



Important Changes to Cityride – Effective August 1, 2010

In December 2009, the City of Los Angeles Department of Transportation (LADOT) sent you a letter informing you of the proposed changes to the Cityride Program to address a substantial deficit in transportation funding. The severity of the deficit required a number of cuts and fee/fare increases to all LADOT transit programs, including DASH, Commuter Express, Cityride and Charter Bus.

In February and March 2010, LADOT conducted 6 public hearings and received nearly 3,000 public comments. The public comments were evaluated and incorporated into the final changes (outlined in the enclosed sheet), which have been approved by the LA City Council and will go into effect on **August 1, 2010**. These reductions and fee increases are necessary for LADOT to continue and **not** eliminate the Cityride program and its other transit services.

The following section explains the changes to your Cityride program. Also enclosed is a sheet that outlines those changes, (please keep it as a quick reference).

ALL CHANGES TAKE EFFECT ON AUGUST 1, 2010.

Increase in Quarterly Fees *(See enclosed sheet for ordering process)*

New Rates: Quarterly fee: \$21
 Low-income quarterly fee: \$9

Reduced Annual Fare Value

When you send in your quarterly fees, you will now receive \$42 in fare value (previously \$84) in your Cityride account for that quarter.

Metro Pass Subsidy Eliminated

- Metro Monthly Passes (TAP) can no longer be purchased through the Cityride Program. **If you send in a payment after July 31, 2010, your fare value can only be loaded into your Cityride card to be used for taxi and Dial-A-Ride trips.**
- Elimination of the Metro monthly pass subsidy from the Cityride Program means that Cityride will no longer load TAP cards with monthly passes, nor will Cityride be able to answer any questions about your TAP card. You must now purchase your Metro pass directly from a Metro Customer Center or pass sales outlet and call Metro's Tap Service Center for any TAP questions: 1-866-TAPTOGO/1-866-266-6883

- If you ordered Metro passes from Cityride **before** July 31, 2010, Cityride **will** still be able to load your TAP card with passes for the corresponding months, but you will not be able to order future passes.

To find the nearest Metro pass sales outlet where you can purchase your pass for \$14, call Metro at 1-800 COMMUTE (1-800-266-6883) or the TAP Service Center at 866-TAPTOGO (1-866-827-8646). For the hearing impaired, Metro's TDD number is 213-622-6549.

Low-income transit users may want to apply to Metro's Rider Relief Program, which provides \$6 coupons each month to low-income seniors and persons with disabilities to subsidize the cost of transit monthly passes. For more information, please see the enclosed Metro Rider Relief brochure and application. All questions regarding the Rider Relief Program should be directed to Metro.

Dial-A-Ride Trips

- Trip fares for longer Cityride Dial-A-Ride vans have increased.
 - Trips up to 10 miles: \$4 in fare value (no change)
 - Trips 11-20 miles: \$8 in fare value
- Additional Cityride Dial-A-Ride trips can be purchased on a stand-by basis by paying a cash fare.
 - Trips 1- 10 miles: \$3
 - Trips 11-20 miles: \$6

Cityride Balances

You can check your Cityride account balance and the number of Metro monthly passes that you ordered PRIOR to this change by going to www.ladottransit.com or by calling Cityride at (213, 310, 323, 818) 808-7433. Cityride now has an automated phone system to let you easily check your balance.

Other Transportation Resources

Access Services is an ADA public transportation program provided by Los Angeles County for people unable to use the regular bus or light rail services in Los Angeles County. To be eligible for Access Services, individuals must have difficulty utilizing regular bus service and complete an in-person transit evaluation with Access. To find out more information, call 800-827-0829, TDD 800-827-1359.

Department of Aging Shuttles: Door-to-door transportation is available through the Department of Aging multipurpose senior centers.

PROGRAM CHANGES – Effective August 1, 2010



Fare value **CANNOT** be used to purchase Metro Monthly Passes/TAP cards. Fare value can only be used for city-permitted taxi rides and Dial-A-Ride services.

For all questions regarding Metro Monthly Passes/TAP cards, please call 1-800-COMMUTE.

FEE/FARE CHANGES	What it is NOW	What it will be AUGUST 1, 2010
Quarterly fees	\$15.44	→ \$21.00
Quarterly fees, low-income participants	\$6.44	→ \$9.00
Fare value per quarter	\$84.00 fare value	→ \$42.00 fare value
One-time emergency fare value	\$2.00 for \$24.00 in fare value	→ \$12.00 for \$24.00 in fare value
Dial-A-Ride trips, 1-10 miles	\$4.00 in fare value	→ \$4.00 in fare value
Dial-A-Ride trips, 11-20 miles	\$6.00 in fare value	→ \$8.00 in fare value
Dial-A-Ride stand-by trips, 1-10 miles	\$1.00 cash	→ \$3.00 cash
Dial-A-Ride stand-by trips, 11-20 miles	\$1.50 cash	→ \$6.00 cash



CITYRIDE ORDERING PROCESS

- **You may only order ONCE per quarter.**

Quarters are as follows:

January 1 – March 31

April 1 – June 30

July 1 – September 30

October 1 – December 31

FOR 2010 ONLY, orders received in August or September will be considered as your order for the October – December quarter of 2010. The next time you will be able to order will be January 1 – March 31, 2011.

- **Pay by check or money order.**

Mail payments to:

Cityride

P.O. Box 866003

Los Angeles, CA 90036

Checks returned for non-sufficient funds (NSF) will be charged a \$35 fee.

For all Cityride questions, please call (213, 310, 323 or 818) 808-7433.

