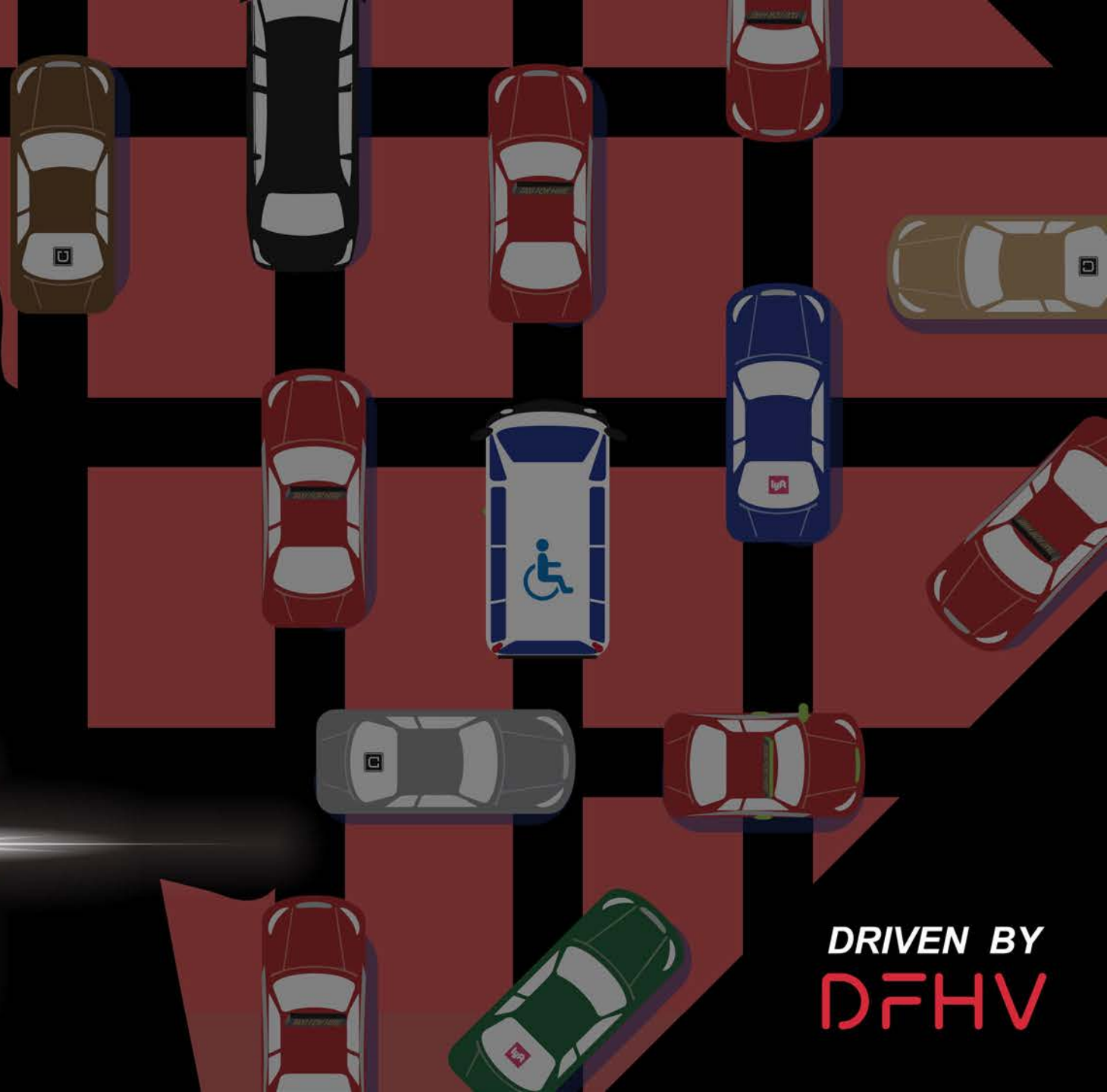


THE EVOLUTION OF THE RIDE



DRIVEN BY
DFHV



Program Overview

Recent Updates

Trip Data Summary

Next Steps

Questions

DC Neighborhood Connect (DCNC) is a low cost, shared ride shuttle service--

- On Demand
- Door to Door
- App and Phone Booking
- **Operates in 3 service areas** in the district (Effective 3/28/22)

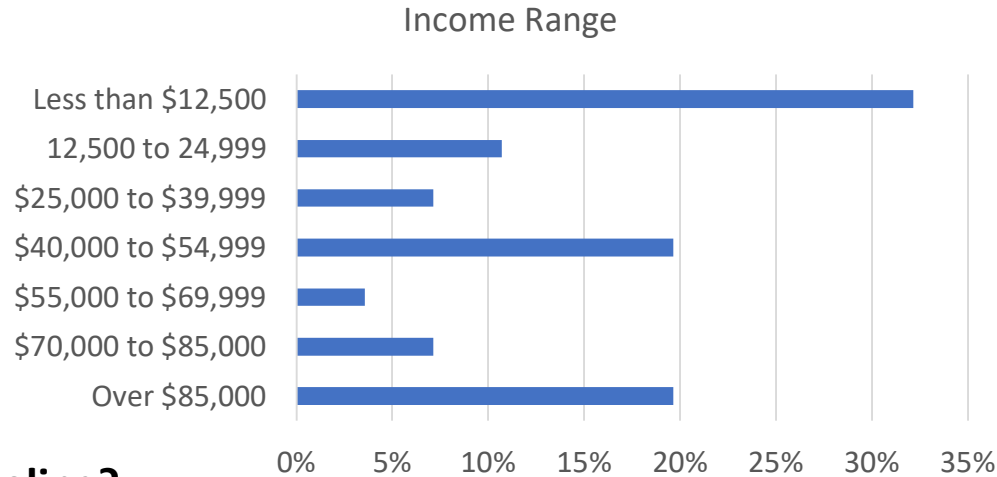
Goal:

- Provides 1st and last mile transportation;
- Serve as a connector to other transit (metro stations and buses)
- Connect residents to vital community resources (Grocery stores, healthcare, community organizations)
- Provide an additional option for low-income residents in areas that may have fewer transportation options.

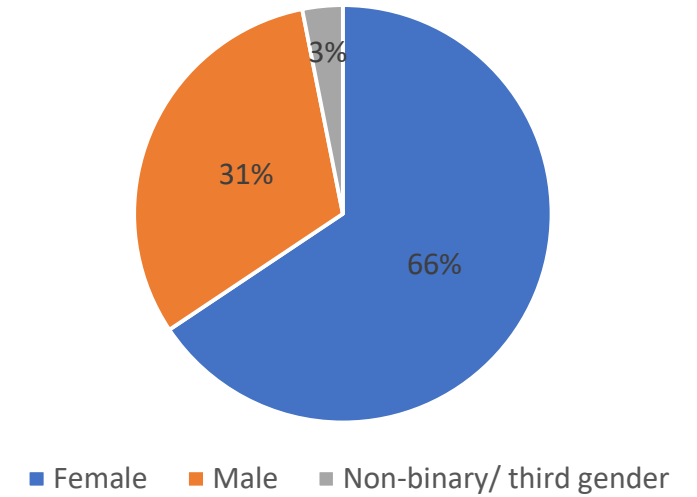
Fleet: 11 Ford Transit (8 passenger) Vans, 3 additional WAV minivans



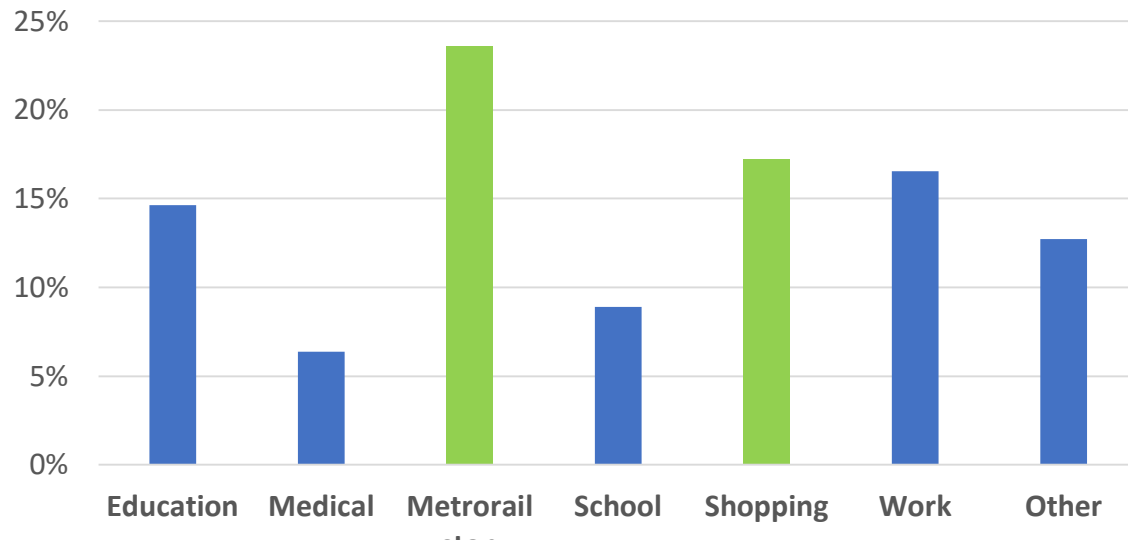
Who is Riding?

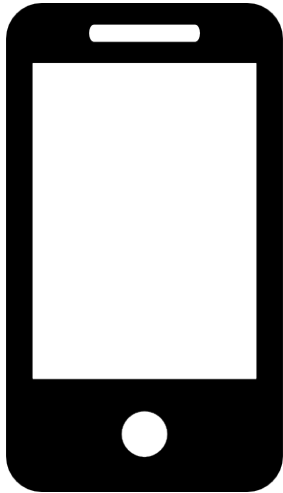


Gender

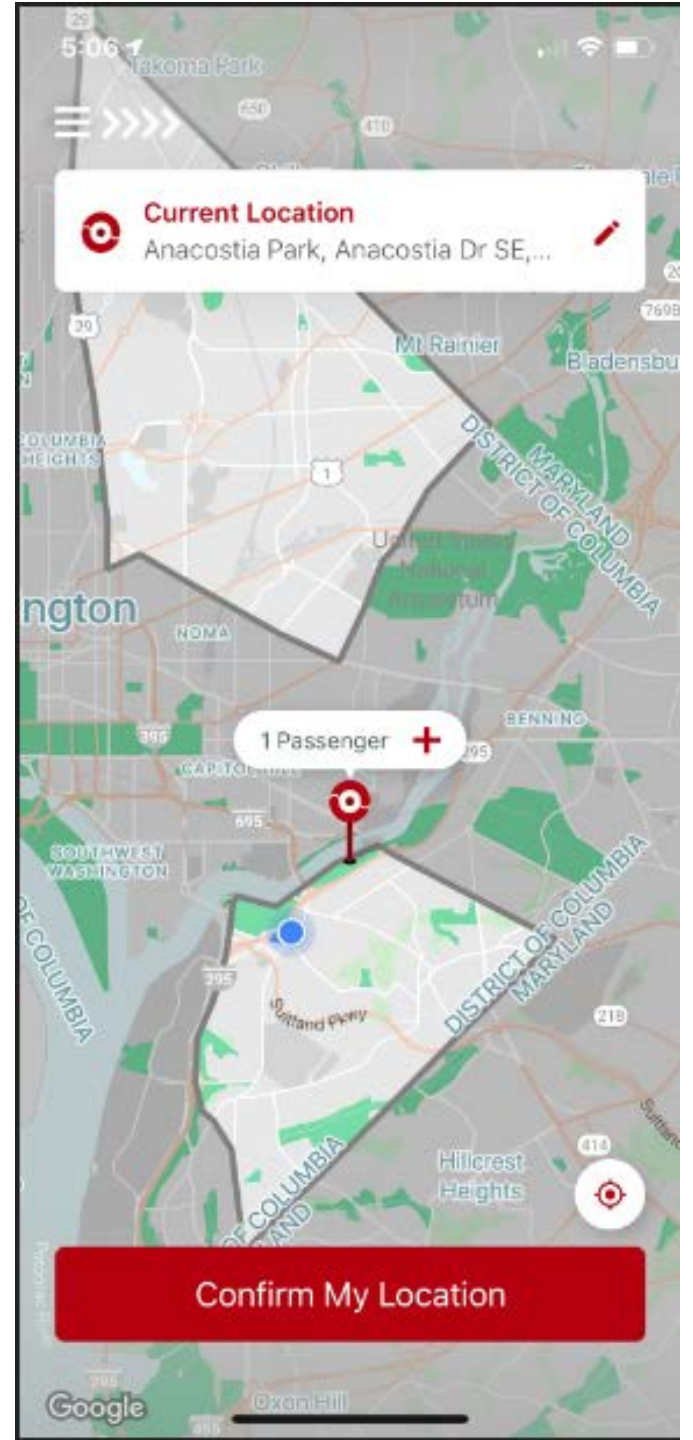


Where Are they Traveling?





(202) 398-0500







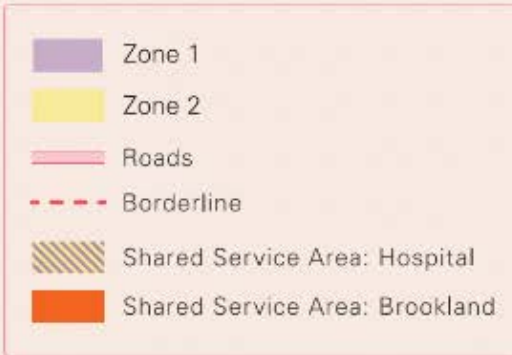
Serving Parts of Northwest & Northeast DC

Service within zone and to shared-zone locations as marked. Shared service areas serve both zones.

Serves Over 16 Communities in NW and NE:

- (Zone 1)
- Michigan Park
 - Fort Totten
 - Brightwood Park
 - Queens Chapel
 - North Michigan Park
 - Manor Park
 - Lamont Riggs
 - Takoma

- (Zone 2)
- Trinidad
 - Ivy City
 - Brentwood
 - Eckington
 - Langdon
 - Ledroit Park
 - Edgewood
 - Brookland



For full details download the DC Neighborhood Connect app (on the App Store or Google Play) or visit dcneighborhoodconnect.com

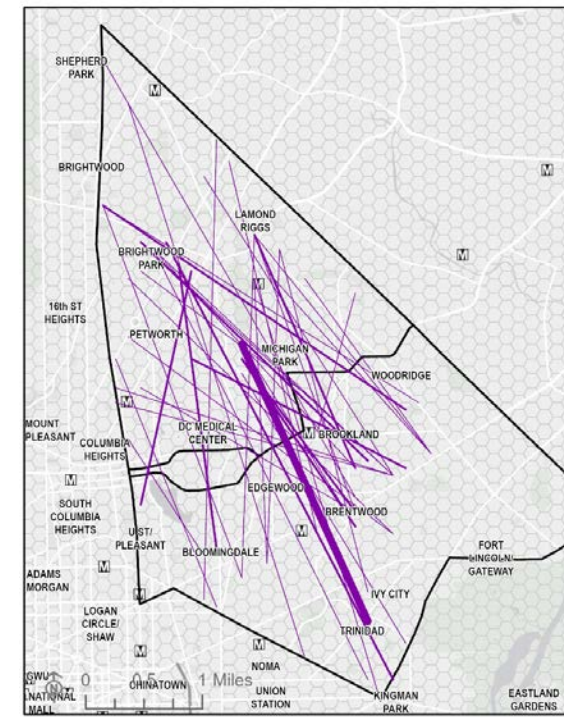


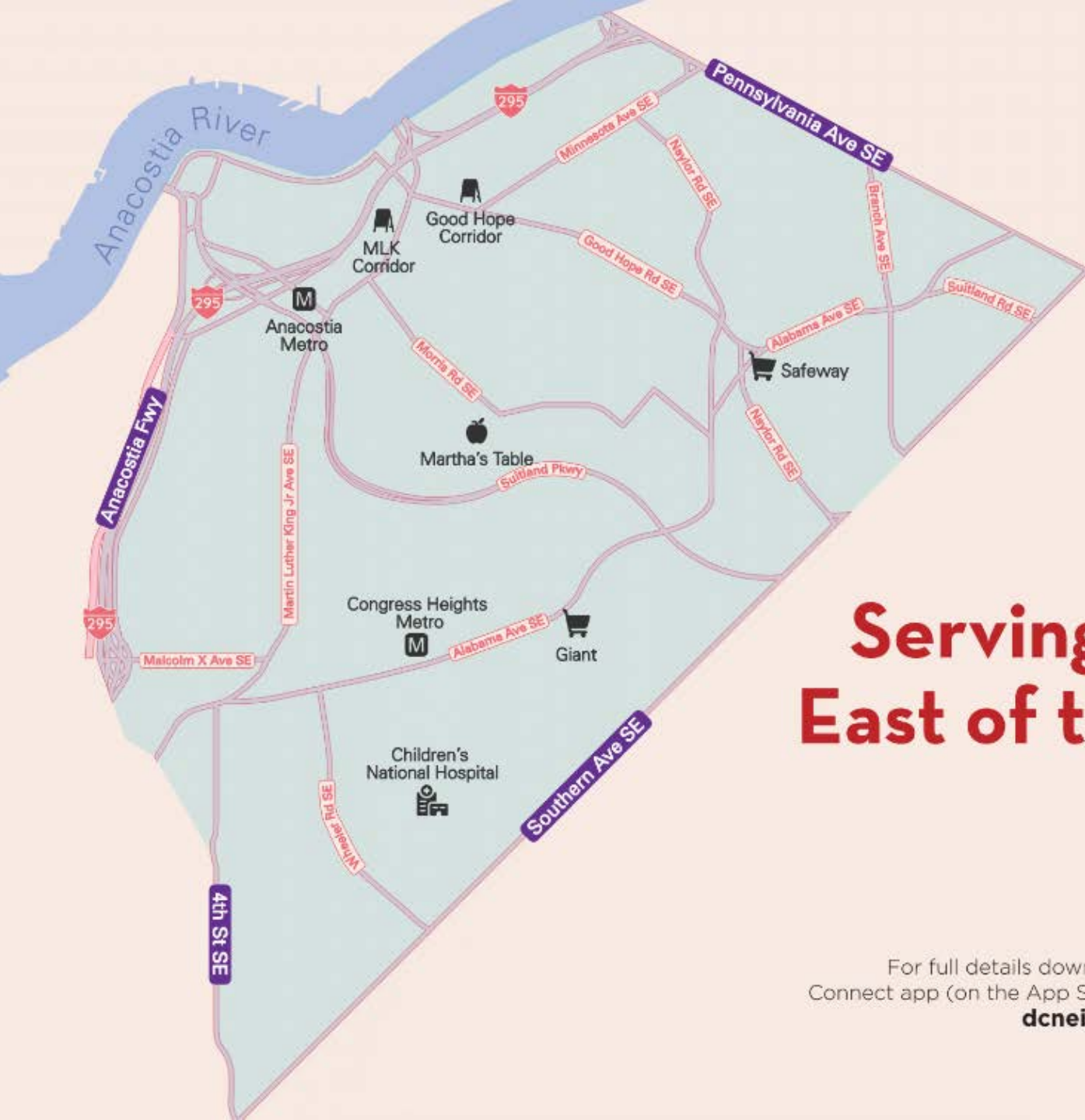
Service Changes Effective March 28, 2022




- Previous NW/NE Zone split into 2 smaller zones
- Services expanded to include
 - Fort Lincoln Community (includes “Shops at Dakota Crossing”)
 - NOMA Metro Station

Why the Service Changes ?

- Previous NW/NE zone was too large
- Increase overall efficiency of program
- Decrease Customer Wait Times
- Add additional shopping options and connection to resources in/around NOMA
- Promote east/west travel to resources as opposed to North/South
- Travel patterns of DCNC Customers -- 76% of DCNC travel was east /west in Northern portion of Zone or and east/west in southern portion of zone. Only 24% traveled north/south.





	Service Zone
	Roads
	Waterways

Serving Ward 8 East of the River

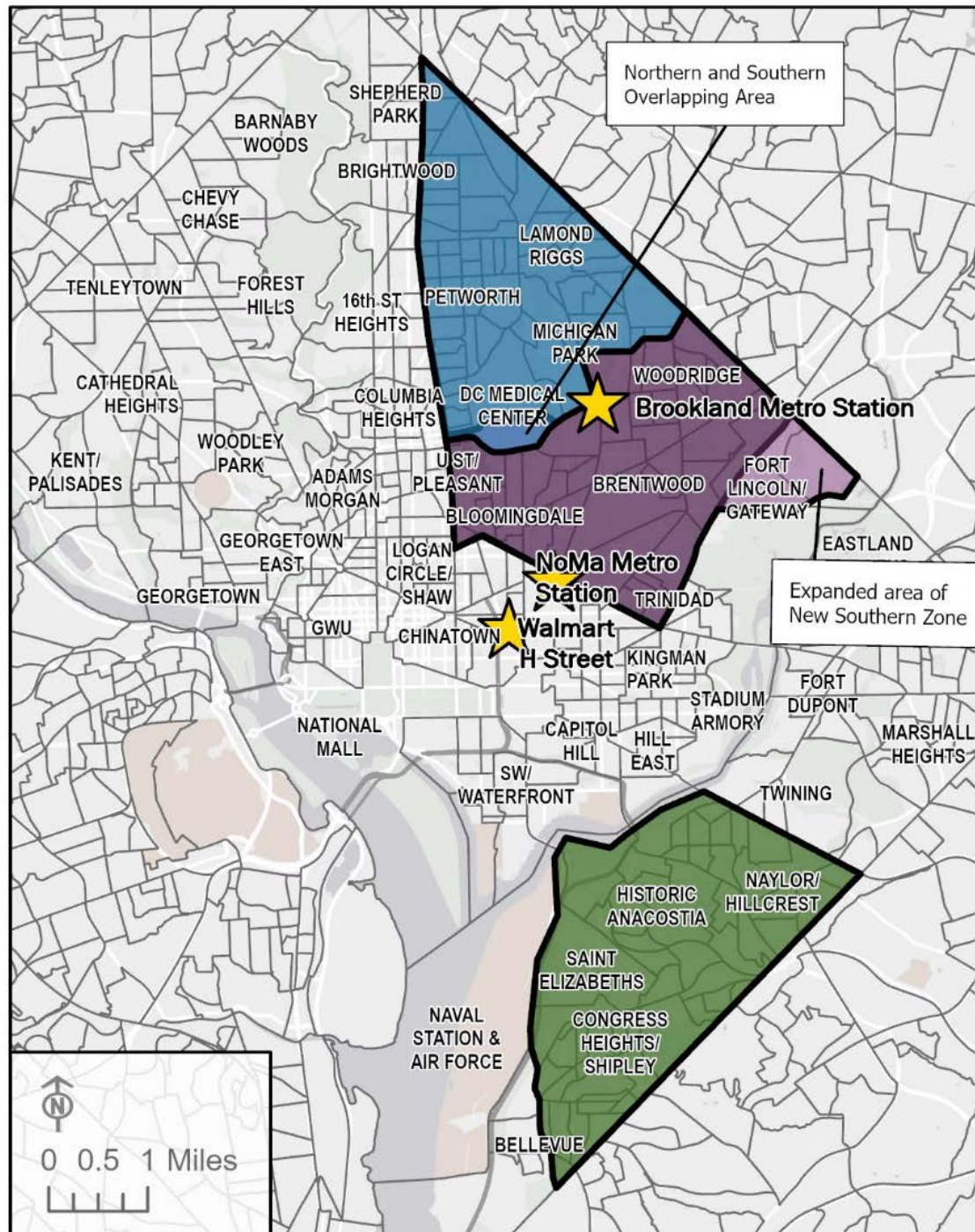
Service within zone

For full details download the DC Neighborhood Connect app (on the App Store or Google Play) or visit dcneighborhoodconnect.com

Serves Over 10 Communities in Ward 8:

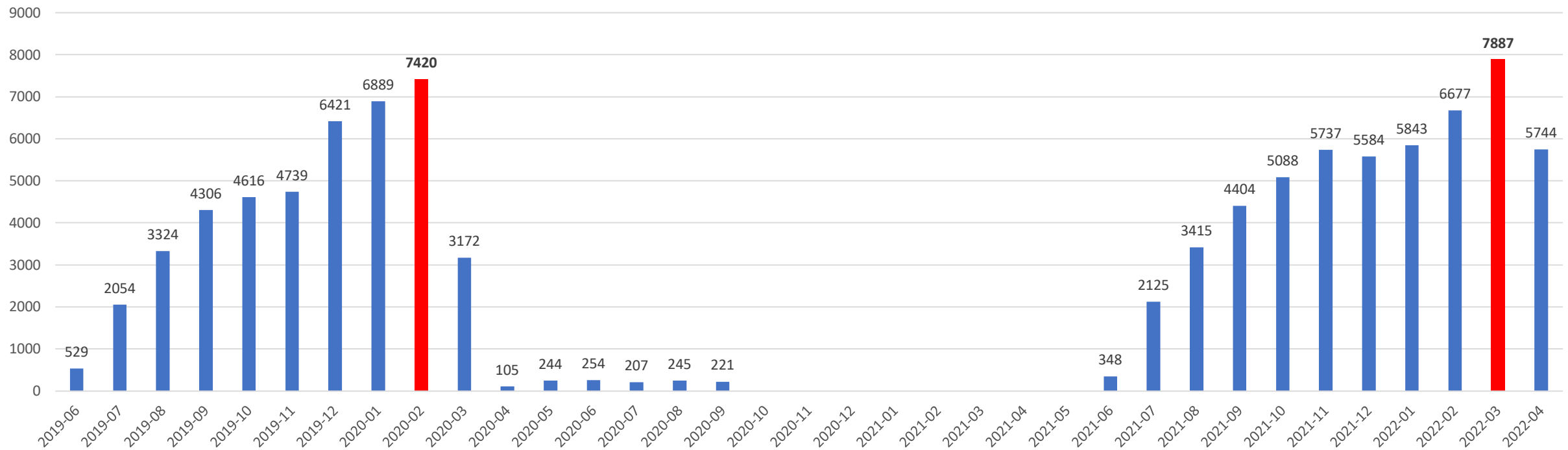
- Fairlawn
- Randle Highlands
- Hillcrest
- Fairfax Village
- Anacostia
- Barry Farm
- Garfield Heights
- Buena Vista
- Congress Heights
- Washington Highlands



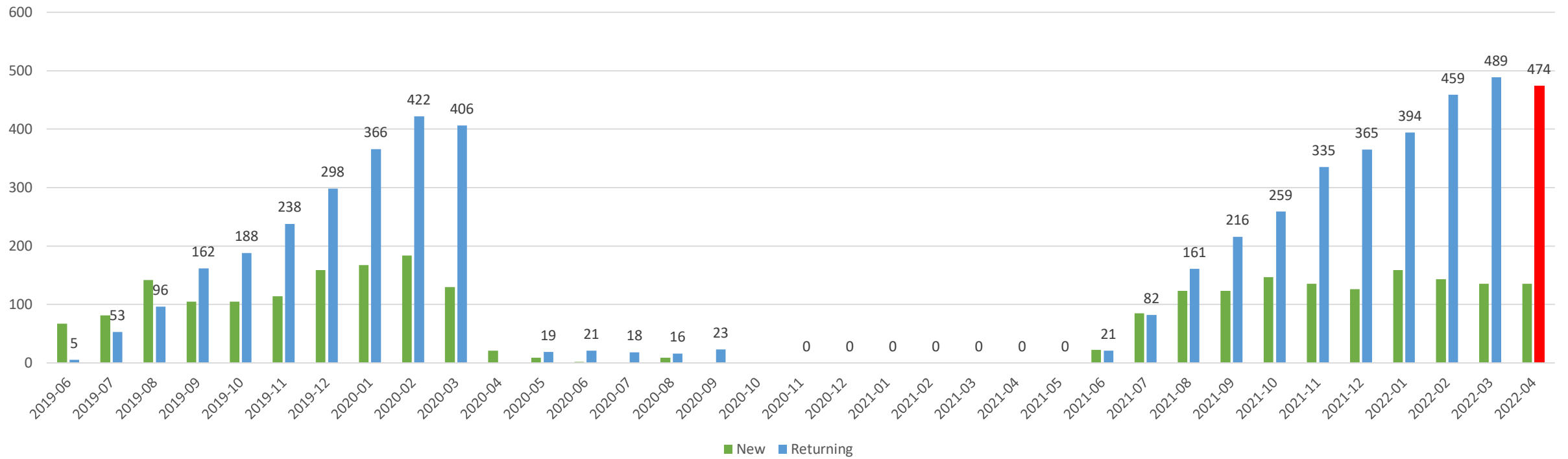


97,620 Total Trips from Program Inception to 4/24/22

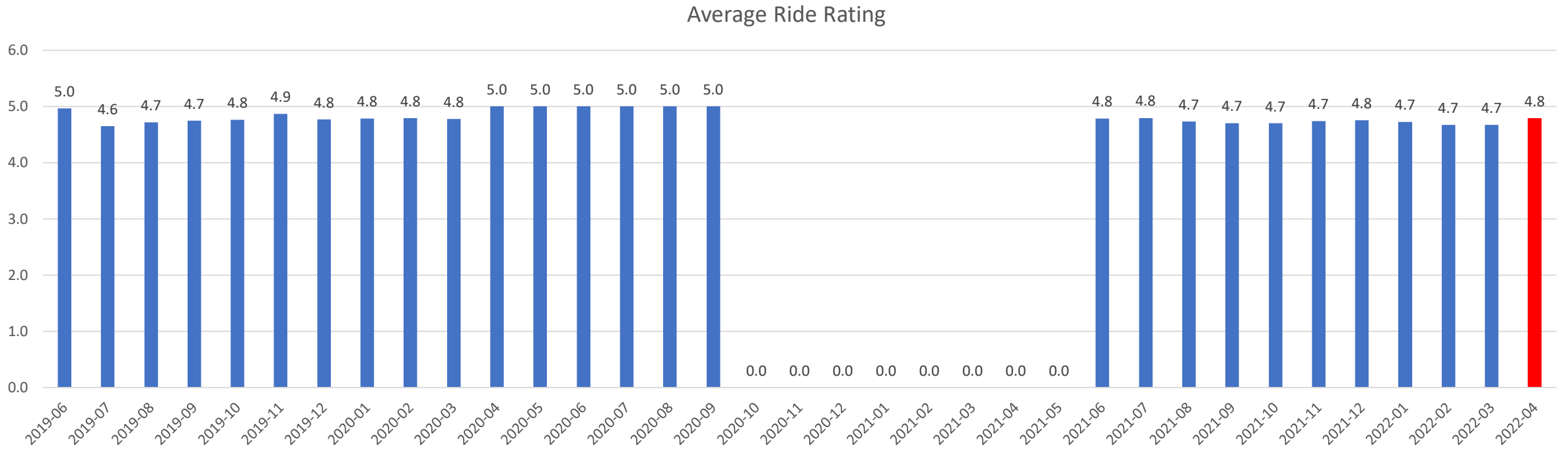
Completed Trips



Returning Riders



Ride Rating



Next Steps

- Additional vehicles/ drivers (Potentially 10 additional Vans)
- Monitor trip data of existing zones to determine success of the March 28th service change; where should additional vehicles and driver hours be allocated
- Engage customers to learn satisfaction after program changes
- Institution of Fares
- Analyze demographic data and current transit options to determine other areas of the district that can benefit from microtransit programs like this.



Charles Davis

DC Department of For Hire Vehicles

Program Lead for DC Neighborhood Connect

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www.DCNeighborhoodConnect.com