

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

April 16, 2025

Question:

How much would it cost to modernize the paratransit call system with new software and hardware (phones) if necessary?

Response:

The program is currently in the process of being implemented and staff estimates it would cost approximately \$5,000 per year to move forward with an Interactive Voice Response (IVR) phone system for the paratransit call center. The cost includes the annual subscription to the SAAS and the procurement of USB headsets for the call center use, which would be replacing their existing phones.

Implementation requires IT considerations, including minimal City IT and Telephone staff time, which is not included in the \$5,000 estimate. T&ES and ITS are continuing to collaborate on this initiative as implementation continues and updates will be provided accordingly.