



## **MONTGOMERY COUNTY Call-n-Ride (CNR) PROGRAM PARTICIPANTS'** **GUIDE & SERVICE POLICY**

EFFECTIVE: JULY 1, 2022

*(This Policy supersedes all previous versions, and may be amended by the Montgomery County CNR Program as deemed necessary)*

### **1. CNR PROGRAM ELIGIBILITY:**

The Call-n-Ride (CNR) Program is a County and State subsidized transportation program designed specifically, as a supplement to Montgomery County's local transportation service. Subsidy assistance is provided on a sliding fee scale determined by total household income. The service helps transport low-income seniors (63 years and older) and individuals with disabilities (aged 18-62), to medical and/or personal appointments.

### **2. APPLICATION PROCESS:**

*(a) New Application:* The application must be completed in its entirety. You must submit the following with your application: Proof of Montgomery County residence (PO Box not acceptable), Proof of age, Proof of all household income, Proof of physical or mental disability for applicants 18-62 years- to be filled out by a licensed physician, PA or CRNP, and a recent wallet size photo is recommended but not required. For details about acceptable documents, please refer to the CNR Application.

*(b) Recertification:* All participants are required to re-certify every two years to be reconsidered for the program.

Application and Recertification documents can be faxed to: **240-556-0999**, e-mailed to: **cnrorder@montgomerycountymd.gov**, or mailed to:

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

### **3. SERVICE AREA:**

All CNR trips must begin and end in Montgomery County. However, special exceptions have been

made to allow transportation to verifiable medical appointments to the designated medical facilities outside Montgomery County. Please see the Attachment-A for the Designated Service Area (DSA) list of approved medical facilities in the Region. Pre-authorization is required, and requests must be made by calling the CNR office at 301-948-5409, Monday through Friday from 8:00 am to 4:30 pm. CNR staff will send a manifest of approved trips to taxicab companies.

#### **4. FARES and FEES:**

All taxicabs are required to use and charge the meter rates as defined by Montgomery County Maryland, Division of Transit Services/Taxicab Regulation Office. Fares: Initial charge: \$4.00, Travel cost: \$2.00 for each mile, An extra passenger: \$1.00, Personal service for loading items: \$1.00, Traffic delay time \$28.00/hour, No charge for service animals, and Passengers are responsible for all tolls while traveling. In the event that a snow emergency for Montgomery County is declared by the State of Maryland, a charge of \$2.50 is added to the meter rate.

#### **5. Call-n-Ride Trip Limit:**

The maximum trip limit for each one-way CNR trip is \$60.00 (including tip). Participants who wish to use their CNR card for trips that may exceed \$60.00, must seek pre-authorization for these trips. It is the responsibility of the participant to ensure that they have enough value on their cards to pay for their trips. Participants would be responsible for fare amounts that exceed the value on their cards. It is prohibited and considered a program violation to take repeated trips without having enough balance on the CNR swipe card. Any Trips made beyond the parameters specified in these guidelines will not be paid for by the County.

#### **6. PROGRAM OPERATIONS:**

*(a) Scheduling Your Transportation:* All eligible participants will be issued a non-transferable CNR swipe card. You may schedule your trip through the dispatch operator with any participating taxicab company. At the time of your call, you must identify yourself as a CNR participant; provide your name and CNR swipe card number, your exact pick-up and destination addresses, pick-up time, and any other information requested by the dispatch operator. Always get a confirmation number for your scheduled trip for easy retrieval of your booking record in the future, if needed. Participants may also request a ride from taxicab drivers at Metro stations or any other location within Montgomery County. For trips to be valid, all CNR procedures must be followed.

*(b) Alteration of Trips:* Customers may not alter dispatched trip destination upon arrival of the cab. All changes must be processed through the taxicab company's dispatcher. Non-dispatched trip destinations cannot be altered once the trip has commenced.

*(c) Translation Service:* The CNR program recognizes the diversity of Montgomery County residents. To facilitate the CNR program services for non-English speaking participants, a translation service has been established to assist with the scheduling of CNR trips with the taxicab companies' dispatchers.

This translation service can only be used to schedule CNR trips. To use the CNR translation service:

- **Dial 866-998-0338**
- **Enter Account # 15071**
- **Enter Pin # 6101**

You will be connected to the next available Client Services Representative. Please state the language you need and provide your first & last name, and CNR ID Number. You will be asked to hold while you are being connected to an interpreter.

*(d) Wheelchair Accessible Transport:* There are a limited number of wheelchair accessible taxis in Montgomery County. We recommend that participants should call the taxi company dispatch at least twenty-four (24) hours in advance to provide the taxi company dispatcher sufficient time to arrange for the appropriate kind of accessible taxicab required. You may also call the Call-n-Ride program office at 301-948-5409, Monday through Friday from 8:00 am to 4:30 pm, to help arrange a trip for you with the taxicab company. You may schedule the return trip at the time of the initial call to the dispatch operator.

*(e) Pick-up Time:* You must be ready to travel about 15 minutes before your scheduled pick-up time. You may want to give the cab company a reminder call 15-30 minutes before your scheduled pick-up time. If the cab does not arrive within 10 minutes of your scheduled pick-up time, call the taxicab company to report the delay.

*(f) Identification:* When you enter the vehicle, you must present your CNR swipe card to the driver. Participants who have CNR swipe cards without their photograph must also provide a valid photo identification to the taxi driver. Before the fare meter is turned on, either you or the driver must swipe your card to verify your eligibility and account balance. If the swipe fails for some reason, account balance can be checked (24) hours a day by calling MJM-CNR support line 800-980-6564.

*(g) Arrival at Destination:* Upon arrival at your destination, approve the amount on the meter ONLY IF IT IS ACCURATE. After the fare meter is turned off, either you or the driver will again swipe your card to electronically record the payment. You may also give the driver a tip not to exceed 15% of your taxi fare, which will be added to your fare amount. The driver will print two receipts. You will receive a copy of a receipt from the driver, and you must sign the driver's copy to validate your trip. Keep your copy of the receipt for six months. Montgomery County conducts audits and you may be required to provide your trip information. Do not leave the taxi without your CNR swipe card. NEVER SIGN A BLANK OR INCORRECT RECEIPT. If the receipt was blank or incorrect, do not sign the receipt and contact MJM-CNR support line at 800-980-6564 within twenty-four (24) hours of your trip. The following information is required and should appear on the receipt: Date, Cab #, Start Time, End Time, Trip #, Distance (Miles), Rate/Fare Amount, Extra Fees, Tip amount (if provided), Total Fare, CNR Swipe Card # (last four digits), CNR Swipe Card Balance, Authorization/Approval Number, and Participant's Signature.

*(h) If the Electronic Transaction Fails:* If the electronic transaction with the swipe card fails, and there are funds on your card you will be transported to your destination. DO NOT PAY CASH OR CREDIT. The taxicab driver will complete a manual receipt with all required fields filled out, make an imprint

of the CNR swipe card on the receipt, get your signature on the receipt, and provide you with a copy of the signed receipt. It may take up to two weeks or more for the money to be deducted from your account for a trip that was processed manually.

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

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

*(k) Replacement of CNR Swipe Cards*: Lost CNR swipe cards must be reported immediately by calling CNR/MJM support line at 800-980-6564. Cards reported lost are immediately cancelled. 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. Once the payment is received, a new card will be issued, and the available funds will be transferred from the old to the new card. Do not attempt to use a CNR swipe card that is reported lost or damaged; the transactions will be declined, and you will be responsible for the full amount of the fare. If you need to travel before you receive your replacement card, please contact the Call-n-Ride office.

*(L) CNR Participant Portal*: The CNR Swipe Card Participant Portal is an internet interface that allows participants to manage their cards. Participants can check account balance and information. Participants must first register online to access their accounts. Once registered, participants can view their balances, print statement, view transactions, manage profile, report a lost or damaged card, contact customer service, and/or make a payment. Montgomery County's CNR Swipe Card Participant Portal can be accessed at: [www.eztransport.net/mococnr/members](http://www.eztransport.net/mococnr/members).

## **7. PAYMENTS:**

Value will be added to your CNR Swipe Card upon receipt of your co-payment by check, money order or credit card. Please allow up to 1-3 business days for your co-payment to be processed. You are allowed only one (1) payment per month at your specified pay rate. You can select either a \$60 or \$120 subsidy value to be applied to your swipe card for the coming month. The Call-n-Ride program recommends that you make your payments after the 15th of the month, for value to be applied to your swipe card for the following month. If there is a remaining balance on your card at the end of the month, it will roll-over to the following month. The maximum value or balance (your payment

plus subsidy) that can be accumulated and carried on the CNR swipe card is \$360. Always check the balance on your account before sending in additional co-payments. Money placed on your CNR swipe card never expires.

For online payments please visit: <https://apps.montgomerycountymd.gov/callandride/default.aspx>.

You will need your 4-5 digits CNR ID # to be able to login and pay online.

For Check or Money Order Payments: Please write your CNR ID # on your check or Money Order, make it payable to “Montgomery County Maryland” and send to:

**MONTGOMERY COUNTY MARYLAND**

**P.O. BOX 824871**

**PHILADELPHIA, PA 19182-4871**

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

**8. TEMPORARY SUSPENSION OR PERMANENT REMOVAL:**

Any form of program fraud or abuse; including but not limited to, allowing someone else to use your CNR Swipe card; providing false information on the CNR eligibility application forms; illegal transfer of CNR ID cards.

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

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

**9. TAXICAB COMPANIES INFORMATION:**

Please contact any one of the following participating Montgomery County Taxicab Companies in the CNR Program:

**Action Taxi ..... 301-840-1000**

**Anytime Taxi ..... 301-637-9292**

**Barwood Taxi ..... 301-984-1900**

**Regency Taxi ..... 301-990-9000**