



COUNCIL OF THE DISTRICT OF COLUMBIA  
THE JOHN A. WILSON BUILDING  
1350 PENNSYLVANIA AVENUE, NW  
WASHINGTON, D.C. 20004

**CHRISTINA HENDERSON**  
Councilmember, At-Large  
Chairperson, Committee on Health

**Committee Member**  
Hospital and Health Equity  
Judiciary and Public Safety  
Transportation and the Environment

**Statement of Introduction**

**Leveraging Engagement in Transit Services for Greater Outcomes Amendment Act of 2023  
October 25, 2023**

Today, I am introducing the Leveraging Engagement in Transit Services for Greater Outcomes (LETS GO) Amendment Act of 2023, along with Councilmembers Charles Allen, Janeese Lewis George, Robert C. White, Jr., Vincent C. Gray, and Brooke Pinto. This bill would require the Department of For-Hire Vehicles to prepare and publish an annual ridership report for its microtransit programs, which includes the DC SchoolConnect program, the DC Neighborhood Connect program, the Transport DC program, the VetsRide program, and the Non-Emergency Medical Transportation program.

Alternative forms of transportation are fundamental to connecting residents to essential healthcare, housing, and education services, supporting economic growth, and creating jobs. Although Metro provides most of the District's public transportation services, there is a significant population that cannot easily travel to a Metro station or a Metrobus stop, yet still needs to travel throughout the city. This population is comprised of seniors, residents with cognitive and physical disabilities, low-income veterans, and children in need of safe transportation to school. These groups have unique needs and benefit from reliable and accessible alternative door-to-door transit options. Recognizing these residents' unique needs, the Department of For-Hire Vehicles created several microtransit programs to fill transit accessibility gaps. However, the agency has not regularly shared data demonstrating the efficacy and reach of these programs with stakeholders. Data is one of the best tools at our disposal in understanding the impact of these programs, and provides the foundation to sustain and grow them. Maintaining equitable and quality transportation alternatives requires clear insights on the District's microtransit programs, just as we have for Metro and Metrobus.

A Journal of Health study found that on-demand rideshare services can improve senior health and reduce social isolation. When University of Southern California researchers provided 150 older adults living with a chronic disease with free and unlimited rides for three months, medical appointments accounted for 12% of destinations with remaining rides used for errands, entertainment, social visits, and fitness classes.<sup>1</sup> 92% reported improved perception of quality of daily life.<sup>2</sup>

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<sup>1</sup> [Journal of Health Study on Senior Health Outcomes, 2019](#)

<sup>2</sup> *Ibid.*



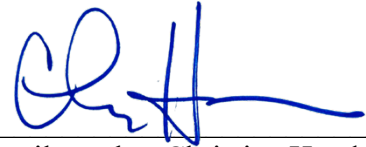
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To address the need for more data on microtransit ridership, this bill will require the Department of For-Hire Vehicles to prepare and publish data on rider demographics, program performance, and customer satisfaction with program safety and reliability of the agency's alternative transportation programs. Armed with annual ridership data, the Council will have a clearer picture into DFHV ridership, program patterns, and program potential, which in turn, will assist the Council in improving the District's alternative transportation programs.

I look forward to working with my colleagues on the Council to move this legislation forward and advance the District's commitment to providing reliable alternative transportation services.

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2 Councilmember Charles Allen



Councilmember Christina Henderson

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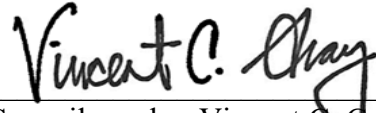
5 Councilmember Janeese Lewis George



Councilmember Robert C. White, Jr.

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9 Councilmember Brooke Pinto



Councilmember Vincent C. Gray

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14 A BILL

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20 IN THE COUNCIL OF THE DISTRICT OF COLUMBIA

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25 To amend the District of Columbia Taxicab Commission Establishment Act of 1985 to require  
26 the Department of For-Hire Vehicles to prepare and publish annual ridership reports for  
27 the DC SchoolConnect, Neighborhood Connect, Transport DC, VetsRide, and Non-  
28 Emergency Medical Transportation alternative transit programs.

29  
30 BE IT ENACTED BY THE COUNCIL OF THE DISTRICT OF COLUMBIA, That this  
31 act may be cited as the “Leveraging Engagement in Transit Services for Greater Outcomes  
32 (LETS GO) Amendment Act of 2023”.

33 Sec. 2. The District of Columbia Taxicab Commission Establishment Act of 1985,  
34 effective March 25, 1986 (D.C. Law 6-97; D.C. Official Code § 50-301 *et seq.*), is amended by  
35 adding new sections 12a and 12b to read as follows:

36 “Sec. 12a. DC SchoolConnect annual ridership report.

37           “(a) Beginning November 1, 2024 and by November 1 of each following year thereafter,  
38 DFHV shall prepare and publish an annual ridership report about the DC SchoolConnect  
39 program, which shall contain the information required by subsection (c) of this section.

40           “(b) DFHV shall prepare the report in consultation with the District of Columbia Public  
41 Schools, the District of Columbia Public Charter School Board, the Office of the Student  
42 Advocate, the Office of the State Superintendent of Education, the Office of the Attorney  
43 General, the Metropolitan Police Department, and the Office of Neighborhood Safety and  
44 Engagement.

45           “(c) The report shall include the following information:

46                   “(1) Aggregate participant demographic information from the previous calendar  
47 year, including:

48                           “(A) Age;

49                           “(B) Gender;

50                           “(C) Disability status;

51                           “(D) Family or household income;

52                           “(E) Race and ethnicity; and

53                           “(F) Zip code or current address.

54                   “(2) Any correlation between:

55                           “(A) Student attendance and participation in the DC SchoolConnect  
56 program;

57                           “(B) Student academic performance and participation in the DC  
58 SchoolConnect program;

59                           “(C) Student harassment and bullying and participation in the DC  
60 SchoolConnect program; and  
61                           “(D) DC SchoolConnect priority areas and DUI fatalities and arrests in  
62 those priority areas;  
63                           “(3) The total number of:  
64                           “(A) Trips taken in the prior calendar year;  
65                           “(B) FTEs employed as DC SchoolConnect drivers in the previous  
66 calendar year;  
67                           “(C) Students enrolled in the DC SchoolConnect program; and  
68                           “(D) The total number of pick-up or drop-off cancellations made by a  
69 student’s legal guardian;  
70                           “(4) The five most common reasons cited by a student’s legal guardian for  
71 cancelling a pick-up or drop-off;  
72                           “(5) Driver and transportation assistant satisfaction regarding program  
73 performance, job safety, work environment, and any other factors DFHV deems relevant;  
74                           “(6) Parent satisfaction regarding performance, safety, reliability, and any other  
75 factors DFHV deems relevant;  
76                           “(7) Description of marketing efforts, including community engagement events in  
77 partnership with agencies other than DFHV and references to the SchoolConnect program in  
78 agency newsletters outside of DHFV; and  
79                           “(8) Any additional information the Director deems relevant to include in the  
80 report.  
81                           “(d) For the purposes of this section, the term:

82                   “(1) “Priority area” means an area of the District, designated by the School Safety  
83 and Safe Passage Working Group, for receipt of safe passage services and whose bounds include  
84 at least the full school zone for at least one public school.

85                   “(2) “SchoolConnect” means the micro-transit program which provides  
86 transportation to students attending District Public and Charter Schools in safe passage zones in  
87 complement with the Safe Passage Program.”.

88                   “Sec. 12b. Neighborhood Connect, VetsRide, Transport DC, and Non-Emergency  
89 Medical Transportation annual ridership reports.

90                   “(a) Beginning November 1, 2024, and by November 1 of each following year thereafter,  
91 DFHV shall prepare and publish an annual ridership report about the DC Neighborhood Connect  
92 program, the VetsRide program, the Transport DC program, and the Non-Emergency Medical  
93 Transportation Program (“NEMT”), which shall contain the information required by subsection  
94 (b) of this section.

95                   “(b) The report shall include the following information:

96                   “(1) Program data from the previous calendar year, including:

97                                   “(A) The number of unique trips taken in the previous calendar year;

98                                   “(B) Safety protocols;

99                                   “(C) Service zones in each Ward;

100                                   “(D) Drop-off and pick-up locations in service zones;

101                                   “(E) Total fares collected in the previous calendar year;

102                                   “(F) Annual program expenditures;

103                                   “(G) The number of cancellations;

104                                   “(H) Reasons for cancellations;

105                           “(I) The number of WAVs available;

106                           “(J) The number of WAV trips requested;

107                           “(K) The number of WAV trips taken;

108                           “(L) The number of warning letters sent to participants who violated

109 program rules; and

110                           “(M) A description of marketing efforts, including community events in

111 partnership with agencies other than DFHV, community engagement events held annually in

112 English and in languages other than English, and references to the DC Neighborhood Connect

113 program, the VetsRide program, the Transport DC program, and the NEMT program in agency

114 newsletters outside of DHFV;

115                           “(2) Aggregate demographic data from the previous calendar year about program

116 participants, including:

117                           “(A) Age;

118                           “(B) Gender;

119                           “(C) Disability status;

120                           “(D) Family or household income;

121                           “(E) Languages other than English spoken at home;

122                           “(F) Military status; and

123                           “(G) Zip code or current address;

124                           “(3) Data from the previous calendar year regarding drivers, including:

125                           “(A) The total number of FTEs employed as program drivers;

126                           “(B) The average distance driven per shift;

127                           “(C) Driver employment retention outcomes;

128 “(D) The length of time that drivers are required to take breaks from  
129 driving; and

130 “(E) Driver satisfaction regarding job safety, work environment, WAV  
131 accessibility for participants, and any other factors DFHV deems relevant;

132 “(4) Data from the previous calendar year regarding each DFHV program that has  
133 a mobile application, including:

134 “(A) The number of active accounts;

135 “(B) The number of accounts deactivated or suspended; and

136 “(C) Participant and driver satisfaction regarding the mobile application’s:

137 “(i) Design;

138 “(ii) Features;

139 “(iii) Quality;

140 “(iv) Accessibility to users with a disability;

141 “(v) Reliability;

142 “(vi) Speed;

143 “(vii) Usability; and

144 “(viii) Usefulness;

145 “(5) Data about participant satisfaction among participants living with a disability  
146 and participants required to use a WAV, including:

147 “(A) Program performance;

148 “(B) Safety; and

149 “(C) Wheelchair or mobility device accessibility; and

150 “(6) Any other information the Director deems relevant or of interest.



151 “(c) DFHV shall prepare the section of the report regarding the VetsRide program in  
152 consultation with the Mayor’s Office on Veteran Affairs.

153 “(d) DFHV shall prepare the section of the report regarding the Non-Emergency Medical  
154 Transportation (NEMT) program in consultation with Fire and Emergency Medical Services.

155 “(e) For the purposes of this section, the term:

156 “(1) “DC Neighborhood Connect” means the on-demand shared-ride shuttle  
157 service operated by the Department of For-Hire Vehicles.

158 “(2) “Non-Emergency Medical Transportation Program” or “NEMT” means the  
159 transportation service that provides transportation alternatives to ambulance service in non-  
160 emergency situations for District residents.

161 “(3) “Service zone” means an area where the DC Neighborhood Connect  
162 program, the VetsRide program, the Transport DC program, and the NEMT program provide  
163 transportation services to participants.

164 “(4) “Transport DC” means the transportation service that provides alternative  
165 transportation services for MetroAccess customers in the District.

166 “(5) “VetsRide” means the transportation service run by the Department of For-  
167 Hire Vehicles that provides transportation for veterans in the District.

168 “(6) “WAV” means a wheelchair accessible vehicle.”.

169 Sec. 3. Fiscal impact statement.

170 The Council adopts the fiscal impact statement in the committee report as the  
171 fiscal impact statement required by section 4a of the General Legislative Procedures Act of 1975,  
172 approved October 16, 2006 (120 Stat. 2038; D.C. Official Code § 1-301.47a).

173 Sec. 4. Effective date.

174           This act shall take effect following approval by the Mayor (or in the event of veto by  
175 the Mayor, action by the Council to override the veto), a 30-day period of congressional review  
176 as provided in section 602(c)(1) of the District of Columbia Home Rule Act, approved December  
177 24, 1973 (87 Stat. 813; D.C. Official Code § 1-206.02(c)(1)), and publication in the District of  
178 Columbia Register.