

FREQUENTLY ASKED QUESTIONS
Regarding Service Changes
Effective Friday, July 22nd, 2016

What is Transport DC?

Transport DC provides an alternative service to MetroAccess customers. Residents received efficient curb-to-curb taxicab or wheelchair accessible service.

How do I schedule a ride?

Eligible members can call 1-844-322-7732 to schedule a ride.

What was the original design of the Transport DC program?

Transport DC was initially designed as a pilot program to provide transportation to and from dialysis centers.

What policy changes were announced to advocates and users at the 8/17/16 meeting?

Starting August 17th until September 30th or until funds allocated for the program run out, dialysis customers don't have to wait an hour when booking a return trip from their appointment. Additionally, trips for non-emergency medical appointments can be scheduled on a 24 hour/7day basis.

Have policy changes for FY 17 been made?

As of October 1, 2016 Transport DC offers customers transportation to and from any location in the District with no restrictions during the first half of the month ending on the 15th of the month. For the second half of the month, booking requests would be granted solely based on availability and rides would be limited to medical and employment destinations.

What are the main changes made to the program?

The hours of operation are 24 hours day/7 days a week. Rides may be scheduled 30 minutes in advance of pickup time.

Were customers notified in advance of program changes?

Yes. A number of steps were undertaken and will continue to be made. Meetings were held with advocates, riders, and providers. Additionally, letters were mailed and e-mailed to addresses on file. Furthermore, phone calls were made and SMS messages were sent to customers. Moreover, the Department of For-Hire Vehicles posted a notice to their website and an announcement was made through media interviews. Several more meetings are being planned to further engage riders for ideas on how to shape the program for fiscal year 2017.

When did the program changes go into effect?

The most recent program changes took effect on October 1, 2016.

Was the Transport DC budget increased in fiscal year 2016?

Yes, the initial funding for Transport DC was increased with an injection of an additional \$1.2 million this summer for the remainder of the fiscal year.

Why are changes being made to the program now?

When Transport DC started, it was originally intended for medical transportation only. It was expanded in May 2015 to include any MetroAccess customers residing in DC and provide direct, point-to-point transportation service within the District of Columbia for any purpose. The usage rate is beyond the scope originally imagined for the program, with the vast majority of riders currently using the service for non-related medical needs. Our first priority is always the health and safety of our residents. Due to the popularity of Transport DC, it is critical residents aren't missing medical appointments, so we are refocusing on the original intent of the program to ensure that the quality of service remains high.

How much does the District spend on Transportation services for people with disabilities and seniors?

About \$71 million combined on MetroAccess, Transport DC, DC Medicaid, and Seabury Connector.

Where can I find a list of "In-Network" locations?

In-Network locations and eligible health care facilities can be found by using this [link](#) and will be updated regularly. To request a medical facility to be added to the In-Network list please call (202) 645-4435.

How can Transport DC customers make employment related trips or update my employment location information?

Eligible customers can submit their work addresses to DFHV using [this link](#) or e-mail their work addresses to TransportDC@dc.gov so arrangements for employment-related trips can be made.