Accessible Transportation Options for People with Disabilities and Senior Citizens

In the Washington, D.C. Metropolitan Area

Information compiled in this directory is subject to change without notice. The Directory was compiled by the Washington Metropolitan Area Transit Authority’s Office of ADA Programs. Please contact that office at 202-962-1100 (TTY 202-962-2033) to make any updates, corrections or to request alternative formats.

JULY 2011
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Introduction

A wide array of accessible transportation options is available for people with disabilities and senior citizens throughout the Washington D.C. metropolitan area. Metro and all of the other local jurisdiction public transportation agencies have worked diligently to ensure that all buses and trains in the region are accessible for all customers.

Today, thousands of people use regular accessible bus and rail public transportation services with ease and convenience. In addition to being accessible, most of the transit services offer discounted fares for people with disabilities and senior citizens to make using public transportation more affordable.

Local and regional paratransit service is available for people with disabilities who are NOT able to use regular accessible public transportation.

This directory will help people with disabilities and senior citizens identify available transportation options. It provides information about services available through Metro and local jurisdictions and includes a comprehensive listing of transportation options 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, Fairfax and Prince William, and the cities of Alexandria, Fairfax and Falls Church).

For additional information about the transportation options described in the directory, please contact the transit service provider directly or go online to its web site.
Metro Services and Resources for People with Disabilities

Metro is among the most accessible public transit systems in the world. Our buses, trains and facilities are all equipped and ready to serve our customers with disabilities.

Metro offers a wide variety of services to help customers use public transportation easily, safely and effectively.

**FREE SERVICES**

- Half-Fare* Card for those who qualify
- Travel training (groups or one-on-one, and includes free half-fare* SmarTrip® card)
- Trip planning assistance
- On-site presentations and photo ID services for groups and organizations
- Tours of Metro stations highlight and identify accessibility and safety features
- Buses are available for on-site orientations at agencies and schools for groups of 20 or more
- Demonstrations on how to navigate Metro’s Web site, MetroOpensDoors.com, and use the online Metro Trip Planner

**FREE RESOURCES**

- Metro is Accessible DVDs
- Metro system maps, Tactile and Braille Metro system maps
- Large Print Metro Pocket Guides
- Tips for Riding Metro for People with Disabilities and Senior Citizens brochures
- Accessible Transportation Options directories

* Eligible people with disabilities travel on Metrobus and Metrorail for half the regular (rush hour) fare at all times.

**INFORMATION**

Call 202-962-1100
TTY 202-962-2033
Online MetroOpensDoors.com
Email access@wmata.com
Reduced Fare Program for People with Disabilities

People with disabilities who need to use accessible bus and rail 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, Fairfax Connector, CUE bus, D.C. Circulator, Arlington Transit (ART) and Amtrak.

Prince George’s County TheBus allows people with disabilities to ride free with a valid ID card.

The Metro Disability ID card is free.

Applications are available from the:

Transit Accessibility Center
600 Fifth Street, NW
Lobby Level
Washington, D.C. 20001

Or by calling:
202-962-2700
TTY 202-962-2033
TEXT 202-236-5867

Applications also may be obtained at most transit stores and regional libraries. Metro Disability ID cards are issued at Metro headquarters. Groups of seven or more can request an off-site photo session with approved applications. Call 202-962-1100 to set up an appointment.

INFORMATION
Call 202-962-2700
TTY 202-962-2033
Email eligibility@wmata.com
Online MetroOpensDoors.com
People who are 65 years or older automatically qualify for reduced fares. They should NOT apply for the Reduced Fare Program for People with Disabilities, even if they have a disability.

Metro no longer issues and will not renew any expired copper-colored Metro Senior ID card.

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 to the bus operator or use a Senior SmarTrip® card.

To receive the discounted fare on Metrorail, senior citizens must purchase a Senior SmarTrip® 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 allows senior citizens to ride free when they show a Senior SmarTrip® card or valid ID to the bus operator.
A SmarTrip® 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 and City of Fairfax CUE 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® card.

Some features of a SmarTrip® card include trading-in used paper farecards or using cash, debit, credit cards or Smartbenefits to increase its value; and exiting a Metro station with a negative balance on your card.

Protect your investment by registering your SmarTrip® card. If a registered SmarTrip® card is lost or stolen, the value is not lost. For a $5 replacement fee, Metro will issue you a new SmarTrip® card with the value of the lost card (at the time you notify Metro’s SmarTrip® Office of its loss).

Reduced Fare SmarTrip® cards may only be purchased at Metro Sales Offices, commuter stores and retail outlets. Reduced Fare SmarTrip® cards are available online at 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
(SmarTrip® Customer Service Center)
Email smartrip@wmata.com
Online MetroOpensDoors.com
WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY

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 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
WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY

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
Metro’s Disability ID cardholders and senior citizens with Reduced Fare SmarTrip® cards pay half of the regular fare at all times. Personal care assistants (PCAs) may qualify to ride at half the regular fare depending on the eligibility criteria of the Metro Disability ID cardholder.

85¢ on most buses one-way, and 25¢ when transferring from rail to bus with a Reduced Fare or Senior SmarTrip® card.

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

TRIP PURPOSE
Any

ELIGIBILITY
None

RESERVATIONS
None

INFORMATION
Call 202-637-7000
TTY 202-638-3780
Online MetroOpensDoors.com
MetroAccess

SERVICE TYPE
Door-to-door shared ride paratransit service.

OPERATING AREA
Within $\frac{3}{4}$ mile of fixed route bus and rail transit routes (excluding commuter/express routes) within Washington, D.C., Maryland (counties of Montgomery and Prince George’s), and Virginia (counties of Arlington and Fairfax, cities of Alexandria, Fairfax and Falls Church)

ACCESSIBILITY
Vehicles are accessible for mobility devices.

FARE
Fares can be prepaid by phone or Internet using Metro’s EZ-Pay prepayment system. Otherwise, customers can pay by cash at the time of travel.

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 accessible bus and rail transportation, and outlines specific criteria for determining eligibility. The MetroAccess application must be verified and signed by a health care professional with active 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
Customers can reserve trips seven days a week, 24 hours a day online or from 8 a.m. to 4:30 p.m. by phone. Trips must be reserved between one and seven days in advance of travel. MetroAccess does not provide same-day trips.

INFORMATION
Call 301-562-5360
TTY 301-588-7535
202-962-2700 (Eligibility)
Email eligibility@wmata.com
Online MetroOpensDoors.com
Metro offers free travel training that provides valuable information and familiarization for current and potential customers with disabilities and senior citizens.

Metro travel training allows people with disabilities and senior citizens to try out the bus and rail system in a relaxed, comfortable way so that they can learn how to travel independently and safely to increase their transit options while enjoying the flexibility and reliability of the bus and rail public transportation system.

TRAVEL TRAINING INCLUDES HANDS-ON DEMONSTRATION ON HOW TO:

- Pay fares
- Review route schedule information
- Review safety and security tips
- Review bus and rail accessibility features
- Obtain Metro ID for Reduced Fare Program for People with Disabilities, if applicable
- Hands-on experience riding Metrobus and/or Metrorail to learn accessibilities features discussing customer and Metro responsibilities in service

RESERVATIONS
202-962-1100

INFORMATION
Call 202-962-1100
TTY 202-962-2033
Email access@wmata.com
Online MetroOpensDoors.com
Centers for Independent Living in the District of Columbia, Maryland and Virginia — in partnership with Metro — now provide free, comprehensive, individualized travel training for people with disabilities. Through this multi-day program, you’ll learn how to:

- Pay fares
- Get discounts on buses and trains
- Plan your trip
- Communicate with Metro to obtain travel information
- Board and ride trains and buses
- Access features for people with disabilities
- Travel safely on public transportation
- Get around on your own

And there’s a lot more. You’ll learn everything you need to know to plan, pay for and take trips on Metrorail and Metrobus, as well as other local buses and trains in the region.

Eligible participants who complete travel training will receive a free Reduced Fare SmarTrip® card with $50 in transit fare!

**INFORMATION:**
For more information or to sign up for travel training, contact the Center for Independent living in your state, contact:

ENDependence Center of Northern Virginia
2300 Clarendon Blvd., Suite 305
Arlington, VA 22201
703-525-3268
rickl@ecnv.org

Independence Now
12301 Old Columbia Pike, Suite 101
Silver Spring, MD 20904
301-277-2839
INTravel@innow.org

DC Center for Independent Living
1400 Florida Ave., NE
Washington, DC 20002
202-388-0033
rsimms@dccil.org
DC Circulator

SERVICE TYPE
Bus

OPERATING AREA
District of Columbia

ACCESSIBILITY
Vehicles are accessible for mobility devices.

FARE
50¢

Metro’s Disability ID cards, Reduced Fare SmarTrip® cards and Senior SmarTrip® cards are accepted. Personal care assistants (PCAs) may qualify to ride at half the regular fare depending on the eligibility criteria of the Metro Disability ID cardholder. MetroAccess customers with a valid MetroAccess photo ID and one companion ride for free.

TRIP PURPOSE
Any

ELIGIBILITY
None

RESERVATIONS
None

INFORMATION
Call 202-962-1423
Online dccirculator.com
Washington Elderly Handicapped Transportation Service (WEHTS)

**SERVICE TYPE**
Curb to Curb Paratransit

**OPERATING AREA**
District of Columbia

**ACCESSIBILITY**
Vehicles are accessible for mobility devices.

**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
Maryland Transit Administration (MTA)

CENTRAL MARYLAND TO WASHINGTON, DC.

MTA provides transit services in Central Maryland including MARC Train and commuter bus service.

INFORMATION
Call 410-539-5000
866-RIDE-MTA
TTY 410-539-3497
Online mta.maryland.gov

MARYLAND

MARC Train

SERVICE TYPE
Rail

OPERATING AREA
Service on three lines to and from Washington, DC 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 800-325-RAIL (7245)
TTY 410-539-3497
Online mta.maryland.gov
MTA Metro Subway 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.

TRIP PURPOSE
Any

ELIGIBILITY
Senior citizens, age 65 and older, and individuals with disabilities may show one of the following for reduced fare: a valid MTA Senior/Disability photo ID card or any valid government issued photo ID card with proof of age; or a valid disability ID from another transit agency or a Medicare card.

RESERVATIONS
None

INFORMATION
Call 410-539-5000
866-RIDE-MTA
TTY 410-539-3497
Online mta.maryland.gov

MARYLAND
MTA Local and Express 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 senior citizens 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
Local bus: 55¢ one-way/$1.20 Day Pass available for senior citizens and people with disabilities. Express bus: 95¢

TRIP PURPOSE
Any

ELIGIBILITY
Senior citizens, age 65 and older, and individuals with disabilities may show one of the following for reduced fare: a valid MTA Senior/Disability photo ID card or any valid government issued photo ID card with proof of age; or a valid disability ID from another transit agency or a Medicare card.

RESERVATIONS
None

INFORMATION
Call 410-539-5000
866-RIDE-MTA
TTY 410-539-3497
Online mta.maryland.gov
**SERVICE TYPE**
Bus

**OPERATING AREA**
Service on 18 routes connecting Washington, DC to Southern Maryland, Western Maryland, Annapolis and Columbia; and connecting Baltimore to Northeast Maryland and Columbia.

**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 senior citizens 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**
Prices vary based on zone

**TRIP PURPOSE**
Any

**ELIGIBILITY**
Senior citizens, age 65 and older, and individuals with disabilities may show one of the following for reduced fare: a valid MTA Senior/Disability photo ID card or any valid government issued photo ID card with proof of age; or a valid disability ID from another transit agency or a Medicare card.

**RESERVATIONS**
None

**INFORMATION**
Call 866-743-3682 or 410-539-5000
Online mta.maryland.gov
MTA Mobility/Paratransit

SERVICE TYPE
Specialized 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 Mobility Services
4201 Patterson Avenue, 2nd Floor
Baltimore, Maryland 21215
Phone 410-764-8181

This 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 mobility device or do not require the service for a period of time.

RESERVATIONS
Yes

INFORMATION
Call 410-764-8181
TTY 410-333-3624
Online mta.maryland.gov
HOWARD/PRINCE GEORGE’S COUNTIES

Connect-A-Ride

SERVICE TYPE
Bus

OPERATING AREA
The Greater Laurel area/Ft. Meade, Odenton

ACCESSIBILITY
Fully accessible

FARE
$1 one way

TRIP PURPOSE
Any

ELIGIBILITY
Application

RESERVATIONS
None

INFORMATION
Call 800-270-9553
TTY Maryland Relay 711
Online corridortransit.com

MONTGOMERY COUNTY

Call ‘N’ Ride

SERVICE TYPE
Subsidized Taxicab coupons

OPERATING AREA
Montgomery County/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 coupons are 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
Medicaid Transportation Program

SERVICE TYPE
Non-emergency Medicaid transportation service: Taxicabs (curb-to-curb), Wheelchair Vans (facility-to-facility) and non-emergency ambulances

OPERATING AREA
Montgomery County MD; Washington, D.C. (limited to referrals 10 miles within suburban areas, not to exceed 30 miles from rural areas).

ACCESSIBILITY
Some accessible taxicabs

FARE
None for eligible Medicaid recipients. Medicaid regulated for transportation providers.

TRIP PURPOSE
Medical appointments only

ELIGIBILITY
Montgomery County residents with active medical assistance and a certified physical and/or mental disability with no fixed route or other available transportation to get to medical appointments. Applications, with original signatures, are required. Faxed applications are not acceptable.

RESERVATIONS
Call 240-777-5899, at least 24 hours in advance, to make a reservation. The office is open Monday through Friday, 8:30 a.m. to noon.

INFORMATION
Call 240-777-5890 (non-reservations)
Fax 240-777-5891
Ride On

SERVICE TYPE
Bus

OPERATING AREA
Montgomery County

ACCESSIBILITY
Vehicles are accessible.

FARE
Free Ride On service in Montgomery County for Senior SmarTrip® and Metro ID cardholders, senior citizens with a valid government photo ID showing date of birth, or a passport from 9:30 a.m. to 3:00 p.m. Monday through Friday. MetroAccess cardholders also ride for free.

TRIP PURPOSE
Any

ELIGIBILITY
None

RESERVATIONS
None

INFORMATION
Call 240-777-7433
TTY 240-777-5869
Online rideonbus.com

Same Day Access

SERVICE TYPE
Subsidized taxicab coupons

OPERATING AREA
Montgomery County

ACCESSIBILITY
Some accessible taxicabs

FARE
Same Day Access coupon book, valued at $60, may be purchased for $30 per month.

TRIP PURPOSE
Any

ELIGIBILITY
Must be a resident of Montgomery County, Maryland, with a valid MetroAccess ID.

RESERVATIONS
None.

INFORMATION
Call 301-948-5409
Online montgomerycountymd.gov/tsvtmpl.asp?url=/content/DOT/transit/seniors.asp
MONTGOMERY COUNTY

Senior Program Transportation

SERVICE TYPE
Bus

OPERATING AREA
Montgomery County

ACCESSIBILITY
Vehicles are 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/transssenior.asp

PRINCE GEORGE’S COUNTY

TheBus

SERVICE TYPE
Bus

OPERATING AREA
Prince George’s County

ACCESSIBILITY
Vehicles are accessible.

FARE
Free to people holding a valid MetroAccess ID card and companion, Metro Disability ID card, Senior SmarTrip® card, Medicare card with valid photo ID, or valid ID with proof of age (over 55). MetroAccess escorts ride free.

TRIP PURPOSE
Any

ELIGIBILITY
None

RESERVATIONS
None

INFORMATION
Call 301-324-2877
Online princegeorgescountymd.gov
PRINCE GEORGE’S COUNTY

Call-A-Cab

SERVICE TYPE
Paratransit/Taxicab/Hybrid taxicab

OPERATING AREA
Prince George’s County

ACCESSIBILITY
Some vehicles are accessible for mobility devices.

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 800-735-2258
Online princegeorgescountymd.gov

PRINCE GEORGE’S COUNTY

Call-A-Bus

SERVICE TYPE
Demand response curb-to-curb paratransit

OPERATING AREA
Prince George’s County

ACCESSIBILITY
Vehicles are 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 800-735-2258

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

Municipality    Phone
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

Continues on next page
PRINCE GEORGE’S COUNTY

Call-A-Bus (Continued)

Municipality                  Phone
Port Towns of
   Bladensburg, Cottage City       301-277-4920
   and Colmar Manor.............. 301-336-1402
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 Rainier........... 301-985-6586
City of New Carrollton......... 301-459-6103
City of Seat Pleasant.......... 301-336-8678
Town of
   University Park............... 301-927-4262

PRINCE GEORGE’S COUNTY

Medicaid Taxi Service Non-Emergency Transportation

SERVICE TYPE
Taxicab

OPERATING AREA
District of Columbia, Maryland and Virginia

ACCESSIBILITY
Vans are accessible.

FARE
Regulated through Medicaid

TRIP PURPOSE
Based on Medicaid certification or policy

ELIGIBILITY
People with disabilities over the age of 60 with Medicaid

RESERVATIONS
1-866-386-8331
Must call 48 hours in advance.

INFORMATION
Call 1-866-386-8331
TTY 1-866-268-6198
PRINCE GEORGE’S COUNTY

Senior Transportation Services

SERVICE TYPE
Regularly scheduled curb-to-curb transportation

OPERATING AREA
Prince George’s County

ACCESSIBILITY
Vehicles are 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
Senior citizens and county residents with disabilities

RESERVATIONS
Call to schedule
Service available Monday through Friday, except County holidays

INFORMATION
Call 301-499-8603
TTY 1-800-735-2258
Online princegeorgescountymd.gov

PRINCE GEORGE’S COUNTY

Medical Program

SERVICE TYPE
Medical

OPERATING AREA
Prince George’s County

ACCESSIBILITY
Vehicles are accessible.

FARE
50¢

TRIP PURPOSE
Medical

ELIGIBILITY
County residents with disabilities

RESERVATIONS
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 1-800-735-2258
Online goprincegeorgescounty.com
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 VRE Reduced Fare ID card, Medicare card or valid photo ID card for senior citizens.

Applications for the VRE Reduced Fare ID Card are available online. Completed applications can be faxed, e-mailed or mailed to or dropped off to:

VRE
Attn: Reduced Fare ID
1500 King Street, Ste. 202
Alexandria VA 22314

TRIP PURPOSE
Any

ELIGIBILITY
VRE Reduced Fare ID card

RESERVATIONS
None

Continues on next page
Virginia Railway Express (VRE)

(Continued)

INFORMATION
Call 703-684-1001
TTY 703-684-0551
Email agotthardt@vre.org
Online vre.org/programs/handacc.htm
FAX 703-838-5422

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 accessible for mobility devices.

FARE
Discount fares do not apply

TRIP PURPOSE
Any

ELIGIBILITY
None

RESERVATIONS
Must be made 24 hours in advance

INFORMATION
Call 703-243-8294
Online bluetopcab.com

Continues on next page
VIRGINIA

Accessible Taxicabs (Continued)

Arlington Red Top Cab

SERVICE TYPE
Taxicab

OPERATING AREA
No Limit

ACCESSIBILITY
Some vehicles are accessible for mobility devices.

FARE
Discount fares do not apply

TRIP PURPOSE
Any

ELIGIBILITY
None

RESERVATIONS
Two hours in advance

INFORMATION
Call 703-522-3333
Online redtopcab.com

Yellow Cab

SERVICE TYPE
Taxicab

OPERATING AREA
No limit

ACCESSIBILITY
Some vehicles are accessible for mobility devices.

FARE
Discount fares do not apply

TRIP PURPOSE
Any

ELIGIBILITY
None

RESERVATIONS
Accessible taxicabs are available with two-hour advance request.

INFORMATION
Call 703-522-2222
American Red Cross
Arlington County Chapter

SERVICE TYPE
Curb-to-curb paratransit service

OPERATING AREA
Arlington County

ACCESSIBILITY
Not wheelchair accessible

FARE
Monetary donations

TRIP PURPOSE
Medical appointments and grocery shopping, on a space available basis.

ELIGIBILITY
Age 60 and over. Certified STAR and MetroAccess ID cardholders do not qualify for service.

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
75¢

TRIP PURPOSE
Any

ELIGIBILITY
None

RESERVATIONS
None

INFORMATION
Call 703-228-RIDE
TTY 1-800-828-1120
Email Questions@CommuterPage.com
Online commuterpage.com/art
ARLINGTON

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
$3.00 - $8.50 one-way depending on distance.

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
Online commuterpage.com/ART/star.htm

ARLINGTON

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
Must call 24 hours in advance for wheelchair accessible vehicle.

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

INFORMATION
Call 703-228-1700
TTY 703-228-1788
Email arlaaa@arlingtonva.us
Online www.commuterpage.com/ART/supersenior.htm
CITY OF ALEXANDRIA

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
No discounted fares

TRIP PURPOSE
Any

ELIGIBILITY
None

RESERVATIONS
None

INFORMATION
Call 703-370-3274
TTY 1-800-828-1120
Email dashbus@alexandriava.gov
Online dashbus.com

CITY OF ALEXANDRIA

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 800-828-1120
CITy of FAIRFAX

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
75¢
People with disabilities who have a City or Metro Disability ID card pay a reduced fare. MetroAccess customers ride free.

TRIP PURPOSE
Any

ELIGIBILITY
None

RESERVATIONS
None

INFORMATION
Call 703-385-7859
TTY 703-385-7859

Email Transportation
@fairfaxva.gov

Online fairfaxva.gov/CUEBus/CUEBus.asp

CITy of FAIRFAX

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 for transportation within the City, to the Vienna/Fairfax-GMU Metrorail station, to George Mason University and to Fair Oaks Hospital.

FARE
$3.20

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 800-828-1120
CITY OF FALLS CHURCH

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

FAIRFAX COUNTY

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
75¢ local and express bus service
Metro Disability ID cards, Metro Reduced Fare SmarTrip® cards, Senior SmarTrip® cards and Medicare cards are valid for reduced fare at all times. MetroAccess customers with a valid MetroAccess photo ID and one companion ride for free.

TRIP PURPOSE
Any

ELIGIBILITY
None

RESERVATIONS
None

INFORMATION
Call 703-339-7200
TTY 703-339-1608
Email fairfaxconnector@fairfaxcounty.gov
Online fairfaxcounty.gov/connector
Travel training is useful in allaying the fears of senior citizens who are reluctant to use transit. The Fairfax County Special Populations Transportation (SPoT) programs offer 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

FAIRFAX COUNTY

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
Made through participating taxicab vendors.

INFORMATION
Call 703-877-5800
TTY 711
Online fairfaxcounty.gov/fcdot/seniors.htm
**FAIRFAX COUNTY**

**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

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**FAIRFAX COUNTY**

**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 people with intellectual disabilities to work, rehabilitation and day support programs; senior citizens 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.

Continues on next page
FAIRFAX COUNTY

FASTRAN (Continued)

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

FAIRFAX COUNTY

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
None

RESERVATIONS
None

INFORMATION
Call 703-971-7727
PRINCE WILLIAM COUNTY, CITIES OF MANASSAS AND MANASSAS PARK

OmniRide (Commuter) and MetroDirect

SERVICE TYPE
Commuter Bus

SERVICE DAYS
Monday through Friday

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
OmniRide $7 Full/$3.50 non-peak
MetroDirect $3.30 Full
$1.65 non-peak
Day Pass $2.50/$1.25

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
888-730-6664
TTY 711
Online prtctransit.org
OmniLink and Cross County Connector

SERVICE TYPE
Bus

SERVICE DAYS
Eastern Prince William County: Monday through Saturday
Manassas and Manassas Park: Monday through Friday

OPERATING AREA
Prince William County, Manassas and Manassas Park

OmniLink operates six routes to meet the transportation needs of the entire community, including individuals who may have difficulty getting to and from established bus stops.

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
OmniLink $1.20 Full/60¢
Cross County Connector $1.20 Full/60¢

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
888-730-6664
TTY 711
Online 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 the 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