



## **Call-n-Ride (CNR) Participants' Guide Overview**

### **STEP 1: CALL TAXI DISPATCH TO SCHEDULE A TRIP:**

- Always check the balance on your CNR swipe card before booking a trip by calling CNR-MJM support line (24) hours a day at 800-980-6564. You must have a valid CNR swipe card with sufficient balance in your possession to use the service.
- When booking a trip, call a participating taxicab company well in advance. Check back on the status of your ride if it is late by more than 10 minutes. You may also flag a cab at any location in the County.
- For wheelchair accessible vehicle, you must notify taxicab dispatcher of your specific needs and you must provide them sufficient time to arrange an accessible taxicab for you.
- When ordering a taxicab, you must clearly identify yourself as a CNR client and provide the taxicab dispatcher your name, CNR swipe card #, pick-up and drop-off information, and any other required information. Get confirmation numbers for your booked trips. You cannot alter your requested destination after the vehicle has arrived. You must present a valid CNR swipe card with sufficient balance to the driver at the beginning and end of the trip. Participants who have CNR swipe cards without their photograph on it, must also provide a valid photo Identification to the taxi driver.
- All trips must begin and end in Montgomery County. Special exceptions are made for verifiable medical appointments and approved medical facilities in the Region. **(FOR DETAILS, PLEASE REFER TO THE Call-n-Ride (CNR) PARTICIPANTS' GUIDE).**

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

- You are responsible for carrying your CNR swipe card and paying for your trip. If the swipe card does not have enough money, you pay for the remainder with cash or credit card. If your CNR swipe card has money, but the electronic transaction fails, you do not have to pay cash or credit card. The driver will fill out a manual receipt and it may take 2-3 weeks for funds to be deducted from your CNR account after the manual receipt is processed for payment.
- The maximum balance your swipe card can hold is \$360. Please do not make a payment if total balance would exceed \$360, because we won't be able to credit that payment to your account.
- You can only select either the \$60 or \$120 subsidy value option to be added to your swipe card account per month. You can add value to your card by check or money order. Check or money order must have your CNR ID # written on it and should be made payable to "Montgomery County, MD" and mailed to:

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

You may also add value to your CNR swipe card by using a credit card via the Internet at:

<https://apps.montgomerycountymd.gov/callandride/default.aspx>

- Make sure that you receive a copy of your signed receipt and CNR swipe card back from the driver. Keep all receipts for your records. Do not sign a blank or incorrect receipt. If you choose not to sign a receipt for a valid reason, notify CNR--MJM support line at 800-980-6564 within 24 hours.

### **Contact Customer Service:**

- Lost or damaged CNR swipe cards must be reported immediately by calling CNR-MJM support line at 800-980-6564. They are immediately cancelled and deemed invalid. Any remaining balances on these cards will be transferred to the replacement cards. There is a \$5 replacement fee for lost or damaged cards, payable to: MJ Management Services, 6300 Blair Hill Lane, Suite 301 Baltimore Maryland 21209.