

Valley Metro

# Paratransit Service

**SERVICE CHANGES EFFECTIVE JULY 1, 2017**





## Frequently Asked Questions **VALLEY METRO PARATRANSIT/ DIAL-A-RIDE SERVICE**

We want to provide you with information about the most commonly asked questions on Valley Metro's Paratransit service.

Will I continue to have access to Dial-a-Ride?

Yes, if you use the service today, you will continue to have access. The changes are relative to a new service provider, which are outlined below.

What services will be changing?

Dial-a-Ride services in the East Valley, Northwest Valley and Regional Paratransit will be impacted by these changes. Dial-a-Ride in Phoenix, Glendale and Peoria will not change.

When will the changes take place?

Changes will come into effect on July 1, 2017. Until then, there are no changes in your service of any kind.

What number do I call to request Valley Metro Paratransit service?

Beginning July 1, 2017, call 602.716.2200 for Valley Metro Paratransit services.

Who will provide my service?

Transdev is an organization that specializes in the delivery of safe and comfortable transit and paratransit services. They currently provide paratransit services, which are similar to our Dial-a-Ride program, in a number of communities across the country including Seattle, San Francisco, Las Vegas, Kansas City, Pittsburgh and Washington, D.C.

On July 1, 2017, Valley Metro will have a new service provider for Dial-a-Ride services operating in the East Valley, Northwest Valley and for Regional Paratransit service. With this new service provider, Transdev, changes will include:

- **New service provider.** Transdev, a company dedicated to providing safe and comfortable paratransit and transportation services across the U.S., will be operating all Regional, East Valley and Northwest Valley Dial-a-Ride services.
- **New vehicles.** The new service provider, Transdev, will introduce a new fleet of vans and minivans. The new vehicles, which will feature Valley Metro colors, will be 100 percent wheelchair-accessible enabling us to provide you with safe, reliable and comfortable shared-ride service.
- **Improved access.** New technology will give you the ability to better manage your access to Valley Metro Paratransit by phone and online.
- **New taxi provider.** The new provider, Transdev, will be partnering with AAA Transportation Services to provide taxi service at times when there is a high demand for trips and for trips during late nights and early mornings. All AAA vehicles used for this service will include a Valley Metro Paratransit sign, and all AAA drivers who provide Valley Metro Paratransit trips will be trained to provide service that is safe and courteous.

## What type of vehicles will Transdev operate?

Transdev will provide a fleet of new vehicles, including a mix of vans and minivans. All of the vehicles in the Transdev fleet will meet the requirements of the Americans with Disabilities Act (ADA) and will be wheelchair accessible. Vehicles will feature the Valley Metro colors as well as the name of the service: Valley Metro Paratransit.

## Will taxicabs be used?

Transdev has partnered with AAA Transportation, a locally based, full-service transportation provider. AAA's fleet of taxicabs includes both sedans and vans (including wheelchair-accessible vans). AAA taxicabs will provide trips at times when demand is higher and during late night, early morning and weekend hours. AAA will be equipped with magnetic signs in Valley Metro colors that will help customers recognize the vehicles and AAA drivers will be trained to provide service that is safe, reliable and courteous.

## Will I share my ride?

According to ADA requirements, Valley Metro Paratransit is a shared-ride service. You may share your ride with another customer or customers traveling the same direction as you are traveling. Remember that Paratransit/Dial-a-Ride service is considered public transit and is intended to be comparable to the service that people receive when traveling on Valley Metro bus or light rail service.

## Can I request a specific type of vehicle?

If you require the use of a lift or ramp-equipped vehicle, you may request one. Valley Metro will not accept any other requests for a specific type of vehicle. Please note that in accordance with ADA requirements, you may request that the driver provide the lift or ramp to board or exit the vehicle.

## Will Regional Paratransit service continue after July 1?

Yes, Valley Metro will continue to provide Regional Paratransit service. Trips must fall within legal definition of the program. To find out whether a specific regional trip is within the ADA paratransit service area, call 602.716.2200.

## How much will my service cost?

Fares vary by community and service type. The Valley Metro Paratransit Ride Guide will provide detailed information regarding the applicable fares for each community and service type. Also, the Transdev customer service representative that schedules your ride will inform you of the fare.



Will I be able to pay with a credit card?

You may pay your fare in cash or with pre-purchased tickets. Transdev vehicles will not include technology to process credit card transactions and Transdev drivers will not be permitted to accept credit cards.

What types of assistance will my driver provide?

Valley Metro Paratransit provides door-to-door service. Your driver will meet you at the outermost door of the building where you begin your trip. They can assist you (if needed) to the vehicle and then from the vehicle to the outermost door of the building of your destination. Drivers will also carry grocery bags and small packages. For more information, consult the Valley Metro Paratransit Ride Guide.

Is information available in alternative formats?

Valley Metro will provide this document in an alternative format, such as large print, braille or in electronic format, upon request.

For more information

If you have other questions or concerns, or if you wish to comment on Valley Metro Paratransit service, consult the Valley Metro Paratransit Ride Guide or contact Valley Metro Customer Service:

- Phone: 602.716.2100
- TTY: 602.251.2039
- Email: [paratransit@valleymetro.org](mailto:paratransit@valleymetro.org)
- Online: [valleymetro.org/paratransit](http://valleymetro.org/paratransit)

