



November 4, 2011

To All AVTA Dial-A-Ride Customers:

I am writing to let you know that we have contracted with a new company for the AVTA Dial-A-Ride program. American Logistics Company (ALC), (AmericanLogistics.com) is a national passenger transportation company that utilizes community based transportation resources to provide specialized paratransit services. ALC provides ADA Paratransit Services for several other transit agencies across California.

ALC will formally transition and operate AVTA Dial-A-Ride **effective January 1, 2012**. You will continue to call 661-945-9445 to make reservations. Current fares, tickets, policies and procedures for AVTA's Dial-A-Ride services will remain the same as they are today.

Since ALC uses a variety of local transportation resources to provide services, the vehicles will be different than the AVTA Dial-A-Ride vehicles you are accustomed to. However, all vehicles used in the provision of AVTA services will possess an AVTA placard. Drivers will also wear photo identification badges.

While the vehicles may look different, please be assured there will be accessible vehicles for all passengers who require them.

AVTA, in partnership with ALC, will be hosting a series of public meetings in an effort to answer any questions you might have. We encourage you to attend any one of our upcoming meetings.

Date	Time	Location	Address
November 16	10:00 a.m.	Palmdale Legacy Commons	930 East Ave. Q-9
November 16	12:00 p.m.	Lancaster Senior Center	777 W. Jackman St.
December 14	10:00 a.m.	Palmdale Legacy Commons	930 East Ave. Q-9
December 14	12:00 p.m.	Lancaster Senior Center.	777 W. Jackman St.

If you have any questions regarding changes to the AVTA Dial-A-Ride program, please call our customer service department at 661 945-9445, or *email AVTA's paratransit staff at wwilliams@avta.com.*

Thank you for your support of the AVTA Dial-A-Ride program.

Sincerely,

Wendy Williams
AVTA Marketing Manager/PIO

