

THE ACCESS CONNECTION

Useful Information for ACCESS Customers



Fall 2018

What is Paratransit Services? VTA ACCESS is a shared ride, on demand, public transportation service. We are complementary paratransit service which means we operate similar to bus and light rail. Our service is available during the same time and area as bus and light rail. You can expect multiple pick-ups and drop-offs along your route just like you would expect on bus and light rail. Keep in mind, we are unable to provide ACCESS customers with exclusive trips, direct trips, or designate specific vehicle types.

Day of your Paratransit Trip. Trip pick-ups occur within a 30-minute pick-up window, and a paratransit vehicle may arrive any time during the 30-minute window. When the vehicle arrives, the driver can assist you between the exterior/lobby door and the vehicle (as long as the driver does not lose sight of the vehicle), offer an arm for stability, deploy the vehicle's ramp or lift, and is responsible for using the proper devices to make sure all riders are safe and secure. Should you need additional assistance, please plan to travel with a Personal Care Attendant (PCA).

Drivers will only wait five minutes (from the time the vehicle arrives, or from your negotiated pickup time, whichever occurs later) for you to appear before leaving. You must be waiting in a location where you can tell if the vehicle has arrived. We are an exterior door to exterior door service, and drivers are unable to enter a residence or building to look for a passenger. However drivers may occasionally go through a lobby or entrance to look for a customer, but this is not a practice we enforce or encourage from our drivers. In order to avoid no shows, please be waiting outside at the scheduled pick-up location.

Missed your Trip? If you miss a scheduled trip, we may place a notice on your door. The notice indicates your name, vehicle arrival time, and scheduled pick-up window. Please note excessive no shows and late cancels can result in suspension of service. For more information, please refer to the No Show Policy in our Rider's Guide online at www.vta.org/paratransit.

We appreciate our customers' continued patience and cooperation adjusting to the enforcement of ADA compliant program policies of VTA ACCESS.

VTA ACCESS
Important Notice

Dear _____,

Your ACCESS Vehicle arrived at _____ a.m. /p.m. for your scheduled ride with the pickup window of _____ to _____. You were not found or you cancelled your trip at the door and a No Show has been recorded for this trip.

Please reference the VTA ACCESS Rider's Guide about our cancellation practices, five (5) minute wait practice, and No Show/ Cancel at Door Policy.

Trip cancellations should be made at least two hours before the start of the pickup window.

To cancel a trip please use the Automated Telephone System or speak to a reservationists at (408) 321-2380.

Please Note

Paratransit services is supported by tax funds, and no show trips have significant financial costs to our program. No Shows also impacts paratransit route efficiency, and quality of service.

If you have any questions or believe this No Show was recorded in error, please contact us at (408) 321-2380.

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

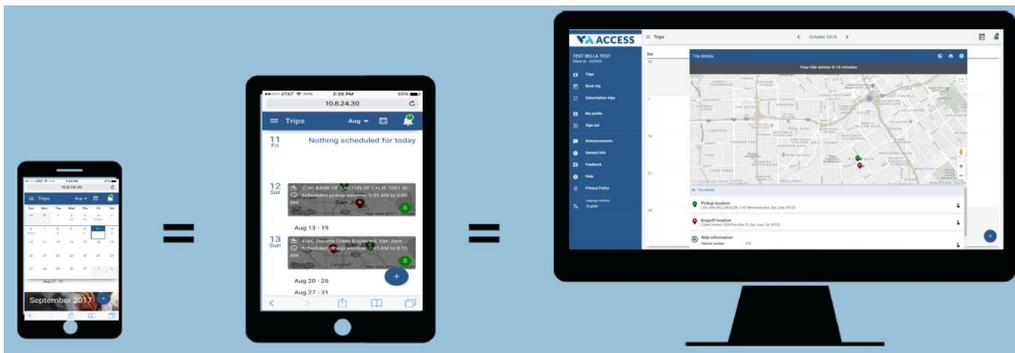


THE ACCESS CONNECTION

Useful Information for ACCESS Customers

Fall 2018

Technology Update! Over the last year, VTA has diligently worked on long term solutions to enhance ACCESS Paratransit services by offering customers tools to self-manage paratransit trips.



MyACCESS Online launched August 1, 2018, allowing customers to easily login to their accounts by visiting <https://myaccess.vta.org>. Customers are welcome to call our mainline at (408) 321-2380 to request their passwords from an ACCESS Representative or send us an email at paratransit@vta.org with your name and client ID. For more information, we encourage customers to visit vta.org/paratransit to view the MyACCESS Online Overview video and frequently asked questions.

For those who prefer to call in, we have updated the Automated Telephone System (ATS). ATS enables customers, caregivers, and service providers to request, book, confirm or cancel trips without the need to speak with an ACCESS representative. You can use the ATS to check on your trip's estimated time of arrival and cancel trips up to two hours before your scheduled pick up window. Get started by calling us at (408) 321-2380, press zero (0) to speak to an ACCESS Representative and ask to save your frequently traveled addresses. Still have questions? Please refer to our ATS Guide at www.vta.org/paratransit/ats.

What's on the Horizon? We are currently in the process of developing MyACCESS Online Payments and expect to launch this new feature by the end of year.

VTA & Paratransit Service Change
Effective Monday, October 8, 2018, we implemented a service reduction of Line 181 & 180 in the Milpitas and Warm Springs Fremont area impacting paratransit service area and times.

If you have questions or concerns about an upcoming paratransit trip to the Milpitas or Warm Springs Fremont area, 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/paratransit.