

Metro Lift

Age Requirements

No Age Requirement

Available 24/7

No

Documents Required

Call for details

Intake Contact

SmarTrip Customer Support

Intake Process

Visit the website to enroll online or to schedule an in-person enrollment appointment.

Intake Contact Telephone

(888) 762-7874

Provider Refer

Yes

Report Problems

Call the Agency

,

Send a Letter

Residency Requirements

Serves residents of Virginia, Washington DC, and Maryland.

Self Refer

Yes

Washington Metropolitan Area Transit Authority (Metro)

<http://www.wmata.com/>

<https://www.wmata.com/fares/Reduced-Fare-Programs/MetroLift/index.cfm>

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

<https://twitter.com/wmata>

Main

(202) 637-7000

Toll-Free

(888) 762-7874

655 Virginia Avenue SW
20024 DC
United States

Monday: 7:00 am-8:00 pm

Tuesday: 7:00 am-8:00 pm

Wednesday: 7:00 am-8:00 pm

Thursday: 7:00 am-8:00 pm

Friday: 7:00 am-8:00 pm

Saturday: Closed

Sunday: Closed

Additional Availability Comments

The customer service call center is closed on Thanksgiving, Christmas, and New Year's Day.

Fee Structure

Fee Range

Payment Method(s)

Private Pay

Languages Spoken

English

Metro Lift is a reduced-fare program for DC, Maryland, and Virginia customers enrolled in SNAP (Supplemental Nutrition Assistance Program). A 50 percent discount on Metrobus and Metrorail trips. Metro Lift is not accepted on MetroAccess. The discount does not apply to pass products.

Online enrollment, and appointment scheduling for in-person enrollment, required documents, answers to frequent questions, multi-language flyers, and more are available on the website. Online enrollment is available for appointments at the Metro Center Metro Station, L'Enfant Metro Headquarters, and the New Carrollton Metro Offices.

Enrollment center business hours are Monday thru Thursday from 8:00 AM until 4:00 PM and Fridays from 8:00 AM until 6:00 PM. Enrollment centers are closed on weekdays from 12:00 PM to 1:00 PM.

Language assistance and interpretation are free of charge for over 100 languages. Call (202) 637-7000 or TTY (202) 638-3780. Press 1 for Spanish translation. For all

other languages, press 88 and then press 5.

Service Area(s)

Alexandria City

,

Arlington County

,

Fairfax City

,

Fairfax County

,

Falls Church City

,

Loudoun County

,

Manassas City

,

Manassas Park City

,

Maryland

,

Prince William County

,

Washington DC