**Transportation**

***DC Agencies and Organizations***

**Washington Metropolitan Area Transit Authority (WMATA)**The Washington Metropolitan Area Transit Authority (often abbreviated as WMATA and commonly referred to as Metro) was created by an interstate compact in 1967 to plan, develop, build, finance, and operate a balanced regional transportation system in the national capital area. Today, Metrorail serves 86 stations and has 106 miles of track. Metrobus serves the nation's capital 24 hours a day, seven days a week with 1,500 buses. Metrorail and Metrobus serve a population of 3.4 million within a 1,500-square mile jurisdiction. Metro began its paratransit service, MetroAccess, in 1994; it provides about 1.5 million trips per year.

**Address**: 600 5th Street, NW, Washington, DC 20001  
**Phone**: (202) 637-7000; **Customer Relations Phone**: 202-637-1328; **TTY**: (202) 638-3780  
**Website**: <http://wmata.com/>

**Also see this directory of accessible transportation options:** <http://www.wmata.com/accessibility/doc/Accessible_Transportation_Options.pdf>

**MetroAccess**  
MetroAccess is a shared ride transportation service for people who are unable to use fixed-route public transit due to disability. "Shared ride" means that multiple passengers may ride together in the same vehicle. The service provides daily trips throughout the Washington Metropolitan region, including the District of Columbia, Maryland and Virginia. Rides are offered in the same service areas and during the same hours of operation as Metrorail and Metrobus. MetroAccess is a service of the Washington Metropolitan Area Transit Authority (Metro), and is the region's complementary paratransit service offered in accordance with the Americans with Disabilities Act (ADA).

**Phone**: (301)562-5360; **TTY**: (301)588-7535|  
MetroAccess customer service representatives are available during all MetroAccess operating hours. Call 301-562-5360, press 2 for trip status, and then press 2 to speak to a customer service representative.  
**Website**: <http://www.wmata.com/accessibility/metroaccess_service/>

**Transport DC**

Transport DC enables MetroAccess users who are District residents to get a taxi (a wheelchair accessible one if needed) within the District of Columbia for $5 one-way (payable with cash, credit or debit), plus free fare for up to two companion riders. The program offers flexibility for ride reservations to be made one hour before the ride is needed and people will need to provide their MetroAccess number. The number to book a ride is 1-844-322-7732. Only District residents who are registered with MetroAccess are eligible to participate in the inaugural Transport DC program.

**Website:** http://dctaxi.dc.gov/page/transport-dc. **Phone:** 1-844-322-7732

Love the new Transport DC service? Let them know. It’s important for advocates to compliment services well done.

<http://dctaxi.dc.gov/release/chairmans-commendation-corner>

If you’ve had a poor experience with Transport DC, file a complaint.

<http://dcforms.dc.gov/webform/transport-dc-complaint-form>

**The Transportation Planning Board**  
The National Capital Region Transportation Planning Board (TPB) is the federally designated Metropolitan Planning Organization (MPO) for the region, and plays an important role as the regional forum for transportation planning. Members of the TPB include representatives of local governments; state transportation agencies; the Maryland and Virginia General Assemblies; the Washington Metropolitan Area Transit Authority (WMATA); and non-voting members from the Metropolitan Washington Airports Authority and federal agencies.

**Address**: The National Capital Region Transportation Planning Board  
Metropolitan Washington Council of Governments  
777 North Capitol Street, NE Suite 300, Washington, DC 20002  
**Phone**: (202) 962-3200; **Fax**: (202) 962-3202; **TDD:** (202) 962-3212  
**E-mail**: [tpbcoordination@mwcog.org](mailto:tpbcoordination@mwcog.org)  
**Website**: [www.mwcog.org/transportation](http://www.mwcog.org/transportation)

**Roll DC: Wheelchair Accessible Taxi**Roll DC is the Transportation Planning Board’s pilot project to provide wheelchair accessible taxi service in the District of Columbia. Yellow and Royal cab are now offering service with new Toyota Sienna modified minivans.

**Website:** <http://www.mwcog.org/tpbcoordination/projects/taxi.asp>  
**Website on wheelchair accessible cabs**: <http://www.dcyellowcab.com/wheelchaircabs/>  
**Yellow Cab:** (202) 544-1213[www.dcyellowcab.com](http://www.dcyellowcab.com)   
**Royal Cab:** (202) 398-0500 [www.dctaxionline.com](http://www.dctaxionline.com)

***Federal Agencies and National Organizations***

**The Federal Transit Administration (FTA)**The Americans with Disabilities Act of 1990 (ADA) prohibits discrimination and ensures equal opportunity and access for persons with disabilities. The Federal Transit Administration works to ensure nondiscriminatory transportation in support of our mission to enhance the social and economic quality of life for all Americans. The FTA Office of Civil Rights is responsible for civil rights compliance and monitoring to ensure nondiscriminatory provision of transit services.

**Region Contact Address**: 1760 Market Street, Suite 500, Philadelphia, PA 19103-4124  
**Phone**: (215) 656-7100; **Fax**: (215) 656-7260; **TDD**: (215) 656-7269  
**Website:** <http://www.fta.dot.gov/civilrights/12325.html>

**United We Ride**United We Ride (UWR)is a federal interagency initiative aimed at improving the availability, quality, and efficient delivery of transportation services for older adults, people with disabilities, and individuals with lower incomes.

**Phone:** (800) 527-8279 **Website**: <http://www.unitedweride.gov/1_3_ENG_HTML.htm>

**National Center for Accessible Transportation**At Oregon State University, the National Center for Accessible Transportation (NCAT) is conducting basic research on accessibility issues and developing practical, cost-effective improvements in transportation technologies, with the goal of making transportation more accessible for everyone.

**Address**: 220 Owen Hall, Oregon State University, Corvallis, OR 97331-3212  
**Phone**: (541) 737-4982; **Fax**: (541) 737-3052  
**Email**: [ncat@oregonstate.edu](mailto:ncat@oregonstate.edu)   
**Website**: <http://cce.oregonstate.edu/transportation-research>

**Easter Seals Project Action**Easter Seals’ mission is to promote universal access to transportation for people with disabilities under federal law and beyond by partnering with transportation providers, the disability community and others through the provision of training, technical assistance, applied research, outreach and communication.

**Address**: 1425 K Street, NW, Suite 200, Washington, DC 20005   
**Phone**: (800) 659-6428  
**Website**: <http://www.projectaction.org/ResourcesPublications/FindingAccessibleTransportation.aspx>