

# MEDIA RELEASE

Monday 3 December 2018

## COMMUNITY TRANSPORT INTRODUCE NEW PHONE SERVICE

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Narrandera Shire Council's Community Transport are preparing for the launch of a new automated phone service.

Narrandera Leeton Community Transport are in the process of implementing a new notification service that will provide an automated voice call to clients with their schedule pick up times for the following day.

This service is part of the Centralised Trip Allocation and Booking Service (CTABS) that was launched in May 2017 and is being implemented in Community Transport organisations across New South Wales.

The new notification service will phone clients the day prior to their transport booking, with a customised message which will inform them of their pick up time and destination address. It is fully interactive and will allow clients to confirm or cancel their booking as well as the option to be transferred to an operator.

This service will be launched mid December 2018 on a trial basis. Should you have any questions regarding this new service, please phone the Narrandera Leeton Community Transport office on 02 6959 5555 (Narrandera) or 02 6953 6999 (Leeton).

**END**

Precis or Summary: Community Transport Introduce New Phone Service			
Attachments	Nil	Embargoed: N/A	
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