



ARLINGTON
VIRGINIA

This brochure gives Arlington residents age 55 and over an overview of the many transportation services available in Arlington County. Both County and community based transportation programs and services are included. These programs provide a wide range of options designed to meet specific needs.

Please note: some of the transit options listed are for individuals with disabilities and there is no age requirement to use these services.

For each program or service, a description is provided that includes eligibility requirements and contact information to receive more information and applications. Fees are varied based on the individual program and are listed when applicable.

Additional information for these and other programs for Arlington residents age 60 and older can be obtained from the:

Aging & Disability Resource Center (ADRC)
703-228-1700, TTY 703-228-1788
arlaaa@arlingtonva.us
<https://aging-disability.arlingtonva.us>

NOTE: TTY stands for Text Telephone. It is a special device that allows people who are deaf, hard of hearing, or speech impaired to use the phone to communicate. A TTY is required at both ends of the conversation in order to communicate.

Table of Contents

Fixed Route Transportation	4
Arlington Transit (ART)	
Washington Metro Area Transit Authority (WMATA)	
Reduced Fare Programs	
Travel Training	
Taxi Cab	8
Transportation Network Companies (TNCs)	8
Super Senior Taxi	9
Senior Center Adult Transportation (SCAT)	10
Social 60+ Café Transportation	11
Senior Loops	12
Paratransit	13
Metro Access	
STAR	
Transportation for Medicaid Participants	16
Volunteer Organizations	17
Frequently Called Numbers	18
Commuter Store Locations	19

FIXED ROUTE TRANSPORTATION

ARLINGTON TRANSIT (ART):

ART Bus: Arlington Transit operates 16 routes within Arlington County, Virginia, supplementing Metrobus with cross-county routes as well as neighborhood connections to Metrorail and Virginia Railway Express (VRE).

All ART buses are fully accessible through the ability to lower or kneel to the curb and the deployment of ramps to provide access for riders using wheelchairs and other mobility devices. Bus operators will assist riders in wheelchairs. The buses are equipped with wheelchair securement areas and offer priority seating for senior citizens and persons with disabilities.

Note: ART Bus riders with a Senior SmarTrip® card receive a 50% discount on the fare. Learn more on Page 6.

For more information: www.ArlingtonTransit.com



WASHINGTON METRO AREA TRANSIT AUTHORITY (WMATA):

Metrobus: Metrobus operates 325 routes around the region and provides more than 400,000 trips each weekday serving 11,500 bus stops in the District of Columbia, Maryland, and Virginia.

The entire Metrobus fleet has the ability to kneel or lower and is equipped with low floor ramps or lifts. All buses are equipped with wheelchair securement areas and offer priority seating for older adults and people with disabilities.

For more information: www.wmata.com/service/bus

Metrorail: Metrorail provides safe, clean, reliable transit service for more than 600,000 customers a day throughout the Washington, DC area. The Metrorail system has six color-coded rail lines: Red, Orange, Silver, Blue, Yellow, and Green. The layout of the system makes it possible to travel between any two stations with no more than a single transfer.

All Metrorail stations and rail cars are accessible. Rail cars offer priority seating for older adults and people with disabilities.

For more information: www.wmata.com/service/rail

Note: Metrobus and Metrorail riders with a Senior SmarTrip® card receive a discount on the fare. Learn more on Page 6.

REDUCED FARE PROGRAMS

Senior SmarTrip® Card: The bright yellow Senior SmarTrip® card, for **adults age 65 and older**, enables seniors to ride the ART bus, Metrobus, or Metrorail for a reduced fare.

Cost: The Senior SmarTrip® card costs \$2. To purchase the card, bring a valid government issued photo ID with proof of age to the Metro sales office at the Metro Center station or a Commuter Store (see locations listed on Page 19).



Note: Riders age 65 and older can also obtain the reduced bus fare by showing the driver a valid government issued ID with date of birth, or by showing a valid Medicare Card and photo ID.

Reduced Fare SmarTrip® Photo ID Card: Riders **under age 65** with Medicare and Veterans with a 60% or greater disability rating are eligible for reduced fares.

Metro Reduced Fare SmarTrip® photo ID cards are issued at the Transit Accessibility Center located at 600 5th Street, NW, Washington, DC 20001, Monday through Friday with the exception of Federal holidays. A card will be issued the same day if you meet the eligibility criteria. Bring the original, completed application and a valid photo ID.

TRAVEL TRAINING

WMATA offers free individual or group instruction designed to teach older adults and customers with disabilities how to travel safely and independently on Metrobus and Metrorail. For more information or to schedule a session, please call 202-962-2700 or TTY 202-962-2033.

The **ENDependence Center of Northern Virginia (ECNV)** offers a free travel training program for people with disabilities who want to learn to travel safely and independently using public transportation in the Washington Metropolitan Area. For more information or to signup call ECVN at 703-525-3268.

TAXI CAB

Arlington is served by multiple taxicab companies. Contact the cab companies directly to schedule a ride:

Company	Phone Number
Arlington Blue Top Cab	703-243-8294
Red Top Cab	703-522-3333
Arlington Yellow Cab	703-522-2222

Note: If you need a wheelchair accessible vehicle, please be sure to request one when you call to schedule your ride.



TRANSPORTATION NETWORK COMPANIES (TNCs)

Transportation Network Companies (TNCs) connect individuals needing transportation to drivers typically through an online-enabled smart-phone application. Uber, Lyft and Via are examples of TNCs in Arlington. To access these services, download the appropriate application to your smart phone and create an account.

SUPER SENIOR TAXI

Super Senior Taxi is a subsidized transportation program for Arlington County residents **70 years old and older**. This program allows seniors to purchase a \$20 book of coupons for \$10 (half price). The coupons work like cash to pay the cab fare. Coupons can be used for any destination within the cab company's service area. Trips must start or end in Arlington. Rides are reserved as you would for any taxi ride.

Eligibility: You must complete an application to access this program. Applications are available at the Aging & Disability Resource Center, by mail or online at aging-disability.arlingtonva.us/transportation. Applications are also available at the Commuter Stores.

How to Use: Once your application has been approved, you can purchase coupons at the Commuter Stores. Eligible residents can purchase up to 20 coupon books per year.

For more information: Contact the Aging & Disability Resource Center at 703-228-1700 or arlaaa@arlingtonva.us



SENIOR CENTER ADULT TRANSPORTATION (SCAT)

SCAT is a pre-arranged shared-ride cab transportation service that Arlington residents **age 55 years and older** can use to travel to and from their homes to any of the 55+ Centers in Arlington, as well as the Barcroft Sports & Fitness Center, and the Community Centers at Fairlington, Gunston, Madison, and Thomas Jefferson. You can take a taxi ride to a 55+ Center any day the Center is open during their normal hours of operation and also to select Office of 55+ Programs (OSAP) sponsored and supported events within the County.

Eligibility: Anyone age 55 years and older may use the service. You must be an active 55+ Pass holder and you must complete an application for SCAT.

Call 703-228-4747 (option 3) to apply.

Cost: Each one-way trip costs \$2.50 (roundtrip is \$5.00).

How to use: Once approved, you can reserve a trip by calling 703-228-1900 between 8:30 a.m. and 6:30 p.m., Monday through Friday and Saturday between 9:00 a.m. and 5:00 p.m. You must call at least one day in advance no later than 6:30 p.m. the day before you want to use SCAT, or you may reserve your trip up to seven days in advance. Wheelchair accessible vehicles are available upon request.

For more information: Contact the Department of Parks & Recreation, Office of 55+ Programs at 703-228-4747 (option 3) or parks.arlingtonva.us/programs/adults-55/55-membership/

55+ CENTERS



Arlington Mill 55+ Center
909 S. Dinwiddie Street, Arlington, VA 22204
703-228-7369

Aurora Hills 55+ Center
735 S. 18th Street, Arlington, VA 22202
703-228-5722



Langston-Brown 55+Center
2121 N. Culpeper St., Arlington, VA 22207
703-228-6300

Lee 55+ Center
5722 Lee Highway, Arlington, VA 22207
703-228-0555

Lubber Run 55+ Center (**Fall 2020**)
300 N. Park Dr, Arlington, VA 22203
703-228-4747 (option 3)



Walter Reed 55+ Center
2909 S. 16th Street, Arlington, VA 22204
703-228-0955



Social 60+ Café location.

SOCIAL 60+ CAFE TRANSPORTATION

A pre-arranged shared-ride cab service that Social 60+ Café participants can use to travel to and from their homes to the Social 60+ Café programs during normal hours of operation. Anyone **age 60 years and older** who is registered and participating in the Social 60+ Café may use the service.

How to use: Contact the Social 60+ Café staff to register and coordinate your ride in advance.

SENIOR LOOPS

Designated weekly or monthly free bus trips to pre-arranged, local grocery stores for residents of The Carlin, Claridge House, Culpepper Garden, Hunter's Park, Woodland Hill and select neighborhoods. A Seasonal Loop (July through November) offers transportation to participating Senior Farmer's Markets.

Transportation is provided using wheelchair accessible vans.

Eligibility: You must complete a registration form to utilize the Senior Loops. Registration forms can be obtained from the Resident Coordinator of most residences listed above and from STAR. Return the completed application to the Resident Coordinator or to STAR.

How to Use: To reserve a ride on the Senior Loop, call STAR (703) 228-1900, at least 24 hours in advance.

For more information: Contact the Arlington Aging & Disability Resource Center at 703-228-1700 or arlaaa@arlingtonva.us.



PARATRANSIT

MetroAccess is the region's paratransit service. MetroAccess is a shared ride public transportation service for people who are unable to use the accessible fixed-route Metrobus and Metrorail public transit due to disability.

MetroAccess can be used for any trip purpose within 3/4 of a mile of areas serviced by Metrobus and Metrorail, during the same hours of operation as regular Metrobus and Metrorail service.

Eligibility: To determine if a customer is eligible to use MetroAccess, an application, in-person interview and functional assessment are required.

Cost: MetroAccess fares are 2x the comparable fixed-route fare, with a maximum one-way fare of \$6.50. Customers are expected to pay the driver prior to boarding the vehicle or utilize MetroAccess EZ-Pay. Personal care assistants can ride for free.

How to Use: To schedule a trip, call MetroAccess at (301) 562-5360 a minimum of 1 day before the travel day.

Applications can be obtained from the Metro Transit Accessibility Center website: www.wmata.com/service/accessibility/metro-access/eligibility.cfm#apply, by phone (202) 962-2700, or email eligibility@wmata.com.

Note: Arlington residents 60+ can obtain a MetroAccess application from the Aging & Disability Resource Center: 703-228-1700 or arlaaa@arlingtonva.us.

For more information: Visit the MetroAccess Website: www.wmata.com/service/accessibility/metro-access/

SPECIALIZED TRANSIT FOR ARLINGTON RESIDENTS (STAR)



STAR serves Arlington residents who have difficulty using public fixed route transit due to the effects of age or disability. STAR is a shared ride paratransit service intended to provide a comparable level of transportation as provided by ART, Metrobus and Metrorail. STAR operates between 5:30 a.m. and midnight, 7-days a week. All trips must begin or end in Arlington.

Eligibility: Arlington County residents currently certified eligible for MetroAccess are automatically certified for STAR. If you have your MetroAccess ID but have not used STAR, call the STAR Call Center at 703-228-1900 to ensure you are in the database.

Cost: Fares range from \$4.00 to \$9.50 based on the trip plan. Riders pay the driver before the trip departs. STAR coupon books can be purchased from the Commuter Store to use for payment. Personal care assistants can ride for free.

How to Use: To reserve a ride, contact the STAR Call Center at (703) 228-1900.

For more information: Visit the STAR website:
www.ArlingtonTransit.com/star/

SPECIALIZED TRANSIT FOR ARLINGTON RESIDENTS (STAR)

Interim STAR serves Arlington residents **60 years old and older** who have applied for MetroAccess, meet the eligibility requirements and are awaiting MetroAccess approval.

Temporary STAR is a service available for Arlington residents who have a temporary condition that prevents driving or using public transportation.

Eligibility: A physician's note stating the condition and the estimated duration of the condition is required to apply.

Note: Interim and Temporary STAR trips are limited to healthcare appointments inside the Beltway in Virginia, Washington, DC and the INOVA Fairfax Hospital Complex.

STAR Assist provides a driver/escort from the door of your home into the healthcare provider's office or similar destination. STAR Assist trips are limited to healthcare appointments or to visits to family members in assisted living or nursing facilities.

Eligibility: you must be an Arlington County resident, **60 years old or older**, and currently certified eligible for MetroAccess. You must complete a short application and accept a home visit, and you must need a personal care attendant.

Cost: An additional fee of up to \$10, in addition to the STAR fee, is billed to the client after the trip.

For more information on all STAR programs, or to apply, contact the Aging & Disability Resource Center at 703-228-1700 or arlaaa@arlingtonva.us

TRANSPORTATION FOR MEDICAID PARTICIPANTS

Virginia Medicaid recipients can arrange for non-emergency medical transportation needs through Medicaid. This service is only for Medicaid covered appointments.

Eligibility: You must be enrolled in the Medicaid plan to access the transportation service.

How to use: Reservations should be made during regular business hours, at least 48 hours in advance of the trip. Contact your Medicaid provider directly to schedule transportation services.

The Virginia Medicaid Provider table below provides the trip reservation number for each of the Medicaid Managed Care Organizations.

Managed Care Organization	Transportation #
Aetna Better Health of Virginia	(800) 734-0430 Option 1
Anthem HealthKeepers	(855) 325-7581
Magellan Complete Care of Virginia	(877) 796-5843
Optima Health	(855) 325-7558
United Healthcare	(888) 258-0521
Virginia Premier	(877) 719-7358

VOLUNTEER ORGANIZATIONS

Arlington Neighborhood Village (ANV): ANV is a network of neighbors helping neighbors. One of the services provided by this volunteer-driven organization is transportation for trips to the grocery store, medical appointments or ANV sponsored activities for members. There is a fee for membership; scholarships are available.

Apply for membership at
arlnvil.org/join/membership-categories-and-fees/

For more information: Call 703-509-8057 or email info@arlnvil.org.

Shepherd's Center of McLean-Arlington-Falls Church: Shepherd's Center is a volunteer run organization with the mission to assist older adults in maintaining a safe and independent lifestyle. Volunteers help local seniors by providing rides to medical and therapy appointments, pharmacies and grocery stores.

For more information: Visit scmaf.org/services/ or call 703-506-2199.

Reach a Ride: Provides individuals who require transportation assistance with information about transportation providers in their area.

For more information: Visit www.reacharide.org or call 855-732-2427.

FREQUENTLY CALLED TRANSPORTATION CONTACTS

Arlington County Aging & Disability Resource Center

703-228-1700, TTY 703-228-1788

arlaaa@arlingtonva.us

aging-disability.arlingtonva.us

Arlington County Department of Parks & Recreation Office of 55+ Programs

703-228-4747

osap@arlingtonva.us

parks.arlingtonva.us/programs/adults-55

Senior Center Adult Transportation (SCAT)

To schedule a trip: 703-228-1900

Arlington Transit (ART)

www.ArlingtonTransit.com

Customer Service: 703-228-7433

STAR

To schedule a trip: 703-225-1900

Senior Loop reservation: 703-228-1900

Washington Metro Area Transit Authority (WMATA)

www.wmata.com

MetroAccess

To schedule a trip: 301-562-5360

Commuter Stores

See Page 19

Taxi Cab Companies

See Page 8

COMMUTER STORE LOCATIONS TO PURCHASE SENIOR SMARTRIP CARDS, STAR COUPONS AND SUPER SENIOR TAXI COUPON BOOKS

Ballston Commuter Store

Ballston-MU Metro Plaza (kiosk at top of escalator)
4230 Fairfax Drive, Arlington, VA 22203

Phone: 703-528-3541 **Fax:** 703-522-4356 **TDD:** 711

Hours: Mon.-Fri. 7:00 a.m.-7:00 p.m., Sat. 8:00 a.m.-3:00 p.m.

Crystal City Commuter Store

Crystal City Shops (underground across from Dunkin' Donuts)
251 18th Street S., Arlington VA, 22202

Phone: 703-413-4287 **Fax:** 703-413-4291 **TDD:** 711

Hours: Mon.-Fri. 7:00 a.m.-7:00 p.m.

Rosslyn Commuter Store

Rosslyn Metro Station Entrance
1810 N. Moore Street, Arlington, VA 22209

Phone: 703-525-1995 **Fax:** 703-525-0060 **TDD:** 711

Hours: Mon.-Fri. 7:00 a.m.-7:00 p.m., Sat., 8:00 a.m.-2:00 p.m.

Shirlington Commuter Store

Shirlington Bus Station (near S. Randolph St & 31st St S.)
2975 S. Quincy Street, Arlington, VA 22206

Phone: 703-820-4981 **Fax:** 703-820-4985 **TDD:** 711

Hours: Mon.-Fri. 10:00 a.m.-7:00 p.m.; closed 1:30 p.m. - 2:00 p.m.

Pentagon Commuter Store

Pentagon Metro Station (upper Bus Bay Area near bays 7 & 8)
2 S. Rotary Road, Arlington, VA 22202

Open to the public, accessible by bus or rail.

Phone: 703-302-3941 **Fax:** 703-302-3940 **TDD:** 711

Hours: Mon.-Fri., 6:30 a.m.-6:30 p.m.



Maximizing independence and dignity for older Arlingtonians



Connect with us at:

<https://aging-disability.arlingtonva.us>

arlaaa@arlingtonva.us

703-228-1700

Aging and Disability Resource Center

Social 60+

Cafes

**Nutrition
Screening**

**Personal Care
Services**

**Money
Management**

Transportation

**Home Delivered
Meals**

**Medicare
Counseling**

**Legal
Services** **LTC
Ombudsman**



ARLINGTON VIRGINIA

DEPARTMENT OF HUMAN SERVICES



ARLINGTON VIRGINIA

DEPARTMENT OF PARKS AND RECREATION



ARLINGTON VIRGINIA

DEPARTMENT OF ENVIRONMENTAL SERVICES