



TALKING TRANSPORTATION 2.0



A Basic Guide To Transportation Options For Older Adults And People With Disabilities

This Guide Covers Public, Paratransit, Non-Emergency Medical, and Rideshare Transportation Options In Washington, DC





Be empowered with the knowledge and resources needed to navigate the transportation landscape with confidence.

Welcome to *A Basic Guide to Transportation Options for Older Adults and People with Disabilities*. This guide serves as an education and awareness resource for people who might not know these services exist, need more information about them, and could possibly benefit from their use.

Maintaining access to reliable transportation is vital for preserving independence, promoting social engagement, and ensuring access to essential services. This guide provides a basic overview of four transportation options and offers practical information to help older adults, people with disabilities, and anyone with mobility challenges make informed decisions about their transportation.

Let's embark on this journey together.

Accurate as of July 2024

DISCLAIMER: Information contained in this booklet is current as of July 2024. Please contact transportation providers directly for the most up-to-date information. Area service providers are listed in this booklet as a courtesy. Inclusion in this booklet does not constitute an endorsement of services. Please contact service providers directly to determine if they can meet your specific transportation needs. A "Service Updates" page has been added after each section for handwritten updates.

Table Of Contents



Section Title	Page Number
The Importance of Accessible Transportation	01
Explore Four Transportation Options	03
01 Public Transportation	
02 Paratransit	
03 Non-Emergency Medical Transportation	
04 Rideshares	
1: Public Transportation Options	05
DC Circulator	06
Metro: Washington Metropolitan Transit Authority (WMATA)	07
• Metrorail	08
• Metrobus	12
Service Updates	14
2: Reduced Fare Programs	15
• Reduced Fare Disability Card	16
• Senior SmarTrip	17
• Metro Lift	18
Service Updates	19

Table Of Contents



Section Title

Page Number

3: Paratransit

20

- MetroAccess

21

Service Updates

26

4: Rideshares

35

- Uber

36

- Lyft

39

Service Updates

42

Other Transportation Options

43

- Are you able to pay out-of-pocket for NEMT services?

44

- For-Hire Options

45

Service Updates

45

Notes Page

46

The Importance of Accessible Transportation

Transportation is vitally important for everyone, including older adults and people with disabilities. *Accessible transportation* for older adults and people with disabilities increases equity in transport services by helping to ensure everyone has access to the following benefits:

01 - Access to Essential Services



Transportation provides access to essential services such as healthcare appointments, grocery shopping, and pharmacies. Without reliable transportation options, individuals may struggle to meet basic needs for food, medical care, and other necessities.

02 - Maintaining Independence



The ability to travel independently is necessary for maintaining a sense of autonomy and self-determination. Accessible transportation options allow individuals to participate fully in community life by providing the means to attend social events, engage in recreational or faith activities, gain or maintain employment, and be present and involved on their own terms.

03 - Quality of Life



Transportation plays a significant role in enhancing quality of life by enabling individuals to stay physically connected with family and friends, pursue hobbies and interests, and engage in meaningful activities outside the home. The ability to travel freely contributes to overall well-being and mental health.

04 - Health and Wellness



Accessible transportation makes it easier to keep regular medical appointments including those for preventive healthcare services. These appointments are crucial for managing chronic health conditions and addressing health concerns promptly. Transportation can also be part of a physical activity routine, which is important for maintaining overall health and mobility.

The Importance of Accessible Transportation

05 - Community Engagement



Accessible transportation enables all individuals to actively participate in their communities by attending community events, volunteering, and engaging in civic activities. Accessible transportation options help reduce social isolation and promote social connections, which are vital for mental and emotional well-being.

06 - Employment and Education




Reliable transportation is essential for older adults and people with disabilities who wish to remain in the workforce or pursue educational opportunities. Access to transportation expands employment options, facilitates participation in job interviews and training programs, and supports continued learning and professional development.

07 - Safety and Security



Accessible transportation options provide older adults and people with disabilities with safe and reliable means of travel. Accessible vehicles, trained attendants, and transportation services equipped with features such as wheelchair ramps and secure seating arrangements help ensure the safety and comfort of passengers.

In summary, transportation options designed for older adults and people with disabilities are essential to access services, maintain independence, enhance quality of life, support health and wellness, engage in community activities, pursue employment and education opportunities, and ensure safety and security. Accessible transportation options are crucial for promoting inclusion, equality, and dignity for everyone.



Explore Four Transportation Options: Public, Paratransit, Non-Emergency Medical Transport, and Rideshares

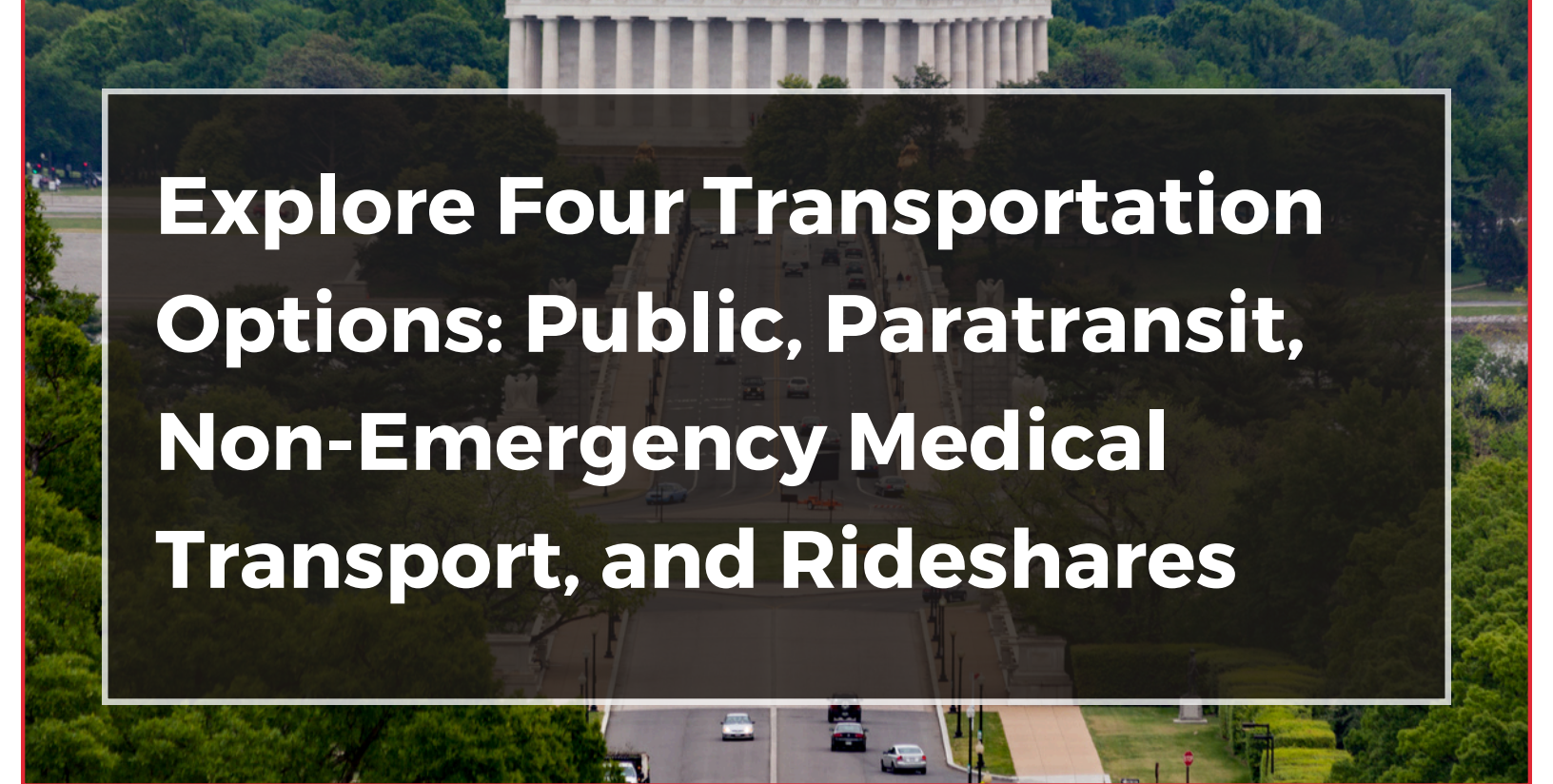
1 Public Transportation

Public transportation is a means of transport comprised primarily of buses, trains, streetcars, subways, and other vehicles that charge set fares, run on fixed routes, and are available to the general public.

2 Paratransit

Paratransit supplements larger public transit systems by providing individualized rides without fixed routes or timetables. Paratransit services usually use smaller vehicles (less than 25 passengers) and require advance-reservation for service that is either curb-to-curb or door-to-door.

ADA complementary paratransit services meet specific requirements that accommodate passengers with disabilities who are unable to use fixed route services.



Explore Four Transportation Options: Public, Paratransit, Non-Emergency Medical Transport, and Rideshares

3 Non-Emergency Medical Transportation (NEMT)

Non-Emergency Medical Transportation (NEMT) caters to passengers with special healthcare needs who are not experiencing medical emergencies. This includes people in wheelchairs or those who need medical equipment like oxygen tanks and stretchers.

Non-emergency medical transportation vehicles are equipped with the necessary equipment to meet passengers' specialized needs while transporting them safely and securely.

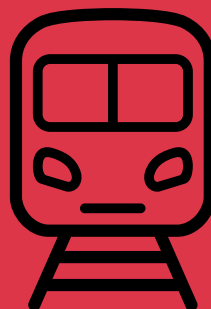
4 Rideshares

Rideshares are companies that connect drivers who use their personal vehicles with passengers via a website or mobile app. There are a number of rideshare options available. Two rideshare companies are explored here: Uber and Lyft.



1

Public Transportation Options





DC CIRCULATOR

The DC Circulator is a mode of public transportation that travels throughout Washington, DC and into Arlington, Virginia. Circulator buses service each stop every 10 minutes and have six routes connecting riders to DC’s main attractions and popular neighborhoods.

Payment Options

- **Cash.** DC Circulator accepts coins and dollar bills in exact change only. The driver does not carry cash to make change.
- **SmarTrip Card.** This is a permanent, rechargeable farecard you can use to pay fares and transfers on Circulator, Metrobus, Metrorail and more.

Circulator Fares

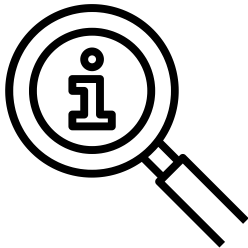
Regular : \$1.00

**Senior (65+)/Disabled:
50¢**

Accessibility Information

DC Circulator is committed to providing reliable and accessible service to all:

- Circulator buses can accommodate all types of wheelchairs and mobility scooters, up to two at a time.
- All buses kneel or lower to make it easier to get on and off the bus. They also are lift-equipped or have a low floor ramp.
- Two wheelchair securement areas are located either near the front or the middle of the bus.
- People using wheelchairs and motorized mobility aids have first priority for the accessible seating area.



LEARN MORE

DC Circulator Customer Service: 202-671-2020

***CIRCULATOR UPDATE:** This service may change or no longer be available. Be sure to check with local sources regarding changes to this service.

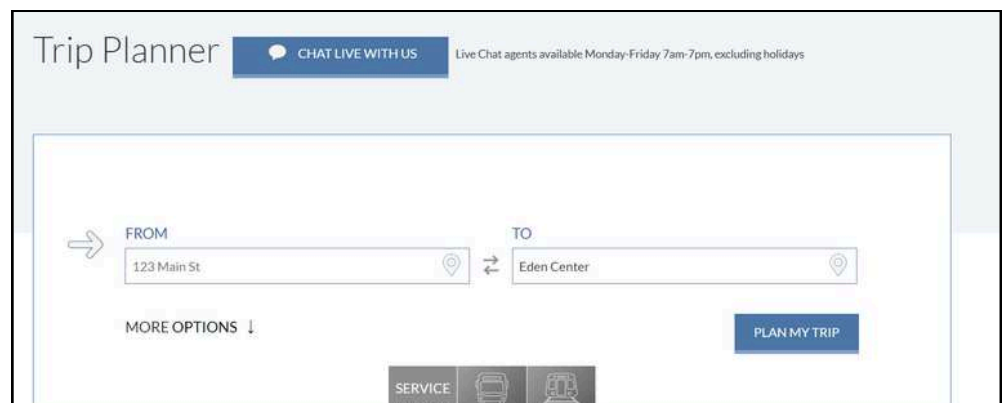


WHAT IS WMATA?

The Washington Metropolitan Area Transit Authority (WMATA), commonly referred to as Metro, is a tri-jurisdictional government agency that operates transit service in the Washington metropolitan area. WMATA began operating in 1976 and includes Metrorail, Metrobus, and MetroAccess.

Planning Your Trip

Use the Trip Planner tool at www.wmata.com to determine the best method of public transportation, route, and cost of traveling originating anywhere in the DC Metro area.



Payment Methods

- 1. Plastic SmarTrip Card**-Purchase a SmarTrip card via a Fare Vending Machine in any Metrorail station or order a card online. *(Are you 65 or older? See page 17.)*
- 2. SmarTrip Mobile Pay**-Through Apple Wallet or Google Wallet, you can pay for your metro trips with your phone and update your card balance instantly.



Metro Accessibility: Metrorail

Stations

- Outside of rail stations, there are directional signs to the station's accessible entrance and signs that identify the accessible elevator entrance.
- The information pylon outside of each Metro station includes info in Braille and raised alphabet.
- Most escalators in rail stations have bright contrasting paint at the edge of each step to assist people with low vision.
- Each rail station has an accessible fare vending machine with lower panels. Easy-to-use instructions are included in Braille and raised alphabet; there is also a button to press for audio instructions.



Metro Accessibility: Metrorail

Stations

- Metrorail station entrances have an extra-wide, accessible faregate for customers who use wheelchairs, scooters, and other mobility devices.
- Passenger Information Display System (PIDS) signs are located on each platform and mezzanine of every rail station.
- All stations feature bumpy tiles to alert customers who are blind or have low vision that they are nearing the edge of the platform.
- Flashing lights at the edge of the platforms alert customers that a train is approaching.



Metro Accessibility: Metrorail

Elevators

- All Metrorail stations include elevators.
- Sign up for ELstat (<https://elstat.wmata.com>) to be notified of elevator service disruptions by email, text message, etc., or call 202-962-1212 (TTY 202-638-3780) to learn about elevator outages.
- In rail stations, directional signs to elevators are located on the platform information pylons and on wall mounted station name signs. They include the International Symbol of Accessibility and an arrow in the direction of the elevator.
- Elevator accessibility and security features include:
 - Emergency intercoms to communicate with the station manager.
 - Chimes and announcements that identify the elevator direction and level of each stop.
 - Security cameras in all street level elevators.



Metro Accessibility: Metrorail

Rail Cars

- All Metrorail cars have gap reducers, making it easier for wheelchair users or anyone with a mobility device to safely enter and exit.
- Priority seating for people with disabilities and older adults is located in all rail cars near the center doors.
- Emergency intercoms are located at both ends of each Metrorail car, with notations in raised alphabet and braille.

LEARN MORE

Call: 202-962-1100

Website: <https://www.wmata.com/service/accessibility/>



Metro Accessibility: Metrobus

Bus Features I

- All buses kneel or lower and are lift-equipped or have a low floor ramp.
- Two wheelchair securement areas are located either near the front or the middle of the bus.
- People using wheelchairs and motorized mobility aids have first priority for the accessible seating area, located behind the bus operator.
- All the buses in Metro's fleet have audio stop announcements that identify major intersections and transfer points and a visual display.

LEARN MORE

Metro Accessibility: <https://www.wmata.com/service/accessibility/>

Call: 202-962-1100



Metro Accessibility: Metrobus

Bus Features II

- Bus operators are instructed to announce major intersections, landmarks, and transfer points on buses that do not have the automated stop announcement system or if the automated stop announcement system fails to work.
- Information, accessibility features, and visual displays of bus stops served by MetroBus can be accessed using the Service Nearby or Trip Planner tools at www.wmata.com.
- All new buses have security cameras on the inside and outside.
- All bus operators take part in ADA Customer Service Training.

LEARN MORE

Metro Accessibility: <https://www.wmata.com/service/accessibility/>

Call: 202-962-1100

Service Updates: Public Transportation Options





2

Public Transportation: Reduced Fare Programs

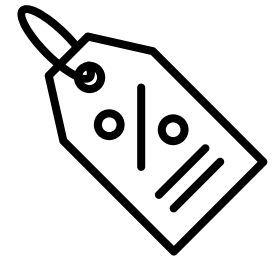




METRO'S REDUCED FARE DISABILITY CARD

A Metro benefits program that provides discounts to DC residents under 65 with a disability.

Discounts With The Reduced Fare Disability Card



Riders with a reduced fare disability card get:

- 50% off Metrorail and Metrobus fares for all reduced fare programs
- 50% off the 7-Day Regional Bus Pass
- A discounted fare on regional bus services that accept the SmarTrip card

Getting A Reduced Fare SmarTrip Photo ID Card

1) Submit a Reduced Fare SmarTrip Photo ID card application (found on the WMATA website, call 202-962-2700, or email eligibility@wmata.com).

2) Get your Photo ID card by going to the Metro Transit Accessibility Center (655 Virginia Ave SW, Washington, DC 20024).

Metro Transit Accessibility Center Hours

Monday, Wednesday, Thursday, and Friday
8:00am - 4:00pm

Tuesday
8:00am - 2:30pm



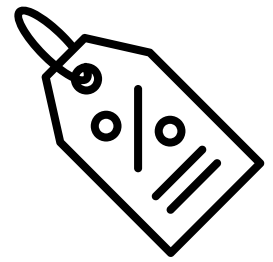
METRO'S SENIOR SMARTRIP CARD

A Metro benefits program that provides discounts to DC residents 65 and older.

Discounts With The Senior Smartrip Card

Riders with a reduced fare disability card get:

- 50% off Metrorail and Metrobus fares
- 50% off the 7-Day Regional Bus Pass
- A discounted fare on regional bus services that accept the SmarTrip card



Getting A Senior Smartrip Card

To get a Senior Smartrip Card, visit the Metro Transit Accessibility Center (655 Virginia Ave SW, DC 20024) during their hours of operation and show a valid government-issued photo ID with proof of age.

Metro Transit Accessibility Center Hours

Monday, Wednesday, Thursday, and Friday from 8:00am - 4:00pm

Tuesday from 8:00am - 2:30pm



METRO LIFT

Metro Lift is a reduced fare program for DC, Maryland, and Virginia customers currently enrolled in SNAP (Supplemental Nutrition Assistance Program), which provides 50% off Metrobus and Metrorail trips. You can enroll in Metro Lift online or in person.



Enrolling In Metro Lift Online

To enroll in Metro Lift online you must:

1. Complete the online enrollment form for you and/or members of your SNAP household.
2. Upload pictures of your SNAP EBT card, and photo ID.
3. Use your SmarTrip card and go!

Enrolling In Metro Lift In Person



To enroll in Metro Lift in person you must:

1. Schedule an appointment by calling 888-762-7874.
2. Bring required documents for you and/or SNAP household members (a current government issued photo ID card, an active SNAP EBT card, and your SmarTrip card).
3. Go to your appointment at: L'Enfant Metro Transit Accessibility Center located at 655 Virginia Avenue SW.
4. Use your SmarTrip card and go!

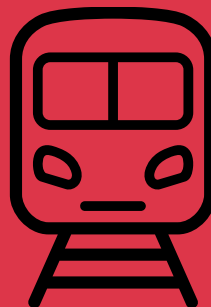
Service Updates: Reduced Fare Programs





3

Paratransit

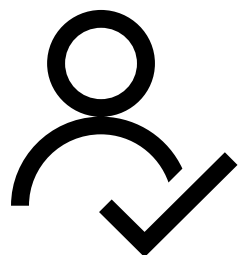




MetroAccess is a shared-ride, door-to-door, paratransit service for eligible customers whose disability prevents them from using bus or rail. MetroAccess is offered in accordance with the Americans with Disabilities Act.

MetroAccess' Service Area:

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.



Applying For MetroAccess Services

1. Complete a MetroAccess application, found on the Metro website.
 - Search "Metro Access Application" or "Metro Access Eligibility"
2. Get your MetroAccess application certified by a medical professional.
3. Contact the Transit Accessibility Center and schedule an assessment appointment and interview.
 - **Phone:** 202-962-2700 **Video Phone:** 202-510-9165

IMPORTANT



- If you use a mobility aid, it must be brought to the assessment, along with the completed original and signed application.
- Metro will provide transportation to the interview free of charge from all locations within the core service area.



METROACCESS

You can plan a MetroAccess trip one of two ways: **online or calling.**

Online

1. MetroAccess customers can use the “Web Booking Site” link to book or cancel their trips online. Go to: <https://metroaccess.wmata.com/#/auth/signinregister>
2. For new MetroAccess customers, or if you haven't used the web booking service recently, click on the enrollment link.
 - a. You need to provide your MetroAccess ID, date of birth, and a valid email address to receive a unique link to complete the enrollment process and set up a password.

Calling

1. Contact a MetroAccess customer service representatives at 301-562-5360.
2. Press 2 for trip status or to speak to a customer service representative (TTY 301-588-7535).

IMPORTANT



To confirm or cancel a trip, speak with a customer service representative or use Metro's automated system. Please avoid calling to check on your ride during the pick-up window. Trips may be canceled with as little as two hours' notice without penalty.



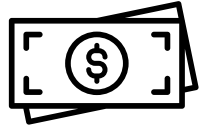
METROACCESS

Paying For MetroAccess Trips

Using MetroAccess EZ-Pay, you can prepay for fares. You can also pay in person at the Transit Accessibility Center at 655 Virginia Ave. SW, Washington, DC. Stop by on Mondays from 8am to 4pm, Tuesdays from 8am to 2:30 pm, or Wednesdays thru Fridays from 8am to 4pm.

Learn more at: www.wmata.com/service/accessibility/metro-access/EZ-Pay.cfm

Cost To Ride



- MetroAccess customers can expect to pay up to \$4.5 per trip.
- If the fastest, fixed-route, equivalent trip is a locally-operated transit service whose base fare is less than \$2.00, MetroAccess customers can expect to be charged under \$4.00.



METROACCESS

Your Rights As a Metro Rider

You Have The Right To:

1. Reliable service.
2. Safe service.
3. Courteous, clean, and dependable service.
4. Accessible service.
5. Assistance upon request.
6. Be notified of significant service delays.
7. File a complaint if you are not satisfied with service being provided.
8. A prompt investigation and effective resolution.



LEARN MORE

Call: 202-962-1100



Website: www.wmata.com/service/accessibility/metro-access/



METROACCESS

Your Responsibilities As A Metro Rider

You Have The Responsibility To:

1. Be courteous and respectful to Metrobus and Metrorail operators and Metrorail station managers.
2. Follow the rules of behavior that all passengers must follow.
3. Pay your fare to use Metrobus and Metrorail.
4. Use caution when the Metrorail or Metrobus vehicle is in motion.
5. Ask the Metrorail station manager, Metrobus driver or Metrorail operator any questions you may have or to request any assistance that may be required.



LEARN MORE

Call: 202-962-1100



Website: www.wmata.com/service/accessibility/metro-access/



4

Non-Emergency Medical Transportation

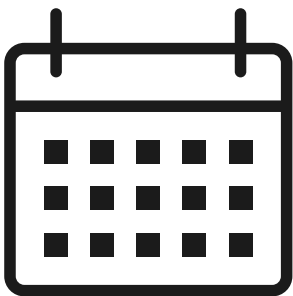


WHAT IS MTM INC.?



MTM is a non-emergency medical transportation service (NEMT) contracted by DC to provide free non-emergency medical transportation for DC Medicaid recipients. This free service is for DC residents with DC Medicaid that have no other way of getting to health care appointments.

Transportation can be provided to/from medical providers that are located in Prince George's and Montgomery Counties of Maryland. These trips must originate in the District of Columbia.



Scheduling MTM Transportation

Call MTM at 1-866-796-0601 at least three business days before your appointment and provide them with:

1. Your full name, current address, and phone number.
2. Your Medicaid ID number.
3. The date of your appointment.
4. The name, address, and telephone number of your doctor.
5. The medical reason why you need a ride and the type of appointment.
6. The type of assistance or mobility aide(s), if any, you require.



If you are enrolled in a DC Medicaid Managed Care Program such as AmeriHealth, please call your insurer to request transportation services.



WHAT IS MTM INC?

MTM INC Rider Responsibilities

1. MTM services mentioned *here* are JUST for DC Medicaid recipients.
2. Only urgent rides can be set up the same day.
3. Recipients must sign a “driver’s log” for each trip taken.
4. Transportation services can only be used for approved Medicaid services.
5. Riders will be assigned to the type of transportation that is most appropriate to their needs.
6. Transportation providers must pick up riders within an hour after a rider calls for a return ride or “will call” trip.
7. Drivers are required to wait for riders in the designated pickup spot for 10 minutes.

LEARN MORE

Call: 1-866-796-0601

MTM Website: www.mtm-inc.net/washington-dc/



SENIOR MEDEXPRESS



Provides eligible DC residents with a certified medical condition free round-trip transportation to essential medical appointments, or to health-related public benefits appointments for DDS, Medicaid (DHS ESA sites), or SNAP.

Who's eligible for Senior MedExpress?

DC residents 60 and older WITH a medical condition requiring essential life-sustaining appointments or appointments for health-related public benefits.

Medicaid clients are not eligible for this program.



Enrolling In Senior MedExpress

Call 202-724-5626 to enroll with one of the DC Department of Aging and Community Living's (DACL) customer service representatives. You will have to provide **proof of age, DC residency, and medical necessity.**

Booking A Ride

- 1) Call 202-420-7533. Press 1 to book a new ride or to check on the status of an existing ride.*
- 2) You will need to provide the purpose of the ride, confirm the telephone number, pickup and destination.
- 3) Press 3 for assistance with other service questions.

*If you have not used Senior MedExpress in the past two years, press 2 to speak to a DACL customer service representative.



Senior MedExpress: Frequently Asked Questions

Wait Time



1. Drivers are expected to wait at least ten minutes after the noted pickup time.
2. Senior MedExpress will provide periodic updates if there are delays in dispatching a cab.
3. Senior MedExpress' goal is to pickup riders within 30-minutes for immediate trips and 100% on-time for all pre-booked trips.

Trip Allocation

1. Trips are allocated first come/first served.
2. You may request a trip for immediate pickup, but it is recommended you schedule trips in advance.
3. You may book the return trip in the same call if you know the pickup time. If you are not sure of the return time, call when you are ready to return.



Senior MedExpress: Frequently Asked Questions

Request Type

1. You may request a trip for immediate pickup or you may schedule trips in advance.
2. You can book a return trip in the same call if you are certain of the return ride pickup time.
3. You cannot request a specific driver. A driver closest to the pickup address will be dispatched to your location.

Trip Dispatch

1. When a ride request is put into the booking system, the automated dispatch system dispatches the closest available taxicab to your pickup address.
2. Smartphone users will receive a text and a link to track the taxicab.
3. When the taxicab arrives, you will receive a text and an automated phone call. The driver may also call you.

Checking Your Ride Status

1. Call 202-420-7533 and select option 1.
2. Let the DACL representative know you are checking on the status of your ride.

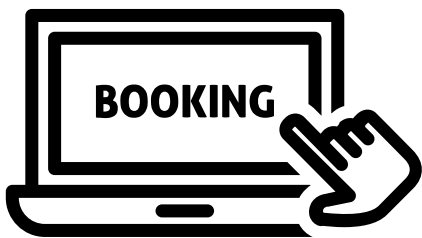
Important: If you need more time, let the driver know, or call Senior MedExpress at 202-420-7533



TRANSPORT DC

Transport DC is a premium same-day, cost-effective alternative transportation service for WMATA MetroAccess customers. Transport DC provides taxicab rides to and from any location within DC. Customers can take up to ten one-way trips or five round trips each month. Companions are welcome to accompany Transport DC participants at no additional charge.

Trip Cost Each one-way trip is \$7, which can be paid by cash, credit card, or debit card.



Booking A Transport DC Trip

1. Call 844-322-7732.
2. Type or say your MetroAccess ID number when prompted.
3. The telephone system will ask to save your phone number, press “1” if this is the primary phone number you use to book a ride.
4. You will be automatically transitioned to a Transport DC provider to book your trip.

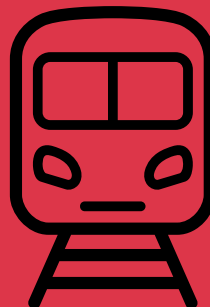
LEARN MORE

Call: 202-645-7300

Transport DC Customer Guide: <https://dfhv.dc.gov/service/transport-dc>



Rideshares





USING RIDESHARE: UBER

There are a number of rideshare options available. Rideshares are companies that connect drivers who use their personal vehicles with passengers via a website or mobile app. Two rideshare companies are explored here: Uber and Lyft.

Uber is a platform where those who drive and deliver can connect with riders, eaters, and restaurants. In cities where Uber is available, you can use the Uber app to request a ride.

Uber Options

- **Uber X** (fits up to 4 people)
- **Uber XL** (fits up to 6 people)
- **Uber Green** (selects an eco friendly vehicle)
- **Comfort Electric** (selects a premium zero-emission car)
- **Comfort** (has extra leg room)
- **Uber Pet** (will accommodate pets)
- **Wheelchair Accessible Vehicle**
- **Car Seat** (includes car seats)
- **Uber Eats** (food delivery via Uber)



Requesting A Ride Via The Uber App

Once you've downloaded the Uber app, created an account, and added your method of payment (cash, card, etc.):

1. Tap "where to" and enter your drop-off location. Tap to confirm your pickup location and tap confirm again to be matched to a driver nearby.
2. Meet your driver at the designated pickup location, you can track their estimated time of arrival and location via the app.
3. Know the car! Make sure you're getting into the car that matches the license plate, car make and model, and driver photo provided in your app.
4. Rate your trip. Once your ride is complete, let Uber know how it went and give a tip or compliment to your driver if you want.



Uber & Accessibility

Riders With Mobility Disabilities

Uber's WAV lets riders who use non-folding motorized wheelchairs connect with drivers in wheelchair-accessible vehicles equipped with ramps or lifts. Uber WAV is available to riders in Washington DC.

Riders With Service Animals

Uber's policy prohibits Uber drivers from denying service to a rider because of the rider's service animal. If a rider has an issue related to their service animal—including issues regarding ride cancellations, harassment, or improper cleaning fees—you can report the issue to Uber.

Riders Who Are Deaf or Hard of Hearing

Audio isn't needed for full functionality of the Uber app. Assistive technology such as visible and vibrating alerts can help riders who are deaf or hard of hearing use the Uber app easily, and in-app features, such as the ability to enter a destination, can facilitate non-verbal communication between the rider and driver.

Wait Time Fees

Riders with a disability can request a refund or waiver of wait time fees if their disability impacts their ability to board a vehicle within a few minutes of the driver's arrival at the designated pickup location (currently 2 minutes for UberX or XL or 5 minutes for Black or Black SUV trips).



USING RIDESHARE: LYFT

There are a number of rideshare options available. Rideshares are companies that connect drivers who use their personal vehicles with passengers via a website or mobile app. We are focusing on two of these companies: Lyft and Uber.

Lyft is a platform that connects drivers with individuals and organizations that need rides.

Lyft Options

- **Standard Lyft** (fits 4 people)
- **Priority Pick-up** (quicker pickup time at a slightly higher price)
- **Lyft Extra Comfort** (fits 4, provides more leg room, allows riders to select a quiet ride)
- **Lyft XL** (fits 6 people)
- **Lyft Black** (4 people, professional drivers, 10 minutes of extra pickup time, set preferences for temp, quiet ride, or trunk space)
- **Lyft Black SUV** (6 people, professional drivers, 10 minutes of extra pickup time, set preferences for temp, quiet ride, or trunk space)
- **Lyft Green** (fits 4 people, selects only a hybrid or electric car)
- **Wheelchair-Accessible Vehicles** (for fixed frame wheelchairs and up to 2 additional passengers) Lyft WAV is not currently available in the DC Metro Area.



Requesting A Ride Via The Lyft App

Once you've downloaded the Lyft app and created an account:

1. Tap "Search destination" and enter your drop-off location.
2. Select your preferred ride type. You can learn more about different types of rides at [Lyft ride types overview](#).
3. Tap "Select Lyft".
4. Confirm or change your pickup location before tapping "Confirm and request."

Important: Once you've enabled GPS locating in your phone settings, the Lyft app will automatically set your current address as the "pickup" location.



Lyft & Accessibility

Wheelchair Users

If you can fold and stow your mobility device in the trunk or backseat of a vehicle, you can take any kind of Lyft ride. The Wheelchair ride feature is currently unavailable in Washington DC, to learn more go to: <https://help.lyft.com/hc/en-us/all/articles/115013081668#local>

Riders With Service Animals

All service animals are welcome to ride with Lyft. You don't need to show any proof that your accompanying animal is a service animal. If you need to report a problem with your Lyft ride related to a service animal, call the Service Animal Hotline at **1-844-554-1297**.

Riders Who Are Blind or Have Low Vision

The Lyft app is fully compatible with VoiceOver for iOS and Google TalkBack. Learn more at: <https://help.lyft.com/hc/en-us/all/articles/360045782413#rvo>

Wait Time Fees

Riders with a disability who need more time to board a vehicle, or those who frequently accompany riders with disabilities who need more time to board a vehicle can request a refund or submit a waiver for wait time fees if their disability impacts their ability to board a vehicle within 2 minutes of the driver's arrival at the pickup location (5 minutes for Black and Black SUV).



Other Transportation Options



Are You Able To Pay Out-Of-Pocket For NEMT Services?

The following providers mention Washington, DC as part of their service area. Contact them directly for more information. Be sure to research other NEMT providers to ensure a good fit for your specific needs!

Transport-U

Website: transportu.com

Phone: 240-475-7568

Transport-U offers transportation to shopping, medical appointments, and more. They have trained staff that can assist with getting in and out of Transport-U vehicles securely, drivers that are familiar with the area who use safe and convenient routes, and vehicles that are equipped with ADA wheelchair lifts and ramps. Visit Transport-U's website or call them directly for more information.

H&M Transport

Website: hmtransport.com

Phone: 703-304-7889

Since 2007, H&M Transport has served citizens throughout Virginia and the Washington DC Metro area with safe, reliable, and affordable medical transportation. They offer extensive medical transportation options that include wheelchair, stretcher, dialysis, bariatric, hospital discharge, and long-distance transport. For more information, contact H&M via their website or directly by phone.

Eagle 1 Transportation, LLC

Website: eagle1transportationllc.com

Phone: 202-935-0811

Eagle 1 Transportation, LLC cites 25 years of transport experience serving Washington, DC and surrounding areas. They offer wheelchair paralift vans that can transport customers or loved ones to and from their homes for medical appointments, church functions, and holiday events safely and securely. Contact Eagle 1 Transportation by phone to learn more.

For-Hire Transportation Options

Below are two additional for-hire services that offer transportation options that may be of interest to people with mobility issues. Learn more about them by visiting their websites or contacting them directly by phone.

Taxi Transportation Service

Website: dctaxionline.com
Phone: 202-398-0500

This company offers wheelchair-accessible taxi options.

GoGo Grandparent

Website: gogograndparent.com
Phone: 1-855-464-6872

Order rides, groceries, meals, and more with or without a smartphone, 24/7. This is a paid/membership based service, review membership plans by going to: <https://www.gogograndparent.com/membership-plans-r1> or calling 1-855-464-6872.

Service Updates





DISCLAIMER: Information contained in this booklet is current as of July 2024. Please contact transportation providers directly for the most up-to-date information. Area service providers are listed in this booklet as a courtesy. Inclusion in this booklet does not constitute an endorsement of services. Please contact service providers directly to determine if they can meet your specific transportation needs.

A “service updates” page has been added after each section for handwritten updates.



*Thank You For Taking
This Journey With Us!*



Media Credits

Canva premium stock photos

Unsplash.com

Pexels.com

WMATA.com

<https://www.dccirculator.com>

[https:// www.flickr.com/people/62531826@N05/](https://www.flickr.com/people/62531826@N05/)



DC
VILLAGES

