



# **DOT PASSENGER RIGHTS AND RESPONSIBILITIES**

**City of Alexandria  
Office of Mobility Services  
421 King Street, Suite 235  
Alexandria, VA 22314  
(703) 746-4084  
Virginia Relay 711**

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# **DOT Passenger Rights and Responsibilities**

The City of Alexandria's goal is to provide safe, timely and reliable paratransit service to City of Alexandria residents, who are unable to use public transportation, due to their disability. It is important that you understand that as a DOT passenger you have rights. However, with these rights come individual responsibilities, while using DOT service. For your convenience, we have listed your rights and responsibilities below:

## **Your Rights:**

- Ride in a safe, clean van with seat belts and securement devices.
- Timely and courteous service from DOT van drivers.
- Travel with a personal care attendant (someone to assist you while traveling) who rides at no charge. You and your medical professional must indicate that you need a personal care attendant on your application for DOT services. A companion may accompany you, however they must pay the same fare as you would pay for the trip.
- Be accompanied by a service animal.
- Picked up within a 30-minute window, fifteen minutes before, or fifteen after the scheduled pick-up time.
- File a complaint if service is not satisfactory by contacting the Paratransit Coordinator.

## **Your Responsibilities:**

- Understand and apply DOT rules and regulations to ensure safe and pleasant travel.
- Schedule your reservation at least one day in advance.

- Provide the reservationist with the necessary information to properly schedule your reservation and any special disability needs that you may have.
- Be ready for pickup within the pickup window for your scheduled trip. The van will wait no longer than 10 minutes after the scheduled pickup time.
- Have your DOT identification card available to present to the driver.
- Please remember you must have exact change when riding DOT. Drivers do not carry change. Pay fare to the driver upon entering the vehicle.
- Cancel your reservation for trips inside the city at least one hour in advance; trips outside the City should be canceled at least two hours in advance.
- Keep your service animal under control at all times.
- Call the DOT reservation office at (703-836-5222) when your taxi or van has not arrived fifteen minutes after the scheduled pick-up time.
- Keep all your personal information updated. If there is a change of address or telephone number, contact the DOT reservation office or the Office of Mobility Services at 703-746-4084.
- Plan for the unexpected, such as inclement weather and heavy traffic. Try to schedule your arrival time 15-30 minutes early and add the same amount of time to your departure.
- There must be a 1hour time span between your pickup and return trip time.
- If you are utilizing subscription trips (regularly scheduled trips), you must notify the DOT reservation office at least 24 hours in advance if you do not intend to take the trip. Please notify the DOT reservation office of holiday or vacation changes.

## **Things to Remember:**

- Van drivers may assist you with wheelchairs, grocery bags, luggage, or other such items to and from the curb and the vehicle.
- Stopping along the way to your destination is not permitted.
- Canceling your reservation and calling back the same day to reinstate the reservation is not permitted.
- Changing trip destinations on the day of the trip is not permitted. You may change your trip time within one hour of the trip.
- Requesting to be picked up from origin or destination earlier than your original reservation time is acceptable but may result in delay due to rearrangement of driver's schedule.
- Excessive no-shows and late cancellations may result in suspension of DOT services.
- DOT reserves the right to suspend, or terminate service to anyone who engages in violent, seriously disruptive, or illegal conduct while aboard a DOT vehicle.
- The use of abusive or offensive language by the DOT passenger, companion or personal care attendant (PCA), while in conversation with DOT employees, service providers or reservationists, may jeopardize the use of DOT services to you or those accompanying you.

**PLEASE CALL (703) 746-4084 (VOICE) OR Virginia Relay 711 IF YOU HAVE ANY QUESTIONS, CONCERNING YOUR RIGHTS AND RESPONSIBILITIES AS A DOT CUSTOMER.**