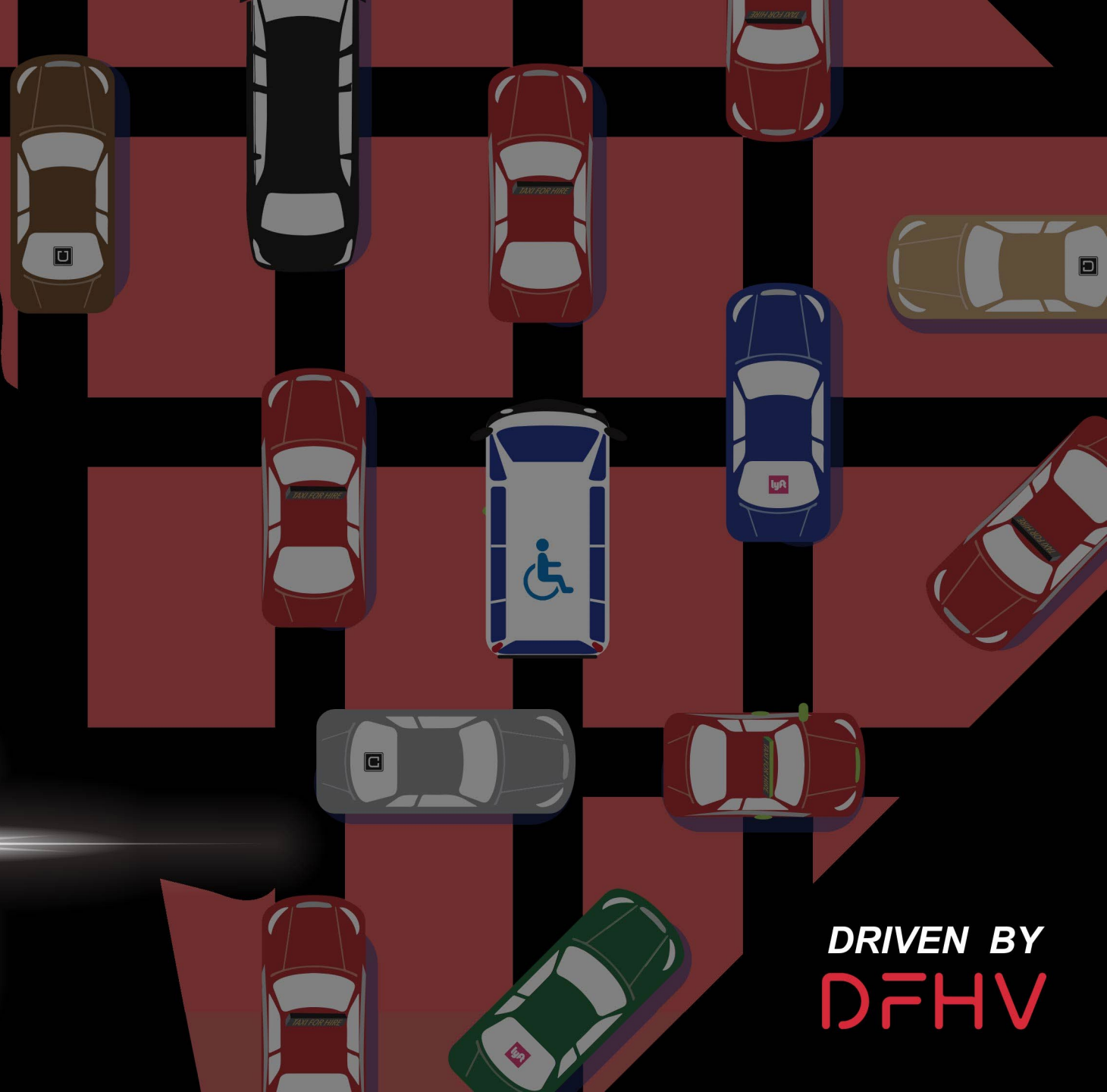


THE EVOLUTION OF THE RIDE



DRIVEN BY
DFHV

DC Neighborhood Connect

Regional Subcommittee on Public Transportation
June 23, 2020

Item 2

Wendy Klancher
Charles Davis

DFHV

DC Neighborhood Connect (Formerly “DC Microtransit”)

- Service suspended in March
- Up until the suspension, it had carried over 40,000 people since June 2019
- DFHV plans to bring it back when shared ride services are allowed
- Repurposed to help during Public Health Emergency



DC Neighborhood Connect: Hospital Workers Program

- Created a special service for late shift workers at DC Hospitals (United Medical Center and Howard University)
- Offering service exclusively for healthcare workers between 9 pm and 1 am each night
- \$3 Fare
- The program has delivered over 500 rides since it began in mid-April
- Funded by DC Office Superintendent of Schools (OSSE)



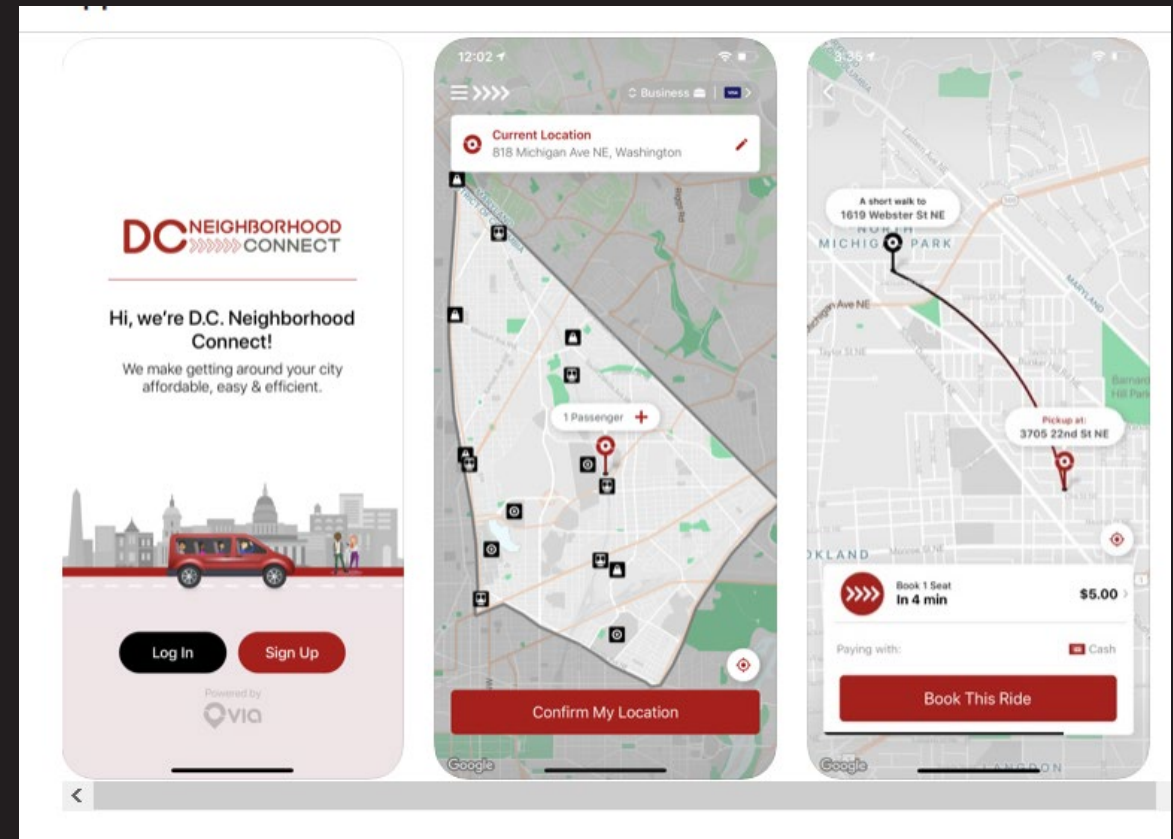
DC Neighborhood Connect under the Public Health Emergency

- Delivered over 1,400 grocery boxes to older adults in DC through the Commodity Food Supply Program with the Department of Health
- Delivered nearly 800 packages of PPE to DC dentists



DC Neighborhood Connect: How it was working

- A pilot began last summer with Zone 1 in NE/NW DC
- Service was free
- Technology by Via, with vehicles and service provided by Transco (DC taxi company)
- Zone 2 – East of the River – March 2020
- Passengers could download an app to book a ride or call 202 398 0500 to book a ride.
- Fare policy introduced in March: free to points of interest (medical, grocery stores) \$3 for other rides
- Phone booking and cash payment critical component
- Trips are served curb- to- curb



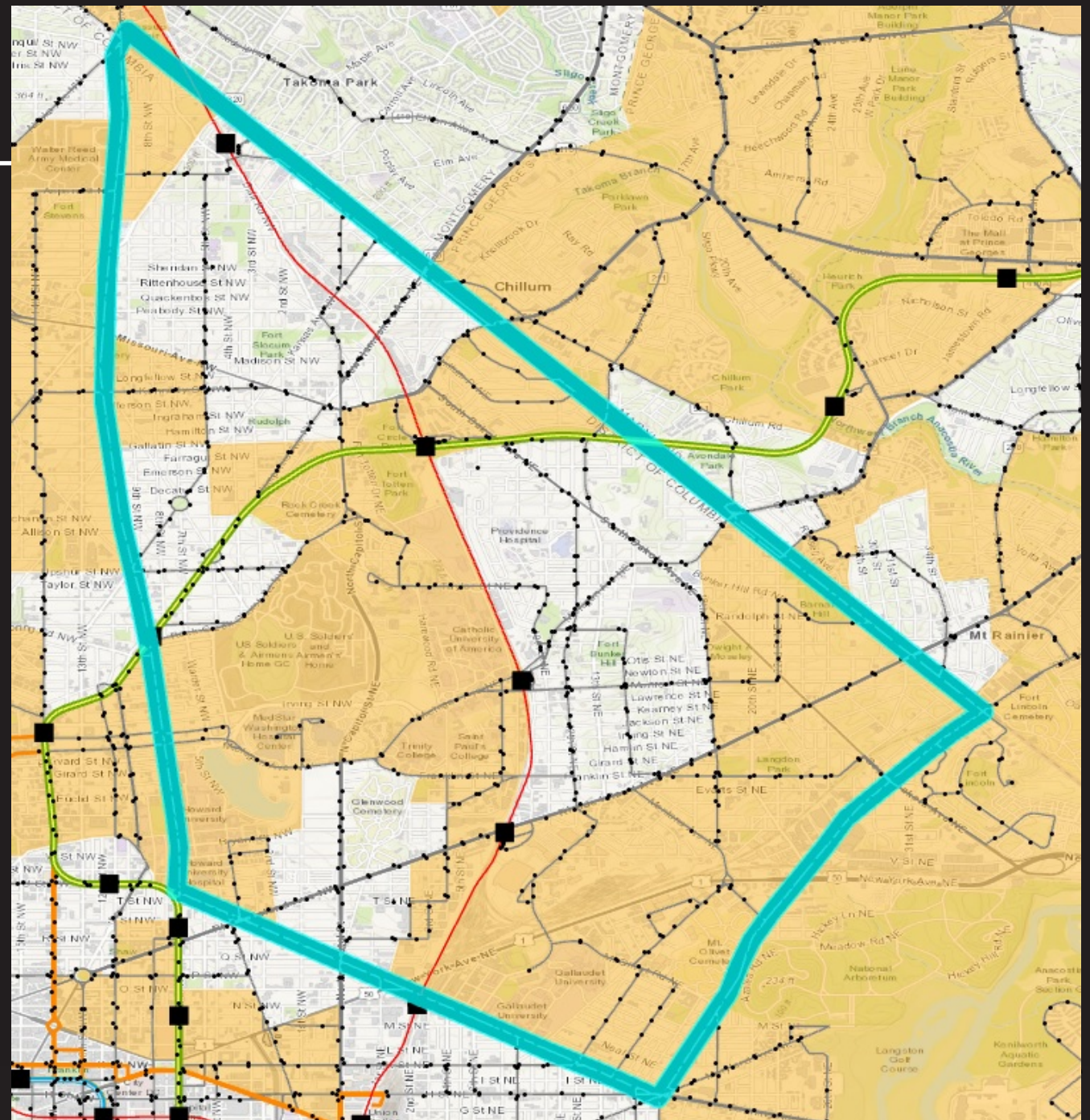
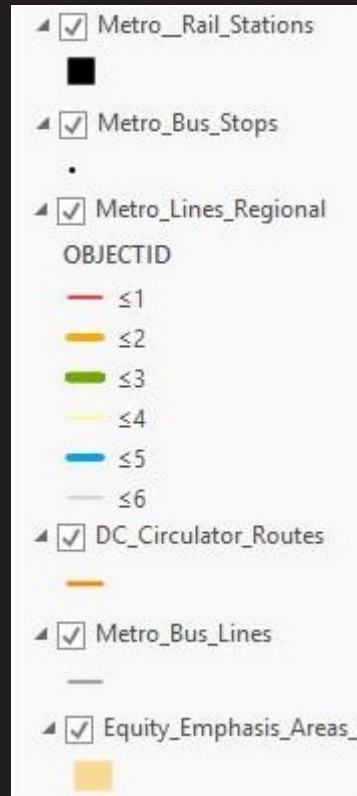
DC Neighborhood Connect: Service Provision

- Transco is responsible for providing vehicles, hiring and training drivers, providing telephone dispatch
- Via provides a consumer facing app, a routing and pairing algorithm
- DFHV is responsible for overall oversight program management
- 11 vehicles are currently available; Transco owns the vehicles and is responsible for maintaining and insuring the fleet



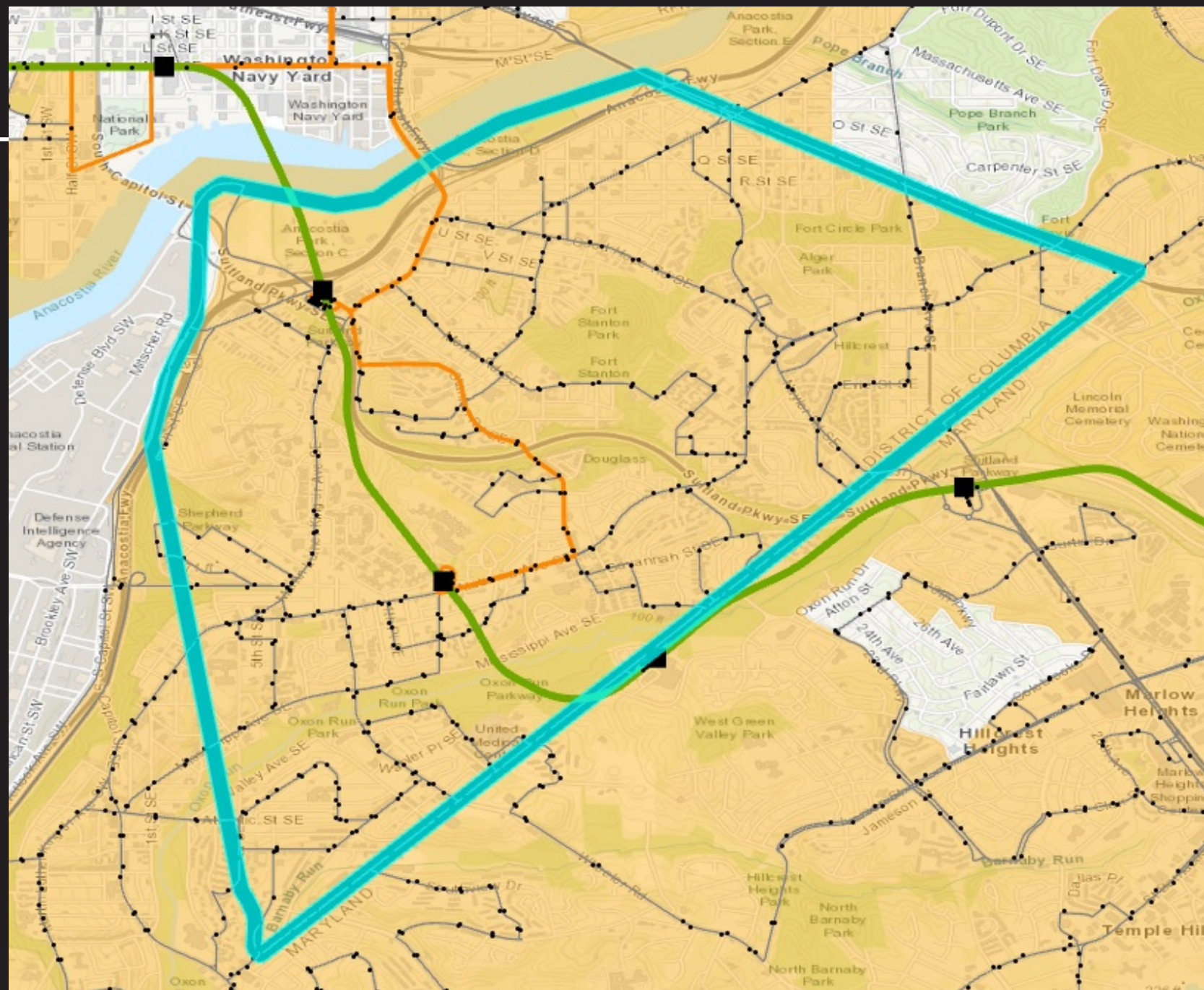
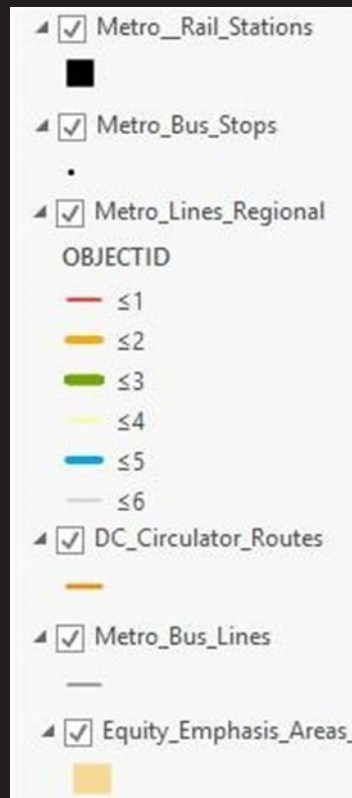
DC Neighborhood Connect Zone 1: NE/NW

- Operational June 2019 to March 2020



DC Neighborhood Connect Zone 2: East of the River

March 2020



For More Information

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DC MURIEL BOWSER, MAYOR

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