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# Accessible Transportation Options for People with Disabilities And Senior Citizens

In the Washington, D.C. Metropolitan Area



Click on text to go to page:

Introduction.....	4
Metro Is Accessible Program.....	5
Reduced Fare Program for People with Disabilities .....	6
Reduced Fare Program for Senior Citizens .....	7
Metrorail .....	9
MetroAccess.....	11
Call and Ride .....	13
DC Circulator .....	14
Washington Elderly Handicapped Transportation Service (WEHTS) .....	15
Maryland Transit Administration (MTA) .....	16
<i>Central Maryland to Washington, DC</i> .....	16
MARC .....	17
MTA Metro and Light Rail .....	18
<i>Baltimore City, Baltimore and Anne Arundel Counties</i> .....	18
MTA Bus .....	19
MTA Mobility/Paratransit .....	20
Connect-A-Ride.....	21
Call 'N' Ride.....	22
Ride On .....	23
Senior Program Transportation.....	24
Call-A-Cab .....	25
Call-A-Bus .....	26
Senior Transportation Services.....	29
TheBus.....	30
Medicaid Taxi Service Non-Emergency Medicaid Transportation.....	31
Virginia Railway Express (VRE).....	32
Accessible Taxicabs.....	33

Arlington Red Top Cab .....	34
Yellow Cab .....	35
American Red Cross .....	36
Arlington County Chapter .....	36
Arlington Transit (ART) .....	37
Star Assisted Transportation Service .....	38
Star Temporary Eligibility.....	39
Specialized Transit for Arlington Residents .....	39
Super Senior Taxi (SST).....	40
DASH.....	41
DOT .....	42
Cue Bus .....	43
City Wheels.....	44
George .....	45
Fare Wheels .....	46
Fairfax Connector.....	47
Travel Training.....	48
Seniors-On-The Go! .....	49
Taxiaccess .....	50
Fastran .....	51
Transportation Association of Greater Springfield (Tags) .....	52
Omniride (Commuter) and Metrodirect .....	53
Omnilink and Cross County Connector .....	54
Amtrak .....	55

## INTRODUCTION

This directory will help people with disabilities and senior citizens coordinate their transportation needs. It provides information about options that are available through Metro and local jurisdictions and includes a comprehensive listing of public transportation options available in Washington D.C., Maryland (the counties of Montgomery, Prince George's, Anne Arundel and Baltimore, Baltimore City and Central Maryland) and Virginia (the counties of Arlington and Fairfax, and the cities of Alexandria, Fairfax and Falls Church). Most of the transit services listed in the directory offer discounted fares for people with disabilities and senior citizens to make using public transportation more affordable.

A wide array of transportation options is available for people with disabilities and senior citizens throughout the Washington D.C. metropolitan area. In recent years, considerable progress has been made in making public transportation more accessible. Today, more people with disabilities and senior citizens than ever before can use regular accessible public transportation services with ease and convenience. In addition to bus and train service, local and regional paratransit service is available for people with disabilities and senior citizens who are NOT able to use regular accessible bus and rail transportation.

For additional information, please call the transit service provider directly or go online to its Web site.

## **METRO IS ACCESSIBLE PROGRAM**

The Metro is Accessible program provides information about bus and rail accessibility features and services to people with disabilities and senior citizens, as well as the public at-large. The outreach program is targeted to people with disabilities, disability advocacy organizations, senior citizens, social service agencies and school systems in the region.

Free Metro system orientations are designed to help people with disabilities and senior citizens learn how to use Metrobus and Metrorail with hands-on training and familiarization of system. Free videos, brochures and other resources also are available to assist people with disabilities and senior citizens.

A Speakers Bureau includes Metro employees and customers with disabilities who volunteer to speak with groups about Metro accessibility.

### **INFORMATION**

Call 202-962-1558

TTY 202-962-2033

Online [MetroOpensDoors.com](http://MetroOpensDoors.com)

Email [adap@wmata.com](mailto:adap@wmata.com)

## REDUCED FARE PROGRAM FOR PEOPLE WITH DISABILITIES

People with disabilities who require accessibility features and services to use accessible public transportation may be eligible to ride at a discounted fare.

Metro Disability ID cardholders pay one half of the regular fare on Metrobus and Metrorail at all times.

The Metro Disability ID card is valid for discounted fare on Metrobus, Metrorail, MARC train, Virginia Railway Express (VRE), Fairfax Connector, CUE bus, D.C. Circulator, The GEORGE bus, Arlington Transit (ART) and Amtrak.

Prince George's County TheBus and Montgomery County Ride On allows people with disabilities to ride free with a valid ID card. The Metro Disability ID card is free. Applications are available from the:

Metro Office of ADA Programs  
600 Fifth Street, NW  
Washington, D.C. 20001

Or by calling:

202-962-1558

TTY 202-962-2033

Applications also may be obtained at most transit stores and regional libraries. Metro Disability ID cards are issued at Metro headquarters ONLY.

### INFORMATION

Call 202-962-1558

TTY 202-962-2033

Email [adap@wmata.com](mailto:adap@wmata.com)

Online [MetroOpensDoors.com](http://MetroOpensDoors.com)

## REDUCED FARE PROGRAM FOR SENIOR CITIZENS

To qualify for this program, a senior citizen must be 65 years of age or older.

Metro no longer issues and will not renew any expired copper-colored Metro Senior ID card. Non-expired Metro Senior ID cards will be honored at Metro sales offices until the expiration date. People who are 65 years or older automatically qualify for reduced fares and should NOT apply for the Reduced Fare Program for People with Disabilities, even if they have a disability.

Senior citizens pay one-half of the regular fare on Metrobus and Metrorail at all times. To receive the discounted fare on Metrobus, senior citizens show proof of age by displaying a valid government issued photo ID or passport with date of birth and address to the bus operator or use a Senior SmarTrip<sup>®</sup> card.

To receive the discounted fare on Metrorail, senior citizens must purchase a Senior SmarTrip<sup>®</sup> card or a reduced farecard at Metro sales offices, commuter stores and retail outlets with a valid government issued photo ID or passport with date of birth.

Prince George's County TheBus and Montgomery County Ride On allow senior citizens to ride free when they show a Senior SmarTrip<sup>®</sup> card to the bus operator.

### INFORMATION

Call 202-962-1558

TTY 202-962-2033

Email [adap@wmata.com](mailto:adap@wmata.com)

Online [MetroOpensDoors.com](http://MetroOpensDoors.com)

## REDUCED FARE SMARTRIP<sup>®</sup> CARDS

A SmarTrip<sup>®</sup> card is a permanent, plastic, rechargeable farecard that can hold a maximum value of \$300. It is used in place of a paper farecard or cash on Metrorail, Metrobus, DC Circulator, Fairfax Connector, Montgomery County Ride On, Arlington Transit (ART), City of Alexandria DASH, City of Fairfax CUE and the City of Falls Church George bus.

Senior citizens and people with disabilities who participate in Metro's Reduced Fare program pay one half the regular fare with a Reduced Fare or Senior SmarTrip<sup>®</sup> card.

Some features of a SmarTrip<sup>®</sup> card include trading-in used paper Farecards or using cash, debit, credit cards or SmartBenefits to increase its value; exiting a station with a negative balance on your card; and registering a SmarTrip<sup>®</sup> card to protect your investment in case of loss.

If a registered SmarTrip<sup>®</sup> card is lost, the value is not lost. For a \$5 replacement fee, Metro will issue you a new SmarTrip<sup>®</sup> card with the value of the lost card (at the time you notify Metro's SmarTrip<sup>®</sup> Office of its loss).

Reduced Fare SmarTrip<sup>®</sup> cards may only be purchased at Metro Sales Offices, commuter stores and retail outlets. Disability SmarTrip<sup>®</sup> cards are available online at [MetroOpensDoors.com](http://MetroOpensDoors.com).

### TRIP PURPOSE

Any

### ELIGIBILITY

Metro Reduced Fare Program for People with Disabilities or senior citizens, 65 years or older.

### RESERVATIONS

None

### INFORMATION

Call 888-762-7874

Online [MetroOpensDoors.com](http://MetroOpensDoors.com)

# **METRORAIL**

## **SERVICE TYPE**

Rail

## **OPERATING AREA**

Washington metropolitan area

## **ACCESSIBILITY**

Stations and rail cars are accessible, and elevators are in all stations. Each station has an accessible fare vending machine with lower panels and easy-to-use instructions in Braille, raised alphabet and audio. Extra wide, accessible faregates are available for customers who use wheelchairs or other mobility devices. A TTY-equipped telephone is on each mezzanine. Bumpy domes are in all key and new stations to alert customers who are blind or have low vision that they are near the edge of the platform. Barriers between rail cars and gap reducers also assist customers with disabilities.

For a list of out-of-service elevators, call 202-962-1212 (TTY 202-638-3780). Electronic Elevator Notification (ELLEN) alerts customers in advance about known elevator outages by e-mail, cell phone text message, pager or personal digital assistant (PDA). Customers may sign up online for ELLEN at MetroOpensDoors.com. To arrange for shuttle service in the event of an elevator outage or to report a problem with an elevator, call 202-962-1825 (TTY 202-638-3780).

## **TRIP PURPOSE**

Any

## **ELIGIBILITY**

None

## **RESERVATIONS**

None

## **INFORMATION**

Call 202-637-7000

TTY 202-638-3780

Online [MetroOpensDoors.com](http://MetroOpensDoors.com)

# **METROBUS**

## **SERVICE TYPE**

Bus

## **OPERATING AREA**

Washington metropolitan area

## **ACCESSIBILITY**

All buses are accessible (low floor ramp or lift-equipped). There are two wheelchair securement areas on each bus. Most buses are equipped with an audio stop announcement system, which identifies major intersections, landmarks and transfer points, along with a visual display.

## **FARE**

60¢ on most buses one-way. 10¢ when transferring from rail to bus with a Reduced Fare or Senior Citizen SmarTrip<sup>®</sup> card. Metro's Disability ID cardholders and senior citizens with SmarTrip<sup>®</sup> cards pay half of the regular fare at all times. Personal care attendants (PCAs) may qualify to ride at half the regular fare depending on the eligibility criteria of the Metro Disability ID card holder.

In Montgomery County, Metrobus service is Free for senior citizens who possess a Senior SmarTrip<sup>®</sup> card or valid Metro Senior ID card; people with disabilities who possess a valid Metro Disability ID card, or Medicare cardholders with a valid photo ID, when boarding within Montgomery County ONLY.

MetroAccess customers with a valid MetroAccess photo ID and companion ride for free.

## **TRIP PURPOSE**

Any

## **ELIGIBILITY**

No application necessary

## **Reservations**

None

## **INFORMATION**

Call 202-637-7000

TTY 202-638-3780

Online [MetroOpensDoors.com](http://MetroOpensDoors.com)

## **METROACCESS**

### **SERVICE TYPE**

Door-to-door paratransit service. MetroAccess provides shared ride transportation from 5:30 a.m. to midnight. Some late night service is available until 3 a.m. on weekends.

### **OPERATING AREA**

Washington, D.C., Maryland (counties of Montgomery and Prince George's), Virginia (counties of Arlington and Fairfax, cities of Alexandria, Fairfax and Falls Church)

### **ACCESSIBILITY**

Vehicles are accessible.

### **FARE**

Minimum – \$2.50

Maximum – \$6.50

If a pickup or drop-off location is more than three-fourths of a mile from the nearest bus stop, an additional \$1 is charged for every three miles beyond that point.

### **TRIP PURPOSE**

Any

### **ELIGIBILITY**

The Americans with Disabilities Act (ADA) mandates that public transit systems provide paratransit service for people with disabilities when the disability prevents use of bus and rail transportation, and outlines specific criteria for determining eligibility. The MetroAccess application must be verified and signed by a physician with credentials related to the applicant's disability. There is a required in-person interview and functional assessment to evaluate the applicant's functional ability to use accessible public transportation.

## RESERVATIONS

MetroAccess does not provide same day service. Customers must call the MetroAccess reservation office to schedule a ride. The reservation office is open seven days a week, 8 a.m. to 4:30 p.m. Trips may be reserved up to seven days in advance with a minimum one-day notice. If MetroAccess cannot provide a trip at the requested travel time, the reservation agent will work with the customer to select another time within an hour of the requested time.

Reservations also can be made on the Metro Web site. Web booking is available at [MetroOpensDoors.com](http://MetroOpensDoors.com). MetroAccess offers an automated InstantAccess telephone system to confirm or cancel trips with as little as two hours' notice without penalty.

## INFORMATION

Call 301-562-5360

Option 4 (Eligibility)

Option 3 (Instant Access)

TTY 301-588-7535

Email: [metroaccess@wmata.com](mailto:metroaccess@wmata.com)

Online [MetroOpensDoors.com](http://MetroOpensDoors.com)

# CALL AND RIDE

## SERVICE TYPE

Taxicab

## OPERATING AREA

District of Columbia

## ACCESSIBILITY

Availability based on taxicab service.

## FARE

Fees are determined on a sliding scale depending on income.

## TRIP PURPOSE

Any

## ELIGIBILITY

District of Columbia residents who are 60 years of age or older.

## INFORMATION

Call 202-635-3970

Email [info@wehts.org](mailto:info@wehts.org)

Online [wehts.org](http://wehts.org)

Applications are processed by the lead agencies listed below:

<u>Lead Agency</u>	<u>Ward</u>	<u>Phone</u>
Barney Neighborhood House	Wards 1 and 2	202-939-9020
Georgetown-Foggy Bottom	Wards 3 and 4	202-895-0234
Washington Urban League	Wards 2 and 5	202-529-8701
Washington Urban League	Ward 8	202-373-1860
UPO Senior Services	Ward 6	202-547-0569
UPO Project Keen	Ward 7	202-388-4280

# DC CIRCULATOR

## SERVICE TYPE

Bus

## OPERATING AREA

District of Columbia

## ACCESSIBILITY

Vehicles are accessible.

## FARE

50¢

Metro's Disability ID cards, Reduced fare SmarTrip<sup>®</sup> cards and Senior SmarTrip<sup>®</sup> cards are accepted. Personal care attendants (PCAs) may qualify to ride at half the regular fare depending on the eligibility criteria of the Metro Disability ID card holder. MetroAccess customers with a valid MetroAccess photo ID and a companion ride for free.

## TRIP PURPOSE

Any

## ELIGIBILITY

None

## Reservations

None

## INFORMATION

Call 202-962-1423

Online [dccirculator.com](http://dccirculator.com)

# WASHINGTON ELDERLY HANDICAPPED TRANSPORTATION SERVICE (WEHTS)

## SERVICE TYPE

Curb to Curb Paratransit

## OPERATING AREA

District of Columbia

## ACCESSIBILITY

Vehicles are accessible.

## FARE

Free

## TRIP PURPOSE

Medical appointments, shopping and personal business related to income, benefits, housing and medical concerns.

## ELIGIBILITY

The service is available to any D.C. resident 60 years of age or older. Each client is interviewed to help the agency determine the transportation services needed and to determine if additional services are required via the United Planning Organization (UPO) citywide service network.

Participants who are frail, have Alzheimer's disease and/or dementia must have an escort at least 18 years of age or older accompany the participant to and from their appointment. This nonprofit organization requests, but does not require, donations at the end of each month.

## Reservations

Must be made four days (96 hours) in advance.

## INFORMATION

Call 202-715-7649

Email [info@wehts.org](mailto:info@wehts.org)

Online [wehts.org/](http://wehts.org/)

## **MARYLAND TRANSIT ADMINISTRATION (MTA)**

### **Central Maryland to Washington, DC**

MTA provides transit services in Central Maryland including MARC train service to and from Washington, D.C., Express Bus and MARC train service to Oriole Park at Camden Yards and Raven's Football at M&T Stadium.

### **INFORMATION**

Call 410-539-5000

1-866-RIDE-MTA

TTY 410-539-3497

Online [mtamaryland.com](http://mtamaryland.com)

## **MARC**

### **SERVICE TYPE**

Rail

### **OPERATING AREA**

Service on three lines from Washington to eight Maryland counties and West Virginia. Weekday only service.

### **ACCESSIBILITY**

All trains are accessible. Twenty-one of 42 stations are accessible.

### **FARE**

Proof of disability is required to obtain half-fare on one-way or monthly ticket. MTA or Metro Disability ID cards, local, state and federal government IDs are accepted for the reduced fare.

### **TRIP PURPOSE**

Any

### **ELIGIBILITY**

None

### **RESERVATIONS**

None

### **INFORMATION**

Call 1- 800-325-RAIL (7245)

410-545-7266

TTY 410-539-3497

Online [mtamaryland.com](http://mtamaryland.com)

## **MTA METRO AND LIGHT RAIL**

**Baltimore City, Baltimore and Anne Arundel Counties**

### **SERVICE TYPE**

Rail (Subway and Light Rail)

### **OPERATING AREA**

Baltimore City, Baltimore and Anne Arundel counties

### **ACCESSIBILITY**

Fully accessible with elevators, escalators and Braille station guides at all Metro subway station entrances. All light rail trains are accessible for people with disabilities. High-block boarding ramps are available at each stop for customers who are unable to use the steps to get on the train. Light rail ticket vending machines feature tactile strips with Braille and raised letters.

### **FARE**

55¢ one-way/\$1.20 Day Pass available for senior citizens and people with disabilities with a MTA reduced fare photo ID card (temporary disability: red, permanent disability: green). Visitors from outside the MTA service area must show either a Medicare card or out-of-area disability card and proof of residency.

### **TRIP PURPOSE**

Any

### **ELIGIBILITY**

No application necessary

### **RESERVATIONS**

None

### **INFORMATION**

Call 410-539-5000

866-RIDE-MTA

TTY 410-539-3497

Online [mtamaryland.com](http://mtamaryland.com)

## **MTA BUS**

### **SERVICE TYPE**

Bus

### **OPERATING AREA**

Baltimore City, Baltimore and Anne Arundel Counties

### **ACCESSIBILITY**

All buses are equipped with wheelchair lifts and/or kneeling capability. Seats in the front of each bus are designated as priority seats for seniors and people with disabilities. MTA requires that these seats are made available to people with disabilities and senior citizens on request. Wheelchair securement areas, stop announcements and electronic information boards are on all buses.

### **FARE**

55¢ one-way/\$1.20 Day Pass available for senior citizens and people with disabilities with a MTA reduced fare photo ID card (temporary disability: red, permanent disability: green). Visitors from outside the MTA service area must show either a Medicare card or out-of-area disability card and proof of residency.

### **TRIP PURPOSE**

Any

### **ELIGIBILITY**

No application necessary

### **RESERVATIONS**

None

### **INFORMATION**

Call 410-539-5000

1-866-RIDE-MTA

TTY 410-539-3497

Online [mtamaryland.com](http://mtamaryland.com)

# MTA MOBILITY/PARATRANSIT

## SERVICE TYPE

Specialized, curb-to-curb paratransit service for people with disabilities who are unable to ride accessible fixed-route public transportation, including lift-equipped buses.

## OPERATING AREA

Within three-quarters of a mile of any fixed-route service in Baltimore City and Baltimore and Anne Arundel counties. The term “fixed-route” refers to local bus, light rail or subway route operated by MTA. Mobility/Paratransit service is not offered within three-quarters of a mile of commuter bus or MARC train routes.

## FARE

\$1.85 one-way

## TRIP PURPOSE

Any

## ELIGIBILITY

To participate in the Mobility/Paratransit program, complete an application and submit it to MTA. Applications are available at MTA’s Certification Office, 6 Saint Paul Street, Baltimore, Maryland 21202-1614, (Phone 410-767-3441, TTY 410-333-2051). MTA’s Certification Office is open Monday through Thursday, 8:30 a.m. to 4:30 p.m.

Eligibility is determined based on an individual’s functional ability and an in-person interview. Customers must notify the MTA if they have a new address, no longer require the use of a wheelchair or do not require the service for a period of time.

## RESERVATIONS

Yes

## INFORMATION

Call 410-539-5000

1-866-RIDE-MTA

TTY 410-539-3497

Online [mtamaryland.com](http://mtamaryland.com)

## **CONNECT-A-RIDE**

### **SERVICE TYPE**

Bus

### **OPERATING AREA**

The Greater Laurel area/Ft. Meade, Odenton

### **ACCESSIBILITY**

Fully accessible

### **FARE**

\$3 one way

### **TRIP PURPOSE**

Any

### **ELIGIBILITY**

Application and in-person interview

### **Reservations**

800-270-9553

### **INFORMATION**

Call 301-725-4000

TTY Maryland Relay 711

Online [corridortransit.com](http://corridortransit.com)

## **CALL 'N' RIDE**

### **SERVICE TYPE**

Taxicab

### **OPERATING AREA**

Washington metropolitan area

### **ACCESSIBILITY**

Some accessible taxicabs

### **TRIP PURPOSE**

Any

### **ELIGIBILITY**

Low-income Montgomery County residents 67 years of age or older, or low-income residents with disabilities.

Subsidized taxicab trips provided. Those eligible for the program receive up to two books of coupons monthly to use for taxicab service from companies under contract with Montgomery County.

### **RESERVATIONS**

None

### **INFORMATION**

Call 301-948-5409

Online [montgomerycountymd.gov/tsvtmpl.asp?url=/content/DOT/transit/seniors.asp](http://montgomerycountymd.gov/tsvtmpl.asp?url=/content/DOT/transit/seniors.asp)

## **RIDE ON**

### **SERVICE TYPE**

Bus

### **OPERATING AREA**

Montgomery County

### **ACCESSIBILITY**

Wheelchair accessible

### **FARE**

Free Ride On service in Montgomery County for senior SmarTrip<sup>®</sup> cardholders, senior citizens with a valid government photo ID showing date of birth, or a passport. MetroAccess ID users, Metro Disability ID cardholders and Medicare cardholders with a valid photo ID also ride for free.

### **TRIP PURPOSE**

Any

### **ELIGIBILITY**

None

### **Reservations**

None

### **INFORMATION**

Call 240-777-7433

TTU 240-777-5869

Online [rideonbus.com](http://rideonbus.com)

# SENIOR PROGRAM TRANSPORTATION

## SERVICE TYPE

Bus

## OPERATING AREA

Montgomery County

## ACCESSIBILITY

Wheelchair accessible

## FARE

No fare required

## TRIP PURPOSE

Senior Nutrition Program congregate lunch and bus transportation to shopping for residents in selected low-income senior apartment buildings.

## ELIGIBILITY

Montgomery County senior residents, age 55 and older.

## Reservations

None

## INFORMATION

*Call Senior Centers and Neighborhood Centers*

240-777-4925

TTY 240-777-6974

*Grocery Shopping*

240-777-3810

TTY 240-777-1236

Online [montgomerycountymd.gov/hhstmpl.asp?url=/content/hhs/ads/disabilityseniorservices/transsenior.asp](http://montgomerycountymd.gov/hhstmpl.asp?url=/content/hhs/ads/disabilityseniorservices/transsenior.asp)

## **CALL-A-CAB**

### **SERVICE TYPE**

Paratransit/Taxicab/Hybrid taxicab

### **OPERATING AREA**

Prince George's County

### **ACCESSIBILITY**

Some are wheelchair accessible.

### **FARE**

Call-A-Cab members receive a discount when they purchase a coupon book. Members must pay the full fare in any combination of cash and coupons.

### **TRIP PURPOSE**

Any

### **ELIGIBILITY**

Senior citizens (55 years of age or older) and/or county residents with disabilities.

Call-A-Cab members receive a regularly updated list of participating taxicab companies and their phone numbers and call the companies directly to make transportation arrangements.

### **RESERVATIONS**

Call participating taxicab companies.

### **INFORMATION**

Call 301-883-5656

TTY 1-800-735-2258

Online [princegeorgescountymd.gov](http://princegeorgescountymd.gov)

## **CALL-A-BUS**

### **SERVICE TYPE**

Demand response curb-to-curb paratransit

### **OPERATING AREA**

Prince George's County

### **ACCESSIBILITY**

Wheelchair accessible

### **FARE**

50¢

### **TRIP PURPOSE**

Any

### **ELIGIBILITY**

Prince George's County residents who are not served by or cannot use existing bus or rail transportation. Priority is given to people with disabilities and senior citizens.

### **RESERVATIONS**

Required

### **INFORMATION**

Call 301-499-8603

TTY 1-800-735-2258

The following municipalities offer their own local Call-A-Bus service. Contact each municipality for information:

<b>Municipality</b>	<b>Phone</b>
Town of Berwyn Heights .....	301-474-5000
City of Bowie .....	301-809-2300
Capitol Heights .....	301-336-0626
City of College Park .....	301-345-8100
Port Towns of Bladensburg, Cottage City and Colmar Manor .....	301-277-4920
City of District Heights .....	301-336-1402
Town of Fairmount Heights .....	301-925-8585
City of Glenarden.....	301-773-2100
City of Greenbelt .....	301-474-4100
City of Hyattsville.....	301-985-5020
City of Laurel.....	301-498-3693
City of Mount Rainer .....	301-985-6586
City of New Carrollton .....	301-459-6103
City of Seat Pleasant.....	301-336-8678
Town of University Park .....	301-927-4262

## **MEDICAL PROGRAM**

### **SERVICE TYPE**

Medical

### **OPERATING AREA**

Prince George's County

### **ACCESSIBILITY**

Wheelchair accessible

### **FARE**

50¢

### **TRIP PURPOSE**

Medical

### **ELIGIBILITY**

County residents with disabilities

### **RESERVATION**

May be made up to 14 days in advance for medical appointments. For those seeking ongoing transportation for medical purposes (i.e., dialysis), request service in writing to: The Prince George's County Office of Transportation  
Attn: Transit Division 9400 Peppercorn Place, Suite 320 Largo, MD 20774

### **INFORMATION**

Call 301-499-8603

TTY 800-735-2258

Online [princegeorgescountymd.gov](http://princegeorgescountymd.gov)

# SENIOR TRANSPORTATION SERVICES

## SERVICE TYPE

Regularly scheduled curb-to-curb transportation

## OPERATING AREA

Prince George's County

## ACCESSIBILITY

Wheelchair accessible

## FARE

FREE to Nutrition, RSVP and Foster Grandparents program participants.

50¢ to Medical and senior activities programs.

Escorts ride free.

## TRIP PURPOSE

Senior programs

## ELIGIBILITY

Seniors and county residents with disabilities

## RESERVATIONS

Call to schedule

Service available Monday through Friday, except County holidays

## INFORMATION

Call 301-499-8603

TTY 800-735-2258

Online [princegeorgescountymd.gov](http://princegeorgescountymd.gov)

# **THEBUS**

## **SERVICE TYPE**

Bus

## **OPERATING AREA**

Prince George's County

## **ACCESSIBILITY**

Wheelchair accessible

## **FARE**

Free to people holding a valid MetroAccess ID card and companion, Metro Disability ID card, Senior SmarTrip<sup>®</sup> card, Medicare card with valid photo ID, or valid ID with proof of age (over 55). MetroAccess escorts ride free. Those who qualify for free rides will not receive a paper transfer.

## **TRIP PURPOSE**

Any

## **ELIGIBILITY**

No application necessary

## **Reservations**

None

## **INFORMATION**

Call 301-324-2877

Online [princegeorgescountymd.gov](http://princegeorgescountymd.gov)

# **MEDICAID TAXI SERVICE NON-EMERGENCY MEDICAID TRANSPORTATION**

## **SERVICE TYPE**

Taxicab

## **OPERATING AREA**

District of Columbia, Maryland and Virginia

## **ACCESSIBILITY**

Wheelchair accessible vans

## **FARE**

Regulated through Medicaid

## **TRIP PURPOSE**

Based on Medicaid certification or policy

## **ELIGIBILITY**

People with disabilities over the age of 60 with Medicaid

## **Reservations**

Must call 48 hours in advance

## **INFORMATION**

Call 1-866-386-8331

TTY 1-866-268-6198

LogistiCare is the Virginia Department of Medical Assistance Service broker for non-emergency Medicaid rides in Virginia. Facilities serving frequent or regular riders should contact LogistiCare at 1-866-679-6330 or 703-707-6500 (northern Virginia office).

## **RESERVATIONS**

Call 1-866-386-8331

LogistiCare contracts with several transportation providers to transport clients to eligible medical appointments, and provides non-emergency medical rides for the following services.

AmeriGroup insurance in VA and Wash. D.C.....1-800-894-8124  
ElderHealth in Wash. D.C .....1-800-894-8704  
Anthem Healthkeepers Plus (Medallion ii).....1-877-892-3988

# **VIRGINIA RAILWAY EXPRESS (VRE)**

## **SERVICE TYPE**

Commuter Rail

## **OPERATING AREA**

**Manassas line** (Broad Run, VA to Union Station, Washington, D.C.)

**Fredericksburg line** (Fredericksburg, VA to Union Station, Washington, D.C.)

## **ACCESSIBILITY**

Equipped with wheelchair lifts, accessible parking, access ramps, audio/visual public address system, talking ticket vending machines, TTY phones, Braille signage.

## **FARE**

50% reduction in a full single ride fare available with a Metro Disability ID card, Senior SmarTrip<sup>®</sup> card, Medicare card or valid Veterans ID card.

## **TRIP PURPOSE**

Any

## **ELIGIBILITY**

No application necessary

## **RESERVATIONS**

None

Virginia Railway Express (VRE) guarantees its on-time performance. If a VRE train enters a station 30 minutes or more behind schedule, passengers who exit at that station and thereafter are entitled to receive one Free Ride Certificate good for a FREE one-way trip on VRE.

These certificates are distributed on the affected train the same day of the service delay.

## **INFORMATION**

Call 703-684-1001

TTY 703-684-0551

Email [gotrains@vre.org](mailto:gotrains@vre.org)

Online [vre.org/programs/handacc.htm](http://vre.org/programs/handacc.htm)

## **ACCESSIBLE TAXICABS**

Accessible taxicabs are available for on-demand point-to-point service in Arlington for people who use wheelchairs, scooters and other mobility devices.

## **ARLINGTON BLUE TOP CAB**

### **SERVICE TYPE**

Taxicab

### **OPERATING AREA**

Arlington County

### **ACCESSIBILITY**

Some vehicles are wheelchair accessible.

### **FARE**

None

### **TRIP PURPOSE**

Any

### **ELIGIBILITY**

No application necessary

### **RESERVATIONS**

Must be made 24 hours in advance

### **INFORMATION**

Call 703-243-8294

Online [bluetopcab.com](http://bluetopcab.com)

# ARLINGTON RED TOP CAB

## SERVICE TYPE

Taxicab

## OPERATING AREA

No Limit

## ACCESSIBILITY

Some vehicles are wheelchair accessible.

## FARE

None

## TRIP PURPOSE

Any

## ELIGIBILITY

No application necessary

## Reservations

Two hours in advance

## INFORMATION

Call 703-522-3333

Online [redtopcab.com](http://redtopcab.com)

## **YELLOW CAB**

### **SERVICE TYPE**

Taxicab

### **OPERATING AREA**

No limit

### **ACCESSIBILITY**

Some vehicles are wheelchair accessible.

### **FARE**

None

### **TRIP PURPOSE**

Any

### **ELIGIBILITY**

No application necessary

### **RESERVATIONS**

Accessible taxicabs are available with two-hour advance request.

### **INFORMATION**

Call 703-522-2222

Online [yellowcab.com](http://yellowcab.com)

# **AMERICAN RED CROSS**

## **Arlington County Chapter**

### **SERVICE TYPE**

Curb-to-curb paratransit service

### **OPERATING AREA**

Arlington County

### **ELIGIBILITY**

Must not be certified to use STAR or MetroAccess.

### **ACCESSIBILITY**

Not wheelchair accessible

### **FARE**

Monetary donations

### **TRIP PURPOSE**

Grocery shopping and medical appointments on a space available basis.

### **ELIGIBILITY**

Age 60 and over

### **Reservations**

Call Monday through Thursday 9 a.m. to 2 p.m.

### **INFORMATION**

Call 703-527-3010 ext. 747

# ARLINGTON TRANSIT (ART)

## SERVICE TYPE

Bus

## OPERATING AREA

Arlington County. ART provides access to Metrorail and supplements Metrobus with smaller, neighborhood-friendly vehicles.

## ACCESSIBILITY

Fully accessible with wheelchair lifts and priority seating.

## FARE

Available with a Metro Disability ID card or a Medicare ID card with a valid photo ID. Fares vary by route, and some routes are free.

## TRIP PURPOSE

Any

## ELIGIBILITY

No application necessary

## RESERVATIONS

None

## INFORMATION

Call 703-228-RIDE

TTY 1-800-828-1120

Email [questions@commuterpage.com](mailto:questions@commuterpage.com)

Online [commuterpage.com/art](http://commuterpage.com/art)

# STAR ASSISTED TRANSPORTATION SERVICE

## SERVICE TYPE

Door-to-door taxi or van

## OPERATING AREA

Metrobus/Metrorail service area

## ACCESSIBILITY

Wheelchair accessible vehicles upon request

## FARE

Sliding scale fee for assistance plus STAR fee.

## TRIP PURPOSE

Health care appointment, visit to family member in nursing home or assisted living residence

## ELIGIBILITY

Certified eligible by MetroAccess and participating in STAR program; complete an application and a home visit. Arlington residents age 60 and over who are unable to use curb-to-curb service.

## RESERVATIONS

One to seven days in advance

## INFORMATION

Call 703-892-8747

TTY 703-228-1788

Email [arlaaa@arlingtonva.us](mailto:arlaaa@arlingtonva.us)

Online [commuterpage.com/ART/star.htm](http://commuterpage.com/ART/star.htm)

# **STAR TEMPORARY ELIGIBILITY**

## **Specialized Transit for Arlington Residents**

### **SERVICE TYPE**

Curb-to curb taxicabs and vans

### **OPERATING AREA**

Trips are restricted to inside the Beltway in Virginia, Washington, D.C., and the Fairfax Hospital Complex

### **ACCESSIBILITY**

Wheelchair accessible vehicles upon request.

### **FARE**

\$2.50-\$7 per one-way-trip, depending on distance.

### **TRIP PURPOSE**

Trips are limited to health care appointments.

### **ELIGIBILITY**

Only Arlington residents with temporary conditions that prevent driving or using public transportation (e.g., a broken leg).

### **RESERVATIONS**

One to seven days in advance

### **INFORMATION**

Call 703-892-8747

TTY 703-228-1788

Email [arlaaa@arlingtonva.us](mailto:arlaaa@arlingtonva.us)

Online [commuterpage.com/ART/star.htm](http://commuterpage.com/ART/star.htm)

## **SUPER SENIOR TAXI (SST)**

### **SERVICE TYPE**

Arlington County's subsidized taxi program

### **OPERATING AREA**

Trip must start or end in Arlington, limited by taxi company boundaries

### **ACCESSIBILITY**

Wheelchair accessible vehicles upon request.

### **FARE**

\$20 book of taxi coupons purchased for \$10. May purchase up to 20 books per year.

### **TRIP PURPOSE**

Any

### **ELIGIBILITY**

Arlington residents age 70 and older. Requires application. Call 703-228-1700, go to a Commuter Store or download application.

### **RESERVATIONS**

Call participating taxi company

Must call 24 hours in advance for wheelchair accessible vehicle

### **INFORMATION**

Call 703-228-1700

TTY 703-228-1788

Email [arlaaa@arlingtonva.us](mailto:arlaaa@arlingtonva.us)

Online [commuterpage.com/ART/supersenior.htm](http://commuterpage.com/ART/supersenior.htm)

# DASH

## SERVICE TYPE

Bus

## OPERATING AREA

City of Alexandria. Also connects with Metrobus, Metrorail, Virginia Railway Express (VRE) and the Fairfax Connector. Serves all Metrorail stations within the City of Alexandria and Pentagon Transit Center during rush hour.

## ACCESSIBILITY

Wheelchair accessible

## FARE

None

## TRIP PURPOSE

Any

## ELIGIBILITY

No application necessary

## RESERVATIONS

None

## INFORMATION

Call 703-370-3274

TTY 1-800-828-1120

Email [dashbus@alexandrava.gov](mailto:dashbus@alexandrava.gov)

Online [dashbus.com](http://dashbus.com)

## **DOT**

### **SERVICE TYPE**

Curb-to-Curb Paratransit

### **OPERATING AREA**

Cities of Alexandria, Falls Church and Fairfax; Arlington and Fairfax counties.  
Operates seven days a week.

### **ACCESSIBILITY**

Taxicabs and wheelchair accessible vans.

### **FARE**

None

### **TRIP PURPOSE**

Any

### **ELIGIBILITY**

Alexandria residents with application certified by a healthcare professional.

### **RESERVATIONS**

Must be scheduled 24 hours in advance

### **INFORMATION**

Call 703-838-3800

TTY 1-800-828-1120

# **CUE BUS**

## **SERVICE TYPE**

Bus

## **OPERATING AREA**

City of Fairfax, the Vienna/Fairfax-GMU Metro station and the George Mason University Fairfax campus. CUE buses operate daily on four bus routes.

## **ACCESSIBILITY**

Accessible buses are available on all routes. To ensure a lift-equipped bus, 24-hour advance notice is required by calling 703-385-7859.

## **FARE**

People with disabilities who have a City or Metro Disability ID card pay a reduced fare. MetroAccess customers ride free.

## **TRIP PURPOSE**

Any

## **ELIGIBILITY**

No application necessary

## **RESERVATIONS**

None

## **INFORMATION**

Call 703-385-7859

TTY 703-385-7859

Email [transportation@fairfaxva.gov](mailto:transportation@fairfaxva.gov)

Online [fairfaxva.gov/CUEBus/CUEBus.asp](http://fairfaxva.gov/CUEBus/CUEBus.asp)

# **CITY WHEELS**

## **SERVICE TYPE**

Bus

## **OPERATING AREA**

City of Fairfax

Residents of the City of Fairfax who have disabilities and are unable to use the CUE Bus may use City Wheels.

## **ACCESSIBILITY**

Taxicabs and lift-equipped vehicles provide transportation, and participants receive a list of transportation companies that they call directly to arrange for service.

## **ELIGIBILITY**

People with disabilities must apply for program eligibility.

## **INFORMATION**

Call 703-385-7859

TTY 1-800-828-1120

# **GEORGE**

## **SERVICE TYPE**

Bus

## **OPERATING AREA**

City of Falls Church, to and from East and West Falls Church Metro stations

## **ACCESSIBILITY**

All buses are low floor and lift-equipped for customers with disabilities with stop announcement systems.

## **FARE**

Follows Metro guidelines for reduced fares. MetroAccess customers with a valid MetroAccess photo ID and a companion ride for free.

## **TRIP PURPOSE**

Any

## **ELIGIBILITY**

No application necessary

## **RESERVATIONS**

None

## **INFORMATION**

Call 202-637-7000

703-248-5041

TTY 202-638-3780

Email [wblocksandford@fallschurchva.gov](mailto:wblocksandford@fallschurchva.gov)

Online [fallschurchva.gov/george](https://fallschurchva.gov/george)

## **FARE WHEELS**

### **SERVICE TYPE**

Taxicab

### **OPERATING AREA**

City of Falls Church.

### **ACCESSIBILITY**

Wheelchair accessible taxis upon request.

### **FARE**

Supplemental transportation program allows eligible City of Falls Church residents to stretch their transportation dollars. Approved residents may receive \$40 each month in free taxi coupons for personal use only.

### **TRIP PURPOSE**

Any

### **ELIGIBILITY**

Residents of the City of Falls Church, at least 62 years of age or those with permanent disabilities, with a gross annual income not exceeding \$30,000. Application and documentation are required.

### **RESERVATIONS**

Contact participating taxi companies directly

### **INFORMATION**

Call 703-248-5005

TTY 711

Email [hhsinfo@fallschurchva.gov](mailto:hhsinfo@fallschurchva.gov)

# **FAIRFAX CONNECTOR**

## **SERVICE TYPE**

Bus

## **OPERATING AREA**

Fairfax County and Metro stations on Orange, Blue and Yellow lines.

## **ACCESSIBILITY**

All Fairfax Connector buses are wheelchair accessible.

## **FARE**

Metro Disability ID cards, Metro Reduced Fare SmarTrip<sup>®</sup> cards, Senior SmarTrip<sup>®</sup> cards and Medicare cards are valid for reduced fare at all times. MetroAccess customers with a valid MetroAccess photo ID and a companion ride for free.

## **TRIP PURPOSE**

Any

## **ELIGIBILITY**

No application necessary

## **RESERVATIONS**

None

## **INFORMATION**

Call 703-339-7200

TTY 703-339-1608

Email [fairfaxconnector@fairfaxcounty.gov](mailto:fairfaxconnector@fairfaxcounty.gov)

Online [fairfaxcounty.gov/connector](http://fairfaxcounty.gov/connector)

## **Travel Training**

Travel training is useful in allaying the fears of seniors who are reluctant to use transit. The Fairfax County Special Populations Transportation (SPoT) programs offers travel training orientation seminars to senior citizens using regular in-service Fairfax Connector buses. With the Mobile Accessible Travel Training (MATT) bus, this training is enhanced with state-of-the-art technology and a virtual classroom inside the bus. The MATT bus is an actual Fairfax Connector bus that has been completely renovated and rebuilt to current safety and fuel efficiency standards. It features all the same characteristics as other transit buses, and can be used to transport as many as 30 passengers. The most unique feature of the bus is a special area in the rear for classroom-like instruction. The classroom area includes audio and video components that can play VCR tapes, DVDs and computer-driven programs that are shown on three LCD television screens, two of which are mounted to the ceiling of the bus.

### **INFORMATION**

Call 703-877-5800

TTY 711

Online [fairfaxcounty.gov/fcdot/mattbus.htm](http://fairfaxcounty.gov/fcdot/mattbus.htm)

# **SENIORS-ON-THE GO!**

## **SERVICE TYPE**

Taxicab

## **OPERATING AREA**

Washington metropolitan area

## **ACCESSIBILITY**

Wheelchair accessible vehicles upon request. Please call 24 hours in advance.

## **FARE**

\$33 coupon books at a cost of \$20 each, limited to 16 coupon books within a calendar year.

## **TRIP PURPOSE**

Any

## **ELIGIBILITY**

Senior citizens, 65 years of age or older, who are Fairfax County or City of Fairfax residents with annual incomes of \$40,000 or less for a family of one, or \$50,000 or less for a married couple.

## **RESERVATIONS**

Make through participating taxicab vendors.

## **INFORMATION**

Call 703-877-5800

TTY 711

Online [fairfaxcounty.gov/fcdot/seniors.htm](http://fairfaxcounty.gov/fcdot/seniors.htm)

## **TAXIACCESS**

### **SERVICE TYPE**

Taxicab

### **OPERATING AREA**

Washington metropolitan area

### **ACCESSIBILITY**

Wheelchair accessible vehicles upon request.

### **FARE**

\$33 coupon books at a cost of \$10 each, limited to 8 coupon books within a calendar year.

### **TRIP PURPOSE**

Any

### **ELIGIBILITY**

Valid MetroAccess photo ID cardholders who reside in Fairfax County or the City of Fairfax.

### **RESERVATIONS**

Made through participating taxicab vendors. Please call 24 hours in advance.

### **INFORMATION**

Call 703-877-5800

TTY 711

Online [fairfaxcounty.gov/fcdot/taxiaccess.htm](http://fairfaxcounty.gov/fcdot/taxiaccess.htm)

## **FASTRAN**

### **SERVICE TYPE**

Paratransit

### **OPERATING AREA**

Trips originate in Fairfax County and the cities of Fairfax and Falls Church. Destinations may include Arlington County and the City of Alexandria.

### **ACCESSIBILITY**

More than 70% of the fleet is wheelchair accessible.

### **FARE**

Fares are set by the sponsoring Fairfax County Human Service agencies and may vary by income. Medicaid recipients traveling to eligible services are not charged a fare.

### **TRIP PURPOSE**

During peak periods, FASTRAN transports adults with mental retardation to work; people with cognitive disabilities to work, rehabilitation and day support programs; seniors to senior centers, adult day healthcare and group shopping opportunities; and patients to recurring medical treatments including dialysis, chemotherapy and radiation. Dial-a-Riders may go to medical and social service appointments, and grocery stores.

### **ELIGIBILITY**

FASTRAN service is provided weekdays only for Fairfax County Human Service Agency clients. Most rides are scheduled on a standing-order basis during peak periods to agency programs and services. The Dial-a-Ride program is for eligible Fairfax County residents. Trips are provided weekdays only between 10 a.m. and 2 p.m. for essential medical appointments and shopping.

Eligibility is based on the sponsoring human service agency requirements. Dial-a-Ride eligibility is based on household income.

### **INFORMATION**

Call 703-222-9764 ext 3

TTY 703-324-7079

Online [fairfaxcounty.gov/rec/Fastran/General\\_info.htm](http://fairfaxcounty.gov/rec/Fastran/General_info.htm)

# **TRANSPORTATION ASSOCIATION OF GREATER SPRINGFIELD (TAGS)**

## **SERVICE TYPE**

Bus

## **OPERATING AREA**

Greater Springfield area. This area is bound approximately by Edsall Road on the north, Backlick Road on the west and Fullerton and Kingstowne Village Parkway on the south and east. Service is available Monday through Friday, 6 a.m. to 7 p.m.

## **ACCESSIBILITY**

All buses are wheelchair accessible

.

## **FARE**

25¢ one way fare

## **TRIP PURPOSE**

Any

## **ELIGIBILITY**

No application necessary

## **RESERVATIONS**

None

## **INFORMATION**

Call 703-971-7727

# OMNIRIDE (COMMUTER) AND METRODIRECT

## SERVICE TYPE

Bus

## OPERATING AREA

Prince William County, Manassas, Manassas Park and Franconia-Springfield, Vienna, West Falls Church, Pentagon, Pentagon City, Rosslyn, Virginia Square, Ballston and Crystal City Metro stations, Washington, D.C.

## ACCESSIBILITY

Fully accessible fleet with front row priority seating designated on all buses.

## FARE

\$3.25 OmniRide

\$1.50 MetroDirect

55¢ for local trips

\$1.25 Local Bus Day Pass

Reduced fares for commuter and Metro Shuttle services are available between 9:30 a.m. and 3 p.m. and after 7 p.m. Local service reduced fares are valid anytime.

## TRIP PURPOSE

Any

## ELIGIBILITY

Reduced fare eligibility is applicable to adults 60 years or older, people with disabilities or people presenting a valid Medicare card. Verification of senior citizen age may be required at the discretion of the driver. Passengers meeting reduced fare eligibility may apply for and receive a Reduced Fare Eligibility card by contacting PRTC's customer service.

## RESERVATIONS

None

## INFORMATION

Call 703-730-6664

1-888-730-6664

TTY 711

Online [prtctransit.org](http://prtctransit.org)

# OMNILINK AND CROSS COUNTY CONNECTOR

## SERVICE TYPE

Bus

## OPERATING AREA

Prince William County, Manassas and Manassas Park

Cross County Connector buses operate between Prince William County and the Manassas area.

## ACCESSIBILITY

All buses are fully accessible and are low-floor and ramp-equipped. Front row priority seating is designated on all OmniLink buses.

## FARE

55¢ one-way fare

\$1.25 Local Bus Day pass

Exempt from off-route trip surcharge.

## TRIP PURPOSE

Any

## ELIGIBILITY

Reduced fare eligibility is applicable to adults 60 years or older, people with disabilities or people presenting a valid Medicare card. Verification of senior citizen age may be required at the discretion of the driver. Passengers meeting reduced fare eligibility may apply for and receive a Reduced Fare Eligibility card by contacting PRTC's customer service.

## RESERVATIONS

With two to 48 hour advanced notice, OmniLink buses can be rerouted to pick up and drop off all passengers at locations up to three-fourths of a mile off the route when there is time available in the schedule. Standing order reservations are also available.

Cross County Connector buses do not offer off-route service, and do not require reservations.

## INFORMATION

Call 703-730-6664

1-888-730-6664

TTY 711

Online [prtctransit.org](http://prtctransit.org)

## **AMTRAK**

### **SERVICE TYPE**

Train

### **OPERATING AREA**

United States of America

### **FARE**

Reduced fares are available to passengers with disabilities and their companion, and senior citizens ages 62 and older. To receive a discount, reservations must be booked by telephone, TTY or a ticket counter. Online discounts are not available.

### **TRIP PURPOSE**

Any

### **ELIGIBILITY**

People with disabilities must provide a transit ID card, membership card from a disability organization or a letter from a physician certifying that the individual has a disability.

Senior citizens must provide a valid photo ID or documentation issued by local, state or federal government showing passenger's birth date, or a Medicare card issued by Social Security Administration.

### **RESERVATIONS**

Please ask your reservation sales agent for details. Agents are available 24 hours a day, seven days a week.

### **INFORMATION**

Call 1-800-872-7245

TTY 1-800-523-6590

Online [Amtrak.com](http://Amtrak.com)