

HYATTSVILLE Transportation Services

FOR OLDER ADULTS AND
PERSONS WITH DISABILITIES



Hyattsville promises “a world within walking distance,” but sometimes you need to go a little farther. With two Metro stations and surface roads traversing the city, Hyattsville provides many ways to move through the city, Prince George’s County, and the Greater Washington region.

This guide provides an overview of the many transportation services available locally and regionally for older Hyattsville residents. Discover flexible options that suit your needs! Some of these services are focused specifically on older people or persons with disabilities and may require registration before use.

SCHEDULED SERVICES are traditional public transportation options, running on fixed routes and timetables. **ON-CALL SERVICES** provide as-needed transportation, either curb-to-curb or between your home and a transportation hub.

The mention of any specific company or business in this guide is for informational purposes only and should not be considered an endorsement by the City of Hyattsville.

HOW

TO USE THIS GUIDE

The guide includes brief descriptions of transportation options available to older adults or persons with disabilities that operate within the City of Hyattsville. Many of them can be used by any member of the public, but details about fares and use in this guide focus *only on older adults and persons with disabilities*.

Each entry includes telephone and online contact details if further information is needed. The icons shown to the right are included with each entry to help you quickly identify details about each service.

Operating schedules and other details for services may change. Use the contact information in this guide to ensure you have the most up-to-date information.



Free for Older Adults and Persons with Disabilities



Discounted Fare Available for Older Adults and Persons with Disabilities



Registration Required



Appointment Required



Membership Required



Income Eligibility Limits

Programs for “older adults” have different age-qualification requirements, but most are available to people aged 65 and older. While not everyone who may qualify as “persons with disabilities” may use that phrase for themselves, it is used here in line with how the agencies included refer to people who qualify for access to services. Eligibility for such programs can vary among agencies.

NEED ADDITIONAL HELP?

If you need additional help with finding transportation or other issues related to aging and disability, there are resources that can help.

Contact the City of Hyattsville’s Aging and Wellness Services staff at **(301) 985-5000** or email **seniors@hyattsville.org**.

Contact the local non-profit organization Hyattsville Aging in Place at **(301) 887-3101** or **HAPCares@gmail.com**.

You can also seek information via the regional 211 system by dialing 2 1 1 from any telephone or visit **211md.org** to connect with a confidential counselor who can help direct you to services.

The Eldercare Locator website **ElderCare.acl.gov** may also be able to help in finding resources.

SCHEDULED SERVICES

(PUBLIC TRANSIT)

WMATA/METRO

The Washington Metropolitan Area Transit Authority (WMATA) operates the Metrorail subway system and a fleet of more than 1,500 Metrobuses, connecting Hyattsville with other parts of Washington, D.C., Maryland, and Northern Virginia. Reduced fares are available for people over the age of 65; persons with a disability can apply for a Reduced Fare Photo ID (see page 5).



Metrorail: Hyattsville is served by two Metrorail stations: West Hyattsville and Hyattsville Crossing (formerly Prince George's Plaza). Both stations are on the Green Line and run north to Greenbelt and south into Washington, D.C. All Metrorail stations and rail cars are accessible. Rail cars offer priority seating for older adults and persons with disabilities.



(202) 637-7000

www.wmata.com/service/rail

Hours:

Mo–Th: 5 a.m.–12 midnight

Fr: 5 a.m.–1 a.m.

Sa: 7 a.m.–1 a.m.

Su: 7 a.m.–12 midnight



metrobus

Metrobus: Eight Metrobus routes serve the neighborhoods of Hyattsville. Bus stops are signed near the corner of streets the routes run along. These signs indicate the routes served by the stop. Some stops have shelters that may include additional route information or even electronic signage indicating when the next bus will arrive. The entire Metrobus fleet has the ability to kneel or lower and is equipped with low floor ramps or lifts. All buses are equipped with wheelchair securement areas and offer priority seating for older adults and persons with disabilities. Bus schedules can generally be found at the Metro stations the routes serve.

(202) 637-7000

www.wmata.com/service/bus

Hours: Varies by route, but general operating hours are between 5 a.m. and 10 p.m. with some routes offering late-night service.

SENIOR SMARTRIP

People aged 65 years or older can obtain discounted fares using a Metro Senior SmarTrip card.

SmarTrip cards are available at the Hyattsville Branch of the Prince George's

County Library (6530 Adelphi Rd.), among other locations.

Senior SmarTrip cards are not available through vending machines at Metro stations.

The Senior SmarTrip card entitles users to half-priced peak-rate Metrorail rides, \$1 fares on regular Metrobus routes, \$2.10 on express routes, and \$3.75 on airport express routes. (Fares as of March 2023.) It also allows for free or reduced-fare rides on TheBus, Ride On, and other regional bus systems, as well as Baltimore's subway, light rail, and bus systems.



THE BUS



TheBus is Prince George's County's regional bus system, providing weekday service from five routes within Hyattsville. Older adults and individuals with disabilities ride free of charge.

(301) 324-2877

www.princegeorgescountymd.gov/departments-offices/public-works-transportation/metrotransportation/prince-georges-countys-thebus

Hours:

Mo-Sa: 6 a.m.–6:30 p.m.



Discounted senior Metrobus fares can be paid in cash by showing a valid, government-issued ID card indicating that a person is 65 or older.

For questions about SmarTrip, call **(888) 762-7874**.

Reduced Fare Photo ID for Those Under 65

Persons aged 64 or under who have a disability can apply for a Reduced Fare Photo ID if they receive Medicare, are a veteran granted 60% or greater disability rating, who are Deaf or hearing impaired (pure tone average of 70 dB or more in both ears), or who have a healthcare professional attest to their need. Visit www.wmata.com/service/accessibility/reduced-fare.cfm, email eligibility@wmata.com, or call (202) 962-2700 or TTY (202) 962-2033 for details.

WMATA Reduced Fares: **www.wmata.com/fares/reduced.cfm**

WMATA Mobile Pay: **www.wmata.com/fares/MobilePay**

ROUTE 1 RIDE



FREE

Weekdays, the **Route 1 Ride** circulator bus loops up and down Route 1 from Ikea in College Park to the District line in Mount Rainier. Older adults and persons with a disability ride the circulator for free with a Senior SmartTrip card or other ID.

(301) 324-2877

www.route1ride.org

Hours:

Mo-Sa: 6 a.m.–6:30 p.m.

SHUTTLE-UM

Shuttle-UM

FREE

The University of Maryland **Shuttle-UM** buses can be used by Hyattsville residents with a University of Maryland student or staff ID, including older adults in the Golden ID program. Shuttle-UM operates when the university is in session, and one route runs from the university campus to points within Hyattsville. Shuttle-UM buses have accessible seating toward the front of each bus.

(301) 314-3687

www.transportation.umd.edu/shuttle-um

Hours:

Mo–Fr: Hours vary by route, but general operating hours are between 7 a.m. and 9 p.m. with no mid-day service.

MARC



The Maryland Transportation Authority's **MARC** commuter rail service's Camden Line has limited stops in near-by Riverdale Park. This line provides an additional way to reach Union Station in D.C., and Baltimore's Camden Station. Reduced fares are available if you present a government-issued ID showing age 65 or older or a government or transit ID showing disabled rider status. Service frequency is greater towards Washington in the morning and towards Baltimore in the evening. **Note:** *The Riverdale Park station is not ADA accessible.*

(800) 325-7245

www.mta.maryland.gov/senior-reduced-fare-program

Hours:

Mo–Fr: 5 a.m.–8 p.m.

PURPLE LINE



The **Purple Line** light rail system is currently expected to open in 2027. When complete, it will run between New Carrollton and Bethesda with the Adelphi Road–UMGC–UMD station serving the northernmost point of Hyattsville. Although not operated by WMATA, the Purple Line connects to the Metro system and its hours are expected to align with Metrorail. The Purple Line will accept SmarTrip cards, including Senior SmarTrip.

www.purplelinemd.com

ON-CALL SERVICES

CITY OF HYATTSVILLE CALL-A-BUS



The City of Hyattsville's **Call-a-Bus** service provides free curb-to-curb transportation to medical appointments and grocery stores within a six-mile radius of the city for older adults and residents with disabilities. Residents must register in advance by calling **(301) 985-5000** before 2 p.m. Reservations must be made 24 hours in advance.



(301) 985-5000

www.hyattsville.org/Transportation

Hours:

Mo–Fr: 9 a.m.–4:30 p.m.



HYATTSVILLE AGING IN PLACE (HAP)



HAP provides volunteer services to Hyattsville older adults, provides service referrals, and offers educational programs. HAP volunteers provide door-through-door transportation to HAP members to medical appointments, the grocery, and other local destinations. In cases where a volunteer driver is not available, HAP can help arrange a ride-hailing service via GoGo Grandparent. To become a HAP member and sign up to arrange transportation, call **(301) 887-3101** or email **HAPCares@gmail.com**. Ride requests must be made at least five days in advance to ensure HAP can arrange for a volunteer driver. HAP membership costs \$35 per year.



(301) 887-3101

www.HyattsvilleAgingInPlace.org

PRINCE GEORGE'S COUNTY CALL-A-BUS



Prince George's County **Call-a-Bus** service offers curb-to-curb transportation to older adults and persons with disabilities who cannot use public transit. Reservations can be made up to 7 days in advance. A profile will be set up for the user when they first request a ride. Call **(301) 499-8603** or **(800) 735-2258 TTY**.



(301) 499-8603

**[www.princegeorgescountymd.gov/departments-offices/
public-works-transportation/metrotransportation/call-bus](http://www.princegeorgescountymd.gov/departments-offices/public-works-transportation/metrotransportation/call-bus)**

Hours:

Mo–Fr: 8:30 a.m.–3:30 p.m.

METROACCESS



WMATA's **MetroAccess** service provides fee-based door-to-door public (shared-ride) transportation for older adults and individuals with disabilities not able to use bus or rail services. Trips must begin and end within three-quarters of a mile from a Metro station or fixed bus stop. Rides are booked via telephone or MetroAccess's web booking site. Fares must be paid in cash or via the MetroAccess EZ-Pay prior to the start of a ride. For more information, call **(301) 562-5360**; **(301) 588-7535 TTY**. For assistance with enrollment, call **(202) 962-2700** or email **eligibility@wmata.com**.

(301) 562-5360

www.wmata.com/service/accessibility/metro-access

Hours:

Hours of operation are the same as Metrorail and Metrobus services.

ABILITIES-RIDE



WMATA's **Abilities-Ride** program acts as a flexible supplement to MetroAccess, allowing some MetroAccess rides to be handled by local taxi, sedan, and van companies. After being accepted into Abilities-Ride, rides are booked through MetroAccess where it will be determined if the ride will be moved to an Abilities-Ride driver or stay with MetroAccess. Abilities-Ride trips are provided at a discount from the driver's normal fee; an estimated fare is provided before the trip. Unlike MetroAccess, Abilities-Rides only offers curb-to-curb service (not door-to-door) and drivers are not required to help with bags or wait at a destination.

(202) 281-8984

www.wmata.com/service/accessibility/metro-access/Abilities-Ride.cfm

NEMT PROGRAM



The Non-Emergency Medical Assistance Transportation **(NEMT) Program** provides non-emergency transportation to Medicaid-covered medical services for eligible residents having no other means of transportation, weekdays from 8:30 a.m. to 4:00 p.m. Registration is required and applicants are screened prior to acceptance. Transportation must be scheduled 24 hours in advance. Call **(301) 856-9555** for more information.



(301) 856-9555

www.princegeorgescountymd.gov/departments-offices/health/health-and-wellness/medical-assistance/non-emergency-medical-assistance-transportation-nemt-program

Hours:

Mo–Fr: 8:30 a.m.–4 p.m.

STS MEDICAL PROGRAM



Prince George's County's Senior Transportation Service **(STS) Medical Program** provides free rides for income-eligible older adults and persons with disabilities to nutrition and medical sites, including dialysis treatment. Paperwork must be completed and approved before being eligible for service. Requests can be made up to seven days in advance of an appointment; in some circumstances on-going transportation can be arranged. Call **(301) 499-8603** or **(301) 265-8450** to apply or reserve a trip.



(301) 499-8603

www.princegeorgescountymd.gov/departments-offices/public-works-transportation/metrotransportation/senior-transportation-services

TAXI

SERVICES



PRINCE GEORGE'S COUNTY CALL-A-CAB



Taxi companies and Prince George's County cooperate in a **Call-a-Cab** service that provides transportation at a reduced cost for older adults and individuals with disabilities. After completing an application, eligible users can purchase a \$20 coupon book for \$10 and use the coupons to pay for taxi fares. For more information, call **(301) 883-5656**; **(800) 735-2258 TTY**.

(301) 883-5656

www.princegeorgescountymd.gov/departments-offices/public-works-transportation/metrotransportation/call-cab

WHEELCHAIR-ACCESSIBLE TAXIS



Wheelchair-accessible taxis that comply with the Americans with Disabilities Act (ADA) are available through several area taxi companies. Wheelchair-accessible taxis must be reserved 24 hours in advance through the Taxi-Taxi dispatch service. Call **(301) 277-6000** for additional information.

(301) 277-6000

RIDE-HAILING

SERVICES

These services provide door-to-door, on-demand transportation. A smartphone is typically required to request a ride. To request a ride, download the Lyft or Uber app on your smartphone. These services provide several options for rides based upon the size of car and whether or not you are the sole passenger. The cost of rides will vary depending upon time of day, route, and traffic and weather conditions. *If you use a ride-hailing service, always verify the license plate and name of the driver before entering the car.*



Lyft: www.lyft.com/rider

Jitterbug phone users can access **Lyft** services without an app by pressing 0 and connecting with a GreatCall operator who will coordinate the ride.

Uber

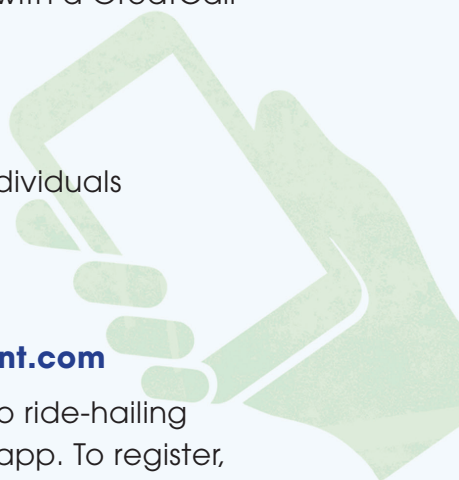
Uber: www.uber.com

Uber offers an Uber Assist service for individuals who may need additional assistance:
www.uber.com/au/en/ride/assist



GoGo Grandparent: gogograndparent.com

GoGo Grandparent provides access to ride-hailing services via an operator instead of an app. To register, call **855-464-6872** or visit gogograndparent.com.



BICYCLING

Hyattsville has a growing network of bike lanes and is connected to the Trolley Trail and the Anacostia River Trail System of hiker-biker trails.

www.pg parks.com/4602/Anacostia-River-Trail-System

The Washington Area Bicyclist Association **(202) 518-0524**; waba.org can provide rider training, route planning, and other services. There are also several bicycle shops in the Route 1 Corridor that can help with bike maintenance and repair. Bicycle helmets are not required for those over 16, but they are strongly recommended.

CAPITAL BIKESHARE



capital bikeshare™

There are eight **Capital Bikeshare** stations in the city. Capital Bikeshare provides several options for short-term rentals of bicycles and eBikes (electric bikes equipped with an electric motor to help with pedaling), as well as annual membership options. Rides are generally limited to 30 minutes, with longer rides adding a per-minute fee. Bikes can be rented using the payment system at a docking station or with an app. Capital Bikeshare's red "classic" bikes are found at fixed docking stations near Metro stations and other points of interest; however, the black eBikes may be parked most anywhere, so long as sidewalks and streets are not blocked, as well as at docking stations.

(877) 430-2453

capitalbikeshare.com

Other dockless bikeshare options, as well as rentable scooters from Veo, Lime, Bird, and other companies, are sometimes found in the city. These require an app (in some cases the Lyft and Uber apps will work) to rent and may have additional limitations about where they can be left at the end of a ride. Information is usually printed on the bike or scooter or accessible by scanning a QR code.

RECREATIONAL RENTALS



Bladensburg Waterfront Park rents bicycles and adult tricycles, as well as kayaks, canoes, and rowboats, for exploring the Anacostia River and surrounding trails. An M-NCPPC Parks Direct account and reservations are encouraged by noon the day prior to the rental.

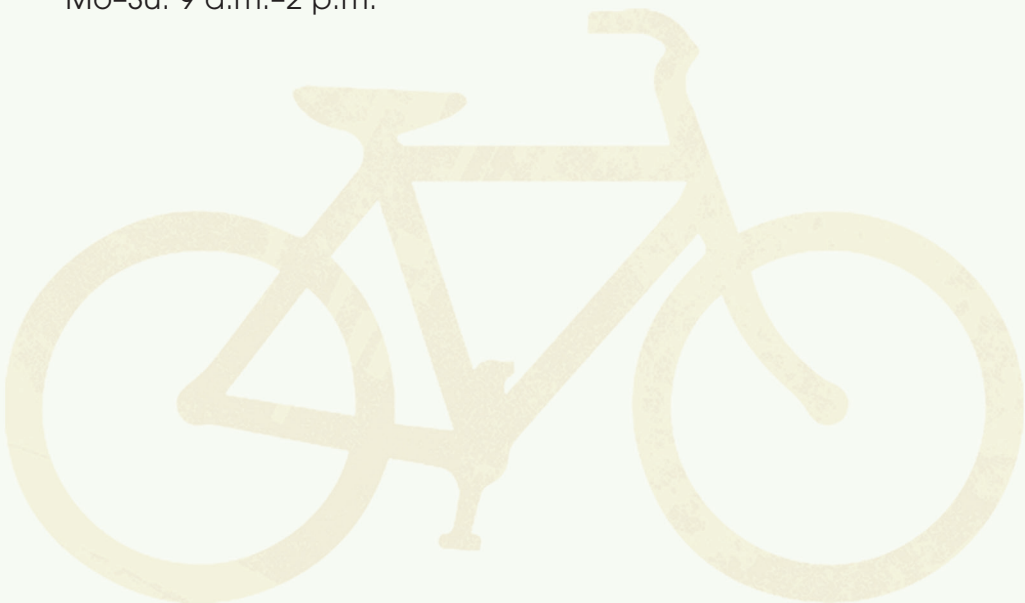


(301) 779-0371

www.pg parks.com/parks_trails/bladensburg-waterfront-park

Hours:

April to October
Mo–Su: 9 a.m.–2 p.m.



TRAVEL TRAINING

WMATA offers free individual or group instruction designed to teach older adults and customers with disabilities how to travel safely and independently on Metrobus and Metrorail. For more information or to schedule a session, please call **(202) 962-2700** or **(202) 962-2033 TTY**.

**[www.wmata.com/service/accessibility/
MetroReady-Travel-Training-and-System-Orientation.cfm](http://www.wmata.com/service/accessibility/MetroReady-Travel-Training-and-System-Orientation.cfm)**

Most bus stops throughout Hyattsville include signage that helps you with your journey. Signs will generally include the bus's route number, a Stop ID that identifies that specific location, as well as telephone numbers, texting numbers, and/or web addresses for real-time information about when the next bus will arrive.

