

# Using TransportDC



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

### What is TransportDC?

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

### Why is TransportDC a good transportation option for those eligible?

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

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

### How do I get a ride using TransportDC?

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

## Using TransportDC *continued*

### What is MetroAccess?

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

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

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

### How do TransportDC and MetroAccess compare?

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

### How to contact MetroAccess and TransportDC

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

A downloadable PDF of this information sheet is available at [www.CapitolHillVillage.org](http://www.CapitolHillVillage.org)

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

For more information, contact CHV Transportation Outreach Manager Heather Foote at [info@capitolhillvillage.org](mailto:info@capitolhillvillage.org).  
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