

# Specialized Transportation for Arlington Residents (STAR)

We can accommodate riders with:

Escorts (with paid fare)

,

Guide Animals

,

Hearing Impairment

,

Manual wheelchairs

,

Personal Care Attendants

,

Powered wheelchairs

,

Scooters

,

Vision Impairment

Age Requirements

No Age Requirement

Available 24/7

No

Documents Required

Call for details

Other Eligibility Criteria

Serves people, of any age, who have a physical or mental disability that prevents the use of the bus or rail system. Must be certified eligible for the MetroAccess program and live in Arlington County.

Family

No

Intake Contact Email

[eligibility@wmata.com](mailto:eligibility@wmata.com)

Intake Process

To become certified as eligible for STAR, contact MetroAccess for an application. The application is also available on the STAR website. MetroAccess TTY telephone is

(301) 588-7535.

Intake Contact Telephone

(301) 562-5350

Provider Refer

Yes

Report Problems

Call the Agency

Residency Requirements

Serves Arlington County residents.

Self Refer

Yes

Arlington County Department of Environmental Services

<https://www.arlingtonva.us/Government/Programs/Transportation>

<https://www.arlingtontransit.com/star/>

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

<https://twitter.com/ArlingtonDES>

Main

(703) 228-1900

TTY/TTD

711

2100 Clarendon Boulevard

Suite 900

22201 VA

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

STAR rides are available between 5:30 am and midnight, seven days per week. All daily trip plans on STAR must begin or end in Arlington. The Call Center is open Monday through Friday 8 am until 5 pm. Closed on Saturday

Fee Structure

Call for Information

Payment Method(s)

Private Pay

Languages Spoken

English

STAR serves Arlington residents who have difficulty using public fixed-route transit due to the effects of age or disability. STAR riders share trips if they are generally traveling in the same direction at the same time. Trips are scheduled, with a few exceptions, without regard to the purpose of the trip.

STAR users must first be determined eligible for MetroAccess. STAR is a shared-ride paratransit service intended to provide a comparable level of transportation as provided by ART, Metrobus, and Metrorail. All rides are arranged in advance through the STAR Call Center, or STAR on the Web, or STAR IVR. STAR riders must preplan activities and schedule STAR trips in advance as same-day service is generally not available.

Free comprehensive, travel training is available to teach people with disabilities and older adults how to independently use public transit. Contact the ENDependence Center of Northern Virginia at (703) 525-3268 for information.

Service Area(s)

Arlington County

Email

[STAR@arlingtonstar.com](mailto:STAR@arlingtonstar.com)