



Government of the District of Columbia
Department of For-Hire Vehicles



Frequently Asked Questions (FAQs) on Transport DC Program Changes Beginning October 1, 2021

9/13/2021

1. What are the Transport DC changes taking place Friday, October 1, 2021?

- *Transport DC customers can take up to ten (10) one-way trips a month for any purpose to any destination within the District (or five round trips). Trip restrictions the second half of the month will be lifted. Dialysis trips will not count towards the 10-trip monthly limit*
- *The fare will be raised from \$5 to \$7*
- *All trip requests will be for same-day service only (pre-scheduled trips will no longer be an option).*

2. What date and time do the changes go into the effect?

Program changes will take effect at 12:01am on Friday, October1, 2021. All Transport DC customers will be expected to adhere to all new program changes including the 10 one-way trip monthly limit and the \$7 fare.

3. Why are these changes being made to the Transport DC program?

These changes are being made to ensure the sustainability of the program so it's available for current and future customers and also to provide customers with more choice in their trips.

4. How will I know how many one-way trips I have remaining for the month?

When customers call the 1-844 Transport DC line to order a trip, the call-takers at the taxi companies will be able to tell customers how many trips are remaining out of the 10 one-way monthly trip limit (should the customer be under the 10 trip limit). Additionally, customers will be able to call the 1-844 number to get an automated response with the total trips taken for the month.

5. **If I do not use all of my 10 one-way trips in any given month, will I be able to rollover those unused trips to the next month?**

No, there will be no “rollover” of the monthly trips should a customer not use all 10 of their one-way trips, nor are trips transferable between Transport DC Customers. Customers will be allotted up to 10 one-way trips at the beginning of each month.

6. **Can I use my 10 one-way trips at any time or for any destination throughout the month?**

Yes, effective October 1, 2021, Transport DC customers will be able to use up to 10 one-way trips at any time and for any destination in the District; the restrictions that limited trips to only medical and employment during the second half of the month will be lifted on October 1, 2021.

7. **I use Transport DC to get to and from dialysis. How will these changes impact me?**

*Trips on Transport DC to and from dialysis treatments will be exempt from the 10 one-way monthly trip limit **once customers and their health care provider complete the necessary form**. Trips to and from valid dialysis center locations will not count towards a customer’s trip limit for the month.*

8. **How will dialysis trips be exempted from the 10-trip monthly limit? What do users have to do in order for this to happen?**

Customers and their health care provider will need to complete a dialysis exemption form and the customer will need to provide a primary dialysis center location. DFHV will review and approve the dialysis exemption and validate the dialysis center address. After the approval, customers will then be able to take trips to and from their dialysis center without these trips counting towards their 10 one-way monthly trip limit. A form is available on the Transport DC website, under “Attachments”.

9. **Why can I no longer pre-schedule trips on Transport DC?**

All requests must be made on the same day through the 1-844 number. Pre-scheduled trips are no longer an option due to the need to track a customer’s one-way trips to ensure they are within the 10-trip limit. Most customers schedule their trips for the same day so DFHV does not expect this change to have a significant impact on customers.

10. **Will the taxis be able to accept various forms of payments for the fare of \$7 (a \$2 increase)?**

Yes, as currently in place, cash, debit and credit cards are acceptable forms of payment. Payment is due to the driver at the time of your trip.

11. Will wheelchair accessible vehicle (WAV) service be impacted or interrupted with the upcoming program changes?

The program changes apply to all Transport DC customers whether WAV users or not. WAV service under the program will not change.

12. Will the 1-844-322-7732 Transport DC Line remain the same with these changes?

Yes, Transport DC customers will continue to use the 1-844 number to request a trip with their MetroAccess ID number. Customers will book all trips on the same-day – pre-scheduled trips are no longer available.

13. Have the Transport DC taxi providers changed?

No, the Transport DC taxi providers remain the same: Transco, Yellow and VIP.

14. Will customers be able to call the providers directly to reserve a Transport DC trip?

No, customers have to reserve a trip through the 1-844 number.

15. What other transportation services are available to persons with disabilities and older adults in the District?

A list is provided [here](https://dfhv.dc.gov/service/transport-dc) on the Transport DC website at dfhv.dc.gov/service/transport-dc.

16. What happens if a Transport DC customer is not complying with the program rules?

Customers who do not comply with program rules will be sent a letter from DFHV as a warning. Customers can be suspended from Transport DC if they do not comply with program rules. Rule violations include knowingly exceeding the monthly trip limit, using a MetroAccess ID that is not your own, and misrepresenting a trip that really wasn't for dialysis.

17. Where can I find more information about the Transport DC program and the program changes?

The Transport DC webpage at dfhv.dc.gov/service/transport-dc has further information. You can also contact Ty Stover at DFHV at (202) 645-7300 or TransportDC@dc.gov with questions.