

How does the Feonix Transportation Assistance Hub (TAH) benefit me?

The TAH provides a one-stop-shop technology platform as well as hands-on support to navigate transportation options for those that need it.

What is a Mobility Wallet?

The Mobility Wallet is your transportation bank. You can use it like you would a voucher for the best service(s) available to you when you need it. The wallet is yours; just consult our app or call center and choose the best option for you.

What is the process to get into a fare-free program?

Not difficult! Either you or someone you know can refer yourself to the program, after which you have 30 days to complete an assessment. You'll then receive transportation in the form of a mobility wallet (like a transportation voucher), and Feonix will follow-up to ask how it's working for you and help you use it, if necessary.

Why have I been put on a waitlist?

Many folks have transportation needs and have requested this service. In fairness to each person, we're distributing funds on a first-come-first-served basis.

Do I have to complete an intake to take rides?

An assessment is only mandatory for fare-free, subsidized, or volunteer rides. You don't have to complete an assessment if you pay full price for your travel.

What if I can't get into a fare-free program or pay for my rides?

Our Mobility Navigators can find and refer you to resources that provide financial assistance or fare-free transportation. We have a subsidy library with resources that will hopefully supplement your needs.