

Communication is key

We realize that our commuters are busy people. You get up early, spend too much time on the road and get home late - just to do it all over again the next day. We try not to bother you with unnecessary seat drops and information that doesn't have a significant impact on your daily commute, however, please take the time to read this Update carefully.

AVTA commuters who are signed up for our email communications have already been presented with this information. This report represents their feedback with final approval from the AVTA Board of Directors. My thanks to all of you who took the time to comment and offer suggestions.

I urge each of you to sign up for our email communications. This allows us to get immediate updates to you, regarding traffic issues and detours, as well as providing a more direct means of contact. Electronic updates assure that you get the information you need to have.

Please take a minute to send an email to me at: pholland@avta.com and in the subject line put: COMMUTER UPDATES. In the text of your message please provide me with your email address and the route and run that you typically ride.

Thank you,
Pam Holland, Customer Service Manager

Board approves changes to pass sale procedures

For the safety of our employees, the AVTA Board of Directors has approved the closing the LCP kiosk, minimizing of PTC kiosk hours, and the elimination of all cash transactions. We understand that this will cause some inconvenience - to offset the inconvenience AVTA will:

- 1) Increase the discount from 3% to 10% by purchasing your pass online;
- 2) Extend weekday office hours to 8pm
- 3) Offer Saturday office hours from 10am to 3pm
- 4) The PTC will sell passes daily from 6am to 10am. Check, transit vouchers, debit and credit card transactions only. No cash transactions.
- 5) Implement the "Bus Captain" program

Bus Captains will be responsible for selling bus passes, on the bus, for the three peak sale days (last business day and first two business days of the month). On-bus transactions will be limited to checks and check/transit vouchers only. No cash, credit card or debit card transactions.

Bus Captains will submit an accounting sheet and payment for all passes sold, they will then be issued the passes for distribution. This will eliminate the liability of carrying the passes.

For taking on this responsibility Bus Captains will receive their monthly pass at half price. An application must be completed by

anyone interested in serving as a Bus Captain. There will also be a training session and commitment to serve as Captain for at least 6 months. If you are interested in becoming a Bus Captain, please email me immediately with your name, route and run. An application will be sent to you.

Board approved changes will take place as scheduled:

Feb 15 - Cash will no longer be accepted.

The increased on-line discount will begin for March pass sales.

Mar 15 - LCP kiosk closes. PTC kiosk hours reduced. Office hours extended Monday through Friday to 8pm.

Mar 19 - Saturday office hours 10am - 3pm
March 31, April 2 & 3 - Bus Captains sell March passes on the bus.

We understand that these are significant changes and we hope that you'll understand our need to protect our employees. These changes have been designed to offer you additional savings and better service.

AVTA is also willing to work with your employers to explain how they can benefit by providing commuter incentives. To find out more, check out www.commuterchoice.gov

Or, provide us with the name and phone number of your Human Resource representative and we'll be happy to contact them directly.

Scheduled Fare Increase Coming Soon

Increased fares will affect your April commuter pass. Remember that beginning March 15, you get a 10% discount when you order online.

Route 785	Current	April 06 passes
Monthly Pass	\$191	\$210
EZ Pass	\$208	\$228
10 Trip Ticket	\$ 67	\$ 75
One-way Trip	\$ 10	\$ 10

Route 786	Current	April 06 passes
Monthly Pass	\$207	\$227
EZ Pass	\$228	\$248
10 Trip Ticket	\$ 67	\$ 75
One-way Trip	\$ 10	\$ 10

Route 787	Current	April 06 passes
Monthly Pass	\$169	\$189
EZ Pass	\$193	\$208
10 Trip Ticket	\$ 67	\$ 75
One-way Trip	\$ 10	\$ 10

Seniors and Disabled rates are 1/2 the current established fare. Passengers using Senior/Disabled fares must show photo I.D.

REMINDERS

From time to time we find it necessary to remind our passengers to please extend common courtesies such as:

- 1) storing your belongings in the overhead compartments and not taking up the seat next to you,
- 2) keeping your conversations quiet,
- 3) no loud direct-connect conversations.

Riding the bus is a privilege. Passengers who refuse to observe these common courtesies may lose that privilege.