

REDUCED COST AND FREE METRO TRANSPORTATION PROGRAMS FOR PEOPLE WITH DISABILITIES

Individual Day Supports are tailored services and supports that are provided to a person or a small group of no more than two (2) people, in the community. This service lends very well to the use of public transportation and associated travel training, allowing for active learning while exploring the community and its resources. While the set rate includes funding for transportation, it is important to be resourceful when possible, using available discount programs to make your funds go further.

METRO TRANSIT ACCESSIBILITY CENTER

The Metro Transit Accessibility Center (202)962-2700 located at Metro headquarters, 600 Fifth Street NW, Washington, DC 20001, offers the following services to people with disabilities:

- Information and application materials for the Reduced Fare (half fare) program for Metrobus and Metrorail
- Information and application materials for the MetroAccess paratransit service
- Consultations and functional assessments to determine eligibility for MetroAccess paratransit service
- Replacement ID cards for MetroAccess customers
- Support (by phone) for resetting your MetroAccess EZ-Pay or InstantAccess password

The Transit Accessibility Center office hours are 8 a.m. to 4 p.m. weekdays, with the exception of Tuesdays with hours from 8 a.m. - 2:30 p.m.

REDUCED FAIR PROGRAM

Metro offers reduced fare for people with disabilities who require accessibility features to use public transportation and who have a valid Metro Disability ID. The Metro Disability ID card offers a discount of half the peak fare on Metrorail, and a reduced fare of for 90¢ cash, or 80¢ paying with a SmarTrip® card on regular Metrobus routes, and a discounted fare on other participating bus service providers.

Seniors citizens 65 years or older with a disability and Medicare card holders with a valid photo ID are not required to apply for the Metro Disability ID card, but are eligible for a discounted senior fares by showing proof of age at any Metro Sales location. Additionally eligible MetroAccess customers who have the White MetroAccess ID card may ride Metrobus and Metrorail free of charge.

The Metro Disability ID card can be used to:

- Buy \$10 paper discount Metrorail farecards and \$8 Metrobus Weekly Disabled Passes
- Buy a Reduced Fare SmarTrip® card
- Show to a bus operator to pay the reduced bus fare

Metro Disability ID Application Process

An application is required to obtain a Metro Disability ID. The Metro Disability ID card is free. An initial card will be issued without a waiting period if you qualify and meet the eligibility criteria. Once a card is received it is important to keep track of the card, as there is a \$10 replacement charge for the first time and a \$25 replacement charge associated with the second.

The reduced fare application includes certification of disability by a health care provider.

There is a question on the application to determine if the person uses a Personal Care Attendant. If the person will be traveling with an attendant they should document this on the application.

Personal Care Attendants (PCA) are eligible for the Metro reduced fare program for people with disabilities; the person with the Metro Disability ID Card will have a red square around your photo, indicating that you are PCA-eligible. The PCA also is eligible to ride on the buses and trains for half the regular rush hour fare at all times when accompanying the person with the Metro Disability ID card.

The application can be found at:

http://www.wmata.com/accessibility/doc/Reduced_Fare_Application.pdf?

Bring the original, completed application to the Transit Accessibility Center (202)-962-2700
600 5th Street, NW (Lobby level of Metro Headquarters)

The Reduced Fare Program office hours are:

Mon: 8 a.m. - 4 p.m.

Tue: 8 a.m. - 2:30 p.m.

Wed-Fri: 8 a.m. - 4 p.m. (closed on weekends and federal holidays)

The applicant also must present in addition to the original, completed application, a valid photo ID (one of the following: drivers' license, non-drivers' ID, passport, government or school-issued ID card).

Groups are strongly encouraged to schedule appointments for photo ID sessions by contacting 202-962-2845. For large groups of ten (10) or more, contact the Metro Office of ADA Programs at 202-962-1100 or traveltraining@wmata.com for information about arranging an on-site photo ID session.

METROACCESS And ELIGIBILITY REQUIREMENTS

MetroAccess is a shared-ride, door-to-door, paratransit service for people whose disability prevents them from using bus or rail. The Americans with Disabilities Act (ADA) outlines specific criteria to determine eligibility for paratransit service and an application and in-person assessment is required. MetroAccess operates throughout the metropolitan area where there is regular bus and/or rail service. Service is provided in Washington, DC; Montgomery County and Prince George's County in Maryland; Arlington County, Fairfax County, City of Alexandria, City of Fairfax, and City of Falls Church in Virginia.

To be eligible for MetroAccess service, you **must**:

- Have a disability as defined by the ADA
AND
- Be unable, as a result of your disability, to utilize fixed-route transportation such as Metrobus and Metrorail,
OR

- Need to use a ramp or wheelchair lift to board or exit a public transit vehicle, but an accessible public transit vehicle is not being used at the time, date, and on the route you would travel. (All Metrobuses are wheelchair accessible.)
OR
- Be unable to travel to or from a bus stop or rail station due to a disability.

MetroAccess customers who are conditionally eligible, who show a valid MetroAccess ID, along with one companion, may ride for free on Metrorail, Metrobus, and the following regional transit providers:

- Arlington County ART
- City of Fairfax CUE Bus
- DC Circulator
- Fairfax Connector
- Montgomery County Ride On
- Prince George's County TheBus

Applying For MetroAccess Service

To determine if you are eligible to use MetroAccess, you must complete a two part application and have it certified by a health care professional. Applications can be obtained online (English or Spanish)

English

http://www.wmata.com/accessibility/metroaccess_service/docs/ApplicationJuly2012.pdf?

Spanish

http://www.wmata.com/accessibility/metroaccess_service/docs/Application_spanish.pdf?

The application is also available in Microsoft® Word® format, both in the .doc and .docx extensions for customers with visual disabilities. Application instructions can also be provided in Braille format. To obtain these formats please email eligibility@wmata.com, or call 202-962-2700.

The application can also be requested by emailing eligibility@wmata.com, or can request the application by writing to:

Metro Transit Accessibility Center
600 Fifth Street, NW
Washington, DC 20001

The person's disability and transportation needs should be explained in detail and certified by a health care professional that specializes in the area of the person's disability or their primary care provider. The application includes a HIPAA authorization, allowing the provider to release health information need to complete the application. Also please indicate on the application if a personal care assistant is needed to travel.

The application contains detailed instructions and must be submitted within 60 days of obtaining the required certification from a health care professional.

It is important that the Day Provider work closely with the family and or residential provider to complete Part A of the application and continue coordination to ensure timely completion of Part B by the person's health care provider. Part B of the application includes detailed questions about the person's disability and may require that the residential provider or family work closely with the health care provider to complete the entire Part B of the application. After both sections of the application are complete it is important to move quickly in making an appointment for the in person interview and assessment, as the application is only valid for 60 days from the date the health care provider certified the application. Once the application has been completed, contact the Transit Accessibility Center at (202) 962-2700 and select option 5 to schedule an interview and assessment. Bring the original application with you to the interview. Do not mail or fax the application, it will not be accepted.

All assessments for MetroAccess are by appointment only. To schedule an appointment, call 202-962-2700 and select option 5 or TTY 202-962-2033.

Office hours are:

Mon: 8 a.m. - 4 p.m.

Tue: 8 a.m. - 2:30 p.m.

Wed-Fri: 8 a.m. - 4 p.m.

If you need to cancel your appointment except in cases of emergency, 24 hours' notice is required. If you miss or cancel 2 appointments you will have to reapply.

In-Person Interview and Assessment

The final step in the application process consists of an in-person interview and functional assessment. The interview and assessment appointment will be conducted at our main headquarters building in Washington D.C., where independent travel skills and ability to use public transportation will be evaluated, including ability to walk or travel a measured distance.

During the interview, information regarding Metro's Reduced Fare Program for Metrobus and Metrorail service will also be given.

If the person uses a mobility aid, it must be on hand during the assessment. MetroAccess will provide transportation to the interview free of charge, and will arrange pick up for this appointment. The option of providing your own transportation is also available.

Written notification of the determination of MetroAccess qualification will be sent. If eligible a MetroAccess Identification Card will be mailed. If denied eligibility, people have the right to appeal. Information on the appeal process will be sent along with notification of denial.

Changes in MetroAccess Eligibility

MetroAccess reserves the right to require a new eligibility assessment at any time. Reasons a new eligibility assessment might be required include, but are not limited to:

- Instances when there may have been possible improvements in your ability to use public transit and/or
- Removal of physical barriers that previously prevented you from using public transportation.

MetroAccess Customer Guide

A Customer Guide to using MetroAccess can be found online:

http://www.wmata.com/accessibility/metroaccess_service/customer_guide.cfm

TRAVEL TRAINING AND ORIENTATION

Metro offers free system orientations to teach people with disabilities how to ride Metrobus and Metrorail. These orientations include trip-planning assistance and highlight the accessibility and safety features of the Metro system. Metro travel training allows people with disabilities and senior citizens to try out the bus and rail system in a relaxed, comfortable way, learning how to travel independently and safely while increasing their transit options and enjoying the flexibility and reliability of the bus and rail public transportation system.

To arrange for a free Metro system orientation or for more information about bus and rail accessibility, contact Metro's Office of Eligibility Certification Outreach at 202-962-1565 contact person Jernae Weaver or 202-962-2780 Cherie Leporatti. Training is done on site for groups under 7 people and can be conducted off site for larger groups.

The travel training includes hands on demonstration on how to:

- Pay fares
- Review route schedule information
- Review safety and security tips
- Review bus and rail accessibility features
- Obtain Metro ID for Reduced Fare Program for People with Disabilities, if applicable
- Hands –on experience riding Metrobus and/or Metrorail to learn accessibility features and discussing customer and Metro responsibilities