

MetroAccess, Community Transportation

Age Requirements

No Age Requirement

Available 24/7

No

Other Eligibility Criteria

Medical certification of disability and an in-person interview and functional assessment are required. Eligibility information is included on the application.

Intake Contact

MetroAccess

Intake Process

Please call to receive information and an application. Assistance with delivering the completed application, identification, and medical certification will be provided if needed. Can book online as well.

Intake Contact Telephone

(800) 523-7009

Provider Refer

Yes

Self Refer

Yes

Washington Metropolitan Area Transit Authority (Metro)

<http://www.wmata.com/>

<https://www.wmata.com/service/accessibility/metro-access/>

<https://www.facebook.com/MetroForward>

<https://twitter.com/wmata>

Main

(301) 562-5360

Toll-Free

(800) 523-7009

TTY/TTD

(301) 588-7535

300 7th Street SW

20024 DC

United States

Monday: 8:00 am-4:30 pm

Tuesday: 8:00 am-4:30 pm

Wednesday: 8:00 am-4:30 pm

Thursday: 8:00 am-4:30 pm

Friday: 8:00 am-4:30 pm

Saturday: Closed

Sunday: Closed

Additional Availability Comments

MetroAccess provides public transportation from 5:00 a.m. to midnight. There is some late night service until 3 a.m. on weekends. Offered 365 days a year.

Fee Structure

Fee Range

Payment Method(s)

Private Pay

Languages Spoken

English

MetroAccess is a shared-ride, door-to-door, paratransit service for people with disabilities who are unable to use accessible fixed-route services such as Metrobus or Metrorail.

Read the [MetroAccess Customer Guide](#) to learn about MetroAccess, how to schedule a ride, how to cancel, fares, service area, etc. Audio and video versions of the Guide are available.

The Transit Accessibility Center is located at Metro headquarters, 300 7th Street SW, Washington, DC 20024. All assessments for MetroAccess are by appointment only. To schedule an appointment, call 301-562-5360 and select the option for reservations or TTY 301-588-7535.

Trips can be scheduled from one to seven days in advance of the day the customer wants to travel. The Reservations Office is open daily from 8 a.m. to 4:30 p.m.

FEE: Refer to the MetroAccess Customer Guide or call the office for details about fees. The maximum fare you will be charged is \$6.50 per one-way trip. With [EZ-Pay](#), you can prepay your Metro Access fare by phone or the Internet with a credit/debit card or in person with cash at the Metro Center Sales Office.

Service Area(s)

Alexandria City

,

Arlington County

,

Fairfax City

,

Fairfax County

,

Falls Church City

,

Washington DC