MONTGOMERY COUNTY Same Day Access (SDA)/Call-n-Ride (CNR) PARTICIPANTS' GUIDE EFFECTIVE: JULY 2016

This Policy supersedes all previous versions, and may be amended by the Montgomery County Same Day Access (SDA)/Call-n-Ride (CNR) Program as deemed necessary.

1. ABOUT THE SDA PROGRAM ELIGIBILITY:

The Same Day Access (SDA) transportation program is part of the County and State subsidized Call-n-Ride (CNR) program, designed specifically as a supplement to Montgomery County's local transportation service. This subsidized assistance is provided to current Metro Access identification card holders help transport them to medical and/or personal appointments. All trips must begin and end in Montgomery County. Special exceptions have been made to allow transportation to approved medical facilities in designated service areas.

2. PROGRAM OPERATIONS:

(a) Application Process: The application must be completed in its entirety. You must submit the following with your application:

Proof of Montgomery County residence (PO Box not acceptable), Current Metro Access Identification Card, photo copy of government issued photo identification and wallet size photograph e.g. 2" x 2" (Recommended but not required). *For more details, please refer to the SDA Application and other pertinent forms.*

If you meet the criteria and are approved for the program; you will receive a welcome packet with relevant membership information.

(b) Recertification: All SDA participants are required to re-certify upon renewal of your Metro Access ID card in order to maintain active status for the program. Prior to the expiration date of your CNR swipe card, you must provide a photo copy of your renewed Metro Access ID card, along with a copy of an alternate form of photo ID, that must be issued by the government. Your CNR swipe card will become inactive upon the expiration date of your Metro Access ID card; you will be unable to take taxi trips until you re-certify. The full amount or any remaining balance on your swipe card aged 30 days with no re-certification of SDA requirements will be removed from your CNR swipe card. You will not be refunded the balance. *Application and Recertification documents should be sent to:*

Call-n-Ride/SDA
101 Monroe Street, 5th floor
Rockville, MD 20850

3. DESIGNATED SERVICE AREAS:

In order to meet the medical needs of participants, the CNR program will allow participants to travel to and from approved medical facilities in the Designated Service Areas. The designated locations are in Baltimore, Prince George's County, Northern Virginia, and Northwest Washington, DC. Please see the Designated Service Areas (DSA) List for the Approved Medical Facilities.

4. FARES and FEES:

All taxi companies are required to charge the meter rates as defined by Montgomery County Maryland, Division of Transit Services/Taxicab Regulation Office. Drivers must always use meters.

Fares:

- **Initial charge $4.00.**
- **Traffic delay time $28.00/hour**
- **Travel cost: $2.00 for each mile.**
- **An extra passenger: $1.00.**
- **Personal service for loading items: $1.00.**
- **In the event that a snow emergency for Montgomery County is declared by the State of Maryland, a charge of $2.50 is added to the meter rate.**
- **No charge for service animals.**
- **Passengers are responsible for all tolls while traveling.**

The maximum trip limit for each one way Call-n-Ride trip within Montgomery County is $60.00 (includes tip). Participants wishing to use their Call-n-Ride card to travel to the approved medical facilities in the "Designated Service Areas" must seek pre-authorization for these trips if the fare amount will exceed the $60.00 trip limit. Participants must also seek pre-authorization if they need to go to a Healthcare Provider that is not on the Call-n-Ride approved medical facilities in "Designated Service Areas" list. Both Participants and Taxicab Dispatch can make Pre-authorization requests. Pre-authorization requests must be made by calling the Call-n-Ride office at 301-948-5409, Monday through Friday from 9:00 am to 4:00 pm, and should be made at least 24 hours in advance. Call-n-Ride staff will send a manifest of approved trips to MJM and taxicab companies. It is the responsibility of the taxicab provider to ensure that the Participants have enough value on their cards to pay for their trips. Participants would be responsible for fare amounts that exceed the value on their cards. Any Trips made beyond the parameters specified in these guidelines will not be paid by the County.

(a) Arranging Your Taxicab: All eligible SDA participants will be issued a non-transferable automated CNR swipe card. You must have your valid CNR swipe card in your possession at all times to identify yourself while making a reservation for your trip and also to provide your CNR swipe card to the driver when you board the taxi. Participants having CNR swipe cards without their photograph on it must also provide

valid photo identification to the taxi driver. You may schedule your trip with any participating taxicab company of your choice (as listed on your order form). At the time of your call, you must identify yourself to the taxicab company dispatcher as a Call-n-Ride (CNR) participant; provide your name and CNR swipe card number, your exact pick-up and destination addresses, pick-up time, and any other required or relevant information. Participants may request a ride from taxicab drivers at Metro stations or any other location within Montgomery County. The participant or the taxicab driver must call the dispatch, provide all the relevant information (as mentioned above), and get a trip ID from the dispatch sent directly to that taxicab for that trip. For trips to be valid, all trips requests must go through dispatch, a trip ID issued by the dispatch, and all other protocols and procedures followed.

(b) Scheduling Through Dispatch: All CNR trips must be scheduled by calling the dispatch office of the participating taxi company; Customers must not alter trip destination upon arrival of the cab. All changes must be processed through the taxicab company's dispatcher.

(c) Translation Service: The CNR program recognizes the cultural diversity of Montgomery County residents. To facilitate the CNR program services for Non-English speaking participants, a translation service has been established to assist with the scheduling of CNR trips with the taxicab companies' dispatchers. This translation service can only be used to communicate with CNR staff.

To use the CNR translation service;

- **Dial 1– 866-998-0338**
- **Enter Account # 15071**
- **Enter Pin # 6101**
- **Enter your Client ID (Your CNR ID #)**

You will be connected to the next available Client Services Representative. Please provide your first & last name and state the language you need. You will be asked to hold, while you are being connected to an interpreter. Once connected, the interpreter can help you schedule your trips with the taxicab company dispatch or assist you in communicating with the Call-n-Ride staff. The taxicab companies' dispatch operators and CNR staff also have access to the translation service in order to assist you with trip scheduling or other CNR needs.

(d) Wheelchair Accessible Transport: Because of the limited number of wheelchair accessible taxis, you must call twenty four (24) hours ahead of your trip to provide the taxi company dispatcher sufficient time to arrange an accessible taxicab pick-up. You may also call the Call-n-Ride program office at 301-948-5409, Monday through Friday from 9:00 am to 4:00 pm, to help arrange a trip for you with the taxicab company. You may schedule the return trip at the time of the initial call to the dispatch operator. If you use a folding wheelchair and are unable to independently transfer to the vehicle, you must also inform the dispatcher while scheduling your trip so that the Taxicab Company dispatcher can dispatch an appropriate accessible vehicle. The Taxicab Company will provide you with the average time the taxi will be dispatched to

pick you up. Trip information, once booked, cannot be altered after the taxicab arrives to transport you.

(e) Pick-up Time: You must be ready to travel about 15 minutes before your scheduled pick-up time. If the driver is late, up to 10 minutes after your scheduled pick-up time, call the taxicab company to report the delay.

(f) Identification and Trip Processing: The SDA participant, at the time of pick-up, must present his/her CNR swipe card to the taxicab driver. The taxicab driver will visually verify the photo on the swipe card; participants who have CNR swipe cards without a photograph must provide a valid government photo Identification to the taxicab driver. The SDA participant or the driver must swipe the card at the beginning of the trip (before the fare meter is turned on) to verify that the account is active, perform a balance inquiry, capture the date and time of the transaction, taxicab provider, vehicle number, taxicab driver number, pickup and destination GPS coordinates and card number. MJ Management Services' system validates the card and returns the account available balance to the taxicab driver and cardholder. The taxicab driver will inform the participant if there is enough balance on the card to pay for the trip. Card balances can also be obtained by calling the 800 number for CNR/MJM on the back of the Swipe Card (1800-980-6564), 24 hours a day. If the card does not have enough balance to pay for the trip, the participant will be responsible to pay the remaining balance in cash at the end of the trip, or the trip is cancelled immediately. If the electronic transaction fails for any other reason other than low balance, the driver will provide the trip to the participant and fill out a manual receipt (please see # j for details). The CNR swipe card is specifically for the sole use of the participant to whom the card was issued. The card is non-transferable. If the SDA participant does not have his/her CNR card, the trip is no longer deemed an eligible CNR trip. The SDA participant must make alternative form of payment for the trip.

(g) Arrival at Destination: Upon arrival at your destination, approve the amount on the meter ONLY IF IT IS ACCURATE. After the fare meter is turned off, either you or the driver will again swipe your card to electronically record the payment. You may also give the driver a tip not to exceed 15% of your taxi fare, which will be added to your fare amount. The driver will swipe your card to electronically record the payment. You may also give the driver a tip not to exceed 15% of your taxi fare, which will be added to your fare amount. The driver will print two receipts. You will receive a copy of a receipt from the driver and you must sign the driver's copy in order to validate your trip. Keep your copy of the receipt for six months. Montgomery County conducts audits and you may be required to provide your trip information. Do not leave the taxi without your CNR swipe card. NEVER SIGN A BLANK OR INCORRECT RECEIPT. If the receipt was blank or incorrect, do not sign the receipt and contact MJ Management Services at 1-800-980-6564 within twenty four (24) hours of your trip.

Date, Cab #, Start Time, End Time, Trip #, Distance (Miles), Rate/Fare Amount, Extra Fees, Tip amount (if provided), Total Fare, CNR Swipe Card # (last four digits), CNR Swipe Card Balance, Authorization/Approval Number, and Participant's Signature. Additionally, on Manual receipts include; Reason for writing a manual receipt (e.g. "System Down") and Imprint of the CNR Swipe Card.

(h) If the electronic transaction with the swipe card fails, and there are funds on your card you will be transported to your destination. The taxicab driver will complete a manual receipt with all required fields filled out, make an imprint of the CNR swipe card on the receipt, get your signature on the receipt, and provide you with a copy of the signed receipt. It may take up to two weeks or more for the money to be deducted from your account for a trip that was processed manually.

(i) Roundtrip rule: Participants are allowed to take round trips (two or three linked trips maximum), WITH THE SAME DRIVER. However, each leg of the trip must be scheduled through dispatch. Each pick-up and drop-off address must be provided when calling dispatch to schedule the transportation, the destination locations cannot be changed after the initial pick-up is scheduled. Each leg of the trip is considered one trip and the driver will be issued a trip ID for each trip. The driver will swipe and process the fare at each destination i.e. pick- up at Location A, driver will swipe card for authorization, transport to Location B and swipe the card at Location B to generate a receipt and process the fare for that first trip. This process will be repeated at each location for round or linked trips. The wait time for the driver, between linked trips, should be no more than 1-8 minutes. If more time is needed, the same driver may not be able to wait.

(j) Taxicab Complaints: For CNR taxicab complaints please provide us the following information: Taxicab Company, Cab #, driver's name or ID, date & time of the incident, and the complaint. Once we have received all of this information, we will conduct our investigation and take appropriate remedial action.

(k) Replacement of CNR swipe cards: 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. There is a $5 replacement fee for lost, stolen or damaged cards, payable to MJ Management Services, 6300 Blair Hill Lane, Suite 301 Baltimore Maryland 21209. Once the payment is received, a new card will be issued and the available funds will be transferred to the new card. Do not attempt to use a CNR swipe card that is reported lost, damaged or stolen; the transactions will be declined and you will be responsible for the full amount of the fare.

(l) Online Resources: Montgomery County's CNR Swipe Card Participant Portal module can be accessed at: www.eztransport.net/mococnr/members

The Participant Swipe Card Web Portal is an internet interface that allows participants to manage their cards. Participants can add value to their cards as well as check account information. Participants must first register online to access their accounts. Once registered, participants can view their balance, print statements, view transactions, manage profile, report lost, stolen or damaged card, contact customer service, and make a payment. Additionally, you may also access program information, updates and make online payments by visiting www.montgomerycountymd.gov/dot (click on "Senior Transportation", and scroll down to "Same Day Access").

5. PAYMENTS:

Value will be added to your CNR Swipe Card upon receipt of your check, money order or credit card payment. Please allow up to 5-7 business days for your payment to be processed. You are allowed only one (1) payment per month at $30 for a $60 value to be applied to your swipe card for the coming month. The Call-n-Ride program recommends that you mail in your payments after the 15th of the month for value to be applied to your swipe card for the following month. If there is a remaining balance on your card at the end of the month, that remaining balance will roll-over to the following month.

The maximum value or balance (your payment plus subsidy) that can be accumulated and carried on the CNR swipe card is $360. If you are attempting to make a payment that would bring the total balance on your card over the $360 maximum, either your payment will be returned to you or your payment will be held until it can be applied as a future payment. Always check balance on your account before sending in another payment. Money placed on your CNR swipe card never expires.

Online Payment: For online payments please visit www.montgomerycountymd.gov/dot (click on "Senior Transportation", scroll down to "Same Day Access (SDA) Program" section and click on "place your order online"). You will need your 3-4 digit SDA ID # to be able to login and pay online.

Check or Money Order Payments: Please make your checks or Money Orders payable to "Montgomery County Maryland" and send to:

MONTGOMERY COUNTY MARYLAND
P.O. BOX 824871
PHILADELPHIA, PA 19182-4871

PLEASE NOTE: If your check is returned due to Insufficient Funds, you will be invoiced for the $35 returned check bank fee. You will not be able to use or add money to your CNR swipe card until you make the payment. For future orders, money orders will be required; no personal checks will be accepted.

6. TEMPORARY SUSPENSION OR PERMANENT REMOVAL:

The following will result in permanent removal from the program:

Any form of program fraud or abuse; such as, allowing someone else the use of your CNR Swipe card; providing false information on the SDA eligibility application forms; illegal transfer of CNR swipe cards.

The following will result in temporary suspension from the program and may lead to permanent removal:

Abuse of SDA service or any violation of the Program Guidelines set forth herein. Engaging in disruptive, abusive, threatening or disrespectful behavior towards SDA program staff, taxicab drivers, or taxicab companies.

Any participant or other persons involved in the SDA transportation program that engages in fraudulent program activities will be prosecuted to the fullest extent of the law.

7. TAXICAB COMPANIES INFORMATION:

Please feel free to call any one of the following participating Montgomery County Taxicab Companies in the Call-n-Ride Program:

Action Taxi.	**301-840-1000**
Barwood Taxi.	**301-984-1900**
Regency Taxi.	**301-990-9000**
Sun Cab.	**301-252-0575**