



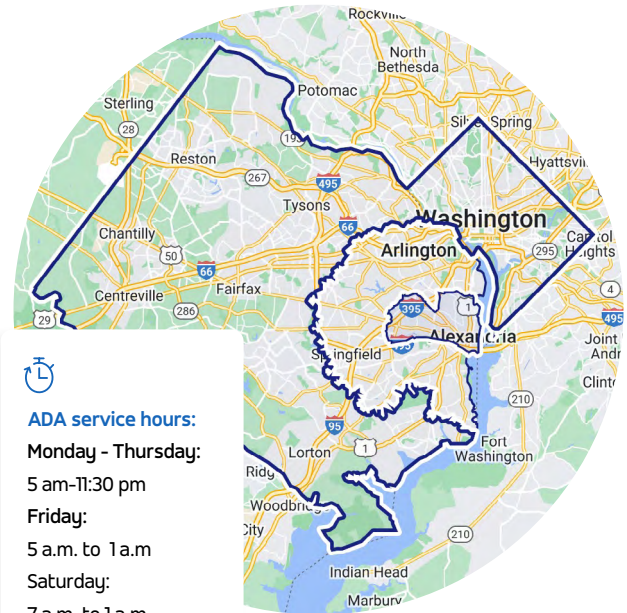
Alexandria DOT Paratransit service change announcements.

As we work on improving Alexandria DOT Paratransit, keep the following updates in mind when planning your trips.

1. Starting July 11, 2022: we will be switching the software that powers our paratransit program to the Via booking platform. This change will introduce several features that we hope make your experience more convenient including a mobile application through which you can reserve, track, and cancel rides. Additionally, you will now receive automated ride notifications by receiving a phone call or text message reminder the night before your reservation, when the vehicle is approaching, and when the vehicle has arrived at your pickup.

2. Important changes to make you aware of:

- We will be expanding our services into the Washington DC area. These trips will be \$6 each way.
- All riders will be provided with a 30-minute pickup window, instead of a specific time. Your driver may pick you up at any time during this 30-minute window. This allows our service to run more efficiently and serve more riders in our community!
- You can now pay for your trips with a credit card.



ADA service hours:

Monday - Thursday:

5 am-11:30 pm

Friday:

5 a.m. to 1 a.m.

Saturday:

7 a.m. to 1 a.m.

Sunday: 8 a.m. to 11 p.m.

3. We are pleased to introduce these improvements without sacrificing other areas of the service.

- Fares will remain the same.
- Program eligibility requirements are not changing. You will continue to be eligible for the service in which you are currently enrolled.
- Our driver pool and fleet will stay the same. As in the past, your driver or vehicle may vary from day-to-day.