GOVERNMENT OF THE DISTRICT OF COLUMBIA
Department on Disability Services
Rehabilitation Services Administration

STANDARD OPERATING PROTOCOL	
Subject: Transportation Service Delivery	SOP Number: 2013-RSA-Trans - SOP-001
Responsible Program or Office: RSA – Client Services	Effective Date: February 19, 2013
	Number of Pages: 5
Cross References and Related Policies and Procedures: DCRSA Policy Section VI-28	

1. WMATA is in the process of phasing out the use of paper fare cards, and no longer uses tokens. Therefore, the only mechanism for providing transportation assistance to a consumer to attend appointments at RSA, or related services, is by issuing a check or adding funds to the consumer's Smart Trip card.

2. VR Counselors will encourage consumers to apply for the Metro Reduced Fare Program for People with Disabilities, if the benefit is not being utilized. The Metro Reduced Fare Program for People with Disabilities is a comparable benefit that will allow DDS/RSA to conserve case service funds while continuing to provide transportation services.

3. VR Counselors will inform and guide consumers about the reduced fare program application process, and provide a copy of the application so the consumer can obtain his or her physician's signature on the application. The application form is available as a PDF, but may also be transmitted in other appropriate modes of communication. Other modes of communication may include but are limited to: large print, languages other than English, Braille, etc. The consumer's health care provider (including physician,

/Medicare discount must show evidence that they have applied and been denied this benefit.

10. Payments will be made to consumers via check on a monthly basis. VR counselors should monitor to ensure that the consumer is participating in the activity for which transportation assistance is being provided. If a consumer prefers, and provides the counselor with the Smart Trip account number and password, the agency may add funds directly to the consumer's Smart Trip card. The counselor may pay for a Smart Trip card, including the cost of the card in any payment for transportation. Instructions for how to purchase a Smart Trip card can be provided to the consumer. Plans for transportation should be made sufficiently in advance of the initiation of services to allow the consumer time to apply for reduced fare, if needed, and purchase a Smart Trip card.

11. When a consumer is engaged in job search, the counselor and the consumer will develop a job search plan and identify proposed transportation needs to ensure that the consumer receives adequate support to travel for job search. Consumers engaged in job search activities will be required to show written proof that they are seeking employment, consistent with their plan, and provide this proof to their VR counselor no later than the 15th day of each month, in order to ensure that payment for transportation will not be delayed. DDS/RSA will provide consumers with a job search activity log that will enable to consumer to meet this responsibility. The log will include: dates, the employer's name/company name, contact person's name, address of business location, and phone number, job title applied, comments regarding outcome and follow-up on job application. This will ensure financial accountability of both consumers and counselors when DDS/RSA reports to federal and DC governments.

12. VR counselors will document the trip calculation in a case note. VR counselors will also keep a copy of the consumers class/work schedule and job search log in the consumer's case file.

13. DDS/RSA will provide a gas stipend for the mileage between the consumer's residence and the destination for VR services site at the mileage reimbursement rate set by the federal government (the current rate is $0.555 per mile) under the following circumstances: (1) when a consumer cannot access public transportation due to disabilities; (2) there is no public transportation services available, and therefore the

18. If a consumer attends out-of-state college/university/training and lives off-campus, transportation will be provided when the consumer uses available public transportation to and from the consumer's residence and school/training site. The consumer will be encouraged to apply for public transportation discounts, which include but are not limited to: student discounts and discounts for individuals with disabilities. The discounted programs are a comparable benefit that will allow DDS/RSA to conserve case service funds while continuing to provide transportation services.