



# From Here To There

Fairfax County  
**TRANSPORTATION GUIDE**  
for Older Adults and  
Individuals with Disabilities  
in Fairfax County, Virginia





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Where a TTY number is not indicated, use 711/Virginia Relay.  
Reasonable accommodations made upon request; call 703-222-9764.  
[www.fairfaxcounty.gov/neighborhood-community-services/transportation](http://www.fairfaxcounty.gov/neighborhood-community-services/transportation)



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# INTRODUCTION

## About This Guide

The Fairfax County Transportation Resource Guide for Older Adults and Individuals with Disabilities was created by staff from the Mobility Management program within the Fairfax County's Department of Neighborhood and Community Services. Funding for the Mobility Management program is from a Section 5310 Grant from the Federal Transit Administration, administered by the Metropolitan Washington Council of Governments (Enhanced Mobility for Seniors and Individuals with Disabilities Program).

**Mobility Management is a customer-centered approach to finding transportation solutions for all populations with a particular focus on people with disabilities, aging populations, those with limited income, and other groups with unique needs. In Fairfax County, we work to improve access to affordable, accessible and safe transportation options for all residents, in order to expand mobility and independence.**

The goal of this guide is to provide a view of the full spectrum of transportation services that are available in Fairfax County. Therefore, it is important to not only share resources that are found at the county level, such as programs and services in NCS and the Fairfax County Department of Transportation, but also what is available at the community level as well\*. Understanding the continuum of specialized transportation options in Fairfax County will better provide multi-modal options for mobility and transit.

We invite your feedback so we can continue to provide accurate information. Please contact the Mobility Management Team with any questions or concerns at 703-222-9764, TTY 703-324-7079.

\*Inclusion in this guide does not represent a recommendation or endorsement for any particular service over another by NCS or any of its affiliated organizations. This information is provided to assist in exploring options and resources that exist in the community. If you are considering using one of these options, please contact the service provider to confirm the information included in this guide.

# TRANSPORTATION OPTIONS

## Human Services Transportation Options

The Human Services Transportation Unit is part of the Fairfax County Department of Neighborhood and Community Services and administers the following transportation services:

- **TOPS** (Transportation Options, Programs & Services)
- **Mobility Management**
- **Critical Medical Care Program**
- **Fastran Bus Services**

These programs are discussed in more detail below. Please call 703-222-9764, TTY 703-324-7079, Mon. - Fri., 8 a.m. - 4:30 p.m., to speak with a transportation specialist about these options.

Translation for Spanish and other languages is available upon request. You can also obtain additional information online at [www.fairfaxcounty.gov/neighborhood-community-services/transportation](http://www.fairfaxcounty.gov/neighborhood-community-services/transportation).



### Transportation Options, Programs & Services

TOPS provides subsidized transportation funds on an easy-to-use debit card for eligible older adults, persons with disabilities, and those with limited income who are residents of Fairfax County, the City of Fairfax, or the City of Falls Church. TOPS connects riders with a variety of transportation modes and options, enabling them to travel affordably, safely, and independently.

#### Transportation options include:

- **Taxicabs**
- **Rideshare Services** (Uber and Lyft)
- **Public Transportation** (bus and rail via WMATA SmarTrip Card)
- **Capital Bikeshare rentals**

The TOPS application may be accessed and completed online through the Human Services Transportation webpage at [www.fairfaxcounty.gov/neighborhood-community-services/transportation/tops](http://www.fairfaxcounty.gov/neighborhood-community-services/transportation/tops). A hard copy may be requested by calling the Customer Service line at 703-222-9764, TTY 703-324-7079.

When applying, documentation to support your eligibility will be requested, unless you are currently receiving services from one of the county's social services agencies, with an assigned case worker or program manager.

## TOPS ELIGIBILITY

Must be a resident of Fairfax County or the City of Fairfax or the City of Falls Church  
**PLUS** meet one of the following:

- 50 years of age or older, with an annual income of \$50,000 or less per individual.
- Registered user of MetroAccess.
- Recipient of Supplemental Security Income (SSI) or Social Security Disability Income (SSDI).
- Annual income that meets the 225% Federal Poverty Level by household size.
- Currently receiving services from a program administered by Fairfax County, with an identified caseworker or program manager.



## PROGRAM SUBSIDY

Each subsidy will provide \$100 in benefits at a cost to the participant of \$20.  
Program participants are eligible for a designated number of subsidies per year.

## Mobility Management

Accessible, affordable, and coordinated transportation is a critical need for older adults and individuals with disabilities in Fairfax County. Mobility Management is a strategic approach to managing transportation resources within the community by focusing on:

- Individual travel needs
- Better coordination of existing services
- Improving awareness of transportation options
- Developing and implementing new transportation alternatives to meet existing needs



## Critical Medical Care Program

This program provides transportation for Fairfax County residents who must undergo life-sustaining treatments including dialysis, radiology, chemotherapy, brain injury therapy, physical therapy and water therapy.

Transportation service under this program is not guaranteed but is provided on a space-available basis. Fees for this service are based on household size and gross income. When applying, income verification will be requested.

For more information on this program and to apply, go to [www.fairfaxcounty.gov/neighborhood-community-services/transportation/fastran](http://www.fairfaxcounty.gov/neighborhood-community-services/transportation/fastran), or call the Human Services Transportation Customer Service line at 703-222-9764, TTY 703-324-7079.



## Fastran Bus Services

Fastran offers specialized transportation services for residents of Fairfax County and the Cities of Fairfax and Falls Church who are participating in human services agency programs.

To determine ride availability and to confirm your eligibility to participate, contact the listed sponsoring organizations. Services may have associated fees based on a sliding scale; please speak with a representative of one of the programs/agencies for details. All riders must be certified by one of these programs/agencies before utilizing the service:

- **Community Services Board**

Transportation to and from support services and work sites related to intellectual disability, mental health and the Recovery Women's Center.

- **Senior Centers**

Transportation to and from Fairfax County Senior Centers. The transportation service may only be arranged by contacting the centers. Trips are scheduled by center staff.

- **Senior Residences**

Transportation for twice-a-month grocery shopping trips and a trip to the mall every other month for residents of 18 senior residence developments. Trips are scheduled by center staff.

- **Adult Day Health Care**

Transportation to and from adult day health care centers.

- **NCS Therapeutic Recreation Services**

Transportation to and from outings and structured recreational activities for individuals with intellectual or physical disabilities.

## Additional Transportation Options

### Fairfax Connector

Customers who are age 65 years and older automatically qualify for reduced fares when using a Senior SmarTrip® card or by showing a valid government issued photo ID with proof of age when paying cash. Senior SmarTrip cards can be purchased at any Connector Store for \$2.00 with proof of age and completion of a registration form. Customers who are under age 65 and receive Medicare are eligible for a Reduced Fare SmarTrip photo ID card. For information on how to obtain a Reduced Fare SmarTrip photo ID card call 202-962-2700, TTY 202-628-8973 or visit [wmata.com](http://wmata.com). Participants in the MetroAccess program and one companion acting as a Personal Care Assistant (PCA) may ride FREE (on any route) with a valid MetroAccess ID. For more information call 301-562-5360, TTY 301-588-7535 or visit [wmata.com](http://wmata.com).

For additional details and to view fares and policies for seniors and persons with disabilities, call the Telephone Information Center (TIC) at 703-339-7200 or visit [www.fairfaxcounty.gov/connector](http://www.fairfaxcounty.gov/connector).

### Customers with Senior SmarTrip or Reduced Fare Photo ID Card are eligible for the following discounts:

- **50% off** peak fare on Metrorail.
- **\$1 fare** on regular Metrobus routes using cash or SmarTrip.
- **\$2.10** on Express Metrobus routes.
- **\$3.75** on Airport Express Metrobus routes.
- Receive a discounted fare for other area public bus service providers.

### Washington Metropolitan Area Transit Authority (WMATA)

#### ■ People with Disabilities

People under the age of 65 with qualifying disabilities who possess a Reduced Fare SmarTrip Photo ID Card may ride for half the peak fare on Metrobus, Metrorail, and other participating transit agencies. Go to [www.wmata.com/fares/reduced.cfm](http://www.wmata.com/fares/reduced.cfm) to read about eligibility and to apply, or call 888-762-7874.

#### ■ Senior Citizens

Discounted fares for passengers age 65 and older are available with a Senior SmarTrip card, in both plastic and digital versions. Senior citizens with a disability do not need to apply for the Metro Disability ID Card. As a senior citizen, they already qualify for reduced fares. For information about applying for a Senior SmarTrip card, visit [www.wmata.com/fares/reduced.cfm](http://www.wmata.com/fares/reduced.cfm) or call 888-762-7874.



## City of Fairfax Transportation

### ■ CUE Bus

Senior citizens and persons with disabilities may obtain a CUE Bus identification card to receive the reduced bus fare of 85 cents. A completed CUE Bus Senior ID Application or CUE Bus Disability ID Application form is required to be eligible. Applications may be submitted to the Transportation office located at 10455 Armstrong

Street, Room 200A. These identification cards are not

limited to City of Fairfax residents and are free of charge. All CUE Buses are wheelchair accessible. Specialized transportation services for individuals who are unable to use the CUE Bus because of a disability are provided through the City Wheels and Metro Access programs.



### Regional Public Transportation Options

For additional information about regional public transportation providers, see a list on the WMATA website at [www.wmata.com/service/regional-transportation](http://www.wmata.com/service/regional-transportation).

### ■ City Wheels

City Wheels is a City of Fairfax program that provides alternative transportation within the City, to the Vienna/Fairfax-GMU Metrorail station, to George Mason University, and to Fair Oaks Hospital for city residents who are disabled and find it difficult or impossible to use conventional bus service. City Wheels is a curb-to-curb (not a door-to-door) service provided through private taxicabs. The fare for this service is \$3.20.

For more information, call 703-385-7859 or visit <https://www.fairfaxva.gov/government/public-works/transportation-division/cue-bus-system/transportation-for-seniors-and-persons-with-disabilities>.

## Medical Transportation

### ■ MetroAccess

MetroAccess is a shared-ride, door-to-door, paratransit service for people who cannot independently use the accessible bus and/or rail system due to a disability. Call 301-562-5360, TTY 301-588-7535, or visit the website at: [www.wmata.com/accessibility/metroaccess](http://www.wmata.com/accessibility/metroaccess) for more information.

### ■ ModivCare

Transportation is covered by Medicaid when there is no other way to get to a doctor appointment or other Medicaid services. It is available for Medicaid members who are part of Medicaid managed care health plans as well as members in the fee-for-service program. Your member ID card lists the phone number to call for transportation. More information about this service is available here: [www.dmas.virginia.gov/for-members/benefits-and-services/transportation-services](http://www.dmas.virginia.gov/for-members/benefits-and-services/transportation-services).



## Community-based Transportation

Did you know that many local nonprofits and organizations offer free transportation by volunteer drivers? Rides are generally for doctor appointments, shopping and trips of necessity. The following is a list of volunteer organizations providing rides in areas throughout Fairfax County:

**Shepherd's Center of Annandale-Springfield**  
[www.shepherdscenter-annandale.org](http://www.shepherdscenter-annandale.org)  
703-941-1419

**Shepherd's Center of Fairfax-Burke**  
[www.scfbva.org](http://www.scfbva.org)  
703-323-4788

**Shepherd's Center of Mclean-Arlington-Falls Church**  
[www.scmafc.org](http://www.scmafc.org)  
703-506-2199

**Shepherd's Center of Northern Virginia**  
[www.scnova.org](http://www.scnova.org)  
703-281-0538

**Shepherd's Center of Western Fairfax**  
[www.scwfc.org](http://www.scwfc.org)  
703-266-3548

**Shepherd's Center of South County**  
[www.scfbva.org/South-County-Office](http://www.scfbva.org/South-County-Office)  
703-799-0505

**Herndon Village Network**  
[www.herndonvillagenetwork.org](http://www.herndonvillagenetwork.org)  
703-375-9439

**Lake Barcroft Village**  
[www.lakebarcroftvillage.org](http://www.lakebarcroftvillage.org)  
703-354-0652

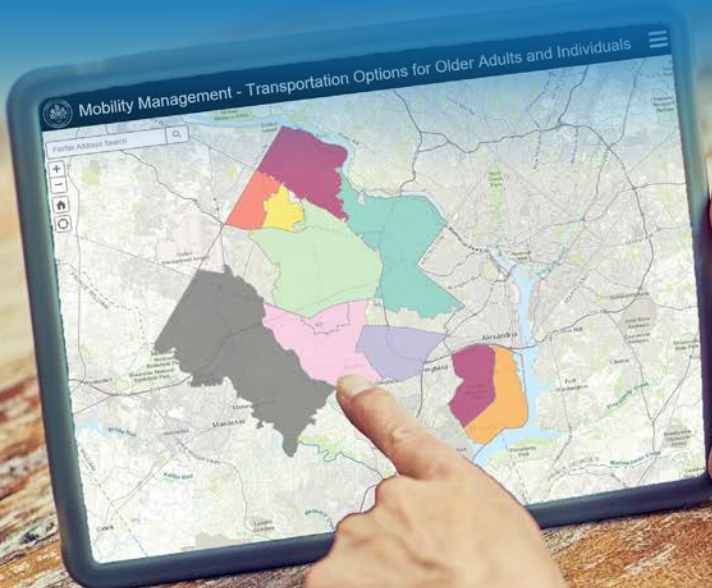
**Mount Vernon at Home Village**  
[www.mountvernonathome.org](http://www.mountvernonathome.org)  
703-303-4060

**RCC Rides**  
[www.restoncommunitycenter.com/about-reston/rcc-rides](http://www.restoncommunitycenter.com/about-reston/rcc-rides)  
703-390-6198

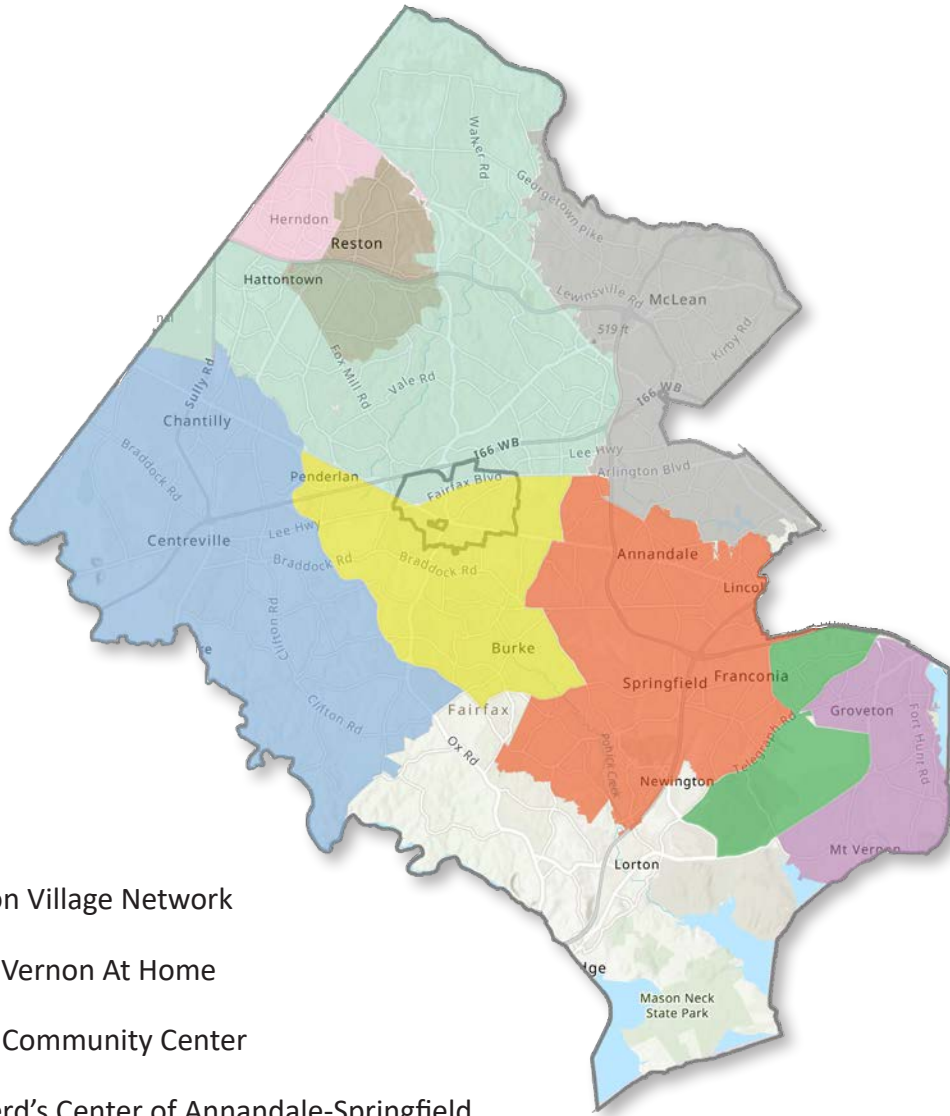


## Online Transportation Options Map

Fairfax County provides an interactive tool to help non-driving individuals connect with volunteer drivers wherever they may be in the county at any given point - it's as easy as typing in your location. Start out by going to [www.fairfaxcounty.gov/neighborhood-community-services/transportation/mobility-management](http://www.fairfaxcounty.gov/neighborhood-community-services/transportation/mobility-management).



# Volunteer Transportation Programs For Older Adults



- Herndon Village Network
- Mount Vernon At Home
- Reston Community Center
- Shepherd's Center of Annandale-Springfield
- Shepherd's Center of Fairfax-Burke
- Shepherd's Center of McLean/Arlington/Falls Church
- Shepherd's Center of Northern Virginia
- Shepherd's Center of South County
- Shepherd's Center of Western Fairfax County

# TRAVEL TRAINING

The public transportation system in Fairfax County is an affordable and reliable means of mobility that promotes independence and aging in place.

## Fairfax County

Fairfax County Neighborhood and Community Services offers travel training at no cost. Travel training develops and supports the mobility of the county's residents by enhancing awareness of the public transportation options available in our area and showing residents how to access these modes.

### The course teaches travelers how to:

- **Plan a bus and rail trip.**
- **Read bus and rail schedules.**
- **Pay bus fare.**
- **Complete a bus and rail transfer.**
- **Reach specific destinations.**
- **Access local transportation resources.**



Instructors will coordinate and lead live travel training trips during which participants will travel by bus and rail to and from a destination of their choice. Both group and individual training is available, as well as “train-the-trainer” instruction for those who want to help others learn. Training can be scheduled for any time between 10 a.m. and 2 p.m., when transit ridership is lighter. For more information or to inquire about scheduling a Travel Training session, please contact the Travel Training program at 703-222-9764, TTY 703-324-7079.



# ADDITIONAL TRAVEL TRAINING OPTIONS



## Washington Metropolitan Area Transit Authority MetroReady Travel Training and System Orientation for People with Disabilities and Outreach

MetroReady travel training for customers with disabilities as well as senior customers, with or without disabilities is offered at no cost to Metro customers.

MetroReady is short-term, comprehensive, intensive instruction designed to teach customers how to travel safely and independently on the accessible Metrobus and Metrorail public transportation systems. The goal of travel training is to enable and empower our customers to travel independently using the accessible Metrobus and Metrorail systems to a regularly visited destination and back. Please call 202-962-2703 or e-mail [TravelTraining@wmata.com](mailto:TravelTraining@wmata.com) to find out more about the program and/or enroll.



## ENDependence Center of Northern Virginia

The ECVN Travel Training program is for people with disabilities who want to learn to travel safely and independently using public transportation in the Washington Metropolitan Area. Participants learn a variety of travel skills

that will enable them to learn transit routes and ride local transportation independently anywhere they want to go.

The ENCV Travel Training program can benefit many people in the community including individuals with disabilities, family members and caregivers, schools and colleges, employers, and businesses. For details, contact ECVN Travel Trainers at 703-525-3268 to begin the process of setting up a training appointment. Trainers will arrange to meet participants in their home or another location of their choice to discuss travel skills and goals. The actual travel training will last until you are able to travel safely and independently.



# HOW YOU CAN HELP

## Get Involved

Are you looking for ways to help or get involved with seniors and individuals with disabilities who are in need of transportation resources? Then consider one of the following:

- Become a transportation navigator in your community. Get trained and educated on all of the transportation resources that exist in the Fairfax community so that you may share and inform others of their resources. Contact the Mobility Management Team at 703-222-9764, TTY 703-324-7079 to obtain more copies of this transportation resources guide or to request an informal transportation options presentation.
- Become a volunteer driver! Many volunteer transportation programs are in dire need of volunteers who are willing to use their vehicles in their free time to transport individuals to medical and other appointments. Consider contacting one of the following offices or organizations who are looking for volunteer drivers.

### 1. NV Rides

NV Rides coordinates a network of local partner organizations driven to help older residents with their transportation needs. Through their partner organizations throughout Northern Virginia, well-organized volunteer drivers are available to help older adults with rides, conversation, and kindness. For more information, or if you are interested in organizing your own volunteer transportation program, visit [www.nvrides.org](http://www.nvrides.org) or call 703-537-3071.

### 2. Volunteer Solutions

Volunteer Solutions provides meaningful volunteer opportunities to improve the lives of older adults and adults with disabilities in Fairfax County. They are in need of volunteers to drive older adults to medical appointments and wellness programs. For more information, visit [www.fairfaxcounty.gov/familyservices/older-adults/volunteer-solutions](http://www.fairfaxcounty.gov/familyservices/older-adults/volunteer-solutions) or call 703-324-5406.

# ADDITIONAL PROGRAMS AND SERVICES

## ■ **Coordinated Services Planning (CSP)**

CSP provides information and referrals to public and private human services available to Fairfax County residents. Through partnerships with community-based organizations and other Fairfax County agencies, CSP provides referrals to a wide variety of services, including transportation.

Contact a CSP specialist by calling 703-222-0880, Monday through Friday from 8 a.m. - 4:30 p.m. Specialists are able to assist in multiple languages. For additional information go to [www.fairfaxcounty.gov/neighborhood-community-services/coordinated-services-planning](http://www.fairfaxcounty.gov/neighborhood-community-services/coordinated-services-planning).



## ■ **Aging, Disability and Caregiver Resources Line**

Social services specialists can provide information on services for older adults, adults with disabilities, and caregivers. Contact a specialist by calling 703-324-7948, Monday through Friday from 8 a.m. to 4:30 p.m. For additional information visit: [www.fairfaxcounty.gov/familyservices/older-adults](http://www.fairfaxcounty.gov/familyservices/older-adults).

## ■ **Human Services Resource Guide (HSRG)**

The HSRG is a searchable database that contains information on nonprofit and government services available to Fairfax County residents - including transportation services. Access the Human Services Resource Guide at [www.fairfaxcounty.gov/hstrg](http://www.fairfaxcounty.gov/hstrg).

## ■ **NV Rides**

NV Rides connects Northern Virginia area volunteer drivers with adults ages 55 and up who are living independently but are no longer comfortable driving or cannot drive. NV Rides partners with service providers to provide free door-to-door rides for essential needs such as medical or dental appointments, shopping, personal care, banking and more. Contact them at 703-537-3071 or 703-537-3070 or visit them at [www.nvrider.org](http://www.nvrider.org).

## ■ **Department of Family Services' Office of Disability Rights and Resources**

DRR promotes the inclusion and independence of people with disabilities through education, training, and referral assistance, so that persons of all abilities can fully participate in the community. DRR provides training, as well as education and outreach to county residents, local non-profits, and county staff. DRR creates and publishes toolkits, articles, and educational materials to inform the public on their rights and responsibilities under the Americans with Disabilities Act, the Federal Fair Housing Act, and other disability-related laws. For more information, visit [www.fairfaxcounty.gov/family-services/disabilities](http://www.fairfaxcounty.gov/family-services/disabilities), or call 703-324-7948.



## **Human Services Transportation**

Customer Service 703-222-9764

TTY 703-324-7079

[www.fairfaxcounty.gov/neighborhood-community-services/transportation](http://www.fairfaxcounty.gov/neighborhood-community-services/transportation)

