

ARLINGTON COUNTY

Transportation
Services for
Older Adults
and Persons
with Disabilities

At-A-Glance



ARLINGTON
VIRGINIA

ARLINGTON COUNTY TRANSPORTATION SERVICES FOR OLDER ADULTS AND PERSONS WITH DISABILITIES

AT-A-GLANCE

This brochure gives Arlington residents age 60 and over an overview of the many transportation services available. Each program listed has details outlining eligibility requirements and includes phone numbers and/or a web address for more information and applications.

Together these programs provide a wide range of options designed to meet specific needs. Fees are varied based on the individual program.

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

Please see each program for more information and point of contact.

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

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Information as of January 2015

ARLINGTON TRANSIT - ART DISCOUNT



DESCRIPTION ▶ Discount on all Arlington Transit-ART buses for eligible persons.

ELIGIBILITY ▶ Age 65 and over or with disabilities.

TRIP PURPOSE ▶ Any.

AREA SERVED ▶ All routes served by ART.

HOW TO USE/RESERVATIONS ▶ The Senior SmarTrip card allows seniors to ride ART for a reduced fare (see page 3 for info on purchasing a Senior SmarTrip card). Seniors may also pay the reduced cash bus fare of \$0.85 by showing the bus operator a valid Medicare Card and photo ID, or showing a valid government-issued photo ID card with date of birth (passport, driver's license, etc.)

COST/DISCOUNT ▶ Discount is 50% of regular fare.

WEBSITE ▶ www.arlingtontransit.com

METRO DISCOUNT & SENIOR SMARTRIP CARD

DESCRIPTION ▶ Discounts on all Metrobus and Metrorail services for eligible persons.

ELIGIBILITY ▶ Age 65 and over or with disabilities.

PREREQUISITES ▶ Completed application.

TRIP PURPOSE ▶ Any.

AREA SERVED ▶ All routes served by Metrobus and Metrorail.

HOW TO USE/RESERVATIONS ▶ The Senior SmarTrip card allows seniors to ride Metrobus, Metrorail and other regional bus services for a reduced fare. Seniors can ride regular Metrobus routes for \$0.85 and ride Metrorail for half the peak fare.

Seniors may also pay the reduced cash bus fare of \$0.85 by showing the bus operator a valid Medicare Card and photo ID, or showing a valid government-issued photo ID card with date of birth (passport, driver's license, etc.) A photo ID is needed to purchase the \$8.75 Weekly Metrobus Senior Pass and the \$10.00 Senior Metrorail Farecard. Note: Transfers are only free when using the SmarTrip card or weekly pass. Cash riders must pay each time they board a bus.

VEHICLE TYPE(S) ▶ SmarTrip cards are used on all public transit buses, including Metrobuses, Metrorail and Arlington Transit – ART.

COMPANIONS ▶ Not applicable

COST/DISCOUNT ▶ Senior citizens may ride for half the peak fare on Metrorail, for \$0.85 on regular Metrobus routes, and for a discounted fare on other participating bus service providers.

TO APPLY ▶ The Senior SmarTrip card can be purchased at the Metro Center Sales Office, Metro Pentagon Sales Office and Commuter Stores (see locations listed on inside back cover). Bring proof of age (birth certificate, driver's license or passport). WMATA 202-637-7000; TTY 202-638-3780.

WEBSITE ▶ www.wmata.com/fares/reduced.cfm

METRO TRAVEL TRAINING



DESCRIPTION ▶ Free individual or group instruction designed to teach older adults and customers with disabilities how to travel safely and independently on Metrobus and Metrorail. Includes instruction on how to pay fares, read route schedule information and review bus and rail accessibility features.

ELIGIBILITY ▶ Training is for senior citizens or people with disabilities

HOW TO USE/RESERVATIONS ▶

Call 202-962-2700 or email
TravelTraining@wmata.com

COMPANIONS ▶ Training can be done for individuals or for groups

COST/DISCOUNT ▶ Free.

WEBSITE ▶ www.wmata.com/accessibility/advocacy_policy/metro_accessible.cfm

Individual travel training is also available through the INDependence Center of Northern VA. Call the ECNN Travel Trainers at 703-525-3268 or visit www.ecnv.org/programs/traveltraining.html

METRO ACCESS



DESCRIPTION ▶ A door-to-door regional paratransit service sponsored by the Washington Metropolitan Area Transit Authority (WMATA).

ELIGIBILITY ▶ A disability that prevents use of the bus or rail system. No age requirement. All Arlington residents who are certified for MetroAccess may use STAR. With training, some riders may be able to use fixed route transit for some of their trips.

PREREQUISITES ▶ Completion of an application and a certification interview.

TRIP PURPOSE ▶ No restrictions.

AREA SERVED ▶ Anywhere in the Metrobus and Metrorail service area.

HOW TO USE/RESERVATIONS ▶ Make a reservation at least 24 hours before ride is needed by calling 301-562-5360 or (TTY) 301-588-7535.

VEHICLE TYPE(S) ▶ Taxis or vans. Wheelchair accessible vehicles upon request.

COMPANIONS ▶ Companions may ride along (on a space available basis) for the same fare as the MetroAccess eligible person. Personal Care Attendants (PCAs) ride free.

COST/DISCOUNT ▶ Up to \$6.50 per one-way trip.

TO APPLY ▶ For an application, contact MetroAccess at 202-962-2700, TTY 202-962-2033. Arlington residents age 60+ may contact the Aging and Disability Services Customer Service Center at 703-228-1700; TTY 703-228-1788; email: arlaaa@arlingtonva.us for assistance with the application process.

WEBSITE ▶ www.wmata.com/accessibility/metroaccess_service/

STAR (SPECIALIZED TRANSIT FOR ARLINGTON RESIDENTS)



DESCRIPTION ▶ STAR is Arlington County's pre-arranged, reserved trip, curb-to-curb service for persons with a disability. STAR operates as part of the Arlington Transit system and is an alternative to MetroAccess. Service is available 5:30 AM - midnight, seven days a week.

ELIGIBILITY ▶ A person with a disability that prevents the use of the bus or rail system. No age requirement.

PREREQUISITES ▶ Must be certified eligible for the MetroAccess program (see MetroAccess section on page 5) and live in Arlington County.

TRIP PURPOSE ▶ No restrictions.

AREA SERVED ▶ Anywhere in the Metrobus or Metrorail service area.

HOW TO USE/RESERVATIONS ▶ Call STAR Monday – Friday, 8:30am-6:30pm and Saturdays 9am-5pm. If the STAR Call Center will be closed on a Monday holiday, it will be open the preceding Sunday from 11am-3pm. Residents certified to use MetroAccess may request a trip from one to seven days in advance, or set up standing trips for the same time(s) and same day(s) each week. Call 703-892-TRIP (8747); TTY: Virginia Relay Center 800-828-1120.

VEHICLE TYPE(S) ▶ Taxis, sedans, accessible SUVs or minivans. Wheelchair accessible vehicles upon request.

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STAR (SPECIALIZED TRANSIT FOR ARLINGTON RESIDENTS)



COMPANIONS ▶ Companions may ride along (on a space available basis) for the STAR reduced fare. PCAs ride free.

COST/DISCOUNT ▶ **Zone 1:** \$3.50 for trips inside Arlington. **Zone 2:** \$5.00 for trips to DC, Alexandria, Falls Church, or Fairfax County inside the Beltway and to Inova Fairfax Hospital/Woodburn Mental Health at 3300 Gallows Road and the Insight Memory Care Center at 2812 Old Lee Highway. **Zone 3:** \$9.00 for trips to Fairfax County outside the Beltway, Montgomery County or Prince George's County. All trips must begin or end in Arlington. MetroAccess is also available for these rides for a \$6.50 maximum fare.

STAR COUPONS ▶ Coupons that can be used to pay the fare for STAR services. Coupons must be purchased ahead of time at a Commuter Store (see locations on inside back cover) or online at www.CommuterDirect.com. Coupons come in booklets of 10 and cost \$35 for a booklet of the \$3.50 coupons, \$40 for a booklet of the \$4.00 coupons, \$50.00 for a booklet of the \$5.00 coupons.

TO APPLY ▶ Contact MetroAccess at 202-962-2700; TTY: 202-962-2033, or online at www.wmata.com for an application. Arlington residents age 60 and over may contact the Aging and Disability Services Customer Service Center at 703-228-1700; TTY 703-228-1788 or email: arlaaa@arlingtonva.us

WEBSITE ▶ www.arlingtontransit.com/star

STAR ASSISTED TRANSPORTATION SERVICES



DESCRIPTION ▶ Driver/escort between door of home and office of health care provider. Service is an add-on for STAR users who qualify. Service is available 5:30am – midnight, seven days a week.

ELIGIBILITY ▶ Arlington residents age 60 and over in need of a personal care attendant and unable to use curb-to-curb service.

PREREQUISITES ▶ Certified eligible by MetroAccess and participating in STAR program; complete an application and a home visit assesment.

TRIP PURPOSE ▶ Health care appointments, visits to family member in nursing home or assisted living residence.

AREA SERVED ▶ Anywhere in the Metrobus or Metrorail service area.

HOW TO USE/RESERVATIONS ▶

Call STAR at 703-892-TRIP (8747); TTY: Virginia Relay Center 800-828-1120, Monday – Friday, 8:30am - 6:30pm and Saturdays 9am - 5pm.

VEHICLE TYPE(S) ▶ Taxis, sedans, accessible SUVs or minivans. Wheelchair accessible vehicles upon request.

COMPANIONS ▶ Companions may ride along (on a space available basis) for the same STAR reduced fare.

COST ▶ Maximum of \$10 per one-way trip, based on income, plus the one-way trip STAR zone fee of \$3.50, \$5.00 or \$9.00.

TO APPLY ▶ Call the Aging and Disability Services Customer Service Center at 703-228-1700; TTY 703-228-1788; email: arlaaa@arlingtonva.us

WEBSITE ▶ www.arlingtontransit.com/star

STAR TEMPORARY ELIGIBILITY AND INTERIM STAR



DESCRIPTION ▶ **Temporary STAR** service is available to Arlington residents who have a temporary condition that prevents driving or using public transportation (e.g., a broken leg). The user must have a physician's note stating the condition and estimated duration of the condition. The service can be used for up to three months. **Interim STAR** is for Arlington residents age 60 and over who have submitted an application for MetroAccess and meet all criteria but have not yet been approved.

TRIP PURPOSE ▶ Trips are limited to healthcare appointments.

AREA SERVED ▶ Trips are restricted to inside the beltway in Virginia, Washington, D.C., and the Fairfax Hospital Complex.

HOW TO USE/RESERVATIONS ▶ Call STAR at 703-892-TRIP (8747); TTY: Virginia Relay Center 800-828-1120, Monday – Friday, 8:30am - 6:30pm and Saturdays 9am - 5pm. Service is available 5:30am - midnight, seven days a week.

VEHICLE TYPE(S) ▶ Taxis, sedans, accessible SUVs or minivans. Wheelchair accessible vehicles upon request.

COMPANIONS ▶ Companions may ride along (on a space available basis) for the same fare as the temporarily STAR eligible person.

COST/DISCOUNT ▶ See "Cost/Discount" under STAR on page 7 for pricing information.

TO APPLY ▶ If under age 60 call Arlington Crisis Assistance at 703-228-1350. If age 60 and over, call the Aging and Disability Services Customer Service Center at 703-228-1700; TTY 703-228-1788; email: arlaaa@arlingtonva.us

WEBSITE ▶ <http://aging-disability.arlingtonva.us/resources/transportation/>

WALTER REED ADULT DAY HEALTH CARE CENTER



DESCRIPTION ▶ Door-to-door transportation service available to participants in Arlington's Adult Day Health Care Center located at 2909 16th Street South, Arlington, VA 22204.

ELIGIBILITY ▶ Participants in Arlington's Adult Day Health Care Center Program.

TRIP PURPOSE ▶ Transportation between home and Arlington's Adult Day Health Care Center.

AREA SERVED ▶ Arlington.

HOW TO USE/RESERVATIONS ▶ Arranged by center staff.

VEHICLE TYPE(S) ▶ Wheelchair accessible vehicles available.

COMPANIONS ▶ Not applicable.

COST/DISCOUNT ▶ Sliding fee scale.

TO APPLY ▶ For more information call the Adult Day Health Care Center at 703-228-5340 or TTY: Virginia Relay Center 800-828-1120.

WEBSITE ▶ www.arlingtonva.us/locations/walter-reed-adult-center/

MEDICAID TRANSPORTATION (LOGISTICARE)

DESCRIPTION ▶ Non-emergency transportation to the nearest enrolled Medicaid provider for a service covered by Medicaid.

ELIGIBILITY ▶ Medicaid recipients who are not participating in health maintenance organization (HMO) and have no other transportation available.

PREREQUISITES ▶ Medicaid-approved treatment.

TRIP PURPOSE ▶ Medical appointment paid for by Medicaid.

AREA SERVED ▶ Northern Virginia.

HOW TO USE/RESERVATIONS ▶

Call 1-866-386-8331 (LogistiCare) at least 48 hours in advance. Must have your Medicaid number available when calling. Standing orders can be arranged. Social Service agencies may call 1-866-679-6330.

VEHICLE TYPE(S) ▶ As appropriate, determined by LogistiCare.

COMPANIONS ▶ If medically necessary.

COST/DISCOUNT ▶ Not applicable.

TO APPLY ▶ Not applicable.

WEBSITE ▶ www.logisticare.com

SENIOR CENTER ADULT TRANSPORTATION PROGRAM (SCAT)



DESCRIPTION ▶ A pre-arranged shared-ride cab transportation service for Arlington residents to travel between their homes and Arlington Senior Centers (see below for list of centers).

ELIGIBILITY ▶ Age 55 and over. Must be registered with the Office of Senior Adult Programs (annual fee of \$20 for Arlington County residents).

PREREQUISITES ▶ Submit application to STAR.

TRIP PURPOSE ▶ Transportation to and from programs at Senior and Community Centers.

AREA SERVED ▶ Arlington.

HOW TO USE/RESERVATIONS ▶ Call 703-892-8747 between 8:30am – 4:30pm at least one day in advance. May call up to one week in advance. May set up a standing order.

VEHICLE TYPE(S) ▶ Taxis or vans. Wheelchair accessible vehicles upon request.

COMPANIONS ▶ Not applicable.

COST/DISCOUNT ▶ \$2.50 each way for cab ride (\$5.00 roundtrip). An additional discount can be obtained by purchasing a coupon book from Red Top (703-522-3333) and Yellow Cab Company (703-522-2222).

TO APPLY ▶ Call 703-228-4744 to apply. TDD for deaf and hard of hearing persons: 711.

WEBSITE ▶ www.arlingtontransit.com/pages/about/programs-for-seniors-disabled/senior-center-adult-transportation-scat/

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SENIOR CENTER ADULT TRANSPORTATION PROGRAM (SCAT)



SENIOR CENTERS

Arlington Mill Senior Center

909 S. Dinwiddie Street
703-228-7369

Lee Senior Center

5722 Lee Highway
703-228-0555

Langston-Brown Senior Center

2121 N. Culpeper Street
703-228-6300

Madison Senior Center

3829 N. Stafford Street
703-228-5310

Culpepper Garden Senior Center

4435 N. Pershing Drive
703-228-4403

Aurora Hills Senior Center

735 18th Street South
703-228-5722

SENIOR CENTER NUTRITION PROGRAMS



DESCRIPTION ▶ Curb-to-curb transportation service available to nutrition program participants at the Walter Reed, Langston Brown, and Arlington Mill Senior Centers.

ELIGIBILITY ▶ Age 60 and over.

PREREQUISITES ▶ Participants in the specific senior center nutrition programs.

TRIP PURPOSE ▶ Transportation between home and nutrition centers.

AREA SERVED ▶ Arlington.

HOW TO USE/RESERVATIONS ▶

Call the center at least one day in advance.
May set up a standing order.

VEHICLE TYPE(S) ▶ Taxis or vans. Wheelchair accessible vehicles upon request.

COMPANIONS ▶ Not applicable.

COST/DISCOUNT ▶ Donations requested.

TO APPLY ▶ Call the center for the program you attend:

Langston-Brown: 703-228-6300

Walter Reed: 703-228-0955

Arlington Mill: 703-228-7369

TTY for all: 703-228-4743

SENIOR LOOPS – GROCERY SHOPPING



DESCRIPTION ▶ Weekly/monthly grocery shopping for residents of The Carlin, Claridge House, Culpepper Garden, Hunter’s Park, Woodland Hill and select neighborhoods.

ELIGIBILITY ▶ Arlington residents age 55 and over who are residents of the locations listed above or who can get to those locations.

PREREQUISITES ▶ Must fill out a registration form.

AREA SERVED ▶ Arlington.

HOW TO USE/RESERVATIONS ▶ Call STAR at 703-892-8747 at least 24 hours in advance.

VEHICLE TYPE(S) ▶ Diamond Transportation provides the service using a wheelchair accessible van.

COMPANIONS ▶ Not applicable.

COST/DISCOUNT ▶ No charge.

TO APPLY ▶ Registration forms are available from the management of each senior resident and from STAR. Neighborhood residents should call STAR at 703-892-8747 to request a form. Return the completed form to residence management or STAR.

WEBSITE ▶

[http://aging-disability.arlingtonva.us/
resources/transportation/](http://aging-disability.arlingtonva.us/resources/transportation/)

DOOR-THRU-DOOR



DESCRIPTION ▶ For adults who need help in getting to and from health care appointments. Home care aides help individuals prepare for the trip, get to and from the vehicle, accompany persons during the health care appointment, provide assistance in returning home, and when appropriate share information with family caregivers and community service providers.

PREREQUISITES ▶ Must be a resident of either Arlington County or the City of Alexandria. Must be 18 or older and unable to travel to non-urgent medical appointments alone.

TRIP PURPOSE ▶ Getting to and from non-urgent health care appointments within 10 miles of Arlington or Alexandria.

AREA SERVED ▶ Arlington and Alexandria.

HOW TO USE/RESERVATIONS ▶ Contact Home Care Partners at 202-638-0736 or 202-638-2382. Email: tthomas@homecarepartners.com

COMPANIONS ▶ Aide escorts can be requested for weekday medical appointments with short times between 8am - 3pm. Clients must be able to get out of their homes with minimal assistance. Aide are not able to lift or carry clients.

COST/DISCOUNT ▶ Transportaion costs.

WEBSITE ▶ <http://aging-disability.arlingtonva.us/resources/transportation/>

SUPER SENIOR TAXI



DESCRIPTION ▶ Arlington County's subsidized taxi program.

ELIGIBILITY ▶ Arlington residents age 70 and over.

PREREQUISITES ▶ Submit application by mail to the Arlington Agency on Aging or in person at one of the Commuter Stores (see inside back cover).

TRIP PURPOSE ▶ Any.

AREA SERVED ▶ Anywhere within the cab company's service area. Trip must start or end in Arlington.

HOW TO USE/RESERVATIONS ▶ After you receive "welcome" information and an order form from the Agency on Aging, purchase fare coupons by mail, phone, or at a Commuter Store (see locations on inside back cover) for the cab company (Red Top or Yellow) you wish to use. Coupons work like cash for fares. Make reservations as you would for any taxi ride.

VEHICLE TYPE(S) ▶ Taxis or vans. Wheelchair accessible vehicles upon request.

COMPANIONS ▶ Same as any taxi.

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

TO APPLY ▶ Call the Aging and Disability Services Customer Service Center at 703-228-1700; TTY 703-228-1788; email: arlaaa@arlingtonva.us

WEBSITE ▶ www.arlingtontransit.com/pages/about/programs-for-seniors-disabled/super-senior-taxi/

TAXICAB DISCOUNTS



DESCRIPTION ▶ Three taxicab companies that serve Arlington offer a 10% discount to older passengers and persons with disabilities.

ELIGIBILITY ▶ Older or disabled passengers. Call cab company for information.

PREREQUISITES ▶ None.

TRIP PURPOSE ▶ Any.

AREA SERVED ▶ Anywhere within the cab company's service area.

HOW TO USE/RESERVATIONS ▶ Blue Top Cab Company offers a discount to older passengers who request the discount from the driver at the time of the trip. Red Top and Yellow Cab Companies sell coupon books at a 10% discount that are used as fare and turned in at the time of the ride. (see page 17). For information or to purchase call 703-525-0900. Make reservations as you would for any taxi ride.

VEHICLE TYPE(S) ▶ Taxi. Wheelchair accessible vehicles available upon advance request.

COMPANIONS ▶ Not applicable.

COST/DISCOUNT ▶ 10% discount.

ARLINGTON NEIGHBORHOOD VILLAGES (ANV)



DESCRIPTION ▶ Enables members to continue living in their own homes and communities as they age by providing access to support services, including transportation.

ELIGIBILITY ▶ Must be 55 or older and live in Arlington County.

PREREQUISITES ▶ Must be a member.

TRIP PURPOSE ▶ Trips to the grocery store, medical appointments, or ANV sponsored activities.

AREA SERVED ▶ Arlington County.

HOW TO USE/RESERVATIONS ▶ Once you are a member information on how to arrange services will be provided and set-up through ANV.

VEHICLE TYPE(S) ▶ Varies upon needs.

COMPANIONS ▶ Companions are allowed. A companion can also be arranged to attend medical visits.

COST/DISCOUNT ▶ There are three levels of membership: Full Individual Membership is \$500 a year; Full Household Membership is \$500 per year for the first member plus \$250 for each additional member; Associate Membership is \$500 per year for an individual or household membership but excludes any volunteer provided services.

TO APPLY ▶ Fill out the online Membership Application Form found at www.arlnvil.org/join/ or call 703-509-8057.

WEBSITE ▶ www.arlnvil.org

SHEPARD'S CENTER OF MCLEAN-ARLINGTON-FALLS CHURCH



DESCRIPTION ▶ A volunteer-based organization to serve older persons in Northern Virginia. Services include transportation to medical appointments and companion shopping to pharmacies, banks and grocery stores.

ELIGIBILITY ▶ Northern Virginia residents age 50 or older.

TRIP PURPOSE ▶ Trips to medical appointments, pharmacies, grocery stores and banks.

AREA SERVED ▶ McLean, Arlington and Falls Church.

HOW TO USE/RESERVATIONS ▶ Call 703-506-2199 between 10am - 3pm on weekdays and leave a voice message with the following information: Name of the doctor or practice; your address; date, time and length of appointment; phone number of doctor; whether ride is one way or round trip; if you want an additional stop during the ride. Make reservations at least 1 week in advance.

COST/DISCOUNT ▶ Free and open availability.

TO APPLY ▶ Call 703-506-2199 or email info@scmafe.org

WEBSITE ▶ www.shepherdscentermcafc.org

PURCHASE SENIOR SMARTRIP CARDS, STAR COUPONS AND SUPER SENIOR TAXI COUPON BOOKLETS AT THE COMMUTER STORE

Ballston-MU Metro Plaza

4230 Fairfax Dr.
(kiosk at top of escalator)
Phone: 703-528-3541
Hours: Mon-Fri 7am - 7pm
Sat 8am - 3pm

Crystal City

Crystal City Shops North
1615-B Crystal Square Arcade
Phone: 703-413-4287
Hours: Mon-Fri 7am - 7pm

Rosslyn

Rosslyn Metro Plaza
1810 N. Moore Street
Arlington, VA 22209
Phone: 703-525-1995
Hours: Mon-Fri 7am - 7pm
Sat 8am - 2:30pm

Shirlington

2975 S. Quincy Street
(at the Shirlington bus station)
Phone: 703-820-4981
Hours: Mon-Fri 10am - 7pm

Purchase online at Commuter Direct

Go to **www.CommuterDirect.com** to create an account and have your purchases mailed directly to you.

Call 703-228-7433; TTY 800-828-1120

Write CommuterDirect.com
PO Box 12176, Arlington, VA 22219



Sponsored by Arlington County

Department of Environmental Services
Department of Human Services
Department of Parks and Recreation



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