

# Commuter Update

Wednesday, May 25, 2011

Greetings AVTA Commuters ~

**ALL ROUTES WILL HAVE AN EARLY RUN THIS FRIDAY, MAY 27, 2011**

## What we are doing to decrease service interruptions and improve communication:

- ✓ AVTA has staged a **spare commuter bus** in the San Fernando Valley. This bus stands ready to roll on any of our three commuter routes as service issues arise.
- ✓ **Commuter hotline reinstated!** No more trouble getting through to a customer service representative or dispatcher after office hours – simply call our main phone number: 661-945-9445 and enter your route number: 785, 786, or 787. Service interruptions will be announced on a pre-recorded message.
- ✓ **Web posting.** Service interruptions known in advance are posted on our homepage at [www.avta.com](http://www.avta.com)
- ✓ **Sign up for emails and text messages.** To receive email notifications of service changes, interruptions, and anything else happening at AVTA, please send an email to Mayra at [mddelossan@avta](mailto:mddelossan@avta). Please include the route number that you normally use. AVTA is currently establishing a text messaging system – if you would like to be included in these updates as well please add your cell phone number to the email.

**Heightened security - If you see something, say something!** In the wake of U.S. military capture and killing of Osama Bin Laden, public transportation systems across the country remain one of the possible targets for terrorist activity. AVTA has focused on additional measures of security for their passengers, drivers, and the general public.

Although AVTA has increased security training for our drivers and provides full time Deputy and K-9 service, we feel it is important to remind our passengers to remain vigilant regarding any suspicious activity or unattended packages, briefcases, backpacks, purses, etc. Please report anything suspicious to your driver. We ask that if our passengers 'see something, say something'.

## Passengers of Route 785:

During our efforts to update bus stop signage on commuter routes, the City of Los Angeles has requested that AVTA relocate the stop at 8<sup>th</sup> Street and Figueroa to the **southeast Corner of 7<sup>th</sup> Street and Figueroa**.

Also, AVTA route 785's bus bay at the **Patsaouras Transit Plaza** will be reassigned from Bay 4 to Bay 1 as Metro is bringing in four new lines to serve the plaza. Bay 4 should provide better service as it is shared with less frequent bus lines. This change will be effective on June 26, 2011.

*More info on the flip side. . . .*

As more and more commuters look for ways to save money at the gas pump, the choice to switch to public transportation is a smart decision. AVTA is experiencing a steady increase in ridership on all of our commuter routes.

**How you can help make the daily commute to work as comfortable as possible:**

- Be courteous by making sure to store your personal belongings under the seat in front of you or in the overhead compartments. Do not place items on the seat next to you.
- As soon as the bus enters the freeway please keep your phone conversations to a minimum and your voice low. No direct connect or audible two-way conversations.
- Do not converse with the driver.
- Drinking alcoholic beverages is not permitted.
- Please do not apply colognes and perfumes while on the bus.

**Reminders:**

Our administration office is open until 8:00pm on the 25<sup>th</sup> of the month, or the first business day thereafter.

**Coming soon:**

AVTA will be adding text alert service for immediate notification of any service interruptions.

Our website will soon have a new look and many interactive features.

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*As always, I welcome your calls and emails regarding service issues.*

*Pam Holland*

*Customer Service Manager*

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