



Transportation Options for People with Disabilities and Seniors

A COMPREHENSIVE COMMUNITY GUIDE TO PUBLIC, PRIVATE, AND NON-PROFIT TRANSPORTATION

MAY, 2014



SEE BACK FOR INFORMATION ON REQUESTING ALTERNATIVE FORMATS SUCH AS BRAILLE AND LARGE PRINT.

INTRODUCTION

This guide, *Transportation Options for People with Disabilities and Seniors*, is a comprehensive listing of public, private and non-profit transportation in the Washington Metropolitan Region, State of Maryland, and beyond that can be used by everyone in the community with an emphasis on people with disabilities and older adults. The Commission on People with Disabilities of the Montgomery County Department of Health and Human Services and the Department of Transportation compiled this listing of useful transportation services to assist County residents to better coordinate their transportation needs. Now finding information about transportation services is easier than ever with this resource guide.

You will find that this guide is divided into 19 informative sections. The **Public Transportation** section covers such important services as: **Call 'N' Ride, Medicaid Transportation, Same-Day-Access Program, MetroAccess, Ride On** and **Metrobus** transportation. To assist us in alleviating traffic congestion, we encourage you to use public transportation whenever you can. These programs offer subsidies and reduced fares for older adults and people with disabilities. To find out more information about these services, read the brief description and call the offices listed for additional information.

If you need a companion to drive you to necessary appointments, look in the section on **Escorted Transportation** to find information about various services available to take you to your appointments. Arrangements for **Escorted Transportation** must be made 10 days in advance.

The section on **Grocery Transportation** is filled with important resources to assist you in obtaining groceries. The sections **Commercial Bus and Rail, Airport Transportation** and **Regional Connections Cross County and Beyond** will assist you in traveling to places such as West Virginia, Baltimore, and other destinations in the United States and abroad.

Share this resource guide with friends and neighbors to assist them in their travel in and outside of Montgomery County. We also ask that you help us keep this document up to date by letting us know of changes or other transportation options. Our goal is to advise you of the many transportation options available in Montgomery County - the best place to live, work and retire.

Good news! This guide is available in alternative formats such as Braille and large print by calling 240-777-1246 (V), MD Relay 711. Also, you may visit Ride On at:

- **Ride On:** www.montgomerycountymd.gov/RideOn
- **View or download this brochure online:**
www.montgomerycountymd.gov/cpwd > Click on **Publications and Resources** > Click on **Transportation Options for People with Disabilities and Seniors**

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TRIP PLANNING

CONNECT-A-RIDE

301-738-3252 (V) • 24 Hour Message Service

www.accessjca.org • Email: connectaride@accessjca.org

🕒 **Hours:** Monday through Friday, 9:00 a.m. to 5:00 p.m. Call for free transportation information and referral regarding all public, private and volunteer transportation options for adults ages 50 years and older and persons with disabilities of all ages living in Montgomery County. Also provide assistance with completing applications, offer Ride Smart Workshops to help small groups of older adults learn how to use public transportation options and otherwise navigate the National Capital Region, and operates the program Smooth Riding that coordinates and confirms local transportation arrangements for older adults in Montgomery County. Connect-A-Ride is funded by the Montgomery County Department of Transportation and is directed by the Jewish Council for the Aging (JCA).



REACH A RIDE

1-855-732-2427 (Toll Free Hotline) • 202-962-3213 (TTY)

www.reacharide.com • E-mail: Reacharide@mwcoq.org

🕒 **Hotline Hours:** Monday through Friday, 9:00 a.m. to 5:00 p.m. Provides information about specialized transportation options for people with disabilities, older adults, those with limited English proficiency, and low-income commuters. Information is in English and Spanish. The web site includes a searchable database. Resources are located within the National Capital Region (DC, MD, VA). Site is maintained by the Metropolitan Washington Council of Governments (MWCOG).



RIDE ON TRANSIT SERVICES

MONTGOMERY COUNTY DEPARTMENT OF TRANSPORTATION

311 (inside the County) • 240-777-0311 (outside of the County)
301-251-4850 (TTY)

www.montgomerycountymd.gov/RideOn

🕒 **311 Hours:** Monday through Friday, 7:00 a.m. to 7:00 p.m. Call for bus schedules, routes, connections to rail or to make a complaint/comment. Bus passes are sold Monday through Friday, 8:00 a.m. to 4:00 p.m. at Montgomery County Treasury Office, 255 Rockville Pike, L-15, Rockville, MD. Online trip planning tools include Google Maps and Google Mobile. The Ride On system map also shows other Montgomery County transportation including Metrorail, Metrobus, MARC commuter rail, and MTA commuter bus service.



GOOGLE MAPS AND GOOGLE MAPS FOR MOBILE

www.google.com/maps • www.google.com/mobile/maps

Google Maps now includes Ride On transit route and schedule information. Use Google Maps as you normally would, but select 'By Public Transit' to use public transportation for your trip. You can also select a future date and time by clicking the 'Show options' button. Metro service is also available on Google Maps so your trip planning request will show connecting Metrobus or Metrorail service. With your GPS-enabled smartphone and **Google Maps for Mobile** you can get Ride On trip information based on your current location and time.



METRO TRIP PLANNING ASSISTANCE

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY (WMATA)

202-637-7000 (V) • 202-637-3780 (TTY)

www.wmata.com/rider_tools/tripplanner



Metro's Trip Planner provides information on service for the entire Washington metropolitan area including Maryland, DC and Virginia. Plan routes between two destinations using Metrorail and/or Metrobus. Suggested trip itineraries include the fare, estimated travel time, and any walking directions. An app is also available for mobile devices.

SPECIAL TRANSPORTATION OFFICE
MONTGOMERY COUNTY DEPARTMENT OF TRANSPORTATION
240-777-5800 (V) 240-777-5890 (Medicaid Eligibility)

🕒 **Hours:** Monday through Friday, 9:00 a.m. to 3:30 p.m. Call for information on Medicaid transportation, Call 'N' Ride, Same Day Access Programs, and other transportation programs for seniors and people with disabilities.

WMATA TRANSIT ACCESSIBILITY CENTER

202-962-2700 (V) Select Option #5 • 202-962-2033 (TTY)

www.wmata.com/accessibility/metroaccess_eligibility.cfm

🕒 **Hours:** Monday 8:00am - 4:00 p.m.; Tuesday, 8:00 a.m. – 2:30 p.m.; Wednesday through Friday, 8:00 a.m. - 4:00 p.m. Information and application materials for the Reduced Fare (half fare) program for Metrobus and Metrorail, information and application materials for the MetroAccess paratransit service, consultations and functional assessments to determine eligibility for MetroAccess paratransit service, replacement ID cards for MetroAccess customers, and support (by phone) for resetting your MetroAccess EZ-Pay or InstantAccess password. The Transit Accessibility Center is located at Metro Headquarters, 600 Fifth Street NW, Washington, DC 20001. **All office visits are by appointment only.**

TRiPS – TRANSPORTATION RESOURCES, INFORMATION AND PLACES TO SEE



Two Great Locations to Serve You!

8413 Ramsey Avenue
Silver Spring, MD 20910
(corner of Wayne and Ramsey,
near the Silver Spring Metro)
🕒 **Hours:** Monday through Friday,
7:00 a.m. to 5:00 p.m.

17 Wisconsin Circle
Bethesda, MD 20815
(near the Friendship Heights Metro Station,
between Wisconsin and Western)
🕒 **Hours:** Monday through Friday,
10:00 a.m. to 6:00 p.m.
(Closed 1:00 p.m. to 2:00 p.m. for lunch)

240-773-8747 (V) • E-mail: mcdot.trips.ss@montgomerycountymd.gov
www.montgomerycountymd.gov/commute

Transit information assistance and trip planning, RideOn and Youth Cruiser passes, Metrorail fare cards, SmarTrip® Cards, add value and 7-day bus passes to SmarTrip® Cards, regional transit system maps and schedules, rideshare (carpool/vanpool) and car-sharing assistance, pedestrian and bicycle safety information, and transit-related merchandise.

PUBLIC TRANSPORTATION

Ride On Bus – Transit Services – Montgomery County Department of Transportation

Ride On has fixed bus routes operating in the County with routes connection to the rail system. All bus routes are accessible. Customer Assistance is available Monday to Friday, 7:00 a.m. – 7:00 p.m. Bus passes are sold Monday to Friday, 8:00 a.m. – 4:00 p.m. at Montgomery County Treasury Office, 255 Rockville Pike, Suite L-15, Rockville, MD 20850. Ride On buses are free Monday through Friday, 9:30 a.m. to 3:00 p.m. for seniors and people with disabilities. Seniors must be 65 years or older and have a valid Metro Senior ID card or Senior SmarTrip® Card or a valid Medicare card and photo ID. Persons with disabilities must have a Metro Disabled ID card. Attendant rides half fare or free depending on time.

..... 311 (in the County)
..... 240-777-0311 (Outside the County)
..... 240-773-3556 (TTY)

www.montgomerycountymd.gov/RideOn

Metrobus

Fixed bus route service runs within the District of Columbia, Suburban Maryland, and Northern Virginia. Most bus routes are accessible. All buses are accessible and have either a low floor ramp or are lift-equipped. Operator will call for another bus if lift fails. **Reduced Fares:** People with disabilities who require accessibility features to use public transportation may be eligible to ride at a discounted rate. The Metro Disability ID card is free and an initial card will be issued without a waiting period if you qualify and meet the eligibility criteria. You can obtain a Metro Disability ID card application by calling the Customer Information Line or by e-mail. The Metro Disability ID Card must be kept in the possession of the qualifying customer with a disability at all times while riding Metrobus and Metrorail and presented when boarding Metrobus, when purchasing reduced farecards for Metrorail or Metrobus Weekly Disabled Passes, or on demand to Metro Transit Police officers, Metrobus operators, and Metrorail station managers. Seniors citizens 65 years or older with a disability and Medicare card holders with a valid photo ID are not required to apply for the Metro Disability ID card, but may purchase fare by showing proof of age at any Metro Sales location, many public libraries in the District of Columbia, Montgomery County, and Prince George's County, and retail outlets.

🕒 **Metrobus Operating Hours:** Metrobus operates 24 hours a day, 7 days a week, but service intervals vary by time of day and by weekday/weekend to best meet demand.

Customer Information Line: 202-637-7000 (V)
..... 202-638-3780 (TTY)
Lift-Equipped Metrobus Service: 202-962-1825 (V)

www.wmata.com/bus • E-mail: eligibility@wmata.com

Bethesda Circulator

Free transportation to get around downtown Bethesda. Park your car at one of Bethesda's public garages, marked with a blue "P", then walk to the nearby Bethesda Circulator stop. If you take Metro, you'll find the Bethesda Circulator stop in the Bethesda Metro Station. Look for the bright red trolley. Scheduled to run every 10 minutes.

🕒 **Operating Hours:** Monday through Thursday 7:00 a.m. to 12:00 a.m., Friday 7:00 a.m. to 2:00 a.m., Saturday 10:00 a.m. to 2:00 a.m. *Only one Circulator vehicle is in service between 11 p.m. to 12 a.m., Monday through Thursday, and 12 a.m. to 2:00 a.m. on Friday and Saturday so wait times may be longer than ten minutes.

..... 301-215-6661 (V)
www.bethesda.org/bethesda/bethesda-circulator • E-mail: info@bethesda.org

MARC - Maryland Area Rail Commuter

The MARC Train Service is a commuter rail system whose service areas include Harford County, Maryland; Baltimore City; Washington D.C.; Brunswick, Maryland; Frederick, Maryland and Martinsburg, West Virginia. All MARC rail stations and trains are accessible. **Disabled Reduced Fare Program:** People with disabilities who are unable to utilize MTA services as effectively as persons who are not so affected may be eligible to ride for approximately one-third the regular fare on Local Bus, Light Rail, Metro Subway and Neighborhood Shuttle Bus, approximately one-half the regular fare on MARC Train, and with varying discounts on Commuter Buses. To ride MTA services with the Disability discount, the following is required: a valid MTA Disability photo ID card, OR a valid disability ID from another transit agency and any valid government issued photo ID, OR for individuals UNDER age 65, a valid Medicare card and any valid government issued photo ID. To obtain an MTA Disability ID card, one needs to obtain an application that must be filled out by the applicant and the applicant's health care professional. The application is available at the Reduced Fare Certification Office or online. Applicants must return the completed application by fax, by mail, or in person. The Disability Reduced Fare Card is not available the same day that the application is received. The applicant, if approved, will be notified when to come in to have the photo taken and ID card issued. **Senior Reduced Fare Program:** Senior citizens, 65 years and older, can ride for approximately one-third the regular fare on Local Bus, Light Rail, Metro Subway, and Neighborhood Shuttle Bus, approximately one-half the regular fare on MARC Train service. Eligibility for Senior Reduced Fares: Senior citizens (age 65 and over), must show: any valid government issued photo ID with proof of age, OR a valid Medicare card and any valid government issued photo ID.

MTA Reduced Fare Certification Office: 6 St. Paul Street, Baltimore, MD 21202

🕒 **Certification Office Hours:** 8:30 a.m. to 4:30 p.m.

..... 410-767-3441 (V)
..... 410-333-2051 (TTY)
..... 410-333-4347 (FAX)

www.mta.maryland.gov/marc-train • E-mail: dhunt@mtamaryland.com

MetroAccess

Shared-ride, door-to-door, paratransit service for people whose disability prevents them from using bus or rail. It is a public transportation service for individuals with disabilities as required by the Americans with Disabilities Act (ADA) of 1990. **Please note** that certified MetroAccess Users ride the fixed route free in the WMATA regional area for Metrorail, Metrobus and Montgomery County Ride On.

- To be eligible for MetroAccess you must: have a disability as defined by the ADA, AND be unable, as a result of your disability, to utilize fixed-route transportation such as Metrobus or Metrorail, OR need to use a ramp or wheelchair lift to board or exit a public transit vehicle, but an accessible public transit vehicle is not being used at the time, date, and on the route you would travel (All Metrobuses are wheelchair accessible), OR be unable to travel to or from a bus stop or rail station due to a disability.
- Individuals must complete an application and have it certified by a health care professional.
- Participants must be certified by WMATA that they are not able to use accessible fixed route public transportation. Assessments are done by appointment only. Assessment testing for MetroAccess is located at the Metro Transit Accessibility Center - 600 5th Street, NW, Washington, DC, 20001. MetroAccess will provide transportation to the interview free of charge and will arrange pick-up for this appointment. You also have the option of providing your own transportation should you choose.
- MetroAccess is a shared ride service so trips may take up to 50% longer than those that are not shared. Transportation is provided by sedans and accessible vans.
- Fares are two times the fastest comparable fixed-route fare, with a maximum fare of \$7 per one-way trip.
- MetroAccess provides rides 7 days a week: Monday through Thursday from 5:00 a.m. to midnight; Friday from 5:00 a.m. to 3:00 a.m., Saturday from 7:00 a.m. to 3:00 a.m., and Sunday from 7:00 a.m. to midnight.
- Trips may be scheduled up to 7 days in advance but no later than 4:30 p.m. one day before the trip (no same day reservations). If all vehicles are full at the time you want to travel, the reservation agent will work with you to select another time. (See Same-Day-Access Program on page 13 for same day service.) Registered MetroAccess customers may also use the internet to book, cancel, or review trips.
- Customers are expected to cancel trips at least two hours before the beginning of their pick-up window. Trips not cancelled within two hours are subject to the no-show late cancellation policy.
- Certified users are eligible to use paratransit throughout the United States with advance reservations

when on travel for up to 21 days per year. To regularly use other Paratransit services in other parts of the state, persons need to get certified by that local provider.

Main Line: 301-562-5360 (V)
 1-800-523-7009 (Toll Free)
Reservations: 301-562-5360 (V), Press #1
Eligibility: 202-962-2700 (V), Press #5
www.wmata.com/accessibility/metroaccess_service • E-mail: eligibility@wmata.com
“Where is my ride?” Service: 301-562-5360 (V), Press #2
TTY number for all of the above numbers: 301-588-7535 (TTY)
WMATA Customer Service/Complaint Lines: 202-637-0128 (V)
 202-962-2565 (TTY)
Complaints can also be filed online using WMATA’s Online Customer Comment Form:
www.wmata.com/about_metro/contact_us/ridercomment.cfm

Metrorail

All Metrorail stations and rail cars are accessible. **Reduced Fares:** People with disabilities who have a valid Metro Disability ID card and senior citizens may ride for half the regular fare on Metrorail.
 ⌚ **Metrorail Operating Hours:** Monday through Thursday, 5:00 a.m. to midnight, Friday 5:00 a.m. to 3:00 a.m., Saturday 7:00 a.m. to 3:00 a.m., Sunday 7:00 a.m. to midnight.

Customer Information Line: 202-637-7000 (V)
 202-638-3780 (TTY)
www.wmata.com/accessibility/metrorail.cfm

Metro Elevator Status and Service Disruption - Elevator Status System (ELstat):

Free e-mail subscription and phone alert service to notify you of elevator service disruptions at the Metrorail stations of your choice. Visit <https://elstat.wmata.com> to sign up.

Arranging for a Shuttle: If you arrive at a Metro Station and find that the elevator is out of service at your station destination, you can arrange for a free shuttle from the nearest station to transport you to your station destination. Call 202-962-1825 (V), 202-638-3780 (TTY), or ask the station manager to assist you.

To verify absolute real time status of elevators: 202-637-7000 (V)
 202-638-3780 (TTY)

MTA Commuter Bus and Inter-County Connector (ICC) Routes

Commuter Buses to Baltimore provide express transit service connecting suburban residential areas that include Columbia, Bel Air, Havre De Grace, and Laurel to downtown Baltimore. There are five Commuter Bus routes that operate to the Baltimore region, making 42 daily trips.

Commuter Buses to Washington provide express transit service from far reaching suburbs that include Hagerstown and Urbana in Western Maryland, Columbia, California, La Plata and Waldorf, Prince Frederick, and North Beach in Southern Maryland into Washington, D.C. There are 19 privately contracted Commuter Bus routes providing 427 trips throughout Maryland, Washington-D.C., and its inner-ring suburbs.

ICC Routes: The MTA runs four routes using the Inter-County Connector (ICC): 201, 202, 203, and 204. All coaches are wheelchair accessible. See also *Airport Transportation – MTA Inter-County Connector Bus Service to BWI on page 18.*

Inter-County Connector (ICC) Routes:			
Route Number:	Service To:	Stops:	Service Available:
202	Metropolitan Grove to DOD / Fort Meade	Metropolitan Grove MARC Train Station, Gaithersburg Park & Ride, Shady Grove Metro Station, Norbeck Park & Ride, Savage MARC Train Station, DOD – Visitor Center Gate, Fort Meade	Operates weekdays with 3 morning trips, 3 afternoon trips and 1 midday trip.

203	Columbia to Bethesda	Snow River Park and Ride, Columbia Town Center, Scaggsville Park & Ride, Burtonsville Park & Ride, Georgia Avenue Park & Ride, USUHS, Medical Center Metro Station / NIH	Operates weekdays with 3 morning trips, 3 afternoon trips and 1 midday trip.
204	Frederick to College Park	Monocacy MARC Station, Urbana Park & Ride, Gaithersburg Park & Ride, Georgia Avenue Park & Ride, FDA – White Oak, UMD – College Park (Stadium Drive), College Park Metro / MARC Station	Operates weekdays with 4 morning trips and 4 afternoon trips

Commuter Bus and ICC Route Fares: Only cash one-way fares using exact change may be purchased on the bus. No change will be given if you overpay. One-way full fare is \$5.00. One-way Senior/Disability fare is \$3.20. Ten-trip tickets and monthly passes can be purchased from Commuter Direct. Reduced fares are available for senior citizens (65+), persons with disabilities, and Medicare cardholders. To be eligible, you must show one of the following: a valid MTA Senior/Disability photo ID card, or any valid government issued photo ID with proof of age, or a valid disability ID from another transit agency with any valid government issued photo ID, or a Medicare card with any valid government photo ID. To obtain an MTA Reduced Fare Disability ID card, an application that must be filled out by the applicant and the applicant's health care professional is required. The application is available at the Reduced Fare Certification Office. Applicants must return the completed application by fax (410-333-4347), by mail (MTA Reduced Fare Certification Office, 6 St. Paul St., Baltimore, MD 21202), or in person. Office hours are Monday thru Thursday, 8:30 a.m. until 4:30 p.m. The Disability Reduced Fare Card is not available the same day that the application is received. The applicant, if approved, will be notified when to come in to have the photo taken and ID card issued.

Commuter Direct..... 410-697-2212 (V)

www.mta.maryland.gov/commuter-bus • <https://mta.commuterdirect.com>

Reduced Fare Certification Office 410-767-3441 (V)

..... 410-333-2051 (TTY)

E-mail: dhunt@mtamaryland.gov

'Round Rockville

Route 45 serving stops in Rockville Town Center. Riders should look for Ride On buses painted with a new blue, red and white design featuring the words 'Round Rockville'. Bus stops are located at Beall Avenue and Maryland Avenue, Gibbs Street and Rockville Town Center, and Maryland Avenue and 355. The route is the existing Route 45 which operates between Rockville Regional Transit Center (RRTC), Woodley Gardens, Rockville Senior Center (certain trips only), College Parkway, Baltimore Road, Twinbrook Parkway, and Twinbrook Metro Station. Regular and reduced fares apply. There is no Sunday service on this route.



..... 240-777-7433 (V)

..... 240-777-5869 (TTY)

www.montgomerycountymd.gov/DOT-Transit/Resources/Files/route_045.pdf

University of Maryland College Park Paratransit and Shuttle

Paratransit service, which is a curb-to-curb, on demand, and subscription service is available to all students, faculty, staff, and visitors with disabilities. The service is for academic purposes only. Each paratransit vehicle is equipped with a wheelchair lift. People with a permanent disability should register for Paratransit service through Disability Support Services. People with temporary disabilities, such as broken legs or sprained ankles, should register at the Health Center. Private physicians can diagnose injuries, but these diagnoses must be verified by the UHC or DSS. In addition, passengers must register with the Department of Transportation Services (DOTS) Shuttle-UM. During the fall and spring academic semesters, paratransit service hours are 24 hours a day, seven days a week. Paratransit is available between semesters on Monday through Friday from 7:30 a.m. to 5:30 p.m. For rides before and after the Paratransit service hours please call

301-314-6483 (V). When the University is closed, none of the transit services are running, including paratransit. Paratransit scheduling occurs on a first come, first served basis. Priority is established by the date on which the trip is scheduled. DOTS *Shuttle-UM* prefers you request your ride at least one week in advance. However, ride requests can be made as late as one hour before your desired ride. Same day trips can be scheduled by contacting DOTS *Shuttle-UM* Dispatch. Rides may be also scheduled through the Paratransit Scheduling Application online.

..... 301-314-7682 (Disability Support Services)
 301-314-8180 (Health Center)
 301-314-2255 (Dispatch)
 301-314-7683 (TTY)

www.transportation.umd.edu/paratransit.html • E-mail: transportation@umd.edu

Van Go

Free shuttle that operates in downtown Silver Spring. Scheduled every 8 minutes. Stops at Silver Spring MARC Station (Georgia Avenue and Sligo Avenue), Blair Mill Road (MARC Shuttle only), 13th Street, Kennett Street-Discovery Building, Hewell Street-East West Highway, NOAA-Silver Spring Station, Second Avenue, Cameron Street, Fenton Street, and Georgia Avenue-MARC Station. Look for the distinctive purple bus with the portrait of Van Gogh on the back. All buses are wheelchair-accessible buses. 🕒 **Hours:** Monday through Friday, 7:00 a.m. to 7:00 p.m. No Saturday or Sunday service on this route.



..... 311 (In County)
 240-777-0311 (Out of County)
 240-777-5869 (TTY)

www.montgomerycountymd.gov/DOT-Transit/routesandschedules/allroutes/route028.html

Silver Spring Transit Center Interim Operations Site (IOS)

 The Silver Spring Transit Center is currently expanding the existing transit center and redeveloping the property adjacent to the WMATA Metrorail Station located in downtown Silver Spring, MD - adjacent to Colesville Road and Wayne Avenue. For bus operations during construction of the Transit Center, a location for an Interim Operations Site (IOS) has been selected in the block of Ramsey, Bonifant, Wayne and Dixon, immediately adjacent to the Transit Station. To help individuals navigate the site during construction Crossing guards will be on duty Monday through Friday, from 6:30 a.m. to 9:30 a.m. and from 4:00 p.m. to 7:00 p.m. and uniformed police officers will be onsite Monday through Friday from 8:00 a.m. to 8:00 p.m. Braille signage has been installed at all bus stops and there are accessible pedestrian signals at most cross roads.

..... 240-773-7777 (Information)
 240-876-2911 (Escort Hotline)

www.montgomerycountymd.gov/sstc

Silver Spring Urban District Team of Red Shirts are available to escort you to your vehicle, bus stop or Metro. Call the Escort Trip Request Hotline to request an escort during the hours of 6:00 a.m. to 12:00 a.m. (midnight), 7 days per week. **To report accessibility concerns**, contact Tim O'Gwin, Project Manager, Silver Spring IOS, Montgomery County Dept. of General Services, Division of Building Design and Construction: 240-777-6051 (V), Tim.O'Gwin@montgomerycountymd.gov.

REDUCED FARES AND SUBSIDY PROGRAMS



We Encourage You To Ride Fixed Route Whenever You Can!

Ride On and Metrobuses* FREE
Monday through Friday, 9:30 a.m. to 3:00 p.m.
for People with Disabilities and Seniors

- Seniors must be 65 years or older and have a Senior SmarTrip® Card or a valid Medicare card and photo ID.
- Persons with disabilities must have a Metro Disabled ID card. If the customer has a Metro attendant-eligible ID, an attendant may ride free or half fare with the ID holder as well during those times.
- For more information, please call 311 (inside the County), 240-777-0311 (outside of the County), or 240-773-3556 (TTY).



*These Metrobus routes are designated as routes that are free when boarded in Montgomery County:
C2, C4, C7, C8, C9, D5, F4, F6, J1, J2, J3, J4, J5, J7, J9, K6, L7, L8,
Q2, T2, Y5, Y7, Y8, Y9, Z2, Z6, Z8, Z9, Z11, Z13, and Z29.

Certified MetroAccess Users Ride Free on Fixed Routes

MetroAccess customers and their companions **ride free** on MetroBus, Metrorail, DC Circulator, Montgomery County Ride On, Fairfax Connector, Arlington County ART, Prince George's County TheBus, and the City of Fairfax CUE. This is part of an effort to encourage certified MetroAccess users to use the fixed route system whenever they can.

Did you know that if you don't qualify for the Free Ride Program, you may qualify for the Reduced Fare Programs for Senior Citizens or People with Disabilities?

Visit www.wmata.com/fares/reduced.cfm to learn about reduced fare programs.

Call 'N' Ride Program

Subsidized transportation program for low-income seniors (67 years or older) and low-income persons with disabilities (18 years or older). All trips must begin and end in Montgomery County. Special exceptions have been made to allow transportation to certain designated medical facilities. Transportation provided by sedan and accessible taxicab vans. There are a limited number of wheelchair access taxis in Montgomery County. Participants should call the cab company dispatch at least 24 hours in advance. Participants are eligible to receive up to \$120 value on their electronic swipe cards each month, which can be used towards taxicab rides. Medical certification of disability is required. Cost is determined by income and is charged on a sliding fee scale. Applications can be printed online and mailed to Call 'N' Ride, 101 Monroe Street, 5th Floor, Rockville. Once you are registered, you can log in online to add value to your Call 'N' Ride swipe card by credit card.

..... 301-948-5409 (V)
www.montgomerycountymd.gov/DOT-transit/seniors.html#Call-n-Ride

Medicaid Transportation

Non-emergency transportation program that transports Medicaid patients, who have no other means of transportation, to medically necessary appointments only. Patient must reside in Montgomery County; have a certified medical necessity that prevents him/her from utilizing public transportation; and/or resides within a rural city within the County and has absolutely no means of getting to medical appointments. Proof of residency is required.

🕒 **Office Hours:** Monday through Friday, 9:00 a.m. to 3:30 p.m.

Eligibility 240-777-5890 (V)
Scheduling..... 240-777-5899

Metro’s Reduced Fare Program for People with Disabilities and Senior Citizens

People with disabilities who have a valid Metro Disability ID card may ride for half the peak fare on Metrorail, and for 90¢ cash, or 80¢ paying with a SmarTrip® card, on regular Metrobus routes, and for discounted fare on other participating bus service providers. Eligible MetroAccess customers who have the White MetroAccess ID card may ride Metrobus and Metrorail free of charge. The Metro Disability ID card is free and an initial card will be issued without a waiting period if you qualify and meet the eligibility criteria. You can obtain a Metro Disability ID card application by calling the Customer Information Line or by e-mail. The Metro Disability ID Card must be kept in the possession of the qualifying customer with a disability at all times while riding Metrobus and Metrorail and presented when boarding Metrobus, when purchasing reduced fare cards for Metrorail or Metrobus Weekly Disabled Passes, or on demand to Metro Transit Police officers, Metrobus operators, and Metrorail station managers.

Senior citizens (aged 65 or older) may ride for half the peak fare on Metrorail, for 80¢ on regular Metrobus routes, and for discounted fare on other participating bus service providers. Senior citizens may pay the reduced bus fare by showing the bus operator a government-issued photo ID that includes your date of birth. Senior citizens may purchase a Senior SmarTrip® card or \$10 discount paper Metrorail farecards and \$8 Metrobus Weekly Disabled Passes by presenting a valid government-issued photo ID card at these locations:

<p>Metro Sales Office 12th and F Street, NW (Metro Center station) Washington, DC 20005 Open weekdays 8:00 a.m. to 6:00 p.m.</p>	<p>TRiPS – Transit Services Store 8413 Ramsey Avenue Silver Spring, MD 20910 240-773-8747 (V) Open weekdays 7:00 a.m. to 5:00 p.m.</p>	<p>TRiPS – Transit Services Store 17 Wisconsin Circle Chevy Chase, MD 20815 240-773-8747 (V) Open weekdays 10:00 a.m. to 6:00 p.m. (closed 1:00 p.m. to 2:00 p.m. for lunch)</p>	<p>Montgomery County Treasury Office 255 Rockville Pike Suite L-15 Rockville, MD 20850 240-777-8930 (V) Open weekdays 8:00 a.m. to 4:00 p.m.</p>
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Metro Disability ID Cards..... 202-962-2700 (V)
 202-628-8973 (TTY)
SmarTrip Cards for Senior Citizens 202-637-7000 (V)

www.wmata.com/fares/reduced.cfm

Same-Day-Access Program

Part of the Call-n-Ride (CNR) program, designed to provide same day service regardless of income for certified MetroAccess participants who must reside in Montgomery County and have a current MetroAccess Identification Card. All Montgomery County Residents who have current MetroAccess Identification cards qualify to add \$60.00 of value to their Call-n-Ride swipe card for \$30.00. All trips must begin and end in Montgomery County. Special exceptions have been made to allow transportation to approved medical facilities in Designated Service Area. Transportation provided by private taxicab companies

..... 301-948-5409 (V)

RIDE SHARING

Commuter Connections

Provides complimentary information on a host of commuter programs to assist in determining which community option works best for you. **RideSharing Program** allows you to find out about others who live and work near you, have similar work schedules, and are interested in carpooling and/or vanpooling to and from work. Offer a free online commuter bulletin board to connect with commuters interested in forming carpools and vanpools. **Guaranteed Ride Home (GRH) Program** provides commuters who regularly (twice a week) carpool, vanpool, bike, walk or take transit to work with a free and reliable ride home when one of life's unexpected emergencies arise, including personal illness, sick child, or unscheduled overtime. Commuters may take advantage of GRH up to four times per year. Commuter Connections is funded by Metropolitan Washington Council of Governments (MWCOCG).

..... 1-800-745-7433 (Toll Free)

..... 202-962-3213 (TTY)

www.commuterconnections.org E-mail: ridematching@mwkog.org

Montgomery County Commuter Services

Receive free assistance in forming a carpool or vanpool convenient to your home and office, including potential poolmates. Carpools and vanpools can take advantage of free or discounted parking in many lots and garages near your workplace. Free Park-and-Ride Commuter Lots with connecting buses allow you to you're your carpool or jump onto public transportation. Online Carpool / Vanpool Application: www.montgomerycountymd.gov/DOT-Transit/commform.html.

..... 240-773-8747 (V)

www.montgomerycountymd.gov/dot-transit/commuter/index.html

E-mail: mcdot.trips.ss@montgomerycountymd.gov

TAXICAB COMPANIES*

Action Taxi 301-840-1000 (V)

Accepts reservations via phone.

www.taxicabmd.com

Barwood Taxi..... 301-984-1900 (V)

Accepts reservations via phone, text, online and Taxi Magic mobile app for iPhone and Android.

www.barwoodtaxi.com

Orange Taxi 301-912-0000 (V)

Accepts reservations via phone.

www.orangetaxi-md.com

Regency Taxi 301-990-9000 (V)

Accepts reservations via phone, online and Regency Taxi Booking mobile app for Android. Regency offers free rides for Montgomery County residents age 70 and older. Seniors must provide proof of age. To reserve a ride, call between 7:00 a.m. and 3:00 p.m.

www.regencytaxi.com

Sun Cab 301-252-0575 (V)

Accepts reservations via phone, text, online and Taxi Magic mobile app for iPhone and Android.

www.suncabmoco.com

Taxi Magic is a free mobile application for iPhone and Android. The application lists local taxi providers, estimates fares (not a price quote), live route-tracking of taxi, and ability to pay with phone and receive e-receipts. Users must create a free account to use the application.

www.taximagic.com

Please note that drivers of taxis may charge you a \$1.00 "Personal Service Charge" for loading luggage, packages or a wheelchair that is stowed into a non-accessible sedan.

**See also section on Call 'N' Ride regarding taxicab coupons on page 13.*

TAXICAB LICENSING AND REGULATION

Maryland Medicaid Transportation Provider Information

Transportation providers can call here to obtain information on becoming a Maryland Medicaid transportation provider.

Staff Specialist for Transportation..... 410-767-1739 (V)

Montgomery County Taxicab Hot Line

The Hot Line is for complaints or compliments only. All other calls regarding immediate service should be directed to the taxi company. Complaints can also be filed online.

..... 311 (In County)
..... 240-777-0311 (Out of County)
..... 240-773-3556 (TTY)

www.montgomerycountymd.gov/taxihotline • E-mail: mcdot.taxioffice@montgomerycountymd.gov

Montgomery County Taxicab Unit - Montgomery County Department of Transportation - Division of Transit Services

Provide general ride information and correct taxicab fares.

..... 311 (In County)
..... 240-777-0311 (Out of County)
..... 240-773-3556 (TTY)

www.montgomerycountymd.gov/DOT-Transit/taxi_reg/taxi_user.html

E-mail: mcdot.taxioffice@montgomerycountymd.gov

COMMERCIAL BUS AND RAIL

Amtrak

Amtrak offers a 15% rail fare discount to passengers with a disability and up to one traveling discount. You must provide written documentation of disability at the ticket counter and when boarding the train. Acceptable documentation includes: transit system ID card for persons with a disability, membership card from a disability organization, letter from a physician, Medicare card (if under 65), Veteran's Administration ID with "Service Connected", Disabled/Accessible parking placard issued by a state Department of Motor Vehicle (photocopy is accessible).

Amtrak offers a 15% rail fare discount to travelers 62 years of age and over. On cross-border services operated jointly by Amtrak and VIA Rail Canada offer a 10% Senior discount to travelers 60 years of age and over.

Amtrak offers limited online reservations for passengers with a disability. Reservations may be made for passengers who are deaf or have a hearing loss, passengers who are blind or have vision loss, passengers with a disability who need space for a wheeled mobility device, access to the transfer accessible seat or an accessible room, or passengers with a disability who do not need assistance. Ticket agents are available 24 hours a day, 7 days a week via phone. Ticket agents at staffed stations are available to sell tickets during regular ticket office hours. To ensure that you get the space and accommodations you require, you must make a reservation for any of the following: wheeled mobility device space, transfer accessible seats (for when you travel in a seat and stow your wheelchair), and/or accessible room accommodations. Amtrak requires that you make reservations for such accommodations on all trains, including on "unreserved trains"

(on which reservations for ordinary seats are not required). Accessible space is limited. Please make your reservation as far in advance of travel as possible.

..... 1-800-872-7245 (Toll Free)
..... 1-800-523-6590 (TTY)
www.amtrak.com/making-reservations-for-passengers-with-a-disability

Greyhound Bus

Greyhound passengers age 62 and older may request a 5% discount on unrestricted passenger fares. Appropriate ID may be required.

When booking your trip online, make sure to self-select as a passenger traveling in a wheeled mobility device if that is the case. If booking your trip in a terminal, notify the ticket agent if you need assistance and if you will be traveling in a wheeled mobility device. Each bus can only accommodate two passengers traveling in a wheeled mobility device and there are capacity limitations on every bus for all passengers. Contact the Greyhound Customers with Disabilities Travel Assistance as far in advance as possible so that Greyhound is better able to help you during your trip.

Greyhound personnel can assist with getting on and off the bus, including help with luggage and storage and retrieval of wheeled mobility devices. You may travel alone on Greyhound only if you are able to travel independently and do not require assistance of a personal nature during travel. Portable oxygen and respirators may accompany passengers.

Customers with Disabilities Travel Assistance Line 1-800-752-4841 (Toll Free)
..... 1-800-345-3109 (TTY)
ADA Compliance 1-800-755-2357 (Toll Free)
Montgomery County Station: 8100 Fenton Street, Silver Spring, MD 301-585-5110 (V)
www.greyhound.com/en/ticketsandtravel/disabledtravelers.aspx

AIRPORT TRANSPORTATION

Airport Transportation – Getting Around Within the Airports

Transportation Security Administration (TSA) Cares Helpline for Air Travelers With Disabilities and Medical Conditions

Travelers may call TSA Cares prior to traveling with questions about screening policies, procedures and what to expect at the security checkpoint. TSA recommends that passengers call 72 hours ahead of travel for information about what to expect during screening. Travelers requiring special accommodations or concerned about checkpoint screening may request a Passenger Support Specialist ahead of time or can ask a checkpoint officer or supervisor for a Passenger Support Specialist when at the checkpoint. 🕒 **Hours:** Monday through Friday, 8:00 a.m. to 11:00 p.m. EST, and weekends and holidays from 9:00 a.m. to 8:00 p.m. EST. Travelers who are deaf or hard of hearing can use a relay service or can e-mail TSA-ContactCenter@dhs.gov.

TSA Cares Helpline 1-855-787-2227 (Toll Free)
www.tsa.gov/traveler-information/travelers-disabilities-and-medical-conditions

Baltimore-Washington International (BWI) Airport

There are public telephones equipped with TTY throughout the airport as well as at the information desks. Services are available for passengers with visual impairments. Passengers should contact their airline for assistance when traveling through BWI Marshall. Elevators are located near public stairways and escalators as well as centrally located next to terminals in multi-level parking structures. Wheelchair accessible stalls are provided in all public restrooms throughout the terminal building. Family Assist Restrooms are equipped for people with disabilities. Travelers who are accompanied by a service animal can use the pet relief areas while at the airport.

Parking for those with disabilities is available in all BWI Marshall Parking facilities. All shuttle buses to and from BWI Marshall are wheelchair accessible. No waiting or parking is allowed curbside drop off and pick up.

For those people wishing to escort passengers with disabilities to airline check-in it is recommended they park in the hourly garage.

When making your airline reservations, be sure to inform your travel agent or airline representative of any assistance needed while at the airport or onboard the aircraft. It is recommended that persons need assistance arrive at the airport three hours before their scheduled domestic flight and four hours before an international flight.

Wheelchair service is provided upon request. Aviation Safeguards serves American, Delta, British Airways, United and US Airways. Flight Services & Systems (FSS) serves jetBlue and Spirit. Prospect Airport Services serves AirTran Airways and Southwest Airlines. When dropping off departing passengers, please inform your air carrier service provider to meet the passenger at the outer curb.

BWI Airport Information	1-800-435-9294 (Toll Free)
.....	410-859-7227 (TTY)
MAA ADA Coordinator	410-859-7290 (V)
Aviation Safeguards Wheelchair Request	443-764-2088 (V)
.....	410-841-9915 (Dispatch)
Flight Services & Systems Wheelchair Request	443-440-2600 (V)
Prospect Airport Services Wheelchair Request	410-981-1251 (V)
www.bwiairport.com/en/service/disability	

Dulles International Airport (IAD)

Elevators are equipped with raised Braille buttons and are accessible to individuals who use wheelchairs. Airport shuttle buses are equipped with wheelchair lifts/ramps and audible announcements. Dulles has designated Pet Relief Areas for service animals that accompany passengers. Parking facilities are accessible for persons with special needs. Restrooms are fully accessible with toilet stalls for individuals with disabilities. Wheelchair accessible TTY phones can be found at various locations throughout each building. You may arrange for a wheelchair at any terminal through your airline or with any Skycap at the airport. Please notify your airline in advance of your visit so that they can better serve your needs.

General Information:	703-572-2700 (V)
.....	703-572-2400 (TTY)
Airport Authority's ADA Coordinator	703-417-8615 (V)
www.metwashairports.com/dulles/5327.htm • E-mail: joseph.kalet@mwa.com	

Reagan National Airport

Elevators are equipped with raised Braille buttons and are accessible to individuals who use wheelchairs. Airport shuttle buses are equipped with wheelchair lifts/ramps and audible announcements. Reagan has designated Pet Relief Areas for service animals that accompany passengers. Parking facilities are accessible for persons with special needs. Restrooms are fully accessible with toilet stalls for individuals with disabilities. Wheelchair accessible TDD phones can be found at various locations throughout each building. You may arrange for a wheelchair at any terminal through your airline or with any Skycap at the airport. Please notify your airline in advance of your visit so that they can better serve your needs.

General Information:	703-417-8000 (V)
.....	703-417-2400(TTY)
Airport Authority's ADA Coordinator	703-417-8615 (V)
www.mwaa.com/reagan/5375.htm • E-mail: joseph.kalet@mwa.com	

Airport Transportation – Getting To and From the Airport

Amtrak – BWI and Reagan National

Amtrak Trains provide service to the BWI Marshall Rail Station, where free shuttle serve the airport terminal. Shuttle stops are located on the lower level terminal roadway in between door numbers 1 & 2, 8 & 9, 14 & 15, and 17 & 18. Shuttle buses from the BWI Marshall terminal building to the rail station operate every 12 minutes from 5:00 a.m. to 1:00 a.m. daily and every 25 minutes between 1:00 a.m. and 5:00 a.m. daily. Buses stop adjacent to the rail station garage, in front of the rail station. The BWI Rail Station is located one mile from the terminal building.

BWI Marshall Rail Station..... 410-672-6169 (V)
Reagan National Airport is located near two Amtrak rail stations and both are easily accessed using Metrorail. Amtrak Union Station can be accessed by using Metrorail's Red Line. Amtrak Alexandria Station is adjacent to the King Street Station on Metrorail's Blue Line and Yellow Line – the same Metrorail lines which serve Reagan. View the Metrorail Map for more details: www.metwashairports.com/reagan/1303.htm

Amtrak Schedules and Info..... 1-800-872-7245 (Toll Free)
..... 1-800-523-6590 (TTY)
www.amtrak.com

Fairfax Connector – Dulles

Route 981 expression connection to Dulles. Service from Tysons West Park Transit Station serving Reston Town Center Transit Station and Herndon-Monroe Park and Ride lot. Service is available 7 days a week. Cost is \$1.60 if paid by SmarTrip®, \$1.80 if paid by cash. Exact fare only.

General Information..... 703-339-7200 (V)
..... 703-339-1608 (TTY)
www.fairfaxcounty.gov/connector/routes/981.htm

Greyhound Bus – Reagan National

Reagan National Airport is located near two Greyhound Bus terminals. Both can be accessed using the Metrorail system.

- **Greyhound Washington, D.C. Terminal:** Located at 1005 First Street, N.E., behind Union Station on Metrorail's Red Line. It is about a 4-block walk because you must go completely around Union Station property to get there. Taxi service is also available at Union Station.
- **Greyhound Springfield, VA Terminal:** Located adjacent to the Springfield/Franconia Station on Metrorail's Blue Line.

..... 1-800-231-2222 (Toll Free)
..... 1-800-345-3109 (TTY)
www.greyhound.com • E-mail: ifsr@greyhound.com

Light Rail Service - BWI

Services provided by MTA to and from BWI Marshall Airport. Light Rail service is available to downtown Baltimore, Timonium, and Hunt Valley from BWI Marshall Airport. To go to Penn Station, please exit the train at Mt. Royal Avenue, and take the Penn Station Light Rail. The BWI Marshall Light Rail Station is located immediately outside the lower level of the terminal building, adjacent to Concourse E.

🕒 **Operating Hours:** Monday through Friday, 5:00 a.m. to 11:00 p.m., Saturday 6:00 a.m. to 11:00 p.m., and Sunday and Holidays 11:00 a.m. to 7:00 p.m.

Information and Schedules..... 410-539-5000 (V)
www.mta.maryland.gov/light-rail

MARC Train - BWI

MARC Trains provide service to the BWI Marshall Rail Station, where free shuttles serve the airport terminal. Train service operates seven days a week. Shuttle stops are located on the lower level terminal roadway in between door numbers 1 & 2, 8 & 9, 14 & 15, and 17 & 18. Shuttle buses from the BWI Marshall terminal building to the rail station operate every 12 minutes from 5:00 a.m. to 1:00 a.m. daily and every 25 minutes between 1:00 a.m. and 5:00 a.m. daily. Buses stop adjacent to the rail station garage, directly in front of the rail station.

From Washington, DC, board Marc Trains at Washington's Union State located at Massachusetts Avenue and First Street, NE. The Union Station ticket office is open daily from 5:30 a.m. to 10:30 p.m. The BWI Marshall Rail Station is on MARC's Penn Line.

MTA Customer Call Center 1-866-743-3682 (Toll Free)
BWI Marshall Rail Station..... 410-672-6169 (V)
Union Station Ticket Office 202-906-3104 (V)
www.bwiairport.com/en/travel/ground-transportation/trans/marc

Metrobus – Dulles and BWI

Metrobus Route 5A is an express bus service between Dulles International Airport and Washington, DC (L'Enfant Plaza) via the following stops: Washington Dulles International Airport, Herndon-Monroe Park & Ride Lot (VA), Rosslyn Station (VA) and L'Enfant Plaza Station (VA). BWI Express Metro bus service is provided between BWI and the Greenbelt Metro Station. The BWI Express/B30 service runs every 40 minutes, 7 days a week to the Greenbelt Metro Station, which is located on the Green Line of the Metrorail. At BWI there are two Metrobus stops – one is located on the lower level of the International Concourse and the other stop is located on the lower level of Concourse A/B. The B30 will pick you up outside at the bus shelter. Follow the signs that say “Public Transit”.

General Information 202-637-7000 (V)
..... 202-638-3780 (TTY)

www.wmata.com/bus

Metrorail – Reagan and Dulles

Reagan National Airport can be accessed by taking the Metrorail on the Blue or Yellow line. The Metrorail Station is connected to the concourse level of terminals B and C.

www.metwashairports.com/reagan/1303.htm

Dulles can be accessed by boarding any Orange line train headed towards Vienna/Fairfax/GMU. Exit the train at the West Falls Church Station and follow the signs directing you to the Washington Flyer bus stop. Tickets can be purchased on the bus from the driver. All Washington Flyer buses departing this location go directly to the front door of the Main Terminal. Cost is \$10.00 one way; \$18.00 round-trip. Travel time averages 20 to 30 minutes.

www.metwashairports.com/dulles/809.htm

General Information 202-637-7000 (V)
..... 202-638-3780 (TTY)

MTA Intercounty Connector (ICC) Bus Service - BWI

The Route 201 ICC Bus operates between the Gaithersburg Park and Ride lot located at I-270 and MD 124 and BWI Marshall Airport. Route 201 stops at Shady Grove Metro, the Georgia Avenue Park and Ride, the Burtonsville Park and Ride, and Arundel Mills Mall. At BWI, the bus stops at Concourses A (Southwest Airlines) and E (International Terminal), dropping off passengers on the upper level and picking up passengers on the lower level. Buses depart BWI hourly on weekdays from 5:05 a.m. to 11:05 p.m. and on weekends and holidays from 9:05 a.m. to 11:05 p.m. Fares: One-way fair is \$5.00; ten-trip ticket is \$38.25; monthly pass is \$144.50; and Transit Link Card is \$241.50. Seniors (65+)/Disability Fares: One-way is \$3.20; ten-trip ticket is \$32.00; monthly pass is \$16.50 + \$2.65/ride. Exact fare is required. Do not accept credit cards. Cash only. No change will be given if you overpay. One-way fares and ten-trip tickets can be purchased on the bus. To be eligible for reduced fares you must show one of the following: a valid MTA Senior/Disability photo ID card, or any valid government issued photo ID with proof of age, or a valid disability ID from another transit agency with any valid government issued photo ID, or a Medicare card with any valid government photo ID. All coaches are wheelchair accessible. Free parking at Park and Ride lot.

General Information 410-539-5000 (V)
..... 1-866-743-3682 (Toll Free)
..... 410-539-3497 (TTY)

www.bwiairport.com/en/travel/ground-transportation/trans/icc

SuperShuttle – BWI, Dulles and Reagan

Door-to-door shared ride van service. Shuttles operate on an on-demand basis. No reservations are needed for outbound service from the airport, but tickets must be purchased at the SuperShuttle ticket counter located in the baggage claim area. Serves BWI, Dulles, and Reagan National Airports.

Reservations 1-800-258-3826 (Toll Free)
..... 1-877-215-9262 (TTY)

www.supershuttle.com • E-mail: reservations@supershuttle.net

Supreme Airport Shuttle – Dulles and Reagan

Door-to-door shared ride van service. Shuttles operate on an on-demand basis. Reservations can be made via phone or online. No reservations are needed for outbound service from the airport, but tickets must be purchased at the Supreme Airport Shuttle ticket counter located on the lower level of the main terminal. Serves Dulles and Reagan.

Reservations 1-800-590-9000 (Toll Free)
www.supremeairportshuttle.com

Virginia Regional Transit - Dulles

Provides direct bus service between Dulles Airport and the Smithsonian National Air and Space Museum's Udvar-Hazy Center, and to other locations in the region. Fare is \$1.00 per person each way. The bus stops outside the Main Terminal on the Ground Level at curbside location "2E."

General Information 1-877-777-2708 (Toll Free)
www.metwashairports.com/dulles/813.htm

Washington Flyer Coach Service - Dulles

Non-stop service to and from Dulles Airport via Metro's West Falls Church Station for \$10.00 one-way or \$18.00 round-trip. Tickets for the Flyer Coach can be purchased at the ticket counter located inside the vestibule of Door 4 on the Arrivals Level of the Main Terminal. Passengers boarding at Metro's West Falls Church Station can purchase a ticket when the Coach arrives at Washington Dulles International Airport.

..... 1-888-927-4359 (Toll Free)
www.washfly.com/coach.html

Washington Flyer Taxi - Dulles

Serves Dulles with 24-hour service to and from the airport. Reservations required when going to the airport. Reservations must be made at least 8 hours prior to desired pick-up time. No reservation is required when leaving the airport. At the airport follow the signs for Ground Transportation or Taxi to the lower level of the main terminal. Wheelchair-accessible vehicles can accommodate one person in his/her wheelchair plus three additional passengers.

..... 703-572-8294 (V)
www.washfly.com/Taxi.html

ESCORTED TRANSPORTATION

American Cancer Society Road to Recovery Program

Provides transportation to and from treatment for people who have cancer and do not have a ride or are unable to drive themselves. Volunteer drivers donate their time and the use of their cars so that patients can receive the life-saving treatments they need.

..... 1-800-227-2345 (Toll Free)
www.cancer.org/treatment/supportprogramsservices/road-to-recovery

Angel Bus

Nonprofit corporation providing non-emergency long-distance ground transportation to patients in need. Angel Bus utilizes the following resources for assisting patients: gas cards, commercial ground transportation, and volunteer drivers. Services are provided free to clients. 7 day notice is preferred, but some emergencies can be accommodated.

..... 1-800-768-0238 (Toll Free)
www.angel-bus.org • E-mail: info@angel-bus.org

Ashton Care Medical Transport

Non-emergency medical transportation for medical appointments, dialysis, out-patient care, nursing homes and hospital discharges, work, shopping, family visits, airport, and more. Wheelchair and stretcher accessible vans. Offer discounts to dialysis patients and other special cases. 24-hour advance notice.

..... 301-762-9098 (V)
www.ashtoncare.com • E-mail: AshtonCareMed@aol.com

Bethesda Help

Free-of-charge transportation to doctor and social-service appointments for elderly or individuals with disabilities who cannot afford cab fare. For residents of southern Montgomery County who are in financial crisis.

..... 301-365-2022 (V)
www.bethesdahelp.org • E-mail: info@bethesdahelp.org

Brenner Escort Service

Program provides escorted transportation for the frail elderly and individuals with disabilities to medical appointments. Users of this service schedule drivers in advance and pay an hourly fee (available on a sliding scale fee) billed to them each month. Rides may be arranged over the phone by passengers themselves or by family members. Brenner services provide transportation between 8:00 a.m. and 3:00 p.m. on weekdays. Ambulatory and wheelchair transportation available. Must provide proof of income and eligibility for possible sliding scale (if needed) before transportation is provided. Must be client of the Jewish Social Service Agency to receive this service.

..... 301-816-2633 (V)
www.jssa.org • E-mail: dhaysearp@jssa.org

Damascus Help

Transportation for low-income persons and families in the upper portion of Montgomery County in zip codes 20871, 20872, 20882 north of Brink Road and 20876 from Route 27 north of Brink Road. On a case by case basis.

..... 301-253-4100 (V)
www.damascushelp.org • E-mail: dh20872@aol.com

Daughter for the Day

Volunteers take seniors to their doctor appointments, business appointments, to church, to the grocery store, drop off and pick up prescriptions, and help them with other errands they need to complete. Volunteers stay with the senior throughout the entire outing, helping them every step of the way. Servicing area includes Maryland, Northern Virginia, and Washington, DC.

..... 301-203-7050 (V)
..... 1-866-573-6467 (Toll Free)

www.daughterfortheday.org

Doc's Nursing Jobs - Medical Transport Express

Offer van service transport to doctors appointments, hospital discharges, church services, family visits, and holiday and out-of-state for individuals who use wheelchairs or geriatric chairs. Certified nursing assistant escorts available. The van provides transportation Monday through Saturday from 5:00 a.m. to 6:00 p.m. Extended hours and Sunday transportation can be arranged. One way transport from \$65. Roundtrip transport from \$90. Rides must be scheduled a minimum of 24 hours in advance. Same day service is available on first call basis. Serve Maryland and DC. Accept MC and DC Medicaid, insurance and private pay.

..... 301-540-8444 (V)
..... 240-848-3161 (V)

www.medicaltransportandnursing.com • E-mail: doc@medicaltransportandnursing.com

Escorted Transportation Pilot Program – Connect-A-Ride

Subsidized, low cost escorted transportation to medical appointments, pharmacies, grocery stores or other outings for qualified low-income Montgomery County residents over 50. Transportation providers are relatives or friends of the customer, designated licensed private driving organizations, local cab companies, and volunteers. If the customer recruits his/her own driver, the driver will be reimbursed for mileage.

..... 301-738-3252 (V)

Exact Enterprises, Inc.

Non-emergency transportation for routine doctor's visits, hospital trips, scheduled dialysis, radiation and pulmonary care, and therapeutic recreational trips. Transportation must be requested at least 48 hours in advance. Service is available 7 days a week.

..... 301-593-9228 (V)

www.exactentinc.com • E-mail: info@exactentinc.com

Gaithersburg Help

Transportation provided free of charge for the elderly, disabled or those otherwise unable to take public transportation. Must be a resident of Gaithersburg. Appointment must be within 20 miles driving distance of Gaithersburg. Requests must be made at least 48 hours in advance.

..... 301-216-2510 (V)

<http://gaithersburghelp.org/our-services/transportation>

Johns Hopkins Medicine – Patient and Visitor Shuttles

Courtesy shuttles are provided free of charge for patients and visitors traveling around campus. Only authorized patients and their visitors may ride the shuttles.

🕒 **Transportation Office Hours:** Monday through Friday, 6:00 a.m. to 10:00 p.m.

Darrick White, Transportation Manager 410-502-6880 (V)

www.hopkinsmedicine.org/security_parking_transportation/transportation • E-mail: dwhite8@jhmi.edu

Olney Home for Life

Volunteer drivers provide escorted transportation for medical appointments, shopping, and other needs. Serve seniors and people with disabilities living in the Olney area.

..... 240-406-9209 (V)

E-mail: info@olneyhomeforlife.org

Senior Connection

Volunteer drivers provide escorted transportation to medical appointments and errands. Serve seniors 62 years and older who live in Montgomery County with zip codes beginning with 209__ or 208__, except for 20833, 20837, 20838, 20841, 20842, 20861, 20862, 20871, 20872, and 20882. Schedule in advance. Unable to serve people who use wheelchairs.

..... 301-962-0820 (V)
www.seniorconnectionmc.org • E-mail: seniorconnectionmc@gmail.com

Senior Transportation Service

Provide transport to medical appointments, hair appointments, restaurants, theatre, airports, train stations, and more. Also provide quick trip service for errands. Serve MD, VA and DC.

..... 240-855-6355 (V)
www.seniortransportationservice.com • E-mail: srtrsv@gmail.com

Transcend Services, Inc.

GPS-equipped sedans, minivans and custom wheelchair vans for doctor visits, hospital visits, physical and occupational therapy, dialysis, special events, group trips, airport pick-up and delivery, family functions, and elderly and assisted transportation.

..... 410-526-4949 (V)
..... 1-877-838-3032 (Toll Free)
www.transcendservice.com • E-mail: info@transcendservice.com

Western Upper Montgomery County (WUMCO) Help

Medical and social transportation provided by volunteers. For Poolesville, Barnesville, Beallsville, Boyds, Dickerson and surrounding areas.

..... 301-972-8481 (V)
www.wumcohelp.org • E-mail: wumco2@gmail.com

Winter Growth

Driver-aides transport individuals to medical appointments and wait with them in the waiting room. Wheelchair access vans are available as well as large vans for group outings. Accept private pay and other public and privately funded subsidies. Must reserve at least 48 hours in advance.

..... 301-774-7501 (V)
www.wintergrowth.com

GROCERY SHOPPING TRANSPORTATION

Daughter for the Day

Volunteers take seniors to their doctor appointments, business appointments, to church, to the grocery store, drop off and pick up prescriptions, and help them with other errands they need to complete. Volunteers stay with the senior throughout the entire outing, helping them every step of the way. Servicing area includes Maryland, Northern Virginia, and Washington, DC.

..... 301-203-7050 (V)
..... 1-866-573-6467 (Toll Free)
www.daughterfortheday.org

Escorted Transportation Pilot Program – Connect-A-Ride

Subsidized, low cost escorted transportation to medical appointments, pharmacies, grocery stores or other outings for qualified low-income Montgomery County residents over 50. Transportation providers are relatives or friends of the customer, designated licensed private driving organizations, local cab companies, and volunteers. If the customer recruits his/her own driver, the driver will be reimbursed for mileage.

..... 301-738-3252 (V)

Olney Home for Life

Volunteer drivers provide escorted transportation for shopping, medical appointments, and other needs. Serve seniors and people with disabilities living in the Olney area.

..... 240-406-9209 (V)
E-mail: info@olneyhomeforlife.org

Regency Taxi

Offer completely free rides for Montgomery County residents age 70 and older. Seniors must provide proof of age. To reserve a ride, call between 7:00 a.m. and 3:00 p.m.

..... 301-990-9000 (V)

Senior Connection

Volunteer drivers provide escorted transportation to medical appointments, errands and shopping assistance. Serve seniors 62 years and older who live in Montgomery County. Schedule in advance. Unable to serve people who use wheelchairs.

..... 301-962-0820 (V)
www.seniorconnectionmc.org • E-mail: greg.muncill@seniorconnectionmc.org

Senior Transportation Service

Provide transport to medical appointments, hair appointments, restaurants, theatre, airports, train stations, and more. Also provide quick trip service for errands. Serve MD, VA and DC.

..... 240-855-6355 (V)
www.seniortransportationservice.com • E-mail: srtrsv@gmail.com

Transcend Services, Inc.

GPS-equipped sedans, minivans and custom wheelchair vans for doctor visits, hospital visits, physical and occupational therapy, dialysis, special events, group trips, airport pick-up and delivery, family functions, and elderly and assisted transportation.

..... 410-526-4949 (V)
..... 1-877-838-3032 (Toll Free)
www.transcendservice.com • E-mail: info@transcendservice.com

Western Upper Montgomery County (WUMCO) HELP

Medical and social transportation provided by volunteers. For Poolesville, Barnesville, Beallsville, Boyds, Dickerson and surrounding areas.

..... 301-972-8481 (V)

www.wumcohelp.org • E-mail: wumco2@gmail.com

Winter Growth

Driver-aides provide transportation to the store, assist in procuring the desired items and, if the client desires, help to put groceries away in the home. Accept private pay and other public and privately funded subsidies. 48 hours in advance.

..... 301-774-7501 (V)

www.wintergrowth.com

Assisted Grocery Shopping Services

Daughter for the Day

Volunteers take seniors to their doctor appointments, business appointments, to church, to the grocery store, drop off and pick up prescriptions, and help them with other errands they need to complete. Volunteers stay with the senior throughout the entire outing, helping them every step of the way. Servicing area includes Maryland, Northern Virginia, and Washington, DC.

..... 301-203-7050 (V)

..... 1-866-573-6467 (Toll Free)

www.daughterfortheday.org

Escorted Transportation Pilot Program – Connect-A-Ride

Subsidized, low cost escorted transportation to medical appointments, pharmacies, grocery stores or other outings for qualified low-income Montgomery County residents over 50. Transportation providers are relatives or friends of the customer, designated licensed private driving organizations, local cab companies, and volunteers. If the customer recruits his/her own driver, the driver will be reimbursed for mileage.

..... 301-738-3252 (V)

Senior Connection

Volunteer drivers provide escorted transportation to medical appointments, errands and shopping assistance. Serve seniors 62 years and older who live in Montgomery County. Schedule in advance. Unable to serve people who use wheelchairs.

..... 301-962-0820 (V)

www.seniorconnectionmc.org • E-mail: greg.muncill@seniorconnectionmc.org

Winter Growth

Driver-aides provide transportation to the store, assist in procuring the desired items and, if the client desires, help to put groceries away in the home. Accept private pay and other public and privately funded subsidies. Must schedule 48 hours in advance.

..... 301-774-7501 (V)

www.wintergrowth.com

Deliveries Only

Chevy Chase Supermarket – Serve Chevy Chase area and some Bethesda and Kensington.

..... 301-656-5133 (V)

www.chevychasesupermarket.com • E-mail: krkirsch@gmail.com

Giant Peapod

Online grocery shopping and delivery. Register online.

..... 1-800-573-2763 (Toll Free)
www.peapod.com

Safeway

Online grocery shopping and delivery. Register online.

..... 1-877-505-4040 (Toll Free)
www.shop.safeway.com

Top Banana Home-Delivered Groceries

Serving senior citizens and people with disabilities in Prince George’s, Montgomery and Charles Counties and Washington, D.C.

..... 301-372-3663 (V)
www.topbananagrocer.org • E-mail: info@topbananagroceries.org

RECREATION SENIOR CENTER TRANSPORTATION

Buses provide curb-to-curb service, Monday through Friday, to County residents living within a defined geographic radius of the County’s five senior centers – Damascus, Holiday Park, Long Branch, Margaret Schweinhaut and White Oak. County residents 55 and over are eligible for the bus if they are within the service area for the center. Services are provided through a contract with the Jewish Council for the Aging (JCA). For more information about the transportation service, **call 240-777-4980 (V)**.

PRIVATE DOOR-TO-DOOR TRANSPORTATION SERVICES

These companies offer **door-to-door service** and some will assist a person to exit or enter a home or destination. Costs are higher than public transportation. Transportation provided for trips throughout Maryland with advance notice.

Ashton Care Medical Transport

Non-emergency medical transportation for medical appointments, dialysis, out-patient care, nursing homes and hospital discharges, work, shopping, family visits, airport, and more. Wheelchair and stretcher accessible vans. Offer discounts to dialysis patients and other special cases. 24-hour advance notice.

..... 301-762-9098 (V)
www.ashtoncare.com • E-mail: AshtonCareMed@aol.com

Daughter for the Day

Volunteers take seniors to their doctor appointments, business appointments, to church, to the grocery store, drop off and pick up prescriptions, and help them with other errands they need to complete. Volunteers stay with the senior throughout the entire outing, helping them every step of the way. Servicing area includes Maryland, Northern Virginia, and Washington, DC.

..... 301-203-7050 (V)
..... 1-866-573-6467 (Toll Free)
www.daughterfortheday.org

Doc’s Nursing Jobs - Medical Transport Express

Offer van service transport to doctors appointments, hospital discharges, church services, family visits, and holiday and out-of-state for individuals who use wheelchairs or geriatric chairs. Certified nursing assistant escorts available. The van provides transportation Monday through Saturday from 5:00 a.m. to 6:00 p.m. Extended hours and Sunday transportation can be arranged. One way transport from \$65. Roundtrip transport from \$90. Rides must be scheduled a minimum of 24 hours in advance. Same day service is available on first call basis. Serve MD and DC. Accept MC and DC Medicaid, insurance and private pay.

..... 301-540-8444 (V)
..... 240-848-3161 (V)
www.medicaltransportandnursing.com • E-mail: doc@medicaltransportandnursing.com

Exact Enterprises, Inc.

Non-emergency transportation for routine doctor’s visits, hospital trips, scheduled dialysis, radiation and pulmonary care, and therapeutic recreational trips. Transportation must be requested at least 48 hours in advance. Service is available 7 days a week.

..... 301-593-9228 (V)
www.exactentinc.com • E-mail: info@exactentinc.com

Para-Med Medical Transportation

Non-emergency transportation to and from hospitals, nursing homes, rehabilitation centers, cancer centers, dialysis facilities, day care facilities, airports, train stations, schools, work, and special events. Also offer out of state and long distance transport. Transport available Monday through Saturday, 5:00 a.m. to 8:00 p.m. Appointments required for Sunday and holiday travel. 24-hour advance notice preferred. Insurance and Medicaid accepted.

..... 301-253-0030 (V)
..... 1-800-527-0005 (Toll Free)
www.paramedusa.com • E-mail: paramed@paramedusa.com

Regency Taxi

Offer free rides for Montgomery County residents age 70 and older. Seniors must provide proof of age. To reserve a ride, call between 7:00 a.m. and 3:00 p.m.

..... 301-990-9000 (V)
www.regencytaxi.com

Senior Transportation Service

Provide transport to medical appointments, hair appointments, restaurants, theatre, airports, train stations, and more. Also provide quick trip service for errands. Serve MD, VA and DC.

..... 240-855-6355 (V)
www.seniortransportationservice.com • E-mail: srtrsv@gmail.com

Transport-U

Sedan service as well as wheelchair and stretcher accessible vans for non-emergency medical transportation to and from hospitals, nursing homes, assisted living and group homes, dialysis, doctor’s offices, rehabilitation centers, out-patient centers, and other locations as needed. 24-hour advanced notice preferred. Can accommodate same day requests based on availability. Advance notice required for holidays. Accept Montgomery County Medicaid, Evercare, other insurances (with transportation benefit), and private pay.

..... 240-475-7568 (V)
www.transportu.com • E-mail: info@transportu.com

REGIONAL CONNECTIONS CROSS COUNTY AND BEYOND

Frederick and Howard County

Route 202:	Metropolitan Grove (Gaithersburg) to DOD/Ft. Meade
Route 203:	Columbia to Bethesda
Route 204:	Frederick to College Park
Route 915:	Columbia / Silver Spring / Washington, D.C.
Route 929:	Columbia / Silver Spring / Washington, D.C.
Route 991:	Hagerstown / Frederick to Shady Grove / Rock Spring Business Park

Commuter Bus Fares: Only cash one-way fares using exact change may be purchased on the bus. No change will be given if you overpay. One-way full fare is \$5.00. One-way Senior/Disability fare is \$3.20. Ten-trip tickets and monthly passes can be purchased from Commuter Direct. Reduced fares are available for senior citizens (65+), persons with disabilities, and Medicare cardholders. To be eligible, you must show one of the following: a valid MTA Senior/Disability photo ID card, or any valid government issued photo ID with proof of age, or a valid disability ID from another transit agency with any valid government issued photo ID, or a Medicare card with any valid government photo ID. To obtain an MTA Reduced Fare Disability ID card, an application that must be filled out by the applicant and the applicant's health care professional is required. The application is available at the Reduced Fare Certification Office. Applicants must return the completed application by fax (410-333-4347), by mail (MTA Reduced Fare Certification Office, 6 St. Paul St., Baltimore, MD 21202), or in person. Office hours are Monday thru Thursday, 8:30 a.m. until 4:30 p.m. The Disability Reduced Fare Card is not available the same day that the application is received. The applicant, if approved, will be notified when to come in to have the photo taken and ID card issued.

Commuter Direct..... 410-697-2212 (V)
www.mta.maryland.gov/commuter-bus • <https://mta.commuterdirect.com>

Reduced Fare Certification Office 410-767-3441 (V)
 410-333-2051 (TTY)

E-mail: dhunt@mtamaryland.gov

Prince George's County

TheBus - Prince George's County Transit

Serve specific routes within Prince George's County. Buses operate Monday through Friday from 6:00am – 7:00pm. No service is provided on Saturday, Sunday, or major holidays. Call ahead to secure a lift bus. Seniors (60+) and persons with disabilities can ride TheBus free-of-charge during normal operational hours. To take advantage of this program, riders just have to present one form of proper identification - driver's license, Metro Senior/Metro Disabled/MetroAccess card, or similar ID - to the bus driver. In addition, disabled customers with a MetroAccess ID may bring one personal companion with them on board TheBus at no charge.

..... 301-324-2877 (V)
www.princegeorgescountymd.gov/sites/PublicWorks/Transit/TheBus/Pages.default.aspx

Baltimore County and Beyond

Maryland Transit Administration (MTA)

Reduce Fares for all MTA Operated Transportation: Reduced fares are available for senior citizens (65+), persons with disabilities, and Medicare cardholders. To be eligible, you must show one of the following: a valid MTA Senior/Disability photo ID card, or any valid government issued photo ID with proof of age, or a valid disability ID from another transit agency with any valid government issued photo ID, or a Medicare card with any valid government photo ID. To obtain an MTA Reduced Fare Disability ID card, an application that must be filled out by the applicant and the applicant's health care professional is required. The application is available at the Reduced Fare Certification Office. Applicants must return the completed application by fax (410-333-4347), by mail (MTA Reduced Fare Certification Office, 6 St. Paul St., Baltimore, MD 21202), or in person. Office hours are Monday thru Thursday, 8:30 a.m. until 4:30 p.m. The Disability Reduced Fare Card is not available the same day that the application is received. The applicant, if approved, will be notified when to come in to have the photo taken and ID card issued.

Transit Information Contact Center 410-539-5000 (V)
..... 1-866-RIDE-MTA (Toll Free)
..... 410-539-3497 (TTY)

Reduced Fare Certification Office - 🕒 Hours: Monday through Thursday, 8:30 a.m. to 4:30 p.m.

..... 410-767-3441 (V)
..... 410-333-2051 (TTY)

Local Bus – Operate nearly 51 Local Bus lines throughout the Baltimore area. **Reduced Fares:** One-way - 55 cents; day pass - \$1.20; monthly pass - \$16.50. There is an additional 40 cent charge for each Express Bus ride.

..... 1-866-743-3682 (Toll Free)

<http://mta.maryland.gov/local-bus>

Commuter Bus – Operates weekdays during morning and evening rush hours, and is managed by private contractors with oversight from the MTA. Currently, there are 24 routes using five service providers. **Reduced Fares:** Only cash one-way fares using exact change may be purchased on the bus. No change will be given if you overpay. One-way full fare is \$5.00. One-way Senior/Disability fare is \$3.20. Ten-trip tickets and monthly passes can be purchased from Commuter Direct.

Commuter Direct..... 410-697-2212 (V)

<http://mta.maryland.gov/commuter-bus> • <https://mta.commuterdirect.com>

MARC Train – Commuter rail system whose service areas include Harford County; Baltimore City; Washington, D.C.; Brunswick, Maryland; Frederick, Maryland; and Martinsburg, West Virginia. **Fares:** **Reduced Fares:** Qualifying customers receive a discount off the price of all MARC tickets, except the Transit Link Card.

..... 1-800-325-7245 (Toll Free)

<http://mta.maryland.gov/marc-train>

Light Rail – Operate 10 minutes peak/15 minutes off peak between Timonium and Linthicum and 20 to 30 minutes between Hunt Valley and Timonium, Linthicum and BWI Marshall Airport, and Linthicum and Cromwell Station / Glen Burnie. Light Rail Shuttle Train operates every 20 to 30 minutes between Penn Station and Camden Yards. **Reduced Fares:** One-way - 55 cents; day pass - \$1.20; monthly pass - \$16.50.

<http://mta.maryland.gov/light-rail>

Metro Subway – 15.5 mile, 14-station Metro Subway system operates every 8 minutes during rush hour, 10 minutes during the day, and 11 minutes evenings, Saturdays, Sundays, and holidays.

John Hopkins Medicine (JHM) – Patient and Visitor Shuttles

Courtesy shuttles are provided free of charge for patients and visitors traveling around campus. Only authorized patients and their visitors may ride the shuttles.

🕒 **Transportation Office Hours:** Monday through Friday, 6:00 a.m. to 10:00 p.m.

Darrick White, Transportation Manager 410-502-6880 (V)

www.hopkinsmedicine.org/security_parking_transportation/transportation • E-mail: dwhite8@jhmi.edu

Camden Yards via Public Transportation

Maryland Transit Administration (MTA)

Local Bus Service:

19 Local Bus routes pass near Oriole Park. Bus Nos. 1, 3, 5, 7, 8, 10, 11, 19, 20, 23, 27, 35, 36, 61, 64, 91, and QuickBus 40, 46 and 48. **Fares:** \$1.60 one-way, \$3.50 day pass.

Light Rail: Light Rail frequency is 10 to 30 minutes. **Fares:** \$1.60 one-way, \$3.20 round trip, \$3.50 day pass. **Hours:** Monday through Friday 5:00 a.m. to 11:00 p.m., Saturday 6:00 a.m. to 11:00 p.m., and Sunday 11:00 a.m. to 7:00 p.m. Return service on Light Rail for games ending after regular closing time will be extended for one hour with limited service during that period. Make your way promptly to the Light Rail platform after the game.

Metro Subway Service: Metro Subway frequency is every 8 to 15 minutes. **Fares:** \$1.60 one-way, \$3.20 round trip, \$3.50 day pass. **Hours:** Monday through Friday 5:00 a.m. to midnight, and Saturday, Sunday and holidays 6:00 a.m. to midnight. Return service on Metro Subway for games ending after regular closing time will be extended for one hour after the final out. Make your way promptly to the station platform after the game.

Reduced Fares for all MTA Operated Transportation: Reduced fares are available for senior citizens (65+), persons with disabilities, and Medicare cardholders. To be eligible, you must show one of the following: a valid MTA Senior/Disability photo ID card, or any valid government issued photo ID with proof of age, or a valid disability ID from another transit agency with any valid government issued photo ID, or a Medicare card with any valid government photo ID. To obtain an MTA Reduced Fare Disability ID card, an application that must be filled out by the applicant and the applicant's health care professional is required. The application is available at the Reduced Fare Certification Office. Applicants must return the completed application by fax (410-333-4347), by mail (MTA Reduced Fare Certification Office, 6 St. Paul St., Baltimore, MD 21202), or in person. Office hours are Monday thru Thursday, 8:30 a.m. until 4:30 p.m. The Disability Reduced Fare Card is not available the same day that the application is received. The applicant, if approved, will be notified when to come in to have the photo taken and ID card issued.

Transit Information Contact Center 410-539-5000 (V)
..... 1-866-RIDE-MTA (Toll Free)
..... 410-539-3497 (TTY)

Reduced Fare Certification Office - 🕒 Hours: Monday through Thursday, 8:30 a.m. to 4:30 p.m.
..... 410-767-3441 (V)
..... 410-333-2051 (TTY)

Ocean City via Bus and Using Public Transportation in Ocean City

Greyhound provides daily buses to and from Ocean City via Silver Spring and Washington, DC (with transfers in Baltimore). All buses stop in Salisbury. Assistance is available to customers with disabilities when they travel within the Greyhound system. Contact the Greyhound Customers with Disabilities Travel Assistance Line at 1-800-752-4841 (Toll Free) at least 48 hours prior to your departure.

For fare and schedule information visit Greyhounds website at www.greyhound.com or call 1-800-231-2222 (Toll Free) 1-800-345-3109 (TTY)

- **Boardwalk Tram** travels from the entire length of the boardwalk, from the Inlet to the North Booth at 27th Street. Operates Monday through Friday, 11:00 a.m. - midnight, and Saturday and Sunday, 10:00 a.m. - midnight during the summer season (May 23rd to September 1st). Tram fare is \$3.00 per person for one-way passage only. An unlimited ride pass, which costs \$6.00, allows a passenger to ride the tram as much as they like between 11:00 a.m. and 4:00 p.m. daily. Discount fare punch cards are available at \$20.00 for 8 rides. Inquire at either tram station or with a tram conductor. Tram operation is subject to weather conditions. See the station operators, or call 410-289-5311 (V) or 410-723-1606 (V) for further information.
- **Coastal Highway “Beach” Transit Bus** travels along the Coastal Highway, 24 hours a day, 7 days a week. A \$3.00 ride-all-day pass allows you to ride from 6:00 a.m. until 6:00 a.m. the next morning. ADA Certified Disabled card holders and Ocean City Resident Senior Bus Pass holders can ride for free. Proof of eligibility may be required. Ocean City buses also run to and from the West Ocean City Park and Ride facility, which is a connection point for Shore Transit and Greyhound Bus.
- **Park-N-Ride “Beach Bus”** is a shuttle service between South Division Street Transit Center, West Ocean City Park & Ride, and the Tanger Outlet. Seasonal operation begins in May and runs intermittently into October. Fares are \$3.00 ride-all-day or \$1.00 per boarding. Senior citizens ages 65 and older, disabled persons, Medicare card holders and Ocean City Non-Resident Senior Bus Pass holders pay half fare (\$1.50 ride-all-day or 50 cents per boarding). Free parking. Service runs every 20 minutes from 6:00 a.m. to 2:00 a.m. and on demand at other times throughout the summer season.
- **West Ocean City Park & Ride Shuttle Service** is available so you can park free and ride the shuttle between the West Ocean City Park & Ride, the South Division Street Transit Center and the Ocean City Factory Outlets for \$1.00. Shuttle bus service rates remain \$1.00 and are honored for a 24-hour period. The Park & Ride Shuttle offers service every 20 minutes from 6:00 a.m. to 2:00 a.m. and on demand at other times throughout the summer season.
- **ADA Paratransit “Origin-to-Destination”** service is available for eligible disabled residents and visitors of Ocean City. This service is available during the same operating days and hours as the fixed-route Coastal Highway bus service. Fare is \$3.00 ride-all-day or \$1.00 per boarding. All trip reservations must be made by 10:00 p.m. the day prior. Eligible patrons may call the Dispatch Office at 410-723-1606 (V) to make a reservation for the para-transit van 365 days a year. All standard-sized common wheelchairs can be transported. All other mobility devices will be accommodated when all needed safety requirements have been satisfied by the driver.
- **Senior Citizen Bus Passes** for non-residents are available free of charge to anyone 60 years of age or older. This pass will entitle the holder to half-fare passage on the bus, Special Event Express Shuttles, and paratransit van (if eligible). The non-resident bus pass is not recognized for reduced or free passage on the trams. For more information, call the Transportation Department at 410-723-1606 (V) or the City Hall receptionist at 410-289-8221 (V).

Shore Transit	Town of Ocean City – Transportation Department
443-260-2300 (V)	410-524-7715 (V)
E-mail: info@shoretransit.org	www.oceancitymd.gov/public_works/transportation.html
www.shoretransit.org	

New York City and Philadelphia via Bus

Bolt Bus

Daily express service from Washington, DC and Baltimore to New York City. Bolt buses are wheelchair lift-equipped and customers do not need to provide advance notification to make a reservation; however, Bolt does not guarantee a wheelchair lift-equipped bus and/or seating availability to standby passengers. On-board restrooms. Service animals with proper documented service are permitted to travel at no additional charge. Accept reservations and walk-up fares on a space-available basis. Fares vary. There is a \$3.00 booking fee plus a \$1.00 processing fee for booking tickets via telephone. Tickets are non-refundable.

..... 1-877-265-8287 (Toll Free)

www.boltbus.com • E-mail: webmaster@boltbus.com

MegaBus

Daily bus service from Baltimore and Washington, DC to New York City and Philadelphia. If you need a bus with a wheelchair lift or ramp, you must make the request during your reservation. You can only make this request via telephone, and not on the website. Service animals must be properly harnessed and under the direct control of the customer at all times. Fares vary. Tickets are non-refundable.

..... 1-877-462-6342 (Toll Free)

<http://us.megabus.com> • E-mail: inquiries@megabus.com

Vamoose Express Bus Service

Provide daily bus transportation between New York City and Bethesda, MD / Arlington, VA. Reservations are required. Motorcoaches have wheelchair lifts. Properly documented service animals trained for the purpose of accompanying a disabled person will be allowed on the bus. Request needs to be made 48 hours before travel. Trip duration is approximately 4 hours from Bethesda, with an additional 30 minutes to from Arlington. Buses are equipped with air conditioning and an onboard restroom. Bus picks up first in Arlington, then Bethesda. Pick-up location in Bethesda is Bethesda Metro Station. Pick-up location in Rosslyn Metro Station. Drop-off location in New York City is Penn Station.

..... 1-877-393-2828 (Toll Free)

www.vamoosebus.com

VEHICLE SALES, RENTALS AND LEASING

AA-Eastern Mobility, Inc.

Sell used wheelchair vans and handicap accessible vans. Offer modifications such as installation of wheelchair lifts and ramps, hand and foot driving controls, wheelchair restraints, and power transfer seats.

..... 301-845-4188 (V)

..... 1-888-845-0533 (Toll Free)

www.easternmobility.com

Accessible Vans of Baltimore, MD, LLC

Part of a network of independent wheelchair van dealers who provide rental vehicles with handicap accessible features, including lowered floors, power ramps, wheelchair lifts, hand controls, steering knobs, and other types of accessories to help with mobility needs.

..... 1-855-720-7120 (Toll Free)

www.accessiblevans.com

AMS Vans, Inc.

Sell and rent new and used handicap vans with nationwide delivery. Also convert existing vans and sell adaptive equipment.

..... 1-800-775-8267 (Toll Free)

www.amsvans.com • E-mail: questions@amsvans.com

Bedco Mobility

Sell wheelchair accessible vans. Also install wheelchair and scooter van lifts, driving aids, and transfer seats.

..... 1-877-476-1530 (Toll Free)
www.bedcomobility.com

Colonial Equipment Company

Sell accessible vans.

..... 301-865-2400 (V)
 1-800-462-9287 (Toll Free)
www.colonialbus.com • E-mail: colonial@thebusplace.com

Koons Ford

Sell new and used wheelchair accessible vans. Installation of modifications including hand controls. Authorized Vantage Mobility International (VMI) dealer. Located in Annapolis.

..... 240-241-6984 (V)
 1-866-309-8095 (Toll Free)
www.mobilitysales.com/maryland/annapolis-md/mobility-dealer-1

M.I.T.S. Corporation

Sell wheelchair accessible vans. Also install vehicle modifications including lifts, scooters, portable ramps, and hand controls.

..... 1-800-243-6487 (Toll Free)
www.mitscorp.com

Ride-A-Way Vans

Sell new and used wheelchair vans. Installation of lifts, ramps, hand controls, power transfer seats, specialized gas, brake, and steering controls, and power door openers. Wheelchair van rentals available hourly, daily, weekly, monthly and long-term with curbside pick-up and delivery. Locations in Annapolis, Baltimore and Beltsville.

..... 1-877-659-9414 (Toll Free)
www.ride-away.com • E-mail: info@ride-away.com

Total Mobility Services

Sell lowered floor minivans and full-size conversion vans. Sell, install and service vehicle lifts and mobility products including seats and driving controls. Located at 5415 Yukon Court Suite E, Frederick, MD 21703.

Anne Masci, Mobility Products Consultant..... 240-490-7840 (V)
 301-606-1456 (V)
www.tmservices.com • E-mail: annem@tmservices.com

Wheelchair Getaways of Maryland

Wheelchair accessible van rentals with lowered floors and automatic ramps. Daily, weekly and monthly rentals. Serve DC, MD and Northern Virginia.

..... 1-800-438-8465 (Toll Free)
www.wheelchairgetaways.com • E-mail: wheelchair.getaways@gmail.com

Wheelers Accessible Van Rentals

Wheelchair accessible van rentals. Vehicle features include wheelchair lift or ramp, raised roof or lowered floor, and hand controls. Locations in Baltimore, Columbia, and BWI.

..... 1-800-456-1371 (Toll Free)
<http://wheelersvanrentals.com/US/maryland-wheelchair-van-rentals>

VEHICLE MODIFICATION

These businesses sell and service accessible vehicles and driving equipment to meet the needs of people with disabilities.

AA-Eastern Mobility, Inc.

Offer modifications such as installation of wheelchair lifts and ramps, hand and foot driving controls, wheelchair restraints, and power transfer seats. Sell used wheelchair vans and handicap accessible vans.

..... 301-845-4188 (V)
..... 1-888-845-0533 (Toll Free)
www.easternmobility.com

American

Install wheelchair lifts.

..... 410-224-8224 (V)
www.american-bus.com • E-mail: contact@american-bus.com

AMS Vans, Inc.

convert existing vans and sell adaptive equipment. Also sell and rent new and used handicap vans with nationwide delivery.

..... 1-800-775-8267 (Toll Free)
www.amsvans.com • E-mail: questions@amsvans.com

Area Access, Inc.

Install vehicle lifts for scooters or power chairs.

..... 1-800-333-AREA (Toll Free)
www.areaaccess.com

Bedco Mobility

Installation of wheelchair and scooter van lifts, driving aids, and transfer seats. Also sell wheelchair accessible vans. Also sell wheelchair accessible vans.

..... 1-877-476-1530 (Toll Free)
www.bedcomobility.com

Division of Rehabilitation Services – Workforce and Technology Center

Provide a range of vehicle modification services to eligible individuals with significant disabilities.

Assessment services will help determine specific needs as a driver or passenger, detail modification options, and develop a prescription required for modifications of a vehicle. Provide assistance with direct purchase of pre-installed modifications in a specific or used vehicle or modifications to be installed in a vehicle owned by you or a new vehicle purchased by you. Can also provide information and referral services on funding and loan options that may be available.

..... 410-554-9485 (V)
..... 410-554-9411 (TTY)
..... 1-888-554-0334 (Toll Free)
www.dors.state.md.us • E-mail: dors@dors.state.md.us

Fancy Vans & Speed

Installation of wheelchair lifts and ramps, disability equipment, and van conversions.

..... 301-843-5151 (V)
www.fancyvansmobility.com • E-mail: steve2561@yahoo.com

Independence Now

Provide financial assistance for vehicle modifications for individuals with significant disabilities. Serve Montgomery and Prince George's County.

..... 301-277-2839 (V)
www.innow.org • E-mail: info@innow.org

M.I.T.S. Corporation

Installation of vehicle modifications including lifts, scooters, portable ramps, and hand controls. Also sell wheelchair accessible vans.

..... 1-800-243-6487 (Toll Free)
www.mitscorp.com

Oneness Mobility

Installation of vehicle modifications including lifts, raised roofs and doors, power seats, hand controls, automatic steps, and power door openers.

..... 301-568-6686 (V)
..... 1-866-570-6686 (Toll Free)
www.onenessmobility.com • E-mail: admin@onenessmobility.com

Ride-A-Way Vans

Installation of lifts, ramps, hand controls, power transfer seats, specialized gas, brake, and steering controls, and power door openers. Also Sell new and used wheelchair vans. Wheelchair van rentals available hourly, daily, weekly, monthly and long-ter with curbside pick-up and delivery. Locations in Annapolis, Baltimore and Beltsville.

..... 1-877-659-9414 (Toll Free)
www.ride-away.com • E-mail: info@ride-away.com

Total Mobility Services

Sell, install and service vehicle lifts and mobility products including seats and driving controls. Sell lowered floor minivans and full-size conversion vans. Located at 5415 Yukon Court Suite E, Frederick, MD 21703.

Anne Masci, Mobility Products Consultant..... 240-490-7840 (V)
..... 301-606-1456 (V)
www.tmservices.com • E-mail: annem@tmservices.com

TRAVEL TRAINING

Columbia Lighthouse for the Blind – Orientation and Mobility

Training includes instruction on how to successfully use public transportation.

..... 240-737-5100 (V)
www.clb.org • E-mail: info@clb.org

Easter Seals Project ACTION

- **Introduction to Travel Training Course:** A three-day training course offering travel trainers basic information needed to expand their own skills and enhance the services of their school or organization.
- **Online Courses:** Free, six week online course is designed to provide information pertinent to launching, operating and maintaining a travel training program. Course addresses issues such as creating job descriptions; hiring, training and supervising travel trainers; developing budgets; and understanding the family of travel training services that are offered throughout the country. Participants complete the course at their own pace.
- **Global Travel Training Community:** Accessible web-based forum for members to pose questions, receive answers and participate in discussions about issues of interest to the travel training community; share policies, procedures, job descriptions, forms, marketing materials, photographs, and other

documents used in travel training service delivery; provide recommendations on the development of measurement and data collection tools; and network with professional colleagues. Membership is free.

..... 1-800-659-6428 (Toll Free)

www.projectaction.org

Independence Now Travel Training

Free individualized travel training. Program is for people with disabilities to learn to use the fixed-route public bus and rail transportation services in Montgomery and Prince George’s Counties. Learn trip planning, travel safety, and how to communicate with drivers and station managers. Training averages eight to ten sessions.

..... 301-277-2839 (V)

www.innow.org • E-mail: intravel@innow.org

Metro – Washington Metropolitan Area Transit Authority (WMATA)

Travel Training: Hands-on learning orientation sessions on Metrorail and Metrobus systems. Available one-on-one or in a group atmosphere. During the orientations, you will learn everything from how to locate Metrobus stops and Metrorail stations to purchasing a farecard and navigating the system. Also available is a booklet titled “[Accessible Transportation Options for Customers with Disabilities and Senior Citizens](#)”, which includes a comprehensive listing of public transportation options available in the District of Columbia, Maryland (the counties of Montgomery, Prince George’s, Anne Arundel, and Baltimore, Baltimore City and Central Maryland) and Virginia (the counties of Arlington and Fairfax, and the cities of Alexandria, Fairfax, and Falls Church). Call to schedule an orientation or to request a booklet.

..... 202-962-2700 (V)

..... 202-962-2033 (TTY)

<http://wmata.com/accessibility/training.cfm> • E-mail: traveltraining@wmata.com

Trip Planning: Plan routes between two destinations using Metrorail and/or Metrobus. Suggested trip itineraries also include the fare, estimated travel time, and any walking directions. An app is also available for mobile devices

..... 202-637-7000 (V)

..... 202-638-3780 (TTY)

http://wmata.com/rider_tools/triplanner

Accessibility Speakers Bureau: Metro employees and volunteers donate their time to speak with groups on the accessibility features of the Metro system.

..... 202-962-1100 (V)

..... 202-962-2033 (TTY)

www.wmata.com/accessibility/advocacy_policy/metro_accessible.cfm

Perils for Pedestrians

A monthly television series promoting awareness of issues affecting the safety of people who walk and bicycle. Interview advocates and government planners about problems such as missing sidewalks and crosswalks, dangerous intersections, speeding traffic, and obstacles to wheelchair users and people with disabilities; and solutions to such problems. Series appears on public access cable stations in many cities across the U.S. and is also webcast.

..... 301-654-5305 (V)

www.pedestrians.org • E-mail: john@pedestrians.org

Ride Smart Workshops – Connect-A-Ride

Workshops help small groups of older adults learn to use public transportation options and otherwise navigate the National Capital Region.

..... 301-255-4200 (V)

..... 301-881-5263 (TTY)

DRIVER EDUCATION, EVALUATION AND REHABILITATION

Adventist Rehabilitation Hospital of Maryland – Driver Rehabilitation Program

Provide a clinical evaluation which includes an assessment of vision, visual perception, cognition, reaction time, and motor skills related to driving, and behind-the-wheel evaluations. Also provide a behind-the-wheel evaluation, which is done in a vehicle equipped with an instructor brake so the therapist can gain control of the car if needed. Vehicle is equipped with adaptive controls (i.e. brake, accelerator, etc.) Training is provided if it is determined the client needs special equipment or adaptive strategies. A prescription for a driving rehabilitation evaluation is needed from a doctor. This program is unable to accommodate new drivers or those who will need to drive from a wheelchair. Clients must be able to transfer in and out of a car and tolerate sitting in a car. Medicare and secondary insurances do not pay for driving rehabilitation evaluations, training or equipment needed for the client’s vehicle. If applicable, Worker’s Compensation or the Maryland Division of Rehab Services may pay for evaluations.

Outpatient Department 240-864-6202 (V)
www.adventisthealthcare.com/locations/adventist-rehabilitation-hospital/services/outpatient/driver-rehab-program

Division of Rehabilitation Services (DORS) – Adaptive Driving Program

Evaluates and trains individuals with disabilities to drive and obtain a driver’s license from the Motor Vehicle Administration (MVA). DORS Counselors will discuss whether a special license is required, the time needed to obtain a license, the role of the MVA Medical Advisory Board, what help DORS can provide in preparing an individual for the Learner’s Permit and/or the driving test, where testing and/or training can take place, and what type of testing is administered. State licensed evaluators and instructors also provide detailed adaptive driving equipment evaluations and prescriptions.

Greta Tucker, Supervisor 410-261-2936 (V)
..... 410-554-9583 (TTY)
..... 1-888-200-7117 (Toll Free)

E-mail: gxtucker@dors.state.md.us

Doctors Community Hospital – Drivers Evaluation Program

Two-part evaluation is completed in two separate visits. The clinical evaluation assesses vision, cognition, mobility, strength, and reaction time. During behind-the-wheel evaluations an Occupational Therapist (OTR) Driver Rehabilitation Specialist (DRS) and a Certified Driving School Instructor will assess driving strengths and weaknesses during an on-the-road evaluation. Driving assessments will be sent to the driver’s home, the driver’s physician, and to the MVA. Driving evaluations are by appointment only.

Dana Nixon, OTR/L, DRS 240-965-8438 (V)
Rehabilitation Services 301-552-8144 (V)

www.dchweb.org/dch/services/therapy/driverseval.html

F.O.F. (“Focus on Function”) Occupational Therapy Services, LLC

Provide behind the wheel evaluations, adaptive equipment training, and driver rehabilitation. A pre-driving screening/clinical evaluation is completed to assess vision, visual perception, cognition and physical functioning. A behind the wheel evaluation is completed to assess driving safety and fitness. The client is evaluated on his/her ability to physically control the vehicle as well as cognitive, visual and perceptual abilities. Driver training is available to those who require the use of adaptive equipment to operate a motor vehicle. Available adaptive equipment includes left foot accelerator, hand controls, spinner knob and cross-over turn signal. Driving evaluation and/or training results are forwarded to the referral source or to the MVA’s Medical Advisory Board. Clients may be referred by physicians, insurance companies, rehabilitation and other medical professionals, individuals and their families.

Kim High, OTR/L, Driving Rehabilitation Specialist 410-484-2761 (V)
www.foftherapyservices.com • E-mail: khigh@foftherapyservices.com

MedStar Good Samaritan Hospital Adaptive Driving Program

For individuals with disabling injuries or illnesses or who want to return to driving or learn to drive for the first time. Program is also open to older drivers and people who may not drive but require transfer and safety training. Program offers services ranging from pre-driving evaluations and education to assistance with purchasing adaptive equipment and vehicles. Services include: pre-driving evaluation to assess day and night vision, strength and coordination of the driver's arms and legs, ability to think and react quickly on the road and basic knowledge of the most up-to-date driving rules and laws; on-the-road evaluation held in your car or fully-equipped, wheelchair-accessible van to assess the driver's ability to get in and out of the vehicle and to drive safely in different types of traffic; training with the most up-to-date adaptive equipment to improve driving skills; complete preparation for the state road test; provision of a vehicle or special equipment for use in taking the state road test; advice on how to adapt a vehicle to include special equipment such as hand controls, ramps, lifts or special steering wheels; advice on finding a place to buy special driving equipment and getting it installed correctly; advice on financial assistance to adapt cars and vans to meet the driver's needs; assistance with filling out forms to apply for a driver's license or changing a license to one that permits special equipment; and consultation with family members about the driver's abilities. **Eligibility:** stable health, a current driver's license or be eligible for a learner's permit; a desire to return to or begin safe driving; and a doctor's order that specifies "OT/PT rehab engineering driver evaluation and training". Serve Maryland and the Washington, D.C. area.

..... 443-444-5500 (V)

www.medstarhealth.org/Pages/Services/Rehabilitation/Treatments/Adaptive-Driving-Program.aspx

Montgomery College Driver Education-Learning Disabled Program – Special Needs Classes

Course prepares rookie drivers with moderate learning disabilities for the Maryland driver's license test. Course consists of the required 30 hours of classroom instruction and 6 hours of Behind-the-Wheel training (individual in-car lessons). Classroom includes differentiated instruction, supplemental aides and services, a multi-sensory approach to learning, and support for students with moderate learning disabilities. Behind-the-Wheel is one-on-one instruction with a dually certified MVA and MSDE Special Driver Education. Typical class size is 12 students. Learner's permit required. Standard Driver Education Course is inclusive accommodating students with mild learning disabilities. Registered students with disabilities, IEPs or 504 plans should contact Disability Support Services at 240-567-5058 (V) or e-mail dss@montgomerycollege.edu. Accommodations for support services must be made at least 3 weeks before course start date. **Scholarships:** There are several scholarship opportunities for learning disabled Driver Education students to take Driver Readiness Assessment, Learner Permit Preparation Course, Driver Education for Learning Disabled, and 10-hours of Driver Improvement Lessons.

Maria Castro-Trujillo, Program Assistant 240-567-1895 (V)

www.montgomerycollege.edu/wdce/bits/drivereducation_specialneeds.html

E-mail: maria.castro-trujillo@montgomerycollege.edu

Rehabilitation of Frederick, Inc.

Services include a clinical and behind-the-wheel evaluation in adaptive vehicles to evaluate an individual's potential to drive. Driving evaluation assesses the individual's vision, visual perception state, physical disability, and cognitive functioning for the task of driving. Offer three different adaptive vehicles for evaluation. Services can be provided at consumer's location with appropriate travel reimbursement. Serve Maryland, Virginia and West Virginia.

..... 301-682-9110 (V)

www.rehabilitationoffrederick.com

Sinai Hospital - Driver Evaluation & Training Program

Assessment consists of a pre-driving clinic evaluation and a behind-the-wheel evaluation. The clinic evaluation includes assessment of vision, reaction time, cognition, memory, physical function and possible need for adaptive equipment. The behind-the-wheel evaluation and training is completed in a Sinai Hospital-owned and –insured vehicle. Adaptive equipment may be added to this vehicle and used if needed. The driving route is designed to assess the driver's skills under normal driving conditions. If needed, training will be provided on the use of adaptive equipment. Results of the evaluation will be discussed with you. Recommendations will be made regarding driving safety, the need for further training or the application of

new driving techniques. A written copy of the evaluation will be forwarded to you, your primary care physician and, if applicable, to the Motor Vehicle Administration. Medicare and most health insurance plans do not cover the cost of evaluation or training. These evaluations are charged by the hour and most evaluations are completed in two to three hours. Driver training is usually one to two hours in duration.

Jan Crye, OTR/L CDRS 410-601-7360 (V)
www.lifebridgehealth.org/Sinai/DrivingEvaluationandTrainingProgram.aspx
E-mail: jcrye@lifebridgehealth.org

St. Agnes Hospital Driver Rehabilitation

Driving evaluations for people with disabilities or aging issues. A pre-driving clinical assessment is conducted to determine if an individual has the skills needed to be a safe driver. An On-Road Evaluation is recommended following successful completion of the pre-driving screening and is conducted by a Certified Driver Rehabilitation Specialist. Assessment is conducted in a vehicle equipped with a variety of adaptive controls to accommodate drivers with a variety of disabling conditions. A driving education component is included in all aspects of the driver rehab program including counseling, support, instruction in the use of a variety of adaptive equipment and community resources if return to safe driving may not be possible. A physician's prescription is required in order to participate in the program. Valid driver's license or eligibility for a license with restrictions is required. Referral may be initiated by the driver, family member, MVA or other agency. Service is not typically covered by Medicare or other insurance agencies.

Hedy Tanenholtz, OTR 410-368-8447 (V)
www.stagnes.org/index.php/our-specialties/rehabilitation-therapy/driver-rehab • E-mail: htanenho@stagnes.org

University of Maryland St. Joseph Medical Center – Safe Driver Assessment Program

In-house clinical assessment program. Program targets individuals who are coping with the side effects of aging, amputations, arthritis, diabetes, dementia, low vision, multiple sclerosis, parkinsonism, stroke, brain injury, or memory loss. Program consists of standardized tests which provide a comprehensive analysis of an individual's cognitive, perceptual, emotional, and physical capabilities. Feedback is given concerning an individual's readiness for driving and a recommendation for further on-the-road evaluation and training if necessary. A physician order is required for "OT Driver Evaluation". An individual, family member or a physician may request this service. Cost is \$180 per assessment and is not covered by medical insurance. Results of the clinical Safe Driver Assessment are written in a concise summary report outlining the individual's driving capacities and impairments. A recommendation for further-on-the-road evaluation can be arranged with a local program. Information is provided to the referring physician.

Denise Thatcher, MS, OTR/L 410-337-1412 (V)
www.stjosephstowson.com/Programs-Services/Clinical-Services/Rehabilitation-Services/Safe-Driver-Program.aspx
E-mail: denisethatcher@catholichealth.net

VA Maryland Health Care System – Driver Rehabilitation Program

Driver rehabilitation program helps veterans with a variety of disabilities and age-related health conditions learn to drive again. Additionally, veterans with prosthetic arms or legs and those who suffered brain injuries or stroke can also regain their independence through this program. The program coordinator evaluates individual limitations and needs with the use of adaptive driving equipment, driver simulator training, and a series of driving evaluations on the simulator and behind the wheel of a car. A veteran's vehicle can also be fitted with a variety of adaptive equipment from strategically placed mirrors, to digital steering devices for amputees.

..... 1-800-463-6295 x 5804 (Toll Free)

AMERICANS WITH DISABILITIES ACT TRANSPORTATION COMPLIANCE

Equal Rights Center (ERC)

Handle discrimination complaints, including those against public or private transportation. Offer free counseling and paths to resolution. Resolves complaints by communicating directly with discriminating parties; advocating before administrative agencies; investigating the extent of issues; and taking legal actions.

..... 202-234-3062 (V)
..... 202-234-7590 (TTY)
..... 1-866-719-4374 (Toll Free)

www.equalrightscenter.org

Maryland Department of Transportation (MDOT) ADA Compliance

Robin Underwood, ADA Manager..... 410-865-1146 (V)
..... 1-888-713-1414 (Toll Free)

www.mdot.maryland.gov/ADA/index.html • E-mail: mdotada@mdot.state.md.us

Metro Ombudsman Program for Customers with Disabilities

If you have a complaint about an accessibility issue within the Metrobus, Metrorail or MetroAccess system, use the online customer comment form to send feedback:

www.wmata.com/accessibility/free_resources.cfm#complaints. If you can document that you have tried to resolve your concerns and complaints related to accessibility issues within the Metrobus, Metrorail or MetroAccess services through the Metro complaint process and have not met with a satisfactory resolution, you may contact the Metro Ombudsman Program for Customers with Disabilities. The Ombudsman helps individuals understand their rights and responsibilities as well as their options, makes inquiries on an individual’s behalf and obtain responses to his/her questions, helps present an individual’s complaint to the parties responsible for resolution, mediates between an individual and other parties to a conflict to bring about a mutually agreeable outcome, and recommends changes in policies, procedures, and practices to prevent similar problems from occurring. Written complaints can be sent to Glenn Millis, Director, ADA Policy and Planning, 600 5th Street, NW, Room 7A-01, Washington, DC 20001.

..... 202-962-1100 (V)
..... 202-962-2033 (TTY)

Montgomery County Government – ADA Compliance Office

Provides information and assistance to the public on the accessibility of County programs and services, ensures that buildings and facilities are built and maintained in accordance with the ADA, and administers the County’s Title II grievance procedure.

Nancy Greene, ADA Title II Compliance Officer 240-777-6197 (V)
..... 240-777-6196 (TTY)

www.montgomerycountymd.gov/DGS-ADA/Home.html • E-mail: adacompliance@montgomerycountymd.gov

Project Action

Staff can answer questions about ADA rights and responsibilities, direct callers to additional resources, and help members of the disability and transportation communities address diverse accessibility issues.

..... 1-800-659-6428 (Toll Free)
www.projectaction.org • E-mail: projectaction@easterseals.com

OTHER USEFUL INFORMATION

Emergency Police, Fire and Rescue 911 (V)
Non-Emergency Police 301-279-8000 (V)

Joblinks Employment Transportation

Connects workforce development agencies, transportation providers and other stakeholders with transportation-to-work solutions that are affordable, reliable and accessible. Focuses on the mobility needs of low-wage job seekers and earners, as well as workers with disabilities, youth, veterans, and older workers. Supported with funding through the U.S. Department of Labor: Employment and Training Administration and the U.S. Department of Transportation: Federal Transit Administration.

..... 1-866-864-4600 (Toll Free)
www.ctaa.org/joblinks

Maryland Disability Law Center

Provide free legal services to Marylanders of any age with all types of disabilities (developmental, intellectual, psychiatric, physical, sensory, learning, traumatic brain injury), who live in facilities, in the community or who are homeless. Use an array of advocacy strategies, including information and referral, advice and counsel, outreach and education, monitoring and investigations, training and technical assistance, coalition and policy work, individual representation, impact litigation and support for self-advocacy.

..... 410-727-6352 (V)
..... 1-800-233-7201 (Toll Free)
..... 410-235-5387 (TTY)

www.mdicbalto.org

Maryland Institute for Emergency Medical Services Systems - State Office of Commercial Ambulance Licensing and Regulation

Licenses and regulates commercial ambulance services.

..... 1-800-762-7157 (Toll Free)

www.miemss.org • E-mail: info@miemss.org

Maryland Motor Vehicle Administration (MVA)

Driver's licenses, disability placards and tags, identification cards, and residential street parking signs. Visit an MVA branch office or call to request an application/certification form for an individual with a disability. Saturday services for all locations are only for drivers licenses. Driver's Road Tests are by appointment only.

General Information 410-768-7000 (V)
..... 1-800-492-4575 (TTY)

www.mva.state.md.us • E-mail: MVACS@mdot.state.md.us

<p>Main Office – Full Service 15 Metropolitan Grove Road Gaithersburg, MD 20878 ⌚ Hours: Monday - Friday, 8:30am to 4:30pm; Saturday, 8:30am to 12:00pm</p>	<p>White Oak – Full Service 2131 Industrial Parkway Silver Spring, MD 20904 ⌚ Hours: Monday - Friday, 8:30am to 4:30pm; Saturday, 8:30am to 12:00pm</p>	<p>Glenmont - Express Office Glenmont Shopping Center 12335 Georgia Avenue Wheaton, MD 20902 ⌚ Hours: Monday - Friday, 8:30am to 4:30pm; Saturday, 8:30am to 12:00pm</p>	<p>Gaithersburg - Express Office Walnut Hill Shopping Center 16520 S. Westland Drive Gaithersburg, MD 20877 ⌚ Hours: Monday - Friday, 8:30am to 4:30pm; Saturday, 8:30am to 12:00pm</p>
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Maryland Relay (MD Relay)

With Maryland Relay, people who are Deaf, Hard of Hearing, Deaf-Blind or Speech Disabled can easily communicate through TTY (text telephone) with anyone using a standard phone. Either a TTY (text telephone) user or a person using a standard phone may initiate a call through Maryland Relay. The spoken words are relayed by an Operator (OPR) who types them, word for word, to the person on the other end of the line. Then the OPR speaks to the hearing person everything that the TTY user types back. The Maryland Accessible Technology (MAT) program distributes free amplified phones, ring signalers, TTYs and other assistive devices to qualified applicants who have difficulty using the telephone. To qualify, applicants must be receiving one or more state or federal benefits or show that they have a limited income. In addition, applicants must have a disability that makes it difficult for them to access a standard telephone. Free training on the use of your equipment will be provided, if necessary

MD Relay for Maryland Residents: 711 (V/TTY)
MD Relay for Outside of Maryland: 1-800-735-2258 (V/TTY)
MD Relay General Information Office: 1-800-552-7724 (V/TTY)
..... 443-453-5970 (Videophone)

www.mdrelay.org • E-mail: MoreInfo@MDRelay.org

Maryland State Highway Administration (SHA)

With a few exceptions, SHA owns and maintains all non-toll roads in Maryland that have a number as well as a name, such as I-495 (Capital Beltway), MD 355 (Rockville Pike) and US 29 (Columbia Pike), except those in Baltimore City. Roads without a number are maintained by the county or municipality. Toll roads (including I-95, the Bay Bridge, Fort McHenry Tunnel) are owned and maintained by the Maryland Transportation Authority (MDTA). Please report all highway emergency situations not requiring police assistance, such as traffic signal outages or sinkholes to the Statewide Operations Center. All other service requests, submit online via the customer service form.

Statewide Operations Center:..... 410-582-5650 (V)
..... 1-800-543-2515 (Toll Free)
Online Service Request Form: http://marylandsha.force.com/customer-care/request_for_service
www.roads.maryland.gov

Metro Transit Police Department (MTPD)

Officers provide a variety of law enforcement and public safety services on the Metrorail and Metrobus systems in the Washington Metropolitan Area. MTPD police officers have jurisdiction and arrest powers throughout the 1,500 square mile Transit Zone that includes Maryland, Virginia, and the District of Columbia for crimes that occur in or against Transit Authority facilities.

..... 202-962-2121 (V)
www.wmata.com/about_metro/transit_police

Montgomery County Commission on Aging

Advise and counsel the residents of the county, the County Council, the County Executive and the various departments of county, state and federal governments on matters involving the needs of the aging, and to recommend such procedures, programs or legislation as it may deem necessary and proper to promote and ensure equal rights and opportunities for all persons, regardless of their age.

Odile Brunetto, Director, Area Agency on Aging..... 240-777-1262 (V)
www.montgomerycountymd.gov/coa • E-mail: Odile.Brunetto@montgomerycountymd.gov

Montgomery County Commission on People with Disabilities

Advise the County Executive and County Council on the coordination and development of the County's policies affecting residents with disabilities. The Commission provides advice, counsel, and recommendations to the Government of Montgomery County, Maryland in general, the County Executive, and the County Council in particular.

Betsy Tolbert Luecking, Staff Liaison..... 240-777-1246 (V)
www.montgomerycountymd.gov/cpwd • E-mail: Betsy.Luecking@montgomerycountymd.gov

Montgomery County Council Office

Legislative branch of Montgomery County Government. Responsibilities include: Exercises oversight over County programs to ensure efficiency and effectiveness; Enacts all County laws and amendments to the Code; and Appropriates money to fund the capital and operating budgets and sets the local property tax rate and other local taxes.

..... 240-777-7900 (V)
..... 240-777-7914 (TTY)
www.montgomerycountymd.gov/council • E-mail: County.Council@montgomerycountymd.gov

Montgomery County Department of Transportation, Division of Traffic Engineering and Operations

Call for information on traffic signals, streetlights, traffic signs and street name signs, lane markings and crosswalks, speed humps and other traffic calming measures, and residential parking.

..... 240-777-2190 (V)
www.montgomerycountymd.gov/content/DOT/traffic/index.asp
E-mail: mcdot.trafficops@montgomerycountymd.gov

Montgomery County Office of the County Executive

The County Executive oversees the enforcement of the laws of Montgomery County and provides Executive direction to all departments and offices of the County government. The County Executive also develops policies; proposes plans, programs, budgets, and legislation to the County Council; adopts Executive Orders and Regulations and appoints residents to boards, committees, and commissions.

..... 311 (in the County)
..... 240-777-0311 (Outside of County)
..... 240-251-4850 (TTY)

www.montgomerycountymd.gov/exec • E-mail: ocemail@montgomerycountymd.gov

Transportation Action Group (TAG) – Independence Now

Work on transportation issues for people with disabilities. Meetings are held the second Wednesday of each month.

..... 301-277-2839 (V)

<http://innow.ehclients.com/home/independence-now/Transportation> • E-mail: TAG@innow.org

U. S. Department of Transportation (DOT) Accessibility Assistance

Information on DOT’s accessibility policy, disability laws and regulations, and transportation resources for travelers with disabilities.

..... 202-366-4000 (V)

..... 1-800-877-8339 (TTY)

www.dot.gov/citizen_services/disability/disability.html



MONTGOMERY COUNTY
DEPARTMENT OF HEALTH AND HUMAN SERVICES
Aging & Disability Services
Aging & Disability Resource Unit

Consolidated access point for resources, consultation and service planning for seniors and persons with physical disabilities, related conditions, and developmental disabilities of all ages.

☎ **240-777-3000 (Voice)** ● **240-777-4575 (TTY)** ☎
240-777-4000 (Emergency After Hours)

Email: hhsmail@montgomerycountymd.gov
www.montgomerycountymd.gov/hhs

🕒 **Hours:** Monday and Friday, 8:30 a.m. to 5:00 p.m.
Tuesday, Wednesday and Thursday, 8:30 a.m. to 8:00 p.m.



KEY WEBSITES

MC311 - Non-emergency government information and services
www.montgomerycountymd.gov/311

Montgomery County Government – Senior Services
www.montgomerycountymd.gov/seniors

Montgomery County Ride On and Transit Services – Special Transportation
www.montgomerycountymd.gov/DOT-transit/seniors.html

Washington Metropolitan Area Transit Authority
www.wmata.com/accessibility

Maryland Transit Administration
www.mta.maryland.gov

METRO SYSTEM MAP



wmata.com
 Customer Information Service: 202-637-7000
 TTY Phone: 202-638-3780

- Legend**
- RD** Red Line • Glenmont to Shady Grove
 - OR** Orange Line • New Carrollton to Vienna
 - BL** Blue Line • Franconia-Springfield to Largo Town Center
 - GR** Green Line • Branch Ave to Greenbelt
 - YL** Yellow Line • Huntington to Fort Totten
 - SV** Silver Line • Future Dulles Corridor Line

- Station Features**
- Bus to Airport
 - Parking
 - Hospital
 - Airport
- Connecting Rail Systems**
- VRE
 - AMBC



Metro
Operating Times

Mon-Thu	5am-midnight
Fri	5am-3am
Sat	7am-3am
Sun	7am-midnight

Times are approximate; check station kiosks or online for exact times.

Metro is accessible.





*Please help us keep this brochure updated
by advising us of any corrections or additions.*

*To request a hard copy or alternative formats of this document
such as large print or Braille, please contact:*

Department of Health and Human Services
Aging and Disability Services
Betsy Luecking, Disability Policy Specialist
Carly Clem, Administrative Specialist I
Commission on People with Disabilities
401 Hungerford Drive, 4th Floor
Rockville, Maryland 20850
240-777-1246 (V) • 240-777-1288 (FAX)
MD Relay 711

Email: dhhswebsite@montgomerycountymd.gov

A collaborative work of:

Arthur Holmes, Jr., Director
Department of Transportation

Uma S. Ahluwalia, Director
Department of Health and Human Services

Isiah Leggett, County Executive
May, 2014