



*Antelope Valley Transit Authority*

## **Press Release**

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### **Dial-A-Ride Outreach**

**LANCASTER –** The Antelope Valley Transit Authority (AVTA) will be holding two outreach meetings in December to answer questions about upcoming changes to the Dial-a-Ride service. Effective January 1, 2012, the Dial-a-Ride service will be provided by a new contractor, American Logistics Company (ALC).

AVTA has sent out 5,000 letters informing Dial-a-Ride customers of the upcoming changes. As part of this outreach effort, AVTA will be holding two information meetings on Wednesday, December 14: one at the Palmdale Legacy Commons at 10:00 a.m., and one at the Lancaster Senior Center at 12:00 Noon.

“We anticipate our customers will notice very few changes in the way they currently communicate with our Dial-a-Ride service,” explained AVTA Executive Director Julie Austin. “However, we expect the reservation process to be faster and more convenient while the transportation service will remain reliable.”

AVTA’s Dial-A-Ride service, which is currently available to the valley’s seniors, disabled and rural residents, uses a fleet of 14 buses to provide curb-to-curb transportation. Instead of using the AVTA buses, ALC plans to contract with local service providers, businesses such as taxi companies and ambulance services, to respond to transportation requests more efficiently. Their business model seeks to use smaller, more fuel efficient vehicles, to meet the needs of our customers.

“We expect this new transportation model will benefit our citizens as well as our local businesses,” stated Board Chair Norm Hickling. “ALC’s methods encourage excellent customer service because drivers must meet specific standards in order to remain on the call list and ensure a steady income.”

ALC is currently training local drivers and the transition in January is expected to be seamless to customers. American Logistics Company currently serves transit agencies throughout the nation, including one in North San Diego County and another in Stockton, California.

All drivers will wear AVTA identification badges and their vehicles will display AVTA placards to assure customers of their legitimacy.