

MICRO - Arlington Microtransit | On-demand shared rides around Arlington

FAQs

How does the service work?

- **Why do I have to walk to meet my ride?** This shared ride microtransit service operates corner to corner instead of door to door. This means you might have to walk a short distance to your pickup point. To keep things running smoothly and efficiently, our system assigns you to a 'virtual bus stop' - which are pickup and dropoff points that are usually at a nearby corner. This is how we're able to pick up multiple passengers without adding a significant amount of time to each rider's journey.
- **What do the vehicles look like?** All vehicles are branded with the service's logo, so they should be easy to spot.
- **What are the points of interest in the app?** These are locations we believe will be popular origins and destinations for rides. Select them to easily choose where you need to go to or from.
- **Are wheelchair accessible vehicles (WAV) available?** Yes — and if you need a wheelchair accessible vehicle we'll pick you up right at your door! Two easy ways to update your WAV setting: In the app menu tap Accessibility, then complete the Accessibility Request form. Call (571) 517-4181 for help updating your account.
- **Can I bring someone with me?** Sure! You can book rides for you and any additional passengers. All additional passengers will be charged according to the pricing section on this page and you will pay for all rides using the same payment method.
- **Can I bring a service animal or pet with me?** Service animals are always welcome to ride without restriction. Driver Partners have a legal obligation to provide service to riders with service animals... Pets that are not service animals are also allowed, but pets should be kept in an airline-approved carrier to use the service.
- **Can I prebook a ride?** Wheelchair-accessible rides can be scheduled in advance at (571)-517-4181.

- **Can I book rides without a smartphone?** The easiest way to use the service is by downloading the app... However, if you do not have a smartphone, or need additional assistance, you can call our support team.

Account Information

- **How do I update my account information (phone number, name)?** Navigate to the menu in the top left corner of the app and tap your name at the top. Then tap your name, email or phone number to update it.
- **How do I reset my password?** Open the app and select "Get Started". In the password box, select "Forgot your password?" and follow the prompts.
- **How do I add favorite addresses?** Navigate to the menu in the top left corner of the app and tap "Favorites", then tap "Set Home Address", "Set Work Address", or create and name a new favorite.
- **How do I delete my account?** Navigate to the menu in the top left corner of the app and tap your name or profile picture at the top. Then tap 'Delete my account' at the bottom of the page.

Ride Information

- **Can I edit my pickup or dropoff location?** Once you start a ride, the destination cannot be changed. If you have not yet boarded the vehicle, you can cancel the ride and re-book.
- **Why can't I request a ride?** Sometimes, if we are experiencing high demand in your area, there may not be any vehicles or drivers currently available to service your ride.
- **How do I know where and when to meet my driver?** Once a ride is confirmed, you will see the estimated time of arrival (ETA) of your driver in the app. You can follow your driver's progress in real-time...
- **What should I do if my driver leaves without me?** Re-book your ride directly in your app, and then please send an email to our support team...
- **How do I cancel my ride?** You can cancel your ride directly from the app or by calling our support team. If you cancel a ride after a driver has been assigned, you may be charged a cancellation fee...
- **How do I report an item I left behind in the vehicle?** Please send an email to our support team with a description of the missing item.

- **Can I leave feedback for my driver?** Feel free to fill out the ride feedback screen in the app after your ride.
- **How do I report a complaint?** Please contact our support team at the email or phone number listed.

Payment Information

- **How do I pay for my rides?** When creating an account, you'll be prompted to add your credit or debit card information in the app.
- **How do I add or edit a payment method?** Navigate to the menu in the top left corner of the app and tap 'Payment Methods'.
- **Do I tip the driver?** No. Our drivers do not accept tips.
- **Why do I see a pending charge?** Any time a new credit card is added to the app, a \$1 hold is placed on the card. Additionally, when a ride is booked, a hold will be placed on the payment method for the entire amount of the initial ride if it is expected to be more than \$15...
- **How can I dispute a no-show charge?** You may be charged for a no-show if you were not at your pickup point on time and the driver waited for two additional minutes...
- **How do I apply a promo code?** To apply a promo code, click on the menu in the top left corner of the app and select 'Promo Codes'.

General Policies

- **Zero tolerance policy:** Via has a strict Zero Tolerance policy. Driver partners are prohibited from driving on the Via Platform while under the influence of alcohol or drugs, and riders are prohibited from consuming alcohol or drugs inside the vehicle...
- **Anti-discrimination policy:** Via does not tolerate discrimination of any kind against our riders or driver partners.
- **Cigarette policy:** Smoking of any kind by riders and drivers is prohibited, including e- cigarettes, vaporizers, or smokeless cigarettes.
- **Eating & drinking policy:** All drinks should have lids and drinking alcohol or carrying open containers of alcohol in our vehicles is not allowed.

- **Phone call policy:** We ask that you limit phone calls to quick logistics and emergencies during shared rides.
- **Luggage policy:** We ask everyone to limit any personal items to a single piece of luggage or a reasonably-sized bag.
- **Age policy:** Riders must be 13 years of age or older. Children under the age of 13 can ride when accompanied by a parent or guardian.