

FY 2025 ANNUAL REPORT
& FY 2026 WORK PLAN

DOT PARATRANSIT

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PARATRANSIT



WE ARE
T&ES

**Department of Transportation
& Environmental Services**
Mobility Services Division



ABOUT PARATRANSIT

The DOT Paratransit Program provides curb-to-curb transportation for City of Alexandria residents who are unable to use fixed-route transit due to disability or age. The service is designed to ensure equitable access to essential destinations such as medical appointments, employment, and community resources. DOT Paratransit plays a critical role in supporting mobility, independence, and quality of life for eligible residents. The program is funded by the City and complies with federal ADA requirements while aligning with local mobility and equity goals. It continues to evolve through investments in technology, customer service, and coordination with regional and human services partners.



Our Mission

DOT—Dignified Options in Transportation—provides accessible, equitable, and coordinated transportation services for older adults, individuals with disabilities, and residents participating in City-supported programs. We are committed to enhancing mobility, independence, and quality of life through safe, reliable, and person-centered transportation that connects our community with dignity.



Our Vision

To be a trusted, community-centered model of equitable transportation that ensures every eligible Alexandria resident has safe, dignified access to opportunity, essential services, and full participation in civic and community life.



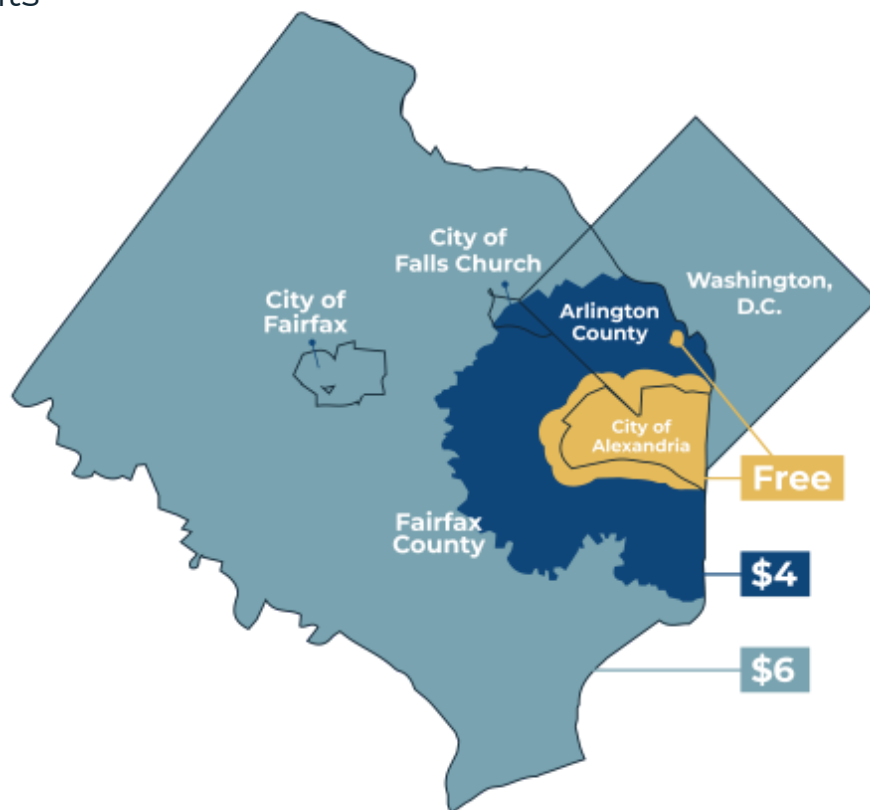
Our Values

- **Safety First**
 - We prioritize the health and safety of our riders, drivers, and community in every decision and operation.
- **Equity and Inclusion**
 - We are committed to fair and just access to transportation for all eligible individuals, regardless of age, ability, income, or background.
- **Dignity and Respect**
 - We treat every rider with compassion, professionalism, and courtesy, recognizing the inherent dignity of each person we serve.
- **Reliability and Accountability**
 - We deliver consistent, on-time, and dependable service, holding ourselves accountable to our riders, partners, and community.
- **Public Stewardship**
 - We use public resources responsibly, transparently, and efficiently to ensure long-term sustainability and service excellence.
- **Collaboration and Coordination**
 - We work across City departments, service providers, and community partners to provide seamless and integrated transportation that meets diverse needs.

FY 2025 MAJOR ACCOMPLISHMENTS

At the end of FY 2024, the DOT Paratransit program hired a new program manager to evaluate the program needs and develop strategies to make it easier and more reliable for clients to use DOT paratransit services. In FY 2025, the program accomplished:

- **Updated the application process** to reduce the burden on the applicant, ensure compliance with federal requirements, and align with regional standards.
- **Updated the recertification process** to reduce barriers that place an undue burden on the program riders.
- **Updated policies** and program information to:
 - Address gaps in program policies in order to ensure equitable treatment of all riders.
 - Translate policies and procedures into multiple languages to promote access to our entire community.
- **Updated fare zones** to expand fare free zone in compliance with federal requirements



FY 2025 MAJOR ACCOMPLISHMENTS

- **Created an Alex 311 ticket** for tracking customer comments which will allow the program to ensure all customer comments are addressed in a timely manner.
- Developed and **launched a new scheduling and dispatching system** integrated with UZURV to improve service oversight and vendor coordination. The system allows the program to track on-time performance, trip denials, cancellations, and vendor compliance. This integration supports more data-driven decision-making and enhances transparency. It also enables quicker response to service issues and better communication between the City and its transportation vendor.
- **Explored grant opportunities** and received council approval to apply for the enhanced mobility grant to support program cost and reduce trip costs.
- Provided updates and **outreach** to the Commission on Persons with Disabilities, Commission on Aging, Human Rights Commission and Transportation Commission.
- Communicated program updates to participants with postcard mailers.
- Met **95% On Time Performance** Metric for the first time
- Provided over **44,400 Alexandria DOT paratransit passenger trips** (3,000 more trips than previous year)



Exciting News for DOT Riders!

We're launching new scheduling software to make your travel experience smoother!

What's New:

One App for All Your Trips – Track all your paratransit rides, including UZURV, in one place.

Unified Notifications – Get consistent trip updates for all your trips.

Accurate Fare Information – Fewer fare issues with improved UZURV integration.

Pay Your Way – Pay with cash on the vehicle or by card in the app.



FY 2026 MAJOR WORK OBJECTIVES



Implement Interactive Voice Response (IVR) System

In FY 2026, the DOT Paratransit Program will implement its first IVR system to automate call handling, trip reminders, and service updates. This will significantly improve ADA compliance and reduce manual workload for staff. Riders will benefit from timely, consistent communications that help prevent missed trips and enhance the overall experience. Integration with scheduling and dispatch systems will ensure real-time updates flow seamlessly across platforms.



Improve On-Time Performance and Service Reliability

Improving reliability is a core operational goal for FY 2026. With new data tools in place, the program can now track on-time performance in real time and identify trends that cause delays. These insights will support corrective action plans and informed collaboration with service vendors. The ultimate objective is to increase dependability and ensure trips occur within the scheduled window.

FY 2026 MAJOR WORK OBJECTIVES



Strengthen Regional Collaboration

The program will continue developing partnerships with Arlington County, WMATA, and other regional stakeholders to improve trip coordination. Cross-jurisdictional travel remains a challenge for riders, and regional alignment can simplify that experience. In FY 2026, the team will explore policy harmonization, joint planning efforts, and service integration where possible. These collaborations will position Alexandria as a leader in equitable regional mobility.



Enhance Program Branding and Outreach

DOT Paratransit will finalize and launch a new brand identity that reflects professionalism, accessibility, and dignity. Updated brochures, vehicle decals, and website content will modernize the program's public presence. A targeted outreach campaign will educate the community about services and reinforce the program's value. Rider trust and engagement will grow through clear, consistent, and inclusive messaging. Staff will continue to engage with the Commission on Persons with Disabilities and the Commission on Aging.

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FY 2026 MAJOR WORK OBJECTIVES



Coordination with Human Services Transportation

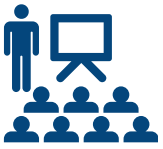
DOT Paratransit will continue strengthening coordination with other human services transportation providers within the City of Alexandria. This includes aligning service delivery and policies with programs operated by the Department of Community and Human Services (DCHS), the Division of Aging and Adult Services, and the Department of Recreation, Parks, and Cultural Activities (RPCA). In FY 2026, the program will explore opportunities to streamline eligibility, scheduling, and vehicle use across agencies to reduce duplication and improve rider access. These efforts will support a more integrated and efficient mobility network that better serves seniors, individuals with disabilities, and other transportation-disadvantaged populations.



Budget and Funding Strategy

DOT will manage existing resources while positioning the program for new funding opportunities. Grant applications will be developed using up-to-date data and aligned with regional and federal priorities. Fiscal oversight will be strengthened through close tracking of costs and performance metrics. These efforts will help sustain service quality while preparing for future expansion or adaptation.

FY 2026 MAJOR WORK OBJECTIVES



Implement Travel Training

DOT will develop a comprehensive Travel Training program to assist residents in using public transportation more confidently and independently. The program will provide hands-on instruction and personalized support to help individuals—particularly seniors, people with disabilities, and those unfamiliar with the system—navigate fixed-route buses and other available transit options. Training will cover trip planning, reading schedules, understanding fare structures, boarding and deboarding safely, and practicing real-world trips. By empowering residents with the knowledge and skills needed to use public transit, the program will promote greater mobility, reduce reliance on paratransit services, and support the City’s goals for equity, accessibility, and sustainability.



Implement New Fare Zones and Rates

In FY 2026, DOT will update the fare zones and rates to better reflect the cost of trips and help incentivize travel in non-peak times. This will apply to any trips outside of the federally required ADA service area for paratransit. By using pricing, this will help ensure required paratransit trips are prioritized and improve on-time reliability.

ONGOING PROGRAM MANAGEMENT



Contractor Management

The DOT program uses contractors for the transportation service, call center, and software. In FY 2026, DOT will continue managing these contractors, including contract modifications, budgets, and quality of work. In addition, DOT will begin developing a scope of work for new Request for Proposals that will be issued in the summer of 2026.



Data Reporting

In compliance with federal and state requirements, DOT provides monthly and annual reporting for the National Transit Database (NTD) and Department of Rail and Public Transportation (DRPT). Additionally, DOT works with the City's Office of Performance Analytics to understand trends from the ridership data. These reports help track service effectiveness, identify areas for improvement, and support funding eligibility. The data also informs policy decisions and helps ensure the program aligns with citywide goals for equity, access, and sustainability.

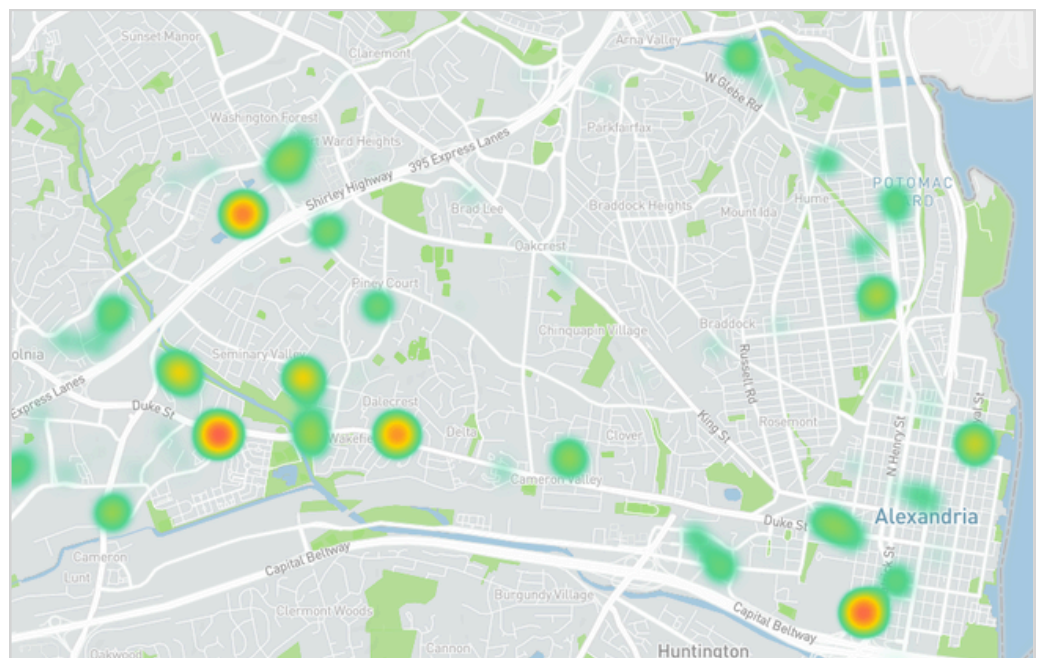
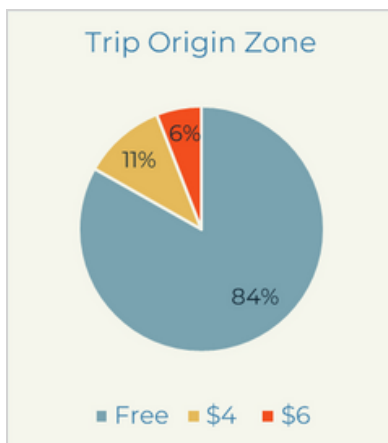
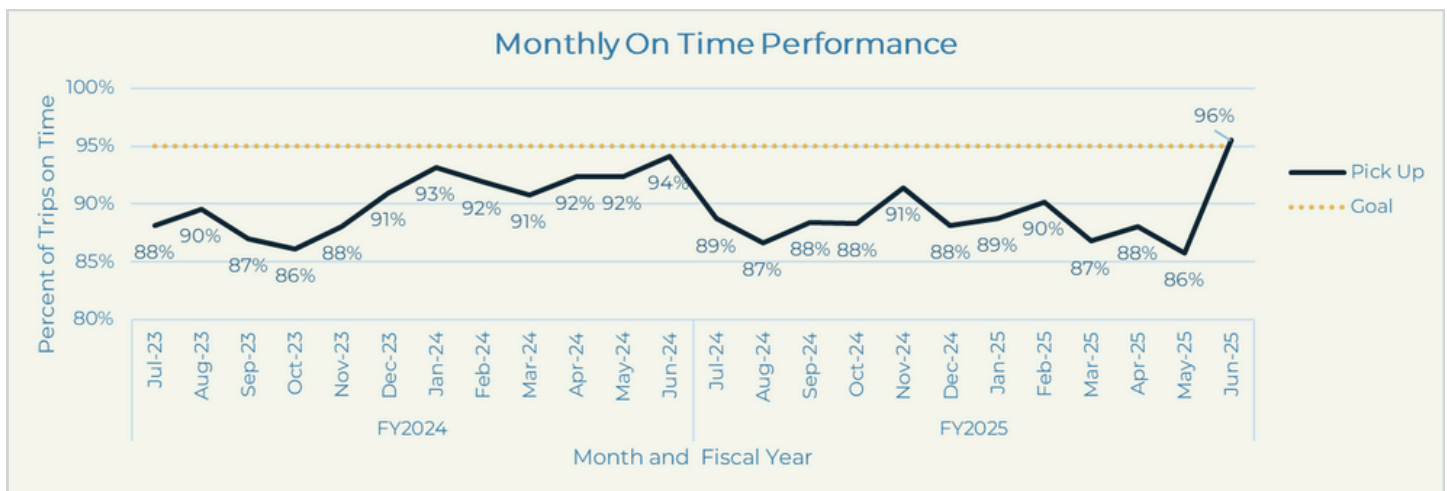
PROGRAM BUDGET

	FY 2025 Actual	FY 2026 Budget
Dispatch and Transportation Operations Service	\$1,885,277	\$2,000,512*
Reservations and Customer Support Call Center	\$242,820	\$242,820
Scheduling, Routing, & Credit Card Payment Software	\$47,307	\$65,053
Total Expense	\$2,175,404	\$2,308,386 5.8% Increase
Fare Collected	\$49,318	\$52,332
Cost Per Passenger Trip	\$47.82	\$46.16 3.5% Savings

*Approved FY 2026 Budget of \$1,539,145. Additional contingency funds to be released at a later date.

KEY METRICS

- **313** Active Riders
- Average Age of Active user: **66**
- **1 out of 6** rides is shared
- **18%** of Riders requires a Wheelchair Accessible Vehicle



Trips Heat Map

RESOURCES & PARTNERS

City Partners

- DASH
- DCHS - Division of Aging and Adults
- Office of Human Rights
- Metro Access
- Recreation, Parks & Cultural Activities
- Human Rights Commission



Contractors



UZURV

spare