

# THE ACCESS CONNECTION



*Useful Information for ACCESS Customers*

**Spring 2017**

**Welcome!** VTA is increasing its leadership, involvement, and commitment to its paratransit customers. One of the many steps being taken to improve the paratransit program is to engage more with our valued customers through the launch of this newsletter, "ACCESS Connection".

**UPDATE..** To better maintain client accounts, VTA is requesting ACCESS customers to keep a positive balance in their ACCESS client account as of July 1, 2017. To ensure continued availability of services, customers will be required to have funds in their account to pay for trips they are pre-scheduling. If a client's account does not have sufficient funds to pay for planned trips, they will be unable to make a reservation until the account has sufficient funds.

To make a payment, please call VTA Customer Service at (408) 321-2300 and ask for ACCESS client accounts. You may also pay by check; be sure to include your name and paratransit ID number. Mail payments to: **VTA Eligibility Department, 3331 N. First St, San Jose, CA 95134.**

## Recent News..

The VTA Board approved a paratransit contract with MV Transportation. MV Transportation founded in the Bay Area, is one of the largest paratransit providers in the nation, and continues to operate locally in San Jose. MV has significant local knowledge and experience and as a subcontractor has provided paratransit service in Santa Clara County since 2008. Beginning November 4, 2016, MV served as VTA's interim service provider for all paratransit services. Their qualifications include strong corporate and technical support, which was crucial for our recent transition. MV's proposal and interview demonstrated they have a strong project understanding, staffing plan, and Trapeze experience.

For ACCESS reservations and information, or to update your information please call (408) 321-2300

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



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VTA encourages customers who are able, to take trips by bus and light rail. Your paratransit ID card can be used for **free fare** on VTA's fixed route buses and light rail without effecting your paratransit eligibility. Just show your paratransit ID card to the bus driver upon boarding and enjoy the ride.

If you are eligible for paratransit and don't have a paratransit ID card don't worry! You may request an ID card by calling eligibility at 408-321-2381 or by emailing a picture/headshot with your name, date of birth, and paratransit ID number to [paratransit@vta.org](mailto:paratransit@vta.org).

Don't forget to indicate if you require a **Personal Care Attendant** so your paratransit ID card can be flagged, and your attendant can accompany you on your trip for free.

## Reservation Reminders



We value our customers and every phone call received. In order to serve each individual as efficiently as possible, please remember to have the following information ready before making your reservation:

- Paratransit identification number
- Date and time of travel
- Exact street addresses for pick-up and drop-off
- Special driving instructions if the destination is difficult to find
- Travel companions or personal care attendants
- Mobility aid(s) used, i.e., cane, oxygen, service animal, walker, or wheelchair

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## We're Listening...

Whether you are on your way to a routine appointment or off to an exciting event in the community, VTA ACCESS paratransit is here to get you there. When serving you, we are committed to making your trip safe, timely, and reliable. Please let us know how we are doing by providing us with feedback. Compliments and concerns can be emailed to [paratransit@vta.org](mailto:paratransit@vta.org) or call VTA Customer Service at (408)321-2300



## Meet our Fleet!

The VTA ACCESS program includes a diverse fleet of cutaways/small buses, minivans, and sedans. We also contract with Santa Clara County Taxi companies to provide some trips for our customers. We understand taxi's may be difficult to identify as your paratransit ride, so we have provided them with placards to be placed on the dash board to easily identify as an ACCESS service provider.

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San Jose, CA 95134

## *Contacting VTA ACCESS Paratransit*

General Administration, Customer Service, Client Accounts & Eligibility

3331 N. First Street, San Jose, CA 95134

8:00 am to 5:00 pm Weekdays

Main Line (408)321-2300

TTY (408) 321-2330

### Reservations

8:00 am to 5:00 pm 365 days a year

San Jose, Santa Clara, Sunnyvale, Cupertino, Campbell, Milpitas, Los Gatos, Saratoga, Gilroy, Morgan Hill, and San Martin (408)321-2300

Palo Alto, Mountain View, Los Altos, and Los Altos Hills (800)894-9908

**These newsletters are issued quarterly. Please email [paratransit@vta.org](mailto:paratransit@vta.org) to request an electronic version.**