

**Get Ready
to "DASH"**

New Fare Free
Program Participant



News



YOUR GUIDE TO **MOBILITY OPTIONS** IN LOS ANGELES COUNTY

Attention Access Paratransit Riders!

New Fare Policy Information

You may have already received your Rider Alert that was mailed during the first week of July 2002, but this is a reminder that Access Paratransit has a new fare policy.

Effective August 3, 2002 the fares for a one-way trip within Los Angeles County (*excluding the Antelope Valley and Santa Clarita areas*) are:

0 - 19.9 miles = \$1.80
20+ miles = \$2.70

In addition to the new rates for trips in the Los Angeles County basin, there are some other changes that you need

to be aware of:

- Fare payment will be with cash or MTA bus tokens only.
- MTA tokens are available for purchase at numerous retail locations throughout Los Angeles County. Please contact the MTA at 1-800-COMMUTE (1-800-266-6883) or www.mta.net for locations.
- Access Services coupons will be available for sale through August 2, 2002 or until the supply is gone. Coupons already in circulation can be used until December 31, 2002.
- The coupon exchange program between City Ride and Access Paratransit will end August 2, 2002.
- As always, drivers cannot make change, so please have the exact amount for your fare or use the MTA tokens.
- As always, please pay the fare at the beginning of the trip.

If you have additional questions or concerns about fares within the Los Angeles County basin or in the North County areas of Antelope Valley and Santa Clarita, please contact the Customer Service Center at 1-800-827-0829 (press "1"), or TTD 1-800-827-1359 (for the hearing impaired).

All Access Services publications are available in alternative formats including, audiocassette, Braille, large print and floppy disk. Contact Customer Service at 1-800-827-0829 (press "1") or TDD 1-800-827-1359 (for the hearing impaired) if you did not receive this newsletter in a useable format.

Get Ready to "DASH"!

A New Participant in the Free Fare Program

Many of you are familiar with the Access Paratransit Free Fare Program that allows you to use your valid Access Paratransit ID Card to ride for free on many of the bus and rail systems within Los Angeles County.

The newest member of this program is the Los Angeles Department of Transportation (LADOT). LADOT operates the popular DASH (Downtown Area Shuttle) and Commuter Express buses that serve both the County and the City of Los Angeles.

DASH serves downtown Los Angeles, making frequent stops in various neighborhoods and at attractions such as: Olvera Street, Angels Flight, the Music Center, Chinatown, Little Tokyo, the Fashion District, and the Financial District. It also links riders to the Red Line and the Blue Line, and to Metrolink.

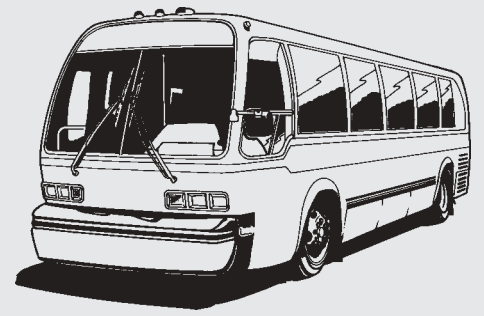
Commuter Express serves Los Angeles County by running buses from outlying areas to downtown Los Angeles in the morning and back again in the evening. Many communities have Commuter Express service

including Chatsworth, Harbor City, Pacific Palisades, Redondo Beach, Sylmar, Van Nuys and Westwood. Commuter Express buses also go from community to community throughout the County at various times of the day and evening.

All DASH and Commuter Express buses are accessible. For more information, please call 1-800-COMMUTE (1-800-266-6883); and for the hearing impaired, (TTD at 1-800-252-9040).

In addition to LADOT, the following transit systems currently participate in the Free Fare program: Foothill Transit, Norwalk Transit, Azusa Transit; all of the MTA buses and rail lines (Blue, Red, and Green), Monterey Park Spirit and Carson Transit. In addition, the cities of West Hollywood, Beverly Hills and Burbank transit systems provide free transportation to persons with disabilities.

For more information about the Free Fare program please contact Access Services' Customer Service at 1-800-827-0829 (press "1"), or TTD at 1-800-827-1359 (for the hearing impaired).



New Service Provider

in San Fernando Valley

Access Services Board of Directors has recently approved MV Transportation, Inc. as the new transportation provider for the San Fernando Valley service area starting Saturday, August 3, 2002.

MV Transportation has over 26 years of transportation experience providing both ADA and non-ADA paratransit services throughout the nation. MV Transportation will also continue to provide Steady Access service in the southern region of the county as they have since 1999.

Many riders have expressed extremely positive ride experiences with MV Transportation during the past three years as a Steady Access provider, and Access Services is confident that MV Transportation's track record will carry over to Access Paratransit riders in the San Fernando Valley.

No Changes to Access Paratransit Service Design

The service changes proposed earlier this year are on hold. Access Paratransit will continue to provide same-day and next-day service at this time.

At its meeting on May 25, 2002, the Los Angeles County Metropolitan Transportation Authority (MTA) approved \$58.6 million to fund Access Services for the fiscal year July 1, 2002 through June 30, 2003. At the same time, the MTA Board directed Access Services to make no changes for 6 months pending a report back from MTA staff concerning alternatives to how the service is provided.

While the approved funding represents an increase

above the previous year, ridership is growing at a much higher annual rate. By Spring 2003, the challenge of providing more service with less money will need to be solved, and Access Services staff will work with the Access Services Community Advisory Committee and other interested groups and individuals to develop a workable solution.

Nine proposed changes were listed in the Winter 2002 edition of this newsletter. The Access Board of Directors approved all of the proposed changes at its February 25, 2002 meeting. The service design changes affected by the MTA action are numbers 7, 8 and 9 below. The status of all the changes is as follows:

<u>Proposed</u>	<u>Status</u>
1. Revise AVTA ADA reservation policies	<i>now in effect</i>
2. Implement Mobile Eligibility	<i>effective January 2003</i>
3. Move North county transfers to Newhall Metrolink	<i>effective August 2002</i>
4. Defer action on Access Paratransit transfers until fiscal year 2004	<i>deferred to FY2004</i>
5. Keep toll free Reservations/Customer Service phone numbers	<i>no change</i>
6. Revise/simplify the Access Paratransit Fare structure	<i>effective August 3, 2002 (see front page article)</i>
7. Shift Ready Access to next-day reservations	<i>on hold</i>
8. Define Ready Access as the ADA compliant program	<i>on hold</i>
9. Implement a same-day Rider Choice Program	<i>on hold</i>

Access Services would like to welcome the new members of the Access Services Board of Directors and the Community Advisory Committee:

New Board Members:

Rosalyn Esposito
Teddie-Joy Remhild

New Committee Members:

Kurt Hagen
Charlotte Jackson
Francis Kitrell
Eric Levinson
Harley Rubenstein

Below are the rosters listing the current members of the Board of Directors, Community and Transportation Professional Advisory Committees respectively.

Board of Directors

Gordon W. Anthony, *Vice-Chairperson*
Andre P. Colaiace
Rosalyn Esposito
Jan Heidt, *Treasurer*
Jim McLaughlin, *Ex-Officio Officer*
Teddie-Joy Remhild
Joel S. Ring, Esq., *Secretary*
Terri Slimmer, *Chairperson*

Community Advisory Committee

Ted Anderson
Karen Bayless
Shirley Brown
Myrna Cabanban
Judith Delaney
David Delgado
Harriet Edwards
Greta Furst
Kurt Hagen
Charlotte Jackson
Frances Kitrell
Eric Levinson
Ken Metz, *Chairperson*
Lillibeth Navarro
Gay Parrish
Nadia Powers
Linda Riback
Harley Rubenstein
George Thompson
Abbie Vincent, *Vice-Chairperson*

Transportation Professionals Advisory Committee

Jorge Alvarez, *Oldtimers Foundation*
Susan Chow, *City of Whittier*
Catherine Cole, *City of Pasadena*
Jackie Fisher, *Dollarhide Senior Center*
John Fong, *LADOT*
Scott Greene, *LACMTA*
Mark Leyman, *City of Manhattan Beach*
Mark Maloney, *City of Glendale*
Manuel Palmarin, *City of Glendora*
James Parker, *City of Norwalk*
George Sparks, *Pomona Valley Transit Authority*
Dick Stillwell, *Long Beach Transit*
Joe Stitche, *City of Santa Monica*
Amber Villareal, *City of Santa Fe Springs*

New North County Transfer Location

Effective August 3, 2002 all transfer trips to or from the Santa Clarita Valley or the Antelope Valley will take place at the Newhall Metrolink Station, located at 24300 Railroad Avenue in Newhall. Currently, the transfer location is Olive View Hospital in Sylmar. The Newhall facility provides good access to alternate means of transportation, such as Santa Clarita Transit's Fixed-Route bus and Dial-a-Ride systems, as well as Metrolink.

All North County transfers will continue to operate as they do currently; only the location of the transfer point is changing. Here are some guidelines for transfer trips:

- All transfer trips must be scheduled the day before the trip is taken.
- When booking your trip, please make sure

to give the call taker your destination address, so that the connecting trip can be booked.

- Please allow for an appropriate amount of travel time to reach the transfer location and your destination.
- Transfer trips can be made at three different times per day,:

**For the *Santa Clarita area*,
trips transfer at Newhall at
7 a.m., 12:30 p.m. and 5:30 p.m.**

**For the *Antelope Valley*,
trips transfer at Newhall at
7:30 a.m., 1 p.m. and 6 p.m.**

As always, if you have a problem with a transfer trip, please contact Access Services Operations Monitoring Center (OMC) at 1-800-827-0829 (press "2"). The OMC can help make sure the transfer trip goes smoothly.



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