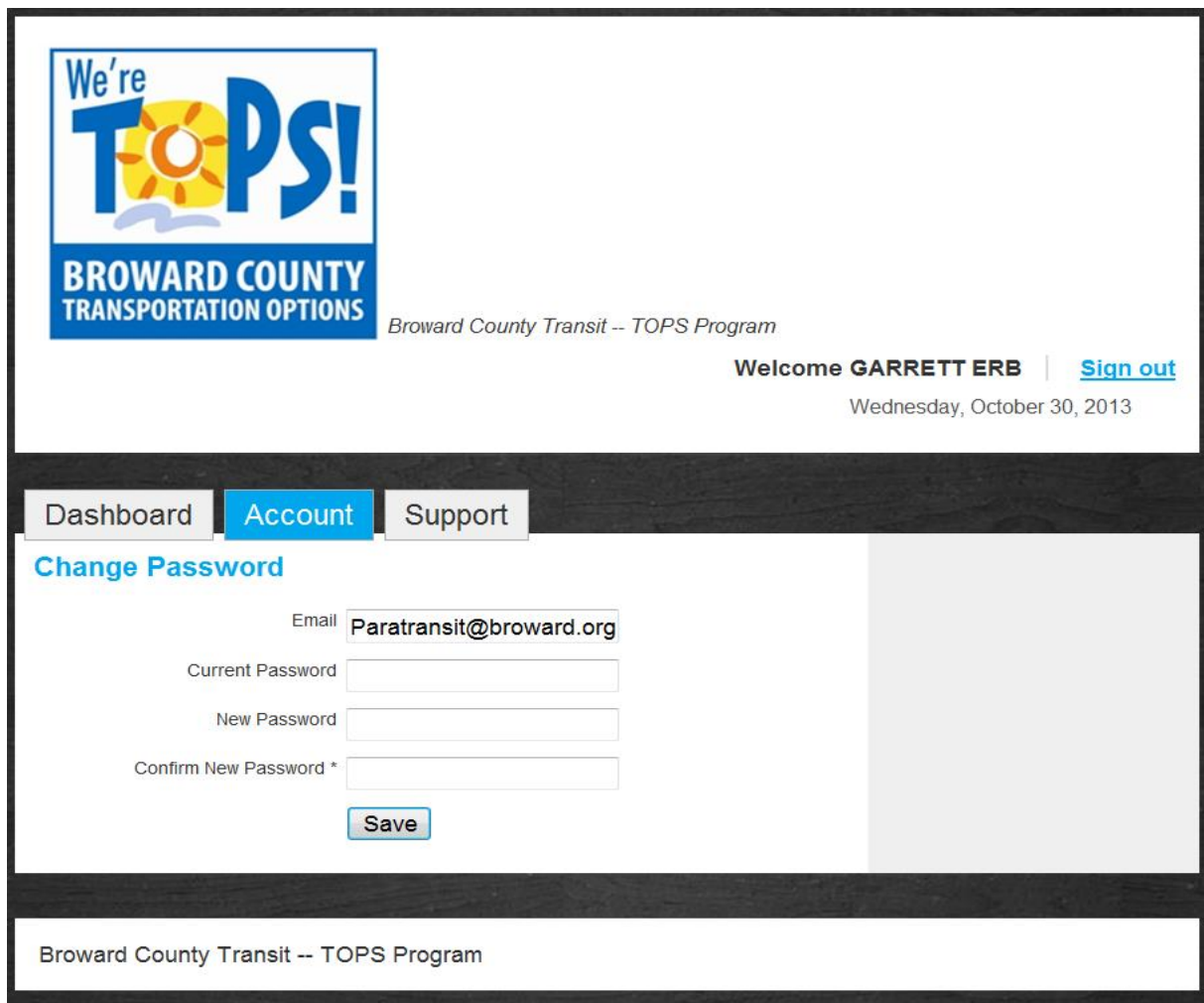
Account

Features:

- Verify/Update Email
- Change Password

Available Actions:

- Dashboard Tab
- Support Tab



The screenshot shows the 'My Tops Trips' web site interface. At the top left is the 'We're TOPS! BROWARD COUNTY TRANSPORTATION OPTIONS' logo. To its right, it says 'Broward County Transit -- TOPS Program'. On the right side, it says 'Welcome GARRETT ERB' with a 'Sign out' link, and the date 'Wednesday, October 30, 2013'. Below this is a navigation bar with three tabs: 'Dashboard', 'Account' (which is highlighted in blue), and 'Support'. The main content area is titled 'Change Password' in blue. It contains a form with the following fields: 'Email' (with the value 'Paratransit@broward.org'), 'Current Password', 'New Password', and 'Confirm New Password *'. A 'Save' button is located at the bottom of the form. At the bottom of the page, there is a footer that says 'Broward County Transit -- TOPS Program'.



The TOPS! “My Tops Trips” Web-Site

Support

Features:

- Helpful Phone Numbers
- Hours of Service
- Mailing Address

Available Actions:

- Dashboard Tab
- Account Tab



Broward County Transit -- TOPS Program

Welcome **GARRETT ERB** | [Sign out](#)

Wednesday, October 30, 2013

Dashboard

Account

Support

Phone Numbers

For information, general assistance, eligibility, “where’s my ride” inquiries or to register compliments or complaints call: 1-866-682-2258

Monday - Saturday 4:40 a.m. – 12:40 a.m.

Sunday 6:45 a.m. – 10:15 p.m.

For Ride Reservations: 1-866-682-2258

Sunday - Saturday 8:00 a.m. – 5:00 p.m.

Hearing-Speech Impaired/TTY: 954-357-8302

To reset your password call: - 1-866-682-2258

BCT & Paratransit Customer Service: 954-357-8400

Mailing Address

TOPS!

1 N University Dr STE 3100-A

Plantation FL 33324

Web Address

www.broward.org/bct/pages/paratransit.aspx



The TOPS! “My Tops Trips” Web-Site

Schedule a new trip



Dashboard
Account
Support

1. Plan Your Trip
Specify the locations, date and time of your trip.

2. Add Travelers
Add additional travelers and equipment.

3. Confirm
Confirm the details of your trip and submit.

1. Plan Your Trip

Specify where you'd like to go and at what time.

☒ Round-trip
☐ One-way

From
Please enter an address ...

To
Please enter an address ...

☒ Depart
☐ Arrive

Date
at
hour
:
minute
AM

From
Please enter an address ...

To
Please enter an address ...

☒ Depart
☐ Arrive

Date
at
hour
:
minute
AM

Back
Next



The TOPS! “My Tops Trips” Web-Site

Client will return to the Dashboard tab to review new trip.

Dashboard

Dashboard

Account

Support

Trip 9485911 has been requested.
Trip 9485912 has been requested.

[Schedule a new trip »](#)

Current Trips

Date/Time	Trip Id	Status	Details
Wednesday 10/30/2013 Requested Drop-off Time - 08:00 AM	9485012	Cancelled	Pickup - 5340 Pine Cir, 333, CORAL SPRINGS Drop-off - 3203 W COPANS RD, POMPANO BEACH Fare - \$3.50 Cancel Trip Map Trip Copy Trip
Friday 11/01/2013 Requested Drop-off Time - 08:00 AM	9485911	Waitlisted	Pickup - 3203 W Copans Rd, Pompano Beach Drop-off - 1 N University Dr, Plantation Fare - \$3.50 Cancel Trip Map Trip Copy Trip
Friday 11/01/2013 Requested Pickup Time - 02:30 PM	9485912	Waitlisted	Pickup - 1 N University Dr, Plantation Drop-off - 3203 W Copans Rd, Pompano Beach Fare - \$3.50 Cancel Trip Map Trip Copy Trip

Past Trips

View Past: of trips [Print Past Trips](#)

Date/Time	Trip Id	Status	Details
Friday 10/25/2013	9485912	Cancelled	Pickup - 1 N University Dr, Plantation Drop-off - 5340 Pine Circle, 333, Coral Springs

Profile

Garrett Erb
(774) 283-1497
Status: Active

Summary

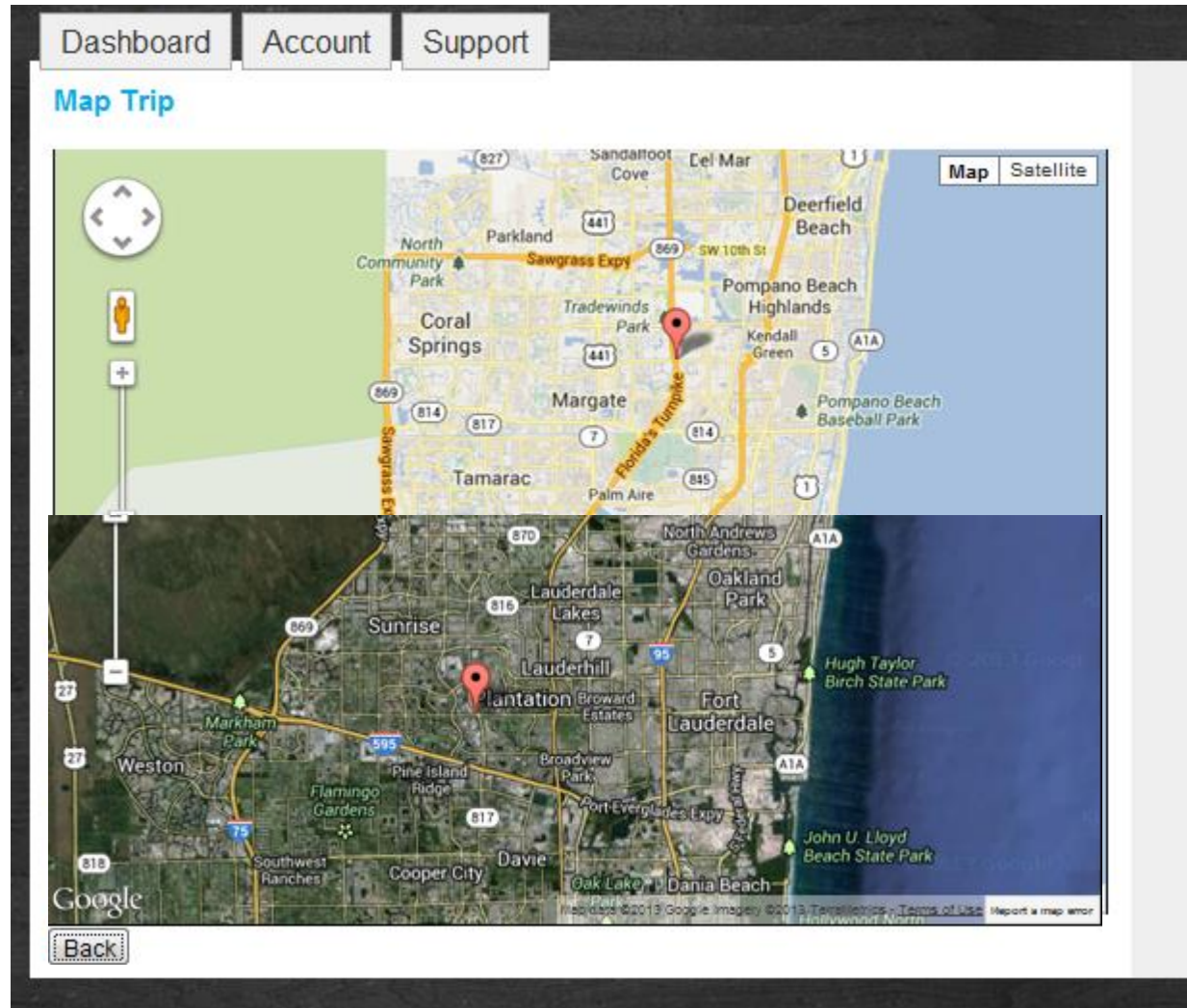
Member Since: 2005

Trip Reservation Options



The TOPS! “My Tops Trips” Web-Site

Client may see the trip displayed on the map.



Trip Reservation Options

The TOPS! Integrated Voice Response System The Night Before - Outbound Calls

At 5pm, call-takers stop taking reservations

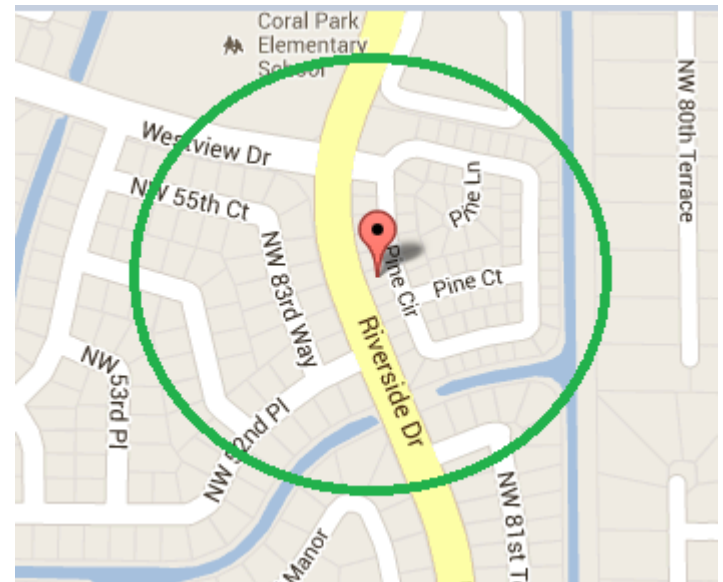
- Batch is run to schedule all trips
- All trips are sent to IVR
- IVR calls each client with service windows for next days trips
- All calls are completed by 9pm



Trip Reservation Options

The TOPS! Integrated Voice Response System Day of Service Arrival Notification - Outbound Calls

On the Day of Service, an automated Arrival Notification call will be sent to the client when the van is 5-10 minutes away or within 3-5 miles of the residence



Broward County Paratransit



Broward County **T**ransportation **O**ption**S!**

