

Transportation Resources

A Guide for Washington, DC Older Adults



Available on online at Iona.org/Resources

Acknowledgments

We would like to acknowledge the members of the Iona Senior Services Citizen's Advisory Group Transportation Committee for compiling this transportation guide.

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Transportation Resources for Washington, DC Older Adults

Transportation is a key aspect of living independently in the Washington, DC area. Compiled by the Iona Senior Services Citizens Advisory Group, this reference guide includes fact sheets, regional and DC transportation information, and other resources for navigating and using a number of public and private transportation options. Contact numbers and websites are provided. Older adults, caregivers and others who may require accommodations or assistance are invited to use this guide to moving around Washington, DC.

About the Citizens Advisory Group (CAG): The CAG is devoted to discussing critical issues affecting older adults living in Wards 2 and 3 and the impact of public policy on the quality of life of older adults. Members include representatives from local aging-in-place villages, citizen advocacy initiatives, Advisory Neighborhood Commissions, local congregations in Wards 2 and 3 of Washington, DC, and respected activists. The group meets monthly on the second Tuesday, from 3 – 4:30 PM at Iona Senior Services. Call (202) 895-9442 for more information. We welcome readers' comments about this guide and the services listed. Email us at ASteiner@iona.org.

Resource Guide available online at:

Iona.org

Click on “RESOURCES” button on upper right then open:

Transportation Resources for Washington, DC Older Adults

We are pleased to share this resource and hope you find it helpful! This information will be updated periodically. Please check with the contact numbers given for resources in this guide to confirm the information is still accurate. If you find inaccurate information or discover a new resource that should be included, please contact us at the email address above. Special thanks to Iona Senior Services and Capitol Hill Village for their assistance in putting this guide together.

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Acronyms and Definitions

Circulator Bus – The Circulator provides public bus service to many of DC’s attractions and neighborhoods via six distinct routes.

DAV – Disabled American Veterans

JCA – Jewish Council for the Aging

JSSA – Jewish Social Service Agency

MetroAccess – MetroAccess is a shared-ride, door-to-door paratransit service run by Metro for people who have disabilities that prevent them from taking the bus or train.

QMB – Qualified Medicare Beneficiary. The DC QMB program helps District residents who are eligible for Medicare pay for their Medicare expenses.

WMATA/Metro – Washington Metropolitan Area Transit Authority or Metro. WMATA runs the Washington, DC area public bus and rail systems.

Using Metro's Senior SmarTrip Card



Senior SmarTrip Card: a “must” for DC residents 65 years and older

What is the Senior SmarTrip Card?

- ▶ The yellow Senior SmarTrip card is a “must” for people 65 and older who want to benefit from reduced fares on public transit.
- ▶ Older adults ride for half the peak fare on Metrorail, for \$1.00 on regular Metrobus routes and at discounted fares on other participating bus service providers, including the Circulator.
- ▶ Older adults must apply in person for the card and present a government issued photo ID (see next page).



How does the Senior SmarTrip Card work?

- ▶ The customer receives the senior card at time of purchase. The card is then “filled” or “loaded” from a credit or ATM/debit card with the desired amount to pay for upcoming Metrobus and Metrorail trips.
- ▶ To pay for a trip, the user taps the card on the Metro fare box inside a station (<https://www.wmata.com/fares/smartrip/>). The fare amount is then deducted from the total on the card. Metro users tap the card upon both entering and exiting. Bus users tap upon entering the bus.
- ▶ Cards can be refilled at machines at Metro stations, using an online Metro account, at Metro Sales Offices or select commercial vendors. Search here for locations in or near your zip code: <https://www.wmata.com/fares/stores.cfm#retail>.
- ▶ The Senior SmarTrip card makes it easier and more economical to take advantage of public transit alternatives and exercise non-driving options.

Using Metro's Senior SmarTrip Card *continued*

Where can I use the Senior SmarTrip card?

- ▶ Cardholders pay half the peak fare on Metrorail. This discount is good for all rides.
- ▶ On regular Metrobus routes and other regional bus services, cardholders pay \$1.00 when using their card.
- ▶ Cardholders get a discount on a 7-Day regional pass.
- ▶ Transfers from Metrobus to Metrobus are free when using the card. Unlimited connections within a two-hour window are allowed, including round trip rides.
- ▶ The card can also be used on the Circulator Bus. Rides for seniors and persons with disabilities are 50 cents.

How do I add value to my card online?

- ▶ Cardholders can open an online account with Metro; this allows them to add value to their card. To open an online Metro account, visit: <https://smartrip.wmata.com/Account/Create>. You will provide an email address and be asked to set up security questions. After you activate your account and log in, the senior card can be linked to your Metro account.
- ▶ Family members or friends can manage balances for older members who may not do transactions online.
- ▶ Although a SmarTrip card will be registered by Metro upon purchase, users are encouraged to create an online Metro account linked to their card. This will make it easier to replace the card if it is lost, stolen or damaged. For a \$2 fee, the

card balance will be transferred onto a new card and mailed to the cardholder.

How do I get a Senior SmarTrip Card?

- ▶ To apply, seniors present a government issued photo ID and pay \$2 at the Metro sales office at the Metro Center Station from 8am-6pm weekdays. Enter Metro at 12 & F Streets NW to access this sales office. (Metro re-opened this sales office in early 2018. Metro's outdoor window sales office at Metro Headquarters is now closed.)
- ▶ To learn about purchasing the Senior SmarTrip card at commercial businesses or at the Rosslyn and Ballston Metro Stations, visit <https://www.wmata.com/fares/stores.cfm#retail>. Under "Retail Outlet Search" at the bottom of that page, enter a zip code to check if nearby CVS, Giant or other stores sell the Senior SmarTrip cards. Be sure to call the store ahead to verify they have the *senior* cards in stock.
- ▶ Older adults visiting the area may pay the reduced bus fare by showing the bus operator a valid government-issued photo ID that includes your date of birth and address. They may also purchase the Senior SmarTrip card and/or the \$8.75 Metrobus Weekly Senior Pass at any of the locations listed above.
- ▶ Senior SmarTrip cards cannot be purchased at Metro vending machines although value may be added.

Is assistance available by telephone?

- ▶ Yes. Contact the SmarTrip call center (888-762-7874) or Metro Customer Service (202-637-1328).

Transportation

Independent Riders



FACT SHEETS FOR OLDER ADULTS ARE A JOINT PROJECT OF IONA AND THE DC OFFICE ON AGING

Independent riders can get on and off, and to and from a vehicle without help. They also don't need to be accompanied at their destination. If in a wheelchair, riders are able to stay in their chair and roll independently onto a vehicle.

If you need assistance, have a large motorized wheelchair, or are going to an appointment that requires you have a ride or driver to accompany you, please see our resource sheet, *Transportation for Riders Needing Assistance*.

TRANSPORTATION OPTIONS

Free and low-cost transportation to medical appointments, social service offices, and some other destinations is available for some DC residents. For a fee, you can travel to a variety of destinations. Consider where you want to go, what you can afford, what travel assistance you might need, and your comfort level travelling with other riders when choosing an option.

FREE AND LOW-COST TRANSPORTATION RESOURCES

► WMATA (METRO) BUS & RAIL

**For more information, contact
WMATA at 202-202-637-7000 | wmata.com**

Metro buses typically costs \$2 to \$4 per one-way leg of a trip. Adults aged 65+ and people with disabilities can qualify for discounted bus fares of \$1. All buses have wheelchair lifts and can lower the door step to make it easier for you to climb aboard.

A **Metro Rail** (subway) ride costs a little more than the bus. Fares are based on distance traveled and time of day. All Metro Rail cars are wheelchair accessible.

► SENIOR MEDEXPRESS PROGRAM (FREE)

For more information and to enroll, contact DC Office on Aging's customer service representatives at 202-724-5626.

Free transportation for DC residents aged 60+, including wheelchair users, primarily to medical appointments and social services in DC. Senior MedExpress is operated by the Yellow Cab Company, and is grant-funded by the DC Office on Aging. To enroll, you must provide proof of age, DC residency, and medical necessity (if using for medical appointments). Once enrolled, you can call Yellow Cab directly at 202-420-7533 to schedule a ride. Rides may be scheduled 24/7.

► VETS RIDE (FREE)

**For more information, contact
the Mayor's Office of Veterans Affairs at
202-724-5454 | ova.dc.gov**

Low-income DC veterans can receive free transportation to and from medical appointments, educational programs, and employment services in the city. *Availability may be subject to funding.*

MODERATE TO HIGH-COST TRANSPORTATION RESOURCES

► TAXIS AND WHEELCHAIR ACCESSIBLE TAXIS

Red Cab of DC

202-285-1632 | redcabdc.com

Royal Taxi (offers wheelchair accessible cabs)

202-398-0500 | dctaxionline.com

Yellow Cab

202-544-1212 | dcyellowcab.com

Yellow Paratransit (offers wheelchair accessible cabs) 202-544-1213

dcyellowcab.com/yellow-paratransit

DC taxis charge mileage-based fares regulated by the government. The 2018 rate for cabs operating in DC is \$3.50 base + \$2.16 per mile. Taxis may charge extra fares for things like additional passengers, waiting for a passenger, and telephone dispatch. Some destinations, including airports, may impose fees which are passed on to the rider. DC prohibits cabs where wheelchair users can roll into the cab from charging more than regular cab fares.

► RIDESHARING WITH A SMARTPHONE

For more information, or to obtain ride sharing apps, visit

Lyft at lyft.com

Uber at uber.com

Via at ridewithvia.com

Ridesharing companies such as Uber, Lyft, and Via partner with professional and nonprofessional drivers who use their own cars to provide transportation services. Fares are based on mileage. Extra fees may be charged during high-use times, inclement weather, for extra passengers, and if you request to be the only passenger. Lyft and Uber do not post their fares. But, both companies offer an estimate of a trip's fare via their Smartphone app or website. For Via, most short trips start at around \$2.95. Most ridesharing customers use Smartphones to request a ride and pay fares.

► RIDESHARING WITHOUT A SMARTPHONE

For more information, contact

Arrive at 1-866-626-9879 | arriverides.com

Go Go Grandparent at 1-855-464-6872

gogograndparent.com

Uber and Lyft riders without smartphones can request rides using intermediary companies like Arrive and Go Go Grandparent. For a fee, you can use any phone (land-line or cell) to arrange ridesharing through the intermediary company. Arrive charges a \$5 transaction fee per ride. Go Go Grandparent charges fees based on minutes of your phone call plus mileage of your trip.

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Transportation

Riders Needing Assistance



FACT SHEETS FOR OLDER ADULTS ARE A JOINT PROJECT OF IONA AND THE DC OFFICE ON AGING

Listed below are transportation options for riders who need limited assistance, such as door-to-door support or help getting to and from a vehicle.

If you can get on and off, and to and from a vehicle without help, or you do not need to be accompanied at your destination, please see our resource sheet, *Transportation for Independent Riders*.

RIDERS NEEDING NO OR LIMITED ASSISTANCE: FREE AND LOW-COST TRANSPORTATION RESOURCES

► WMATA METROACCESS PARATRANSIT

For more information, contact WMATA at 301-562-5360
wmata.com

WMATA's MetroAccess Paratransit service provides door-to-door service for riders unable to use the WMATA's regular bus or subway service. Wheelchair accessible vehicles are available. Riders frequently share travel with other passengers. Same-day service is not available. Fares are typically twice that of the regular bus and subway, but no higher than \$6.50 per one-way trip (as of 2018).

► MEDICAID TRANSPORTATION

For more information, contact DC Medicaid contractor, MTM, at 1-866-796-0601
mtm-inc.net/washington-dc

DC Medicaid recipients (though not QMB recipients) may qualify for free door-to-door transportation to and from medical appointments.

Wheelchair accessible vehicles also are available. Riders frequently share travel with other passengers. Same-day service is not available. The service is not available to every DC Medicaid recipient, but only those needing this level of service.

► TRANSPORT DC

For more information, contact Transport DC at 1-844-322-7732 | dfhv.dc.gov/service/transport-dc

Transport DC provides reduced fare (\$5 per ride as of 2018) taxi service for DC residents who have a MetroAccess card. Riders can travel anywhere in the city for the first half of each month. *Riders can travel to medical, dental and employment services for the entire month.* While riders cannot receive travel assistance from drivers, they can bring their own aide with them without incurring any additional fees.

► VOLUNTEER TRANSPORTATION PROVIDERS

Some nonprofits offer volunteer transportation for older DC residents. The drivers typically escort riders (providing limited assistance along the way) through the entire trip. For example, if a driver transports a passenger to a medical appointment, the driver would accompany the passenger into the doctor's office, wait until the appointment ends, accompany the passenger back to the vehicle, and then drive the passenger home.

Before scheduling a ride, bear in mind that these services may not be free (despite that volunteers do the driving). Ride availability is dependent on the volunteers' schedules, not yours. Volunteer transportation may not be the best option if you absolutely need a ride on a specific day and time. Same-day transportation is not available.

Brenner Transportation
Contact JSSA at 301-816-2633 | jssa.org

This volunteer service of Montgomery-county based JSSA provides rides to medical appointments. The program serves older adults in northern DC only. Sliding scale mileage fees are charged.

DAV Volunteer Transportation
Contact the Hospital Service Coordinator at DC's VA Medical Center: 202-745-8000

Veterans who need travel assistance to Veterans Affairs (VA) Medical Facilities may get help from DAV's volunteer transportation program.

Road to Recovery
Call 1-800-227-2345 | cancer.org

Cancer patients can receive free volunteer rides to cancer-related medical appointments via the American Cancer Society.

Village Volunteer Transportation

Members-only Villages are located in many parts of DC. These neighborhood nonprofits offer a variety of services to their older adult members, often including volunteer transportation. Membership fees vary from Village to Village. Some Villages offer scholarships. A list of local Villages is below.

Capitol Hill Village | 202-543-1778
25 8th Street SE, 2nd floor

Cleveland & Woodley Park Village | 202-615-5853
3601 Connecticut Avenue, NW, Suite L-04

DC Waterfront Village | 202-656-1834
607 Sixth Place, SW

Dupont Village | 202-436-5252
2121 Decatur Place, NW

East Rock Creek Village | 202-656-7322
7838 Eastern Avenue, NW

Foggy Bottom West End Village | 202-333-1327
2430 K Street, NW

Georgetown Village | 202-999-8988
1680 Wisconsin Avenue, NW

Glover Park Village | 202-436-5545

Kalorama Village | tibby@kaloramavillage.org
2126 Connecticut Avenue, NW, Suite 52

Mount Pleasant Village | 202-468-0364
1735 Lamont Street, NW

Northwest Neighbors Village | 202-468-0364
4901 Connecticut Avenue, NW, Suite 277

Palisades Village | 202-244-3310
5200 Cathedral Avenue, NW

Pennsylvania Avenue Village East | 202-581-6161
3130 Pennsylvania Ave, SE

**RIDERS NEEDING LIMITED TO
EXTENSIVE ASSISTANCE:
MODERATE TO HIGH COST
TRANSPORTATION RESOURCES**

► **HIRING A HOME CARE AIDE WHO DRIVES**

**To find local home care agencies,
see Iona's free Resource Guide**

Many private pay home care agencies permit their aides to drive. Some aides can help with wheelchair transfers and home care needs such as personal care (bathing, dressing, and grooming), cooking, some housekeeping, and shopping. Specific tasks with which aides can help vary by agency. 2018 fees for home care aides range from \$20 to \$30 per hour, plus mileage if the aides drive their own cars.

► **PRIVATE PAY PARATRANSIT**

Battles Transportation: 202-462-8658

Para-Med Medical Transport: 1-800-572-0005

Transport-U: 240-475-7568

Private pay paratransit is an option for riders who need more assistance than a home care aide can provide, or for riders who use large motorized wheelchairs—typically too large or heavy for other transportation providers. Short trips can cost \$50 to \$70 round trip.

Using TransportDC



TransportDC: the \$5 taxi ride for DC residents registered with MetroAccess

What is TransportDC?

- ▶ TransportDC provides \$5 one-way taxi rides for those registered with MetroAccess. It is a private-public partnership between the DC government and two contracted cab companies (Yellow Cab and District Cab).
- ▶ DC residents with a MetroAccess ID card pay \$5 for a one-way cab ride anywhere within the District.
- ▶ The rider must show a MetroAccess ID number at time of service. (See next page for MetroAccess eligibility.)
- ▶ The passenger rides alone in the taxi, although the rider may take two additional riders at no extra charge.

Why is TransportDC a good transportation option for those eligible?

- ▶ TransportDC users say they like the convenience, efficiency, customer service, and flat fee of TransportDC.

- ▶ Eligible users can call for a taxicab with as little as an hour's advance notice and may make a round-trip reservation.
- ▶ TransportDC offers accessible taxicabs for those who use wheelchairs or need other special accommodations.

How do I get a ride using TransportDC?

- ▶ You must be registered with MetroAccess to use TransportDC. Call MetroAccess at **(202) 962-2700** to apply (see next page).
- ▶ You must talk to a TransportDC operator to book a \$5 cab ride. Call **(844) 322-7732** to book 24 hours a day, 7 days a week. Have your MetroAccess ID ready and say, "Transport DC" when the operator answers. (If calling from a landline, add a "1" at the beginning of this phone number.)
- ▶ Ride anywhere in the District from the 1st to the 15th of the month.
- ▶ Ride to medical/dental appointments and place of employment in the District throughout the month.
- ▶ Wheelchair accessible vehicles are available on request. Ask the operator to communicate this need to the taxi driver.

Using TransportDC *continued*

What is MetroAccess?

- ▶ MetroAccess is a federally-mandated paratransit service for disabled persons and other individuals unable to independently use the accessible Metrobus and Metrorail system for some or all of their transportation.
- ▶ The Americans with Disabilities Act (ADA) sets criteria to determine eligibility for paratransit service. For MetroAccess, an application and in-person assessment are required.

Who is eligible for MetroAccess and what is the application process?

- ▶ Eligibility relates to the ability to independently use public transit for all trips. Eligibility is not related to income.
- ▶ MetroAccess applicants must go to Metro headquarters downtown for an assessment. Transportation to the site is available. There is no online registration.
- ▶ The MetroAccess application has sections to be completed by the applicant and his/her healthcare provider.
- ▶ The healthcare provider must certify that the person has a disability that prevents the applicant from independently using public transit.
- ▶ Three-month MetroAccess registration is available for certain temporary disabilities.
- ▶ Anyone registered with MetroAccess qualifies automatically to use TransportDC, with no additional steps.

How do TransportDC and MetroAccess compare?

- ▶ MetroAccess is a shared-ride public transportation system; vans pick up multiple passengers.
- ▶ TransportDC is a same-day, on-demand alternative transportation service, serving one rider at a time. Two companions may ride at no extra charge.
- ▶ MetroAccess is available at all times bus and rail service is available, to locations within 3/4 mile of the routes.
- ▶ TransportDC is available 24 hours a day for travel only within the District.
- ▶ Both services have accessible vehicles that accommodate wheelchairs and other special needs.
- ▶ MetroAccess provides door to door service.
- ▶ TransportDC offers curb to curb service. TransportDC does not assist passengers from the door to the curb, given the program insurance coverage.

How to contact MetroAccess and TransportDC

- ▶ For more information on MetroAccess, call the Transit Accessibility Center at (202) 962-2700 and select option 1, or visit <https://www.wmata.com/service/accessibility/metro-access/index.cfm>.
- ▶ For more information on TransportDC, visit <https://dfhv.dc.gov/service/transport-dc>.

A downloadable PDF of this information sheet is available at www.CapitolHillVillage.org

Capitol Hill Village is collaborating with other Villages and community groups in the District to increase older adult access to information about transportation options and to encourage seniors' use of alternate transportation modes in addition to driving.

For more information, contact CHV Transportation Outreach Manager Heather Foote at info@capitolhillvillage.org.

Capitol Hill Village, 725 8th Street SE, 2nd Floor, Washington, DC 20003 | 202-543-1778 | www.capitolhillvillage.org

Using Abilities-Ride



Abilities-Ride: DC MetroAccess customers ride to Maryland in a taxi.

What is Abilities-Ride?

- ▶ Abilities-Ride is a Maryland-based transportation option recently opened to DC residents.
- ▶ DC residents with a MetroAccess ID card may order a taxi, rather than ride MetroAccess vans, for trips into Montgomery and Prince George's Counties.
- ▶ The service provides on-demand taxi service at a discounted rate.
- ▶ The rider gives a MetroAccess ID number when ordering a taxi and then shows the card at time of service. (See next page for MetroAccess eligibility.)
- ▶ The passenger rides alone in the taxi, although one Personal Care Assistant (PCA) may travel with the passenger at no extra charge.

Why is Abilities-Ride a good transportation option for those eligible?

- ▶ MetroAccess customers travel efficiently from the District into two Maryland counties for medical and other appointments or activities.

- ▶ Rides are low-cost. The customer pays \$5 for the first nine miles of the ride and then pays \$2 per mile for mileage over that distance. (Use the contact phone numbers below to check the full fare schedule.)
- ▶ Eligible users can call for a taxi with as little as an hour's advance notice and may make a round-trip reservation.
- ▶ Reservations are not required but are strongly encouraged, especially during peak traffic hours.
- ▶ Abilities-Ride offers accessible taxicabs for those who use wheelchairs or need other special accommodations.
- ▶ DC resident riders starting their trip in the District must return to the District the same day. Riders may take up to four trips a day.

How do I get a ride using Abilities-Ride?

- ▶ A rider must be registered with MetroAccess to use Abilities-Ride. Call MetroAccess at **(202) 962-2700** to apply (see next page).
- ▶ For rides into Montgomery County from DC, call Regency Taxi at (301) 990-9100. Be sure to specify if you need an accessible taxi. Regency partners with Barwood Cab, which may provide some rides.

Using Abilities-Ride *continued*

- ▶ For rides into Prince George's County from DC, call Silver Cab at **(301) 277-6000**. Be sure to specify if you need an accessible taxi.
- ▶ You may book a round-trip ride or one-way ride, although you must return to the District on the same day.

What is MetroAccess?

- ▶ MetroAccess is a federally-mandated paratransit service for disabled persons and other individuals unable to independently use the fixed-route Metrobus and Metrorail system for some or all of their transportation.
- ▶ The Americans for Disabilities Act (ADA) sets criteria to determine eligibility for paratransit service. For MetroAccess, an application and in-person assessment are required.

Who is eligible for MetroAccess and what is the application process?

- ▶ Eligibility relates to the ability to independently use public transit for all trips. Eligibility is not related to income.
- ▶ MetroAccess applicants must call MetroAccess at **(202) 962-2700** for an appointment, and then go to Metro headquarters downtown for an assessment. Free transportation to the site is provided. There is no online registration, although the application can be downloaded at <https://tinyurl.com/y86rps8l>.
- ▶ The MetroAccess application has sections to be completed by the applicant and his/her healthcare provider. The applicant takes the

completed application to Metro headquarters at the scheduled assessment time.

- ▶ The healthcare provider must certify that the person has a disability that prevents the applicant from independently using public transit all or some of the time.
- ▶ Three-month MetroAccess registration is available for certain temporary disabilities.

How do MetroAccess and Abilities-Ride compare?

- ▶ **MetroAccess** is a shared-ride public transportation system; vans pick up multiple passengers.
- ▶ **Abilities-Ride** is a same-day, on-demand alternative transportation service, serving one MetroAccess rider at a time. A Personal Care Assistant may accompany the rider at no cost.
- ▶ **MetroAccess** is available at all times bus and rail service is available, to locations within $\frac{3}{4}$ mile of the Metro routes.
- ▶ **Abilities-Ride** is available 24 hours a day for travel by DC residents originating their trip in DC (and by Maryland residents).
- ▶ Both services have accessible vehicles that accommodate wheelchairs and other special needs.
- ▶ **MetroAccess** provides door to door assistance.
- ▶ **Abilities-Ride** offers curb to curb assistance. Drivers do not assist passengers from the door to the curb, given program insurance coverage.

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Capitol Hill Village, 725 8th Street SE, 2nd Floor, Washington, DC 20003 | 202-543-1778 | www.capitolhillvillage.org

■ REGIONAL TRANSPORTATION

ALS Association DC/MD/VA Chapter Transportation Program

Program provides reimbursement for transportation service to people with a diagnosis of ALS who do not have a means of transportation of their own.

http://webdc.alsa.org/site/PageServer?pagename=DC_8_transportation

AMTRAK

800-USA-RAIL

60 Massachusetts Avenue, NE, Washington, DC 20002

Reduced train fares are available to passengers with disabilities and their companions, and to older adults, age 62 and older.

www.amtrak.com

Brenner Escorted Door-through-Door Transportation Program 301-816-2639

Provides safe and reliable rides to medical appointments for seniors and other individuals who need assistance when leaving and returning to their homes. Transportation is available Monday through Friday, from 8:00 AM to 3:00 PM, and rides are scheduled in advance by the passenger or their family members. Passengers pay an hourly fee billed to them each month.

<https://www.jssa.org/get-help/seniors/transportation/brenner-transportation-program/>

JCA Connect-A-Ride

**301-738-3252 or
703-323-6494**

12320 Parklawn Drive, Rockville, MD 20852-1726

A free service that helps older adults and disabled adults of all ages find the transportation they need. Helps with schedules, benefits, and eligibility requirements in Montgomery County, Arlington County, and Fairfax County, and the cities of Alexandria, Fairfax, and Falls Church, VA.

www.accessjca.org/programs/transportation

MARC

**866-RIDE-MTA
(866-743-3682)**

A commuter rail system with services in the Baltimore and Washington area. Operates Monday - Friday only. Older adults (65+) and people with disabilities receive a discount off the price of all MARC tickets, except the TLC (Transit Link Card).

<https://mta.maryland.gov/marc-fares>

Medical Assistance Transportation Program

866-796-0601

Provides non-emergency transportation to Medicaid covered medical services for eligible Medical Assistance (MA) residents who have no other means of getting to their medical

appointments.

www.mtm-inc.net/washington-dc

Additional information:

- **City of Alexandria:** **1-866-386-8331 and choose option 7**
<https://www.alexandriava.gov/dchs/adultservices/default.aspx?id=50404>
- **City of Arlington: 1-866-386-8331**
<https://aging-disability.arlingtonva.us/resources/transportation/>
- **Fairfax County: 866-386-8331**
<https://www.fairfaxcounty.gov/familyservices/disabilities/northern-virginia-transportation-guide>
- **Montgomery Country: 240-777-5899**
<http://www.montgomerycountymd.gov/dot-transit/seniors.html>
- **Prince George's County: 301-856-9555**
<https://www.princegeorgescountymd.gov/2104/Medical-Assistance-Transportation-Program>
- **Virginia Department of Medical Assistance Services (DMAS) 866-386-8331**
Region 3, 7443 Lee Davis Road, Suite 200, Mechanicsville, VA 23111
Website helps eligible Medicaid members, Medicaid transportation providers, and other Medicaid service providers to understand transportation benefits.
transportation.dmas.virginia.gov

Ride Sharing

- **Arrive:** 1-866-626-9879 or <http://arriverides.com/>
- **Go Go Grandparent:** 1-855-464-6872 or <https://gogograndparent.com/>
- **Lyft:** <https://www.lyft.com/>
- **Uber:** <https://get.uber.com/>
- **Via:** <https://ridewithvia.com/>

Road to Recovery

1-800-227-2345

The American Cancer Society Road To Recovery program provides transportation to and from treatment for people with cancer who do not have a ride or are unable to drive themselves.

<https://www.cancer.org/treatment/support-programs-and-services/road-to-recovery.html>

Villages (see list at back of resource guide for more information)

Villages often provide volunteer medical escorts for their paid members. Find a local Village at <http://wavevillages.org/index.php/about-us/our-villages>

Virginia Railway Express (VRE)**703-684-1001**

1500 King Street, Suite 202, Alexandria, Virginia 22314

Provides safe, cost effective, accessible, reliable, convenient, and comfortable commuter-oriented rail passenger service in Virginia and Washington, DC. Offers reduced-fare tickets to older adults aged 65+ and people with disabilities.

www.vre.org**Washington Metropolitan Area Transit Authority (WMATA)****202-637-7000****202-637-1328**

(Complaints)

Disability ID and Senior SmarTrip Card**202-962-1558 600**

5th Street, NW, Washington, DC 20001

The regional bus and subway system (also known as Metro). Seniors and people with disabilities with SmarTrip cards get discounted fares on Metro; purchase Senior SmarTrip cards at Metro sales offices, and station kiosks. A Medicare card can be used for discounts on the bus. All Metro bus and subway cars are accessible.

www.wmata.com**WMATA Metro Access****301-562-5360**

A shared-ride, door-to-door, paratransit service for people who cannot independently use the accessible bus and/or rail system due to a disability.

<https://www.wmata.com/service/accessibility/metro-access/index.cfm>**■ DC TRANSPORTATION****DAV Volunteer Transportation****202-745-8000**

Veterans who need travel assistance to Veterans Affairs (VA) Medical Facilities may get help from DAV's volunteer transportation program.

<https://www.dav.org/veterans/i-need-a-ride/>**Transport DC****1-844-322-7732**

Client Services Suite 2001/Executive Offices Suite 3001

2235 Shannon Place SE, Washington, DC 20020

Provides an alternative transportation service for MetroAccess customers. Rides are unrestricted the first 15 days of the month. Rides for medical, dental, and employment services are available for the entire month. Each one-way trip is \$5.00, which can be paid by cash, credit card or debit card.

<https://dfhv.dc.gov/service/transport-dc>

VetsRide**202-724-5454**

441 4th Street, NW, Suite 870 North, Washington, DC 20001

Offers veteran residents of Washington DC whose annual income is less than \$30,000 transportation to medical appointments, educational opportunities, and employment. Availability may be subject to funding.

<https://ova.dc.gov/service/vetsride>

■ WHEELCHAIR-ACCESSIBLE TAXIS**Arlington BlueTop Cabs****703-243-TAXI or
703-243-8294**

Serves Arlington County and parts of surrounding northern Virginia; has wheelchair-accessible taxis.

www.bluetop.com/accessible-taxi-service/

Barwood Taxi**301-984-1900**

Serves the Washington metro region. TaxiPlus vehicles are modified minivans with wheelchair ramps or lifts. Recommend booking 24-48 hours in advance, though not required.

www.barwoodtaxi.com

Fairfax Red Top Cab**703-333-3333**

Serves Fairfax County and parts of surrounding northern Virginia; has wheelchair-accessible taxis and offers senior discounts.

www.fairfaxredtopcab.com

Fairfax Yellow Cab**703-534-1111**

Serves Fairfax County and parts of surrounding northern Virginia; has wheelchair-accessible taxis and offers senior discounts.

<http://www.fairfaxyellowcab.com/>

King Cab Company**703-549-3530**

Serves all of Alexandria, VA , airports, and the DC Metro area.

www.kingcabcompany.com/

Red Top Cabs**703-333-3333 (Fairfax)****703-522-3333 (Arlington)**

Serves Fairfax and Arlington Counties and parts of surrounding northern Virginia; has

wheelchair-accessible taxis and offers senior discounts.

<http://www.redtopcab.com/>
www.fairfaxredtopcab.com

Royal Taxi

202-398-0500

Serves Washington, DC, and parts of northern Virginia. If reserving online, select “Wheelchair accessible Taxi” option.

www.dctaxionline.com

Sun Cabs

301-252-0575

Serves Montgomery County. Has wheelchair-accessible taxis in the “MobilityPlus” program.

www.suncabmoco.com

Yellow Cab Company of DC

202-544-1213

Serves Washington, DC. Request a wheelchair-accessible cab by selecting the “Add Special Options” drop down menu.

www.dcyellowcab.com/

Villages are neighborhood-based organizations that assist people age in the community safely and comfortably. Most models are membership-based with services such as transportation, computer training, home maintenance, and shopping. Often these services are provided by volunteers and vetted professional providers. Villages also may offer social and educational activities. Iona supports the efforts of the Village movement, and remains committed to providing support services to local Villages and their members.

■ DC VILLAGES

Capitol Hill Village 725 8th Street, SE, Washington, DC 20003 www.capitolhillvillage.org	202-543-1778
Cleveland and Woodley Park Village PO Box 11231, Washington, DC 20008 www.clevelandwoodleyparkvillage.org	202-615-5853
DC Waterfront Village 607 7 th St. SW, Washington, DC 20024-2433 www.dewaterfrontvillage.org	202-656-1834
Dupont Circle Village 2121 Decatur Place, NW, Washington, DC 20008 www.dupontcirclevillage.net	202-436-5252
East Rock Creek Village 7838 Eastern Ave, NW, Suite D, Washington, DC 20012 http://www.eastrockcreekvillage.com/	202-656-7322
Foggy Bottom West End Village 2430 K Street, NW, Washington, DC 20037 www.fbwevillage.org	202-333-1327
Georgetown Village PO Box 3563, Washington, DC 20027 www.georgetown-village.org	202-999-8988
Glover Park Village PO Box 32255, Washington, DC 20007 www.gloverparkvillage.org	202-436-5545
Kingdom Care Senior Village 814 Alabama Ave, SE, Washington, DC 20032 www.kingdomcarevillage.org	202-561-5594
Mount Pleasant Village 1735 Lamont St. NW, Washington, DC 20010 http://www.mountpleasantvillage.org	202-468-0364
Northwest Neighbors Village 4901 Connecticut Avenue, NW, Suite 277 Washington, DC 20008 www.nwnv.org	202-777-3435
Palisades Village PO Box 40403, Washington, DC 20016 www.palisadesvillage.org	202-244-3310

Pennsylvania Avenue Village East, Inc.
3130 Pennsylvania Avenue, SE, Washington, DC 20020
www.pavillageeast.org

202-657-6160