

# Confident Travel Starts Here

Chevy Chase Neighborhood Library

October 25, 2025



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powered by **d.**

**d.** WE ARE DISTRICT GOVERNMENT OF THE  
DISTRICT OF COLUMBIA  
**MURIEL BOWSER, MAYOR**

# What you will learn today

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- What is TDM?
- Sustainable Transportation Options
- Accessible Services
- Travel Resources
- How to plan your trip
- Field excursion

# Let's GO!

d.

**goDCgo** is an initiative of the District Department of Transportation (DDOT).



Leading resource for transportation information and options.



Encourage the use of sustainable transportation.



We offer complimentary transit resources and consulting services to DC organizations and commuters.



Our goal serves to decrease traffic congestion, improve air quality, and create a better quality of life in the DC area.

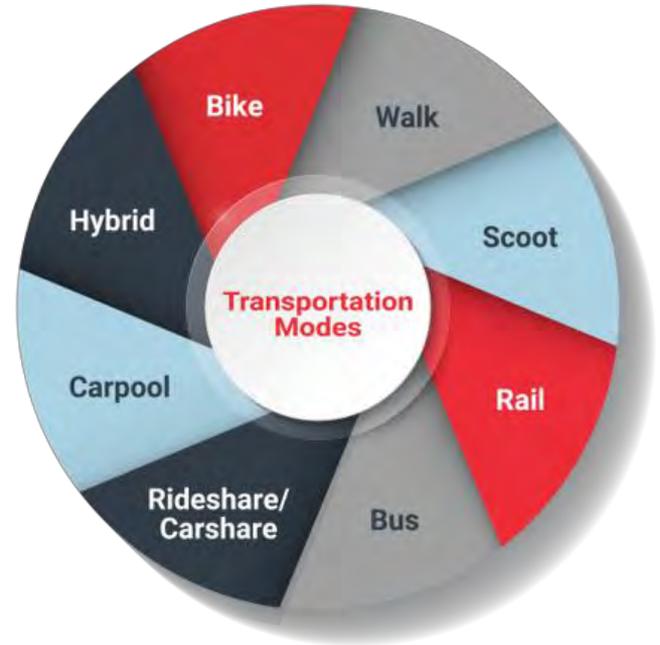


# What is TDM?

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- Transportation Demand Management (TDM) is the application of strategies and policies to maximize consumer travel choices
- Increases efficiency and safety of our transportation systems
- Reduce Congestion
- Improve mobility, access, and air quality



# Why is TDM Important?

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# Let's Go! Travel Training Introduction

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Confident Travel Starts Here

# Travel Training Kit

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- Folder and resources
- Pocket guide-trip information you can use daily
- Emergency Card
- One-time 45-minute free ride code for Capital Bikeshare
- SmarTrip card wallet with pre-loaded SmarTrip card



# Get Around Guide





## Get Around Guide

**Ride the Rail** 

Rides start at \$2.25. SmarTrip® cards, mobile SmarTrip® payments, and credit/debit cards are accepted.  
[goDCgo.com/rail](http://goDCgo.com/rail)

**Catch a Bus** 

Metrobus rides start at \$2.25. Cash, SmarTrip® cards, and mobile SmarTrip® payments are accepted.  
[goDCgo.com/bus](http://goDCgo.com/bus)

**Grab a Bike**   

Capital Bikeshare rates start at \$1 to unlock, \$10/day, or \$120/year with unlimited 45 minute trips.  
 Dockless Bikes: Lime and Veo ebikes are available in the District. Check the provider's app for availability and pricing.  
[goDCgo.com/bike](http://goDCgo.com/bike)

**Rent a Scooter**  

Dockless scooters are available across all eight wards with accessible discount programs for income-eligible residents. Providers include Hopp and Lime.  
[goDCgo.com/scooter](http://goDCgo.com/scooter)

**Recommended Trip Planning**

     
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### Chevy Chase Neighborhood Library

5625 Connecticut Ave NW, Washington, DC 20015

Walk Score	Bike Score	Transit Score
89	61	61



**LEGEND**

-  CAPITAL BIKESHARE
-  METRO RAIL
-  METROBUS
-  BIKE LANE OR TRAIL

goDCgo.com  
info@godcgo.com  
202-299-2186





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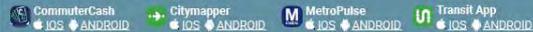
# Field Excursion



## Excursion Guide

- 1 Explore sustainable options like **Capital Bikeshare** and **dockless scooters and bikes** outside the library
- 2 Walk to **Connecticut Ave & McKinley St NW** to explore Metrobus signage and accessibility features
- 3 Board **C83 Metrobus** to **Friendship Heights** Metro station
- 4 Visit **Friendship Heights** Metro station to explore Metrorail signage, payment and boarding procedures
- 5 Walk back to the bus stop and take the Metrobus back to **Chevy Chase Neighborhood Library**

### Recommended Trip Planning



goDCgo.com | info@goDCgo.com | 202.299.2186



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# Know your Rights

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Ride public transportation for a successful and safe commute

Accessible services

Assistance upon request

Be notified of significant service delays

File a complaint if you are not satisfied with service being provided

A prompt investigation and effective resolution



# Let's Explore!

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Transportation Options

# Metrorail



- Six Rail lines: Blue, Green, Orange, Red, Silver, Yellow
- 98 stations operating in DC, Virginia, and Maryland
- Tall columns with a large “M” identify station entrances.
- An affordable, convenient way to commute to avoid traffic getting you to work, school, the grocery store, and more!

Service Day	Operating Hours
Monday – Thursday	5am – 12am
Friday	5am – 2am
Saturday	6am – 2am
Sunday	6am – 12am



# Metrorail

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- Tap. Ride. Go
- First and last trains vary per station. Please use Trip Planner, MetroPulse, [station specific information](#) and on-site QR code.
- Bicycles and scooters are welcome on Metro at no additional cost!



# Metrobus

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- Operates in DC, Maryland, and Virginia with 325 routes and over 11,000 stops.
- 24/7 service, allowing for commuting any time of day!
- Designed with red, white, and blue signs. Route numbers and destinations are above the bus windshield.
- Free bus-to-bus transfer within a two-hour period when using SmarTrip.



# WMATA Better Bus

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- This year, Metro implemented a new bus network and changed all bus route names on **June 29, 2025**.
- You can contact Metro's Office of Customer Service or call **(202) 637-7000** (M-F 7am-8pm; Sat-Sun 8am-8pm) to get more information and share your feedback.
- More information on [website](#).



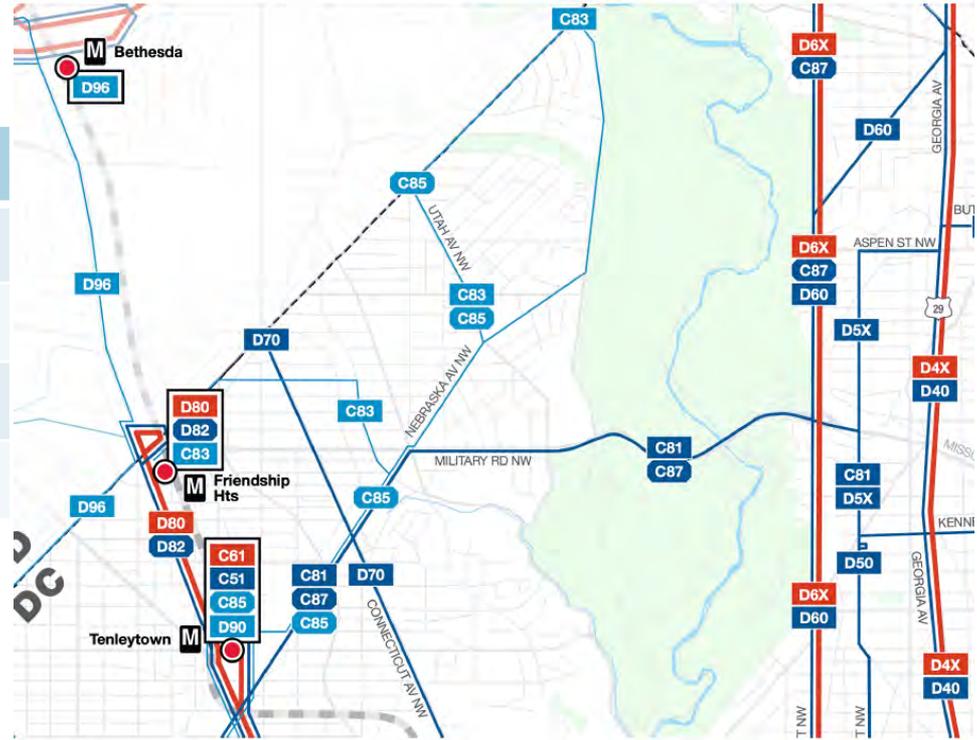
# Neighborhood Profile: Chevy Chase



- Change of route:

Previous Route	New Route
L2	D70
M4	C83, C85
D33, D34, E4	C81, C87
31, 33	D80, D82

- Limited-stop routes are indicated by an "X" at the end of their route ID, like P1X.

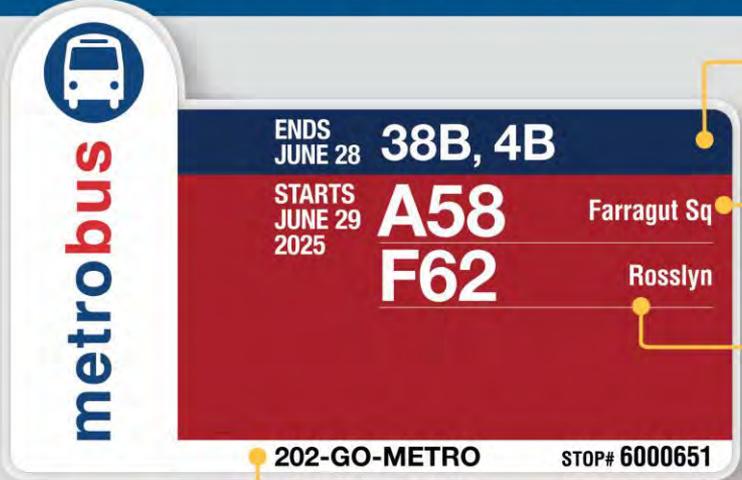


# New Bus Stop Signs



## Get to Know Your New Bus Stop Signs

All of Metro's bus routes will have updated names, routes, and schedules.



**Old Bus Routes**  
The box at the top shows bus routes that end on June 28.

**New Bus Routes**  
This area shows the bus routes that start on June 29.

**New Route Destination**  
Check where the bus is going to make sure you're heading in the right location.

**Call For More Info**

Visit [wmata.com/betterbus](http://wmata.com/betterbus) for maps and service information.



# How to use WMATA Timetable



Refine your search to the state that you use, and choose weekday, weekend, or holiday schedules.

For timetables on June 29, 2025 and beyond, enter a new route number. If you do not have your new route number, [click here](#) to see our new tool.

\* required field.

ROUTE\*

DIRECTION OF DESTINATION\*

STOPS - OPTIONAL

View Route Map

WHEN\*

TIME OF DAY - OPTIONAL

**Related Information**

- Route Details
- Previous EDC Timetables
- Schedule Supplement (required)
- Metrolink Map
- Transfer
- Service Alerts

**NON-WMATA Bus Schedules**

Please visit the bus operators' websites.

To see bus arrival times for a specific bus stop,

[Video link](#)

# Metrobus Courtesy Stops

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Between **9pm-5am**, you can request a courtesy stop for most routes

How to Request:

- 1) When boarding, let your Bus Operator know you'll be requesting a Courtesy Stop
- 2) When approaching your desired drop-off, pull the Stop Requested cord to signal to the Operator
- 3) Walk to the front and inform the Bus Operator of your Courtesy Stop location

\* Not available for express or limited routes



# Walking

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- Accessible pedestrian signals are placed at busy crosswalks throughout the city
- Notice damaged sidewalks, missing street signs, broken streetlights or trail maintenance issues? [Submit a report](#)
- [Visit the Rails-to-Trails Conservancy site](#) for trail descriptions, maps, photos and reviews



# Pedestrian Safety Tips:

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- Cross the street at marked crosswalks and intersections.
- Obey all traffic signs and signals.
- Look both ways before crossing.
- Watch for drivers making unexpected moves.
- Stay visible.
- Be aware of your surroundings.
- Be bike-friendly.



# Biking & Bikeshare

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- Over 175 miles of bike lanes, protected bike lanes, and trails in the District.
- Protected bike lanes have physical separation between lanes and cars.
- Bike options in the District:
  - Capital Bikeshare – traditional bikes (red) and electric bikes (gray) that are pedal-assist
  - Dockless bikes – Lime and Veo



# Metro + Capital Bikeshare

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- Metro teamed up with Capital Bikeshare to offer free bike rides to eligible customers.
- Add a mobile SmarTrip to your phone, after signing up, earn 10 free 45-minute classic bike rides, available 24/7 for 30 days.
- [Metro + Capital Bikeshare](#)



# Biker Safety Tips:

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- Wear a helmet.
- Ride on sidewalks only when necessary
- Follow all traffic laws.
- Use hand signals.
- Beware of parked cars.
- Be careful at intersections.
- Never ride against traffic.
- Ride in single file, except when passing.
- Be alert.
- Be Vocal.

- **Anacostia Riverwalk Trail**

The backbone of the Anacostia Riverfront in DC, connecting residents, visitors, and communities to the river, one another, and numerous commercial and recreational destinations.

- **Anacostia Stream Valley Trail**

A link in the national shore-to-shore American Discovery Trail, this trail provides miles of uninterrupted trails along the tributaries of the Anacostia River.

- **Baltimore and Annapolis Trail**

An established recreational greenway following the route of the old Baltimore & Annapolis Railroad from Glen Burnie to Annapolis.

- **BWI Trail**

A 12.5-mile scenic trail that encircles BWI Airport property and connects hikers, bicyclists, walkers and joggers to community resources, public transportation and area attractions.

- **Capital Crescent Trail**

Rails-To-Trails converted the old Georgetown Branch of the C&O Railroad from a railroad bed to this paved trail with gentle gradients.

- **Custis Trail (I-66 Trail)**

This noise-protected trails runs along I-66 in Arlington County and is accessible 24-hours a day and lit at night.

- **Four Mile Run Trail**

An East/West running trail that follows Four Mile Run, linking the W&OD Trail and the Mt. Vernon Trail.

- **Henson Creek Trail**

A scenic, recreational route through Henson Creek Stream Valley Park in southern Prince George's County.

- **Metropolitan Branch Trail**

An eight-mile linear park and trail running parallel to Metro's Red Line from Union Station in DC to Silver Spring, Maryland, connecting to the Capital Crescent Trail.

- **Mount Vernon Trail**

An 18.5 mile path along the Potomac River, parallel to the George Washington Parkway, connecting to the Custis and Washington & Old Dominion trails.

- **Rock Creek Trail**

This popular 18-mile asphalt trail runs from Lake Needwood in Montgomery County into DC.

# Scooters

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- Scooter riders follow the same rules of the road as bicycles
- Riders must be 18+ to rent and ride. One user per device
- Cannot ride scooters on the sidewalk in the Central Business District
- [Low-income Customer Program](#)
- Electric Scooter Providers:
  - Lime
  - Hopp



# Rideshare

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- Rideshare includes sharing your ride to work or school
- Participants may either begin and end the trip together or take detours to pick up or drop off a passenger along the way
- Commuter Connections provide carpool matches service.



# Ride Hail

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- Ride hail is arranging for travel in a private vehicle for a fee - usually time and distance-based
- Assists in beginning or finishing your commute (example: Uber to and from the metro station)
- Examples are DC Taxicabs, Uber, and Lyft



# Carshare

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- Provides the independence of a car without car ownership expenses
- Carshare examples are Zipcar, Free2Move, Turo, Envoy



# Cost of Travel



Mode	Cost
Metrorail	\$2.25 - \$6.75 (Weekday) \$2.25 - \$2.50 (Weekend) \$1.10 - \$3.35 (Reduced Fare & Senior)
Metrobus	\$2.25 (Seniors \$1.10)
Capital Bikeshare	\$1 + \$0.05/min (single ride) \$1 + \$0.15/min (ebike single) \$25/30-day pass \$10/24 hour ride \$120.00/annual membership
Dockless Bikeshare	Varies, check websites
Scooters	Varies, check websites
Ride Hail (Taxi, Uber, Lyft)	Varies, check websites



## Let's Access

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Access and Accessibility

# Accessible Options



- All rail stations have:
  - Priority parking near station
  - Braille and raised alphabet on station pylons
  - Extra-wide faregates
  - Priority seating for people with disabilities
- All Metrobuses have:
  - Two-wheel securement areas
  - Priority seating
  - Low floor ramps or lifts



# MetroAccess

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- Shared-ride, door-to-door paratransit service
- Meant for those whose disability prevents them from regular bus and rail
- Must meet eligibility requirements to ride
- To schedule a trip, call 301-562-5360 (8am-4pm) or web booking
- Pay up to \$4.50 per trip.
- Schedule up to 7 days in advance, MetroAccess does NOT provide same-day trip service



# MetroAccess: How to Apply

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Step 1

Get MetroAccess application form (4 options)



Step 2

Document disabilities on the application



Step 3

Contact the Transit Accessibility Center:  
(202) 962-2700, Press 5 to set up interview or email: [eligibility@wmata.com](mailto:eligibility@wmata.com)



Step 4

Attend your scheduled interview/assessment

# Senior MedExpress

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- **Free** transportation service to DC residents 60+ years old with a medical condition requiring essential life-sustaining appointments
- **Eligible for:** non-emergency medical transportation and meal delivery, provided by yellow cab
- **How to enroll:** Call 202-724-5626 from 8:30am to 4:30pm. Applicants will be required to provide proof of age, DC residency and medical necessity.



# Senior SmarTrip Card

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- For Seniors 65+
- 50% off Metrorail & Metrobus fares
- 50% off the 7-Day Regional Bus Pass
- To qualify, show a government-issued photo ID with proof of age at:
- **Metro Transit Accessibility Center:**
  - 655 Virginia Ave SW, Washington, DC 20024
  - Entrance between 6<sup>th</sup> and 7<sup>th</sup> Street
- **All Montgomery County Public Libraries**



# Transportation Discount Program

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- Scooter [Low-Income Customer Plan](#): If eligible, you can get FREE unlimited 30-minute trips: [Lime](#), [Hopp](#).
- [VetsRide](#) is a FREE transportation service for DC veterans seeking educational, health, employment, food distribution, or housing services.
- WMATA [Reduced Fare SmarTrip Card](#) & [MetroLift](#): If eligible, you can get 50% off Metrobus and Metrorail trips



# Capital Bikeshare for All

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- Unlimited free 60-minute rides on classic bikes and ebikes
- Members get a \$40 monthly credit to cover cost.
- \$5 Annual Membership
- Members must be 16 or older
- Proof that your household receives SNAP, WIC, TANF, SSI/SSDI, LIHEAP, Veterans disability (60%+), or Medicaid assistance.
- Sign-up [online](#)





## Be Prepared for Unforeseen Situations

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Navigating potential disruptions or emergencies

# Reporting an Emergency

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- Non-emergencies, dial 311
- Contact Metro Transit police to report bus and rail incidents or crime at **202-962-2121**
- Report incidents as soon as they happen to avoid injury, accidents, or additional hardship
- Use the emergency call buttons located on the trains near the exits
- Metro Ambassadors act as eyes and ears of the system
- Trained and available to help with questions, concerns, or assistance needed



# Guaranteed Ride Home

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- Get a ride home in case of an emergency or unscheduled overtime
- Regularly commute by non-drive alone modes twice a week
- Guaranteed Ride Home Program rides available between 6am-10pm Monday-Friday, no holidays
- Must register with Commuter Connections and meet eligibility requirements



# How to Navigate Elevator Outages



- Metro ELstat notifications
- Ask station Manager for shuttle service
- Call 202-962-1212 to learn about elevator outages.
- To arrange for free shuttle service in the event of an elevator outage, call 202-962-1825

Elevator & Escalator Service Status Last updated: 03/28/2024 01:38:41

Service Status by Station [View Outage Terms](#)

A B C D E F G M N P R T V

<u>Station</u>	<u>Type/Location</u>	<u>Reason</u>	<u>Estimated Return to Service</u>
<b>A</b> <a href="#">back to top</a>			
Addison Road-Seat Pleasant	ESC / Escalator between mezzanine and platform	Walker	
Addison Road-Seat Pleasant	ESC / Escalator between mezzanine and platform	Modernization	6/28/24
<b>B</b> <a href="#">back to top</a>			
Benning Road	ESC / Escalator between mezzanine and platform	Modernization	8/31/24



# Let's Prepare!

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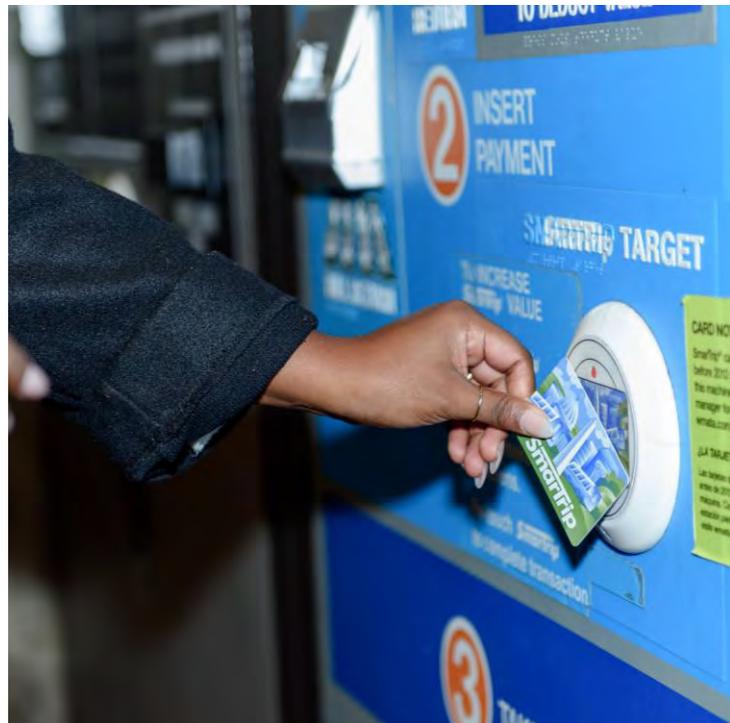
Trip necessities

# Trip Necessities

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- SmarTrip Card-
  - You can load funds with cash on the bus or with cash/card at the rail station
  - Certain iPhone devices support power reserve, which allows you to use your Express Transit card even when it needs to be charged. Power reserve works up to 5 hours.
  - Transfer fund: 888-762-7874

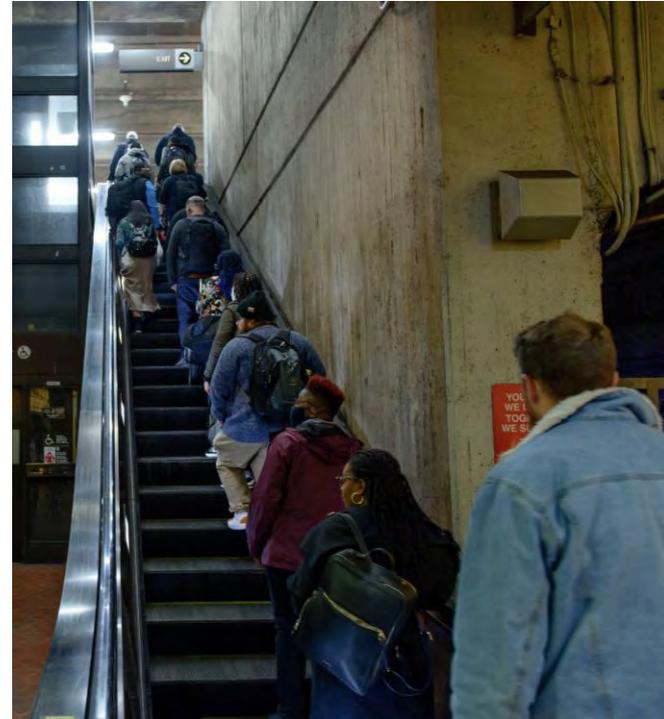


# Tips to Commuting Confidently

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- Metrorail
  - Stand right, walk left on escalators
  - Don't hold Metro doors open
- Metrobus
  - Let passengers get off before boarding
  - Stand behind white line





## Let's Plan!

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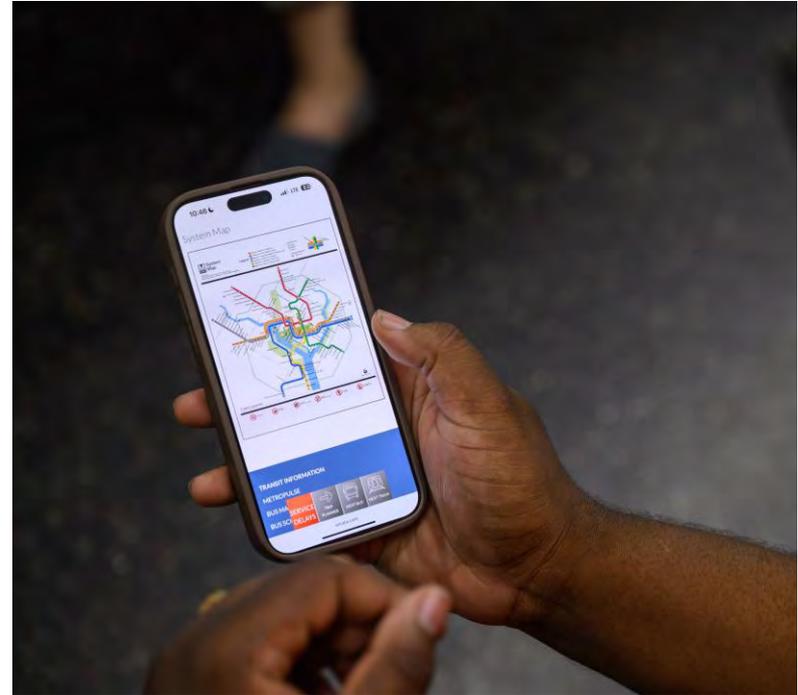
Know your trip planning options

# Trip Planning Options

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- Digital Brochures/Maps
- Physical Brochures/Maps
- *Your custom Get Around Guide!*
- Transit agency customer service:  
**(202)-GO-METRO (202-466-3876)**
- Trip Planning App

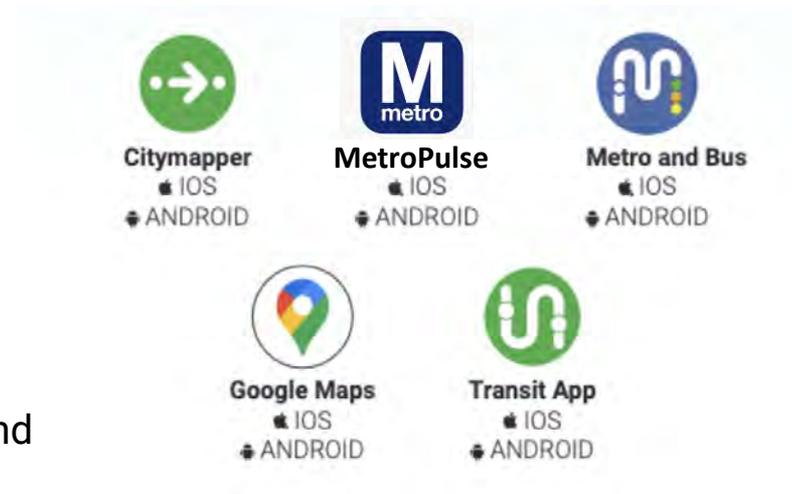


# Trip Planning Apps

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- **WMATA Trip Planner:** Official WMATA tool for navigating Metrorail and Metrobus.
- **MetroPulse:** Real-time WMATA data platform showing ridership and service info.
- **Capital Bikeshare System Map:** Live map of available bikes, e-bikes, and docks.
- **Google Maps:** Reliable for walking, biking, and transit routes with live updates.
- **Transit App:** Shows real-time transit schedules and shareable bike locations (CaBi, Lime).
- **Citymapper:** Combines data from multiple providers and shows environmental impact of trips.



# Resources

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- [DC Bike Map](#)
- [Commuter Connections Ride Share](#)
- [Dockless Scooter & Bike Providers](#)
- [MetroAccess Guidance](#)
- [Metro Elstat](#) (elevator outage alerts)
- [Metro Alerts](#)
- [WMATA Trip Planner](#)
- [WMATA Better Bus](#)
- [BusETA](#)
- [Metro + Capital Bikeshare](#)



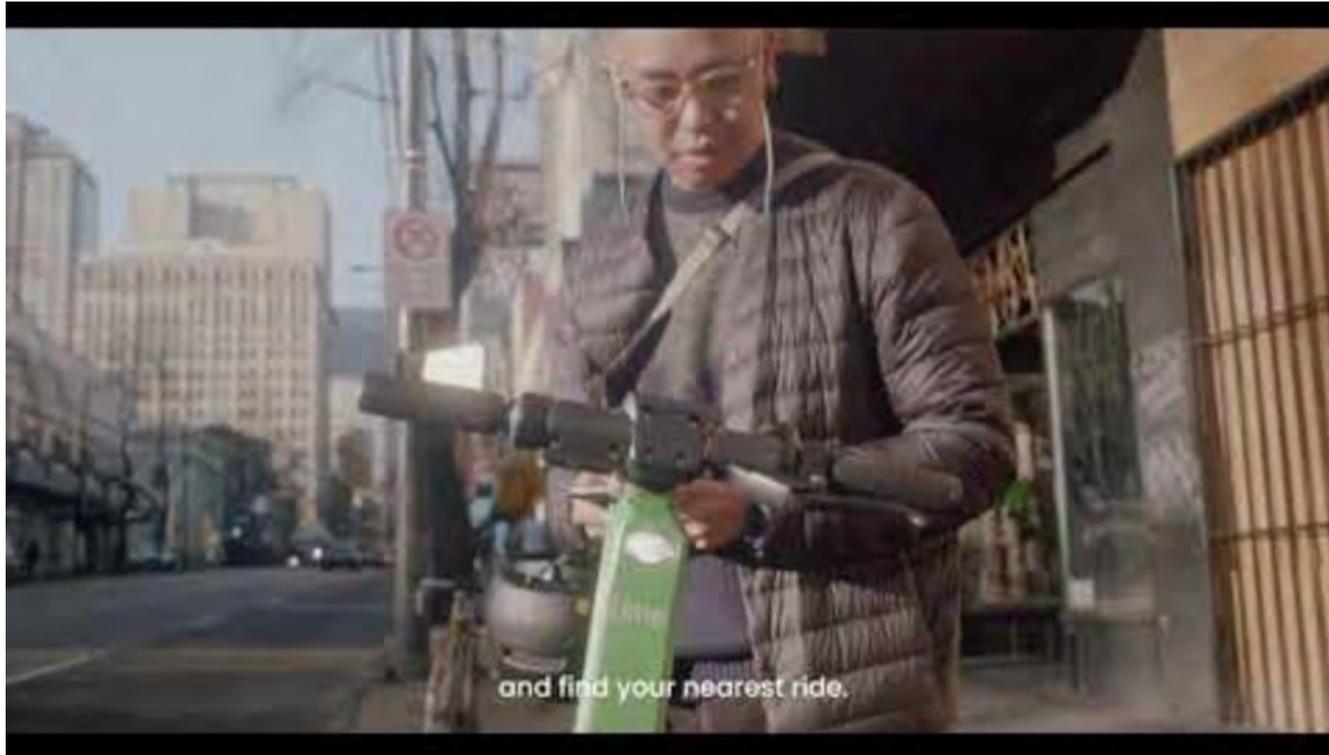
# Let's Try it Out!

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Travel Excursion

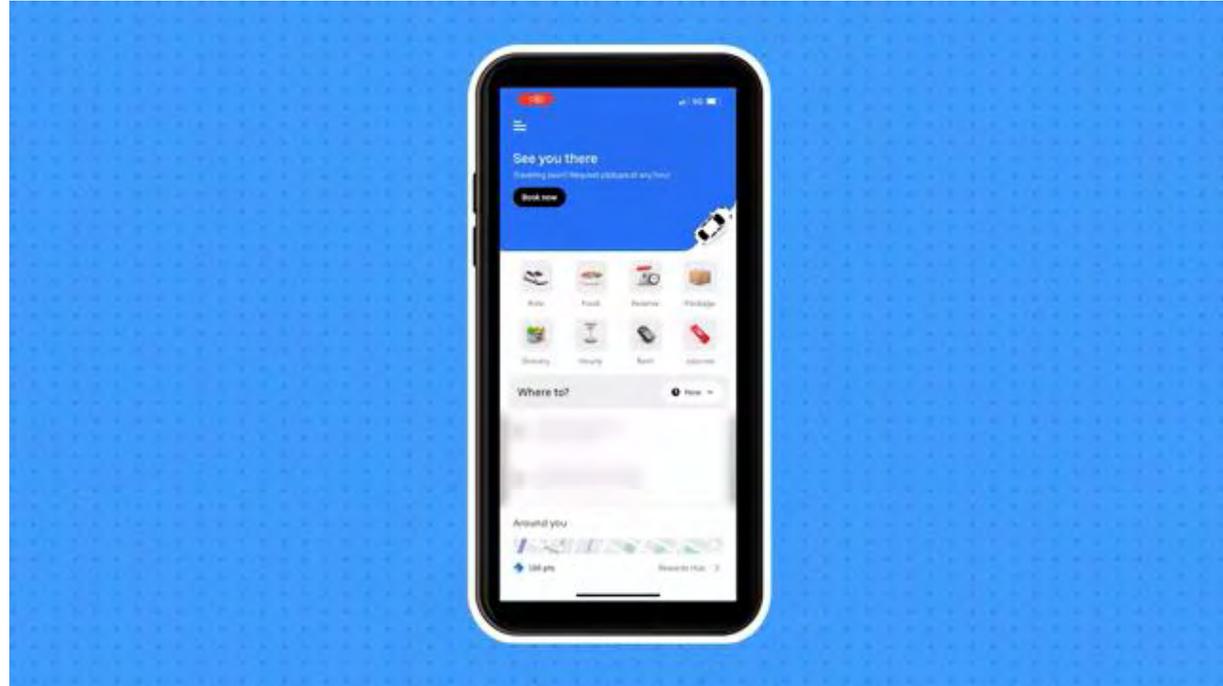
# Dockless Bikes and Scooters

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[Video Link](#)

# How to use Ride Hail (Uber, Lyft, Etc.)



[Video Link](#)

# How to use Carshare

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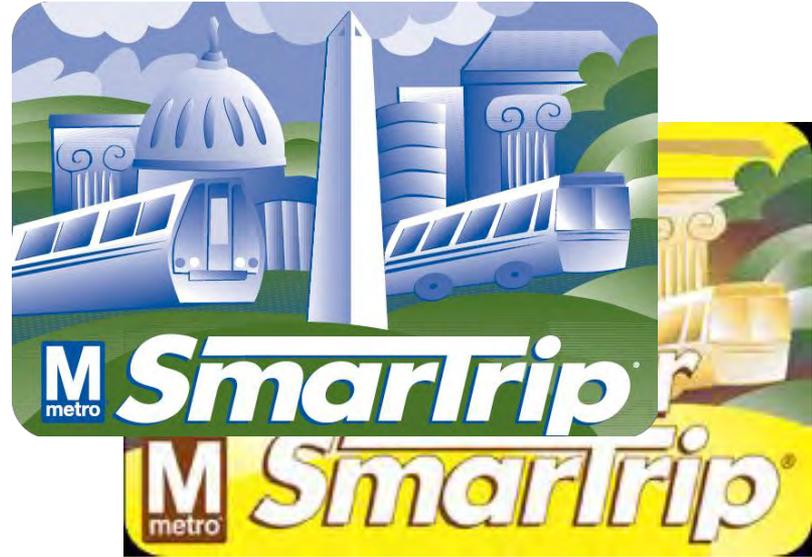


[Video Link](#)

# Replace your SmarTrip Card



1. **Register** – create FREE account on SmarTrip app or at [smartrip.wmata.com/Account/Login](https://smartrip.wmata.com/Account/Login)
  - Web: under “Account Management”, click “Add SmarTrip Card”
  - App: under the “cards” tab click the “+” sign in the top left corner
2. **Replace** – click on your card number
  - Click “Replace Lost or Damaged Card” on the right, and follow the prompts
  - Call 888-SMARTRIP to have a replacement card mailed to you
  - Visit the Metro Transit Accessibility Center to get a replacement card immediately



# SmarTrip Wallet & App



How to transfer  
SmarTrip to  
your Apple Wallet.



[Video for Iphone](#)  
[Video for Android](#)



## Go! Travel Through the District with Confidence

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Training wrap up and additional resources

# Contact

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**Joyce Xin**

Residential Outreach Coordinator

 [Joyce.xin@godcgo.com](mailto:Joyce.xin@godcgo.com)

 202-934-5399



# Thank you!



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