

# Northern Virginia Transportation Options

## Services Provided Throughout NOVA (not specific to city/county):

**MML Transport:** Safe, time transport — guaranteed, we believe it's the little steps along the way that add up to an active, vibrant life. We're committed to helping seniors, wheelchair-bound adults and people with special needs stay mobile, healthy and happy by providing non-emergency medical transport throughout Northern Virginia and the Washington, DC metro area. 24 hour service: 703-477-7873. Provide the following types of transport: bariatric, stretcher, wheelchair and ambulatory transport.

**Diamond Transportation Services:** Non-Emergency Medical and Wheelchair Accessible Services Since 1981, Diamond has delivered safe, reliable and professional transportation within Northern Virginia's elderly and disabled communities. The company's highly trained and dedicated drivers are focused on ensuring all non-emergency medical trips are safe and reliable and that all passengers arrive in plenty of time for their scheduled appointments.  
Telephone: 703-912-7606 Fax: 703-9127608 Web: <http://diamondtransportation.us/>

**American Cancer Society:** Provides free transportation for cancer patients going to chemotherapy or radiation appointments. Patient must be ambulatory, live within approx. 20 miles from treatment facility and allow 4 days notice for scheduling. Assistance finding air travel is also available.  
Call: 1-888-227-6333 (press option 3)      [Website: http://www.cancer.org](http://www.cancer.org)

**Para-Med Medical Transportation:** Non-emergency transportation to and from hospitals, nursing homes, rehabilitation centers, cancer centers, dialysis facilities, day care facilities, airports, train stations, schools, work and special events. Also offer out of state and long distance transport. 24-hour advance notice preferred. Insurance and Medicaid accepted.  
Office Hours: 8am – 5pm M-F Phone: 301 – 838 – 8700  
Transport Hours: 5am – 8pm M-Sat (Appointment required for Sunday or holiday travel)  
[Online reservations: http://paramedusa.com/reservations/](http://paramedusa.com/reservations/)

**National Multiple Sclerosis Society: National Capital Chapter** - Assistance for transportation needs to medical appointments and some chapter programs. 202-296-5363 [www.nationalmssociety.org/chapters/DCW/index.aspx](http://www.nationalmssociety.org/chapters/DCW/index.aspx)  
E-mail: [information@msandyou.org](mailto:information@msandyou.org)

**Medicaid Transportation:** Virginia Medicaid recipients who are not enrolled in an HMO can arrange for non-emergency medical transportation needs through LogistiCare. This service is only for Medicaid covered healthcare and medical appointments. Reservations should be made during regular business hours, at least 48 hours in advance of the appointment.  
Toll free reservation line: 1-866-707-3761  
[Website: http://www.dmas.virginia.gov/downloads/pdfs/tra-va\\_client\\_trifold\\_224.pdf](http://www.dmas.virginia.gov/downloads/pdfs/tra-va_client_trifold_224.pdf)

**Daughter for the Day:** Volunteers take seniors to their doctor appointments, business appointments, to church, to the grocery store, drop off and pick up prescriptions and help them with just about any other errands they need to complete. Volunteers stay with the senior throughout the entire outing, helping them every step of the way. Servicing area includes: Maryland, Northern Virginia and Washington, DC. 301-203-7050 or 1-866-573-6467 (Toll Free) [www.daughterfortheday.org](http://www.daughterfortheday.org)

**Reach A Ride** provides transportation options for individuals with special transportation needs in the National Capital Region. This web site, along with an information hotline provides links to transportation for employment, health and medical services, educational services and other needed trips. This web site includes a searchable database to allow people with special transportation needs, as well as case managers and agencies, to find transportation in the National Capital Region. The toll-free number is (855) 732-2427 [Website: http://www.reacharide.org/](http://www.reacharide.org/)

**Senior Transportation Service:** Provide transport to doctor appointments, hair appointments, restaurants, theatre, airports, train stations and more. Also provide quick trip service for errands. \$75.00 flat fee roundtrip service. Operate 24 hours a day, seven days a week. 1-888-794-1290 (Toll Free) [www.seniortransportationservice.com](http://www.seniortransportationservice.com) E-mail: [srtrsv@gmail.com](mailto:srtrsv@gmail.com)

**Transcend – Medical Transportation:** GPS-equipped sedans, minivans and custom wheelchair vans for doctor visits, hospital visits, physical and occupational therapy, dialysis, special events, group trips, airport pick-up and delivery, family functions and elderly assisted transportation. 410-526-4949 or 1-877-838-3032 (Toll Free) [www.transcendservice.com](http://www.transcendservice.com)  
E-mail [info@transcendservice.com](mailto:info@transcendservice.com)

**The Mautner Project:** Program is volunteer based. Service is for lesbians affected by cancer who need transportation to and from their treatment. For ambulatory patients only. Will transport DC client into VA and MD.  
Call: (202) 332-5536      [Website: http://www.mautnerproject.org](http://www.mautnerproject.org)

**Bikur Cholim:** For patients in the Jewish community, transportation to medical appointments for patients who live or travel in the greater DC area.  
Call: (202) 331-4481      [Website: http://www.bikurcholimgw.org](http://www.bikurcholimgw.org)

**Connect-a-Ride — Jewish Council on Aging for Greater Washington:** Connect-A-Ride (CAR) is a free information and referral clearinghouse of transportation options for adults age 50 and older in Montgomery County, MD, and Arlington and Fairfax Counties, VA. It links older adults and their caregivers with a wide range of public and private organizations and offers solutions to future transportation needs.

Call: 703) 323-6494      Website: <http://www.jcagw.org>

## **ALEXANDRIA CITY**

**Alexandria Curb-to-Curb Paratransit:** Special Transportation Unit Programs are available to help individuals traveling to medical appointments, grocery store and other destinations. Limited group transportation is also available.

**Special Transportation Unit (STU)** Operates a small fleet of buses and vans. STU vehicles include: three wheelchair accessible buses for 28 passengers (24/2 with wheelchair occupants); one 12 passenger van; and one lift-equipped minivan that can accommodate one wheelchair and three passengers. STU vehicles are available for charter when they are not in normal use for Office of Aging and Adult Services programs. Priority in scheduling is given to senior citizen groups in the community. For special charter vehicle rates and to arrange a trip, contact Sadina Vanison, the STU Supervisor, at 703-746-3275 weekdays between 8 a.m. and 2:30 p.m. Charters require a minimum one month advance notice.

**Senior Taxi** is a program for individuals age 60 and older that will transport to medical appointments, the pharmacy and the grocery store anywhere within Alexandria city limits for a cost of \$2.00 each way. Senior taxi is also available for medical appointments within 5 miles outside of the city limits for \$2.50 each way. Senior Services of Alexandria provides the reservation service for this program and can be reached at 703-836-4414 (EXT. 15)

**Door Thru Door** is a grant-funded program that provides trained health care aide to accompany adults, age 18 or older, to and from non-urgent medical appointments/outpatient medical procedures. Aide can assist with trip preparation, getting in and out of vehicle and help during the health care appointment, which may include translating Spanish and Vietnamese languages. The service is available for residents of the City of Alexandria or Arlington County. The service area includes the City of Alexandria and Arlington County as well as 10 miles beyond these boundaries. There is currently no charge for the escort. The cost of *transportation* (Senior Taxi, DOT or similar programs) for both the adult and the escort is the responsibility of the individual. For more information or to make a reservation call 202-638-0736 between 9 a.m. and 4 p.m.

**DOT** is the City of Alexandria's specialized transportation service under the Americans with Disabilities Act for residents of Alexandria City who cannot use regular transit buses or rail due to their disability. Provides both taxicab and lift-equipped van services, service is not door-to-door, but curb-to-curb. DOT service runs throughout the Cities of Alexandria, Fall Church, Arlington and Fairfax Counties and operates seven days a week, except City holidays. The fares are \$3 per one-way trip. Schedule trips by 4:00pm the day before the transportation is needed. Clients must pre-register for this service. Call 703-838-3800 or 703-746-5999 to request an application. To schedule trips, call the DOT reservation desk at 703-836-5222. TDD is available for the hearing impaired through Virginia Relay at 1-800-828-1120.

## **FAIRFAX COUNTY**

**Alexandria Door-Through-Door:** A grant-funded program that provides trained health care aide to accompany adults, age 18 or older, to and from non-urgent medical appointments/outpatient medical procedures. Aide can assist with trip preparation, getting in and out of vehicle and help during the health care appointment, which may include translating Spanish and Vietnamese languages. The service is available for residents of the City of Alexandria or Arlington County. The service area includes the City of Alexandria and Arlington County as well as 10 miles beyond these boundaries. There is currently no charge for the escort. The cost of *transportation* (Senior Taxi, DOT or similar programs) for both the adult and the escort is the responsibility of the individual. For more information or to make a reservation call 202.638.0736 between 9 a.m. and 4 p.m.

**Senior Taxi Service:** is a program for individuals age 60 and older that need transport to medical appointments, the pharmacy and the grocery store anywhere within Alexandria city limits for a cost of \$2.00 each way. Senior taxi is also available for medical appointments within 5 miles outside of the city limits for \$2.50 each way. Senior Services of Alexandria provides the reservation service for this program and can be reached at 703.836.4414 (EXT. 15)

**City Wheels (City of Fairfax):** City Wheels is an alternative transportation system for City of Fairfax residents. It utilizes private taxicabs for door-to-door service within the service area for residents who find it difficult to use public transportation. Users purchase coupons from the City for a set fee and the coupons can be used as full payment for the taxi fare. The City Wheels service area includes the City of Fairfax, George Mason University's Fairfax campus, the Vienna/Fairfax/GMU Metrorail Station, and Fair Oaks Hospital. Call: 703-385-7859 or 711 TTY Website: [www.fairfaxva.gov/cueBus/RiderInformation.asp](http://www.fairfaxva.gov/cueBus/RiderInformation.asp)  
Application: <http://www.fairfaxva.gov/cueBus/CITYWHEELSAPP.pdf>

**Annandale Christian Community Association:** This program provides free rides for senior citizens in the Annandale/Fairfax area to and from medical appointments Monday through Friday. The volunteer drivers remain with their clients, returning them home after the appointment has ended. Call: (703) 256-2342 Website: <http://www.accacares.org>

**Committee for Helping Others:** CHO arranges transportation for its clients (senior citizens and individuals with disabilities) to hospitals, clinics, medical appointments and grocery shopping. Volunteers, using their private vehicles, are matched with clients. Area Served: Vienna, Oakton, Dunn Loring and Merrifield. Call: 703-281-3026 – Cynthia Garner  
Website: <http://www.cho-va.com>

**James Mott Community Services Program:** Transportation is provided free of charge for residents of Fairfax County (18 yrs. or older) to doctor appointments and shopping centers by a driver employed by the agency. Individuals must contact the agency to request transportation services and be able provide identification. Call: (703) 591-1600 Website: <http://www.jmcap.org/node/2>

**SHARE of McLean:** Transportation to and from medical appointments for residents in the 22066, 22101 and 22102 zip code of Fairfax County, VA. Volunteer drivers will go to Washington, DC, Reston, Mount Vernon Hospital, Arlington Hospital and Fairfax Hospital in Virginia. Drivers do not go into Maryland. Call: (703) 284-2179 Website: <http://www.shareofmclean.org>

**Shepherd's Center of Fairfax-Burke:** Drivers (volunteer based) provide free transportation for adults (age 50+) who are residents of Fairfax-Burke area. Call at least five days before your transportation need.  
Call: (703) 323-4788 Office Hours: 10am-2pm M-F Website: <http://www.fairfax-burkesc.org/>

**Shepherd's Center of Oakton-Vienna:** Drivers (volunteer based) provide free transportation for adults (age 50+) who are residents of Oakton-Vienna area. Call at least three days before your transportation need.  
Call: (703) 281-0538 Office Hours: 10am-2pm M-F Website: <http://www.scov.org>

**FASTRAN:** Fastran offers specialized transportation services for residents of Fairfax County and the Cities of Fairfax and Falls Church participating in human service agency programs. All Fastran riders must be certified by a participating agency before utilizing the service.

Call: 703-222-9764 (For English: press1, Spanish: press2) – to schedule a ride, office hours are 8 am-4:30 pm M-F.

Application: <http://www.fairfaxcounty.gov/rec/fastran/pdf/darapprev4.pdf>

Website: <http://www.fairfaxcounty.gov/rec/fastran/>

#### PROGRAMS:

- Critical Medical Care: for residents who undergo continuing dialysis, cancer treatments or rehabilitative services on a space available basis.

Application: <http://www.fairfaxcounty.gov/rec/fastran/pdf/cmcpappr2.pdf>

- Dial-a-Ride: for residents, certified by Fastran, to be transported to and from medical appointments and essential shopping needs. DAR trips are only available between 10 am and 2 pm M-F  
To schedule a trip: (8 a.m. - 4:30 p.m.): 703-222-9764, ext 2, TTY 711

Application: <http://www.fairfaxcounty.gov/rec/fastran/pdf/darapprev4.pdf>

- Charter Services: Fastran buses are available to the county, Monday through Friday, 10 a.m. to 2 p.m. at a per hour charge, from the time of pick-up to the time of drop-off on the return trip.

FEES: Most riders are not charged a fare. Dial-a-Ride users deposit \$1 - \$2 in the farebox each way, depending upon the length of the trip. Critical medical care users pay \$0.00 - \$5.00 per one-way trip depending upon income.

**TaxiAccess (Serving Fairfax County):** TaxiAccess is a program that provides subsidized taxicab service to Fairfax County residents who are registered with MetroAccess. The program is operated by the Fairfax County Department of Transportation under the direction and support of the Fairfax County Board of Supervisors.

Call: (703) 877-5800, TTY 711 Website: <http://www.fairfaxcounty.gov/ncs/taxiaccess.htm>

Who is eligible: Fairfax County residents who have completed the registration process with MetroAccess and can be found on the active roster of Fairfax County users are eligible for TaxiAccess. TaxiAccess users have the opportunity to purchase coupon books good toward taxicab rides at one-third of the face value. Participants can purchase up to eight coupon books per year and the coupons can be used with any of the four taxicab providers licensed to do business in Fairfax County.

Application: [http://www.fairfaxcounty.gov/ncs/pdfs/taxiaccess\\_app.pdf](http://www.fairfaxcounty.gov/ncs/pdfs/taxiaccess_app.pdf)

Mail to: TaxiAccess, P.O. Box 1388 Fairfax, VA, 22038-1388

The taxicab providers are as follows:

- Fairfax Red Top Cab (703) 333-3333 TTY:(703) 522-3331
- Fairfax White Top Cab (703) 644-4500 TTY: (703) 683-4374
- Falls Church Yellow Cab (703) 534-1111 7-1-1 (Virginia Relay)
- Springfield Yellow Cab (703) 451-2255 7-1-1 (Virginia Relay)

The coupons can be used for the taxicab fare, companion fare, and the driver's tip. Coupons may be combined with cash if needed; however, drivers cannot give change for coupons.

### **Fairfax SENIORS ON-THE-GO!**

703-877-5800 (M-F 8am-4:30pm) TTY: 711

Website: <http://www.fairfaxcounty.gov/ncs/seniors.htm>

Application: <http://www.fairfaxcounty.gov/ncs/pdfs/seniorsapplication.pdf>

Seniors On-The-Go! is a transportation program that helps moderate-income seniors (65 years or older). Eligible seniors travel by taxicab affordably, safely and independently with the purchase of discounted taxi fare. Seniors who qualify for this program may purchase taxicab coupon booklets worth \$30 at a cost of only \$20 per booklet, which means that one-third of the cost of the taxicab rides will be subsidized (paid for) by Fairfax County. Once registered, a senior may then call one of the three approved taxicab companies and schedule a ride (the telephone numbers of the approved vendors are on the inside front cover of the coupon booklets.)

If you qualify for the program based on the income limits, you are encouraged to apply for the service. Once your application has been processed and you have been found to be eligible, you may purchase up to \$480 worth of taxicab coupons (16 coupon books) within a 12-month period. Your actual cost for the maximum number of books is only \$320 per year! Once enrolled in the program, qualified riders make their own arrangements directly with the taxicab companies. There are no restrictions on where a rider may go.

The coupons can be used for the taxicab fare, companion fare and the driver's tip. Coupons may be combined with cash if needed; however, drivers cannot give change for coupons.

## **ARLINGTON COUNTY**

**STAR (Specialized Transit for Arlington Residents):** STAR serves Arlington residents who have difficulty using public fixed route transit due to the effects of age or disability. Just as with public fixed route transit, there is no restriction on trip purpose. STAR users must first be determined eligible for MetroAccess. STAR is a shared ride paratransit service intended to provide a comparable level of transportation as provided by ART, Metrobus and Metrorail. STAR riders share trips if they are generally traveling in the same direction at the same time. All rides are arranged in advance through the STAR Call Center, or through STAR on the Web or STAR IVR. Same day service is generally not available. STAR Business and scheduling office (Call Center): 703-892-8747 Press "1" for reservation, cancellations and trip information - Press "2" for administration dept - Press "5" to book, cancel, or check on a trip

Website: <http://www.arlingtontransit.com/pages/star/>

**STAR Assisted Transportation Services** The Assisted Transportation Service will provide a driver/escort from the door of a home to the office of a health care provider. Eligibility for the program is limited to individuals who are (1) Arlington residents, (2) STAR program participants and (3) in need of a personal care attendant. A short application and a home visit are required for this service. There is no additional fee for this service, normal STAR fares apply. Call the Arlington Aging and Disability Services Division (703) 228-1700 for more information and to apply.

**Temporary STAR** The temporary STAR services are available to Arlington residents who have a temporary inability to drive or use public transit due to temporary health issues. STAR will be available for health care appointments such as chemotherapy and visits to doctors' offices following surgery. The expectation is that after 3 months a temporary STAR user will have recovered and return to customary travel arrangements or be in a position to apply for permanent MetroAccess eligibility. Arlington residents age 60 and over apply for temporary STAR with the Arlington Department of Human Services Aging and Disability Service at 703-228-1700 and adults younger than 60 apply to the Arlington Department of Human Services Community Assistance Bureau at 703-228-1300. A physician's note indicating the reason for and expected duration of the debility is required. Normal STAR fares apply.

**Wheelchair-Accessible Taxicabs:** Taxicab companies serving Arlington have wheelchair-accessible vehicles (equipped with ramp and tie down) for use by patrons who require them. Patrons should call the cab company to request a wheelchair-accessible cab. Passengers are encouraged to call ahead, whenever possible. The companies provide specialized training to the drivers who provide this service. The fare is set at the meter rate and the service is available 24 hours per day, 7 days per week, 365 days per year. Cabs may be requested up to 2 weeks in advance. Call the individual cab company for information or to arrange for service.

- **RED TOP:** (703) 522-3333 – TTY(703) 522-3331 (23 accessible cabs) Website: <http://www.redtopcab.com/Default.aspx>
- **BLUE TOP:** (703) 243-8294 (4 accessible cabs)

**Door Thru Door** is a grant-funded program that provides trained health care aide to accompany adults, age 18 or older, to and from non-urgent medical appointments/outpatient medical procedures. Aide can assist with trip preparation, getting in and out of vehicle and help during the health care appointment, which may include translating Spanish and Vietnamese languages. The service is available for residents of the City of Alexandria or Arlington County. The service area includes the City of Alexandria and Arlington County as well as 10 miles beyond these boundaries. There is currently no charge for the *escort*. The cost of *transportation* (Senior Taxi, DOT or similar programs) for both the adult and the escort is the responsibility of the individual. For more information or to make a reservation call 202-638-0736 between 9 a.m. and 4 p.m.

**Super Senior Taxi:** For \$10, Arlington residents aged 70 and over may purchase a coupon book that can be used to pay for taxi rides valued at \$20. A maximum of 20 books per year may be purchased, as long as books are available. No restriction on trip destination or purpose. For details, call the Arlington County Aging and Disability Services Division at (703) 228-1700.

**Website:** <http://www.arlingtontransit.com/pages/about/programs-for-seniors-disabled/super-senior-taxi/>

## **CITY of FALLS CHURCH**

**Fare Wheels:** serves City of Falls Church residents (age 62+ or those with permanent disabilities with gross annual income under \$30,000) uses private taxicabs and lift-equipped vehicles to provide rides. Program provides \$40 a month in taxi coupons; applicant pays \$10 for these coupons. Application is required and can be obtained through calling: 703-248-5005. Once approved, the individual receives 2 coupon books, an identification card and an order form.

## **ACCESSIBLE NOVA TAXI CABS**

Note: Only companies offering lift-equipped service for people with disabilities and charging the same fares as those paid by riders without disabilities are listed under this heading. Please provide minimum of 3 hour advance notice for need of wheelchair lift-equipped taxi. Please consult Yellow Pages for detailed listing of all cab companies.

**Arlington Red Top Cab**

(703) 522-3333, TTY 711

**Arlington Yellow Cab**

(703) 522-2222, TTY 711

**Arlington Blue Top Cab**

(703) 243-8294

**Fairfax Red Top Cab**

(703) 333-3333, TTY 711

**White Top Cab Company of Fairfax**

(703) 644-4500, TTY 703-683-4374

**Falls Church Yellow Cab**

(703) 534-1111, TTY 711

**Springfield Yellow Cab**

(703) 451-2255, TTY 711

**Hospitals in Fairfax County and the surrounding areas may provide free shuttle service. Please inquire with the individual hospital for details.**