

QUESTIONS and ANSWERS ABOUT “VIACALL”

What is VIACall?

VIACall is an automated telephone system. Customers will receive “reminder” calls about their non-subscription VIAtrans trips, and all customers will receive “arrival” calls when their van is on the way.

When will I get these phone calls?

Reminder calls will be made during early evening hours on the day before any scheduled trip, except subscription trips. For all trips, arrival calls will be made when a van is five (5) to fifteen (15) minutes from your pick-up location. The arrival call time may sometimes vary, due to traffic conditions.

What if I don't want to get calls?

Please talk to a Reservation Agent, at 362-5050. We can remove your name from the call list, or we can make Arrival calls only.

Can you call me at another number for certain trips?

Van Arrival calls can go to a different number, such as a doctor's office, for specific trips. When you make a reservation, just ask the Agent to use a different number for that particular trip.

Does this include Will-Call trips?

You won't get a Reminder for Will-Call trips on the day before, but you will receive an Arrival call when your van is on the way for a Will-Call return trip.

What if I receive an Arrival call but the van doesn't get there on time?

The “Where's My Ride” system will continue. If your van is more than 20 minutes late, call 362-5050 and press 3 for assistance.

What if my trip is scheduled on a Star Shuttle van?

Star Shuttle is part of the VIACall system, so it makes no difference if you are travelling on a VIA van or a Star van.

Will there be any changes to the Late Cancellation and No-show Policy?

No. Customers are still encouraged to cancel unwanted trips at least one hour in advance, and must board a van within five (5) minutes after the scheduled pick-up time. However, we hope VIACall will reduce No-Shows and Late Cancels.

Can I get my calls in Spanish?

Yes. Just listen to the message and press 5 to hear information in Spanish.

If you have other VIACall questions, ask any Reservation Agent at 362-5050.