



## **Call-n-Ride Participants' Guide Overview**

### **STEP 1: CALL DISPATCH:**

- You must have a valid Call-n-Ride (CNR) swipe card in your possession to use the service.
- All trips must be scheduled and authorized by the taxicab dispatch.
- Call a participating taxicab company well in advance. Check back on the status of your ride if it is late by more than 10 minutes.
- If you require a wheelchair accessible vehicle; you must notify taxicab dispatcher of your specific needs, inform them of the mobility vehicle or device you use, and you must provide them sufficient time to arrange an accessible taxicab for you.
- When ordering a taxi, you must provide the taxicab dispatcher your name, CNR swipe card #, accurate pick up and drop off information, and any other relevant information they require.
- You cannot alter your requested destination after the vehicle has arrived.
- You must present your valid CNR swipe card to the driver at the beginning and end of the trip. Participants who have CNR swipe cards without their photograph on it, must also provide a valid photo Identification to the taxi driver.
- All trips must begin and end in Montgomery County. Special exceptions are made for **Approved** medical facilities at the following designated locations: Baltimore, Prince George's County, Northern Virginia, and Washington D.C. (**FOR DETAILS, PLEASE REFER TO THE CALL-n-RIDE PARTICIPANTS' GUIDE**).

### **STEP 2: PAY FOR YOUR FARE:**

- Present your valid CNR swipe card to the taxicab driver when you arrive at your destination.
- You are responsible for carrying your CNR swipe card and paying for your trip. If the swipe card does not have enough money, you pay for the remainder with cash. If your card has money but the electronic transaction fails, the driver will fill out a manual receipt.
- You may check the balance on your CNR swipe card by calling Call-n-Ride/MJ Management Services at 1-800-980-6564. You can add value to your card by check or money order, made payable to Montgomery County, MD and mailed to:

**MONTGOMERY COUNTY MARYLAND  
PO Box 824871  
PHILADELPHIA, PA 19182-4871**

You may also add value to your CNR swipe card by using a credit card via the Internet at <http://www.montgomerycountymd.gov/DOT-transit/seniors.html> (Scroll down to down to "Call-n-Ride (CNR) Program" section) and click "Place your order online")

### **Keep Receipts:**

- Make sure that you receive a copy of your signed receipt and CNR swipe card back. Keep all receipts for your records.
- Do not sign a blank or incorrect receipt. If you choose not to sign a receipt for a valid reason, notify Call-n-Ride/MJ Management Services at 1-800-980-6564 within 24 hours.

### **Contact Customer Service:**

- Lost or stolen CNR swipe cards must be reported immediately by calling Call-n-Ride/MJ Management Services at 1-800-980-6564. Cards reported lost or stolen are immediately cancelled and deemed invalid by Call-n-Ride/MJ Management Services and any remaining balances on the lost or stolen card will be transferred to your replacement card. There is a \$5 replacement fee for lost or stolen cards, payable to MJ Management Services, 6300 Blair Hill Lane, Suite 301 Baltimore Maryland 21209.