Broward County Paratransit

We're TOPS!

Broward County Transportation OPTIONS!

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.
Trip Reservation Options

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
Trip Reservation Options

The TOPS! “My Tops Trips” Web-Site

Account

Features:
• Verify/Update Email
• Change Password

Available Actions:
• Dashboard Tab
• Support Tab
Trip Reservation Options

The TOPS! “My Tops Trips” Web-Site

Support

Features:
• Helpful Phone Numbers
• Hours of Service
• Mailing Address

Available Actions:
• Dashboard Tab
• Account Tab

Dashboard | Account | Support

Phone Numbers
For information, general assistance, eligibility, “where’s my ride” inquires 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
Trip Reservation Options

The TOPS! “My Tops Trips” Web-Site

Schedule a new trip »
Client will return to the Dashboard tab to review new trip.
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.