



June 6, 2016

Dear Dial-a-Ride Passenger:

In April, I notified you of changes that are coming to Dial-a-Ride service in July. I am writing this letter to provide more detailed information about those changes.

Elimination of Dial-a-Ride Transfers

Beginning July 1, 2016, you may travel beyond the area served by your local Dial-a-Ride provider without making a transfer. Simply contact Valley Metro's Regional ADA Paratransit provider at 602.716.2200 daily between 6 a.m. and 7:30 p.m. to schedule your trip. You must be ADA certified and your trip must fall within the Regional ADA Paratransit service area and during the Regional ADA paratransit service hours. For more information about Regional ADA Paratransit service and to view a map of the areas where Regional ADA Paratransit service will be available, please see details in the enclosed brochure. Please note: You may begin contacting the Regional Paratransit provider on or after June 17 to request trips taking place on or after July 1. You should also contact the Regional Paratransit provider on or after June 17 if you will need to set up a regional subscription trip.

Other Dial-a-Ride Policy and Procedure Updates

Your local Dial-a-Ride provider, in cooperation with the other service providers in the region, is implementing new regionally consistent Dial-a-Ride policies and procedures in a number of areas, including new eligibility procedures for visitors, more consistent policies regarding vehicle wait times and driver assistance when using Dial-a-Ride, a new regionally

consistent package policy, and updated policies for traveling with small children. Many of these updated policies and procedures are detailed in the enclosed brochure.

New Regional ADA Paratransit Ride Guide

Valley Metro is producing a new and up-to-date ADA Paratransit Ride Guide for local and regional ADA Dial-a-Ride services operating in the Phoenix areas well as informational fliers detailing additional Dial-a-Ride services, which some communities provide for seniors and other residents. These new materials will be available online and in print on or about July 1. New customers and customers going through ADA paratransit eligibility recertification will automatically receive the new Ride Guide. We will also begin making them available to social service agencies, to disability community organizations and at community events beginning July 1. If you would like to request a free copy for yourself, you may contact Valley Metro after July 1 by calling 602.716.2100 or emailing csr@valleymetro.org.

I want you to know that the entire Valley Metro team and everyone involved in the delivery of Dial-a-Ride service across the region is excited about the coming service enhancements, and we continue to look forward to providing you with service that is comfortable, reliable and safe.

Sincerely,



Ron L. Brooks
Manager of Accessible Transit Services