

City of Alexandria, Virginia
FY 2026 Proposed Operating Budget & CIP
Budget Questions & Answers

March 26, 2025

Question:

Can staff provide a breakdown on the cost of the DOT Paratransit program, numbers of residents served or delivered, costs per ride (in terms of city subsidy versus passenger payment) and any other readily available service metrics for the program.

Response:

Breakdown of the cost of the DOT Paratransit program

FY 2024

Transportation (Diamond)	\$ 1,732,765.38
Call Center, Eligibility (Senior Services)	\$ 206,855.16
Software (Via)	\$ 63,040.00
Total	\$ 2,002,660.54

FY 2025 (thru Feb 2025 (8 months)):

Transportation	\$ 1,235,934.64
Call Center, Eligibility	\$ 161,880.00
Software	\$ 28,910.00
Total	\$ 1,426,724.64

Note: Salary and Benefits for Paratransit Program Manager is not included in these costs and is funded by the General Fund (50%) and TIP (50%)

Numbers of residents served or delivered

- FY 2024: 504 individual riders
- FY 2025: 429 individual riders year-to-date

Average number of trips taken by an individual rider

- FY 2024: 83
- FY 2025: 106

Costs per ride

Fares:

- Fare free zone – entire City and some parts outside the City within $\frac{3}{4}$ mile of a DASH bus route; Pentagon
- \$4 zone – outside fare free zone, but within 5 miles of the City
- \$6 zone – more than 5 miles from the City; DC

FY 2024:

- Cost per trip: \$58.10*
- Average rider fare per trip: \$0.92
- Average City subsidy per trip: \$57.18

FY 2025 (thru Feb):

- Cost per trip: \$57.88*
- Average rider fare per trip: \$1.29
- Average city subsidy per trip: \$56.59

*Includes transportation cost, call center cost, and software cost

Total Trips

- FY 2024:
 - 34,974 total trips
 - Free: 23,338 trips (67%)
 - \$4: 7,540 trips (22%)
 - \$6: 4,101 trips (11%)
 - 2,915 trips per month
- FY 2025 (thru Feb):
 - 25,164 trips
 - Free: 17,312 trips (69%)
 - \$4: 4,690 trips (19%)
 - \$6: 3,162 trips (12%)
 - 3,145 trips per month