

THE ACCESS CONNECTION

Useful Information for ACCESS Customers

Spring 2022

Keeping You Safe and Healthy VTA ACCESS is dedicated to providing customers with safe, clean, and dependable transit. To keep you and our driver's healthy please wear a mask while on board a paratransit vehicle. If you have a health condition which prevents you from wearing a mask, please notify us ahead of time to ensure uninterrupted service.

Automated Voice Notifications & Self-Service Features



Over these past few years, we have diligently worked on providing our customers with self-service options to better meet your needs. Remember www.myaccess.vta.org is available 24/7 to book, cancel, and monitor your trips. You can even add funds to your account. We are excited to formally announce we have implemented automated voice notifications. This feature will call you the night before to remind you of your upcoming trip, no showed trips, and upcoming eligibility expiration.

No Show Policy Update VTA has reviewed our current paratransit No Show policy and have made the following updates to better serve you. We will reinstate our no show policy April 1st, 2022. Please contact an ACCESS representative at (408)321-2380 between 8am and 5pm.

VTA ACCESS's no show policy is in accordance with ADA regulations which allows paratransit service to be suspended for a customer who establishes a 'pattern or practice' of missing scheduled trips. A no show occurs when a paratransit vehicle arrives at the designated pick-up location within the agreed upon thirty-minute pickup window and the customer:

- Cannot be located
- Decides not to take the trip and cancels at the door
- Cancels the trip late and the vehicle is already on its way to the pickup location (less than two hours before pickup window begins)

ACCESS staff will attempt to contact customer following a no show; however, trips are not automatically cancelled and if we are unable to contact the customer subsequent trips will not be cancelled, and additional no shows may be recorded.

Paratransit services are supported by tax funds and no show trips add significant financial costs to our program. It also impacts paratransit route efficiency and quality of services for all customers.

ACCESS Mainline: (408) 321-2380
ACCESS Eligibility Dept: (408) 321-2381
VTA Customer Service: (408) 321-2300

We are located at:
3331 North First Street
San Jose, CA 95134



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Customers will receive an automated voice message on their primary contact phone number informing them a no show has been recorded. Customers will not be penalized for missed trips that occur due to ACCESS errors, or for reasons beyond the customer's control. If you miss a ride for reasons that you fell are beyond your control, please contact ACCESS to explain the situation. When possible, customers may receive a Door Hanger at their pickup location confirming the driver was there and unable to locate the customer.

A trip will be considered as a pattern and practice if the trip was missed intentionally, or regularly for 25% of their scheduled trips more than 11 trips per calendar month. For customers who schedule less than 10 trips per month, if you no show or late cancel 60% of your trips, you are subject to suspension.

A warning letter may be initiated after receiving the third no show or late cancellation to remind the customer of the policy and inform them that their ACCESS Paratransit services may be suspended.

Before service is suspended, ACCESS will take the following steps;

1. Notify the individual in writing that ACCESS proposes to suspend service, citing specifically the basis of the proposed suspension and setting forth the proposed sanction.
2. Provide the individual an opportunity to be heard and to present information and arguments.

If the no show pattern continues the progressive suspension length will be as follows:

- First offense-** 5 days
- Second offense-** 10 days
- Third offense-** 15 days
- Fourth offense and more-** 25 days

All potential suspensions will be handled on a case-by-case basis.

We Value Your Feedback! If you have questions or concerns about the recent updates to the No Show policy or other paratransit procedures, please contact us between 8:00 am and 5:00 pm at (408) 321-2380.

We appreciate our customers' continued patience and cooperation adjusting to the enforcement of ADA regulations.

VTA & Paratransit Service UPDATE

Although VTA's bus and light rail service have been reduced due to COVID-19, paratransit will remain serving the community at the same service level as prior to COVID-19.

If you have questions or concerns about an upcoming paratransit trip, please contact our mainline at (408) 321-2380 and speak to a reservationist.

These newsletters are issued based on program updates and published on-line at www.vta.org/go/paratransit

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