



City of Phoenix
PUBLIC TRANSIT DEPARTMENT

The Alternative Transportation Program Transitions to Valley Metro RideChoice

The City of Phoenix Public Transit department announced its current Alternative Transportation Program will be transitioning to the Valley Metro RideChoice program. Members of the program received a letter in the mail explaining these changes. Below are some frequently asked questions:

Why am I receiving this letter?

The letter is to inform you about the transition of the Alternative Transportation Program (ATP) to the [Valley Metro's RideChoice](#) program, **effective July 1, 2024**. The overall service model will not change. However, you will receive a new/expanded list of taxi and transportation providers. The letter was sent out to all ATP users who utilized the service during the last 12 months.

Why are the services being transitioned?

The Alternative Transportation Program is contracted out by the City of Phoenix's Public Transit Department. In 2023, a solicitation to continue the service was issued and no bids were received. Public Transit staff works closely with Valley Metro, who has a similar service (RideChoice) available to area residents. RideChoice provides similar access to a large network of rideshare transportation providers including Uber, taxicabs, and other wheelchair-accessible vehicles. Complete information can be found at www.valleymetro.org/RideChoice.

Will my Dial-a-Ride access be interrupted?

No. Dial-a-Ride service is a separate program that will continue unchanged and uninterrupted.

What should passengers do as part of the transition?

If you are a current user of ATP, your information will be transferred to the RideChoice program. And effective July 1, 2024, you will be able to use RideChoice. The service will be available to Phoenix residents ages 65 and over as well as ADA-certified individuals. For ADA-certified passengers, you must maintain your ADA certification to ensure you are able to continue to use the program.

How does RideChoice work? What is the cost?

Request your ride when you want to travel; there's no requirement to book ahead. Trips can be scheduled any time of day, and the program utilizes a large network of rideshare transportation providers, including Uber, taxicabs, and wheelchair-accessible vehicles at no additional charge.

RideChoice costs \$3 for each trip up to eight miles. Additional miles cost \$2 per mile. You can take up to 20 trips per month. Once you start using RideChoice, if you need

more trips for work, school, or medical appointments, call Valley Metro at (602) 716-2111 so that your request can be evaluated.

What happens to my Alternative Transportation Program voucher card?

Your card will expire June 30, 2024, and you must use all funds by that date. Refunds are not available, so please plan accordingly.

How do I pay for RideChoice?

Fares may be paid with cash and credit or debit card. You may also pay for RideChoice by having the provider deduct the fare from your checking account.

For more information visit, www.valleymetro.org/RideChoice.