



# TRANSPORTATION NETWORK DIRECTORY FOR PEOPLE WITH DISABILITIES AND ADULTS 50+ MONTGOMERY COUNTY, MARYLAND

## Public Transportation

*Montgomery County, Maryland ('the County') cannot guarantee the relevance, completeness, accuracy, or timeliness of the information provided on the non-County links. The County does not endorse any non-County organizations' products, services, or viewpoints. The County is not responsible for any materials stored on other non-County websites, nor is it liable for any inaccurate, defamatory, offensive or illegal materials found on other websites, and that the risk of injury or damage from viewing, hearing, downloading or storing such materials rests entirely with the user. Alternative formats of this document are available upon request.*

This is a project of the Montgomery County Commission on People with Disabilities.

To submit an update, add or remove a listing, or request an alternative format, please contact: [MCCPWD@montgomerycountymd.gov](mailto:MCCPWD@montgomerycountymd.gov).

### MetroAccess

#### MetroAccess Paratransit – Washington Metropolitan Area Transit Authority (WMATA)

MetroAccess is a shared-ride, door-to-door public transportation service for people who are unable to use fixed-route public transit due to disability. "Shared ride" means that multiple passengers may ride together in the same vehicle. The service provides daily trips throughout the Transit Zone in the Washington Metropolitan region. The Transit Zone consists of the District of Columbia, Montgomery and Prince George's Counties in Maryland, Arlington and Fairfax Counties and the cities of Alexandria, Fairfax and Falls Church in Northern Virginia. Rides are offered in the same service areas and during the same hours of operation as Metrorail and Metrobus. MetroAccess is a service of the WMATA (Metro) and is the region's complementary paratransit service offered in accordance with the Americans with Disabilities Act (ADA).



Photo courtesy of WMATA

**Please note** only MetroAccess customers who are conditionally eligible can ride free on Metrobus and Metrorail. Fully eligible customers do not have this benefit because they have been determined not to be able to independently use the bus or train due to the severity of their disability and/or functionality. Conditionally eligible customers are those that have the SmarTrip® enabled MetroAccess ID.

**To be eligible for MetroAccess:** You must be at least 5 years old AND 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.
- Applicants must be determined to be unable to use the accessible bus and rail systems some or all of the time due to their disability. Assessments are done by appointment only. Assessment testing for MetroAccess is located at the Metro Transit Accessibility Center - 655 Virginia Avenue, SW, Washington, DC 20024. 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. MetroAccess provides a fully accessible paratransit van fleet.

- Customers on time-specific travel, be it a medical appointment, work, movie start time, etc., are encouraged to book their trips by appointment time. Also, for regular time-essential trips like work, customers are being encouraged to establish a subscription service.
- When MetroAccess is unable to provide a trip at the specific time requested, the agent will help select another time within a scheduling window of 45 minutes before and 45 minutes after the originally requested time. MetroAccess will make every attempt to ensure a timely arrival.
- Fares are two times the fastest comparable fixed-route fare, with a maximum fare of \$4.00 per one-way trip. The lowest available fare 15 minutes before and 15 minutes after the requested pick-up time will be provided during the booking process.
- Full and exact payment of MetroAccess fares is required for all trips. Payment should be pre-paid through EZ-Pay or presented in exact change, without request, to MetroAccess operators before a customer or their PCA and/or companions board the vehicle.
- MetroAccess operates 7 days a week, 365 days a year, providing service within a three-quarter mile corridor around existing fixed-route services such as Metrobus, Metrorail, and jurisdictional bus services, at least during all hours of operation that service is operated on these modes.
- 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. 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.
- Eligible users can 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.

• **MetroAccess Customer Guide:**

[www.wmata.com/service/accessibility/metro-access/upload/MetroAccess-Customer-Guide.pdf](http://www.wmata.com/service/accessibility/metro-access/upload/MetroAccess-Customer-Guide.pdf)

**Main Line:**..... 301-562-5360 (V)

**Reservations:**..... 301-562-5360 (V), Option #1

Reservation agents are available seven days a week, 8 a.m. to 4:30 p.m. For fastest answer times, please call between 11 a.m. and 2 p.m.

**Online Booking:** <https://metroaccess.wmata.com/#!/auth/signinregister>

**Eligibility:** ..... 202-962-2700 (V), Option #1

[www.wmata.com/service/accessibility/metro-access](http://www.wmata.com/service/accessibility/metro-access) • Email: [eligibility@wmata.com](mailto:eligibility@wmata.com)

**Trip Status:** ..... 301-562-5360 (V), Option #2

**WMATA Customer Service/Complaint Lines:** ..... 202-637-0128 (V)

**TTY number** for all of the above numbers..... 301-588-7535 (TTY)

**Complaints can also be filed online using WMATA’s Online Customer Comment Form:**

<https://wmata.custhelp.com/app/home/>

## Abilities-Ride – An Alternative Transportation Option for MetroAccess Users

Abilities-Ride is the safe, easy and flexible alternative to MetroAccess. The program offers MetroAccess customers the opportunity to allow MetroAccess to move some of their trips to [local taxicab, sedan and van companies](#), and national transportation network companies.

When a customer’s trip is moved to one of the Abilities-Ride providers, the customer’s trip will be at a discounted fare; currently **free**. The customer may even get to enjoy a fast, direct trip to their destination; not shared with other passengers.



Photo courtesy of WMATA

If you choose to [join the Abilities-Ride program](#), you will continue to call MetroAccess to make trip reservations. MetroAccess will decide whether your trip will be moved to one of the Abilities-Ride providers or remain with MetroAccess. If the trip is moved, you will receive a text message and / or phone call from the Abilities-Ride provider. If the trip remains on MetroAccess, you will receive the normal MetroAccess reminder call.

### Key Points to Remember:

- Joining the Abilities-Ride program does not guarantee that any of your MetroAccess reservations will be moved to an Abilities-Ride provider.
  - When booking a MetroAccess trip, you should always be prepared to be serviced by MetroAccess and pay the MetroAccess fare.
- Abilities-Ride providers offer **curb-to-curb service**, not door-to-door like MetroAccess.
- Abilities-Ride drivers are not required to carry customer bags or luggage.
- Abilities-Ride drivers are not required to wait with a customer for a “hand-off” at trip destination location.
- You are free to express your preferred Abilities-Ride provider, but there is no guarantee that all of your Abilities-Ride trips will be serviced by your preferred provider.
- Wheelchair-accessible vehicles are available for customers who require use of a wheelchair-accessible, ramp or lift equipped vehicle.

For more information about Abilities-Ride, please call 202-281-8984 or visit [www.wmata.com/service/accessibility/metro-access/Abilities-Ride.cfm](http://www.wmata.com/service/accessibility/metro-access/Abilities-Ride.cfm).

## 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. Bus passes are sold Monday to Friday, 8 a.m. to 4:30 p.m. at Montgomery County Division of Treasury, 27 Courthouse Square, Suite 200, Rockville, MD 20850.

**Reduced Fares:** Adults 65+ and people with disabilities ride free at all times. Adults 65 + must have a Senior SmarTrip® Card or a Medicare Care and photo ID. Senior (Adults 65+) SmarTrip® Cards are available for free at any Montgomery County Public Library with one of these documents as proof of age: state ID, birth certificate or passport. Persons with disabilities who are under age 65 can access Ride On for free by using a valid Metro Reduced Fare Photo ID Card, which is available from WMATA, or MetroAccess Certified or Conditional Customers with ID.



**Please note:** Conditionally eligible MetroAccess users ride free at all times. Fully eligible MetroAccess customers do not have this benefit because they have been determined not to be able to independently use the bus or train due to the severity of the disability and/or functionality. Conditionally eligible users are those that have the SmarTrip® enabled MetroAccess ID.

**Veterans** granted by the Department of Veterans Affairs (VA) as having a 60% or greater disability are eligible for the Metro Reduced Fare ID Card. Qualifying Veterans must complete part A of the application, but do not need to have their healthcare provider complete Part B or C of the application. Veterans must submit their original letter of disability notification issued by the VA, a downloaded letter from the DVA website, or their DD Form 2765 - Uniformed Services ID Card for 100% Disabled Veterans to obtain a Metro Reduced Fare ID Card.

**Applicants who are deaf or hard of hearing** with a pure tone average of 70dB or greater in both ears regardless of hearing aids may substitute an audiogram in lieu of an application; however, the audiogram can be no more than five years old. Applicants who do not have a recent audiogram will need to have a healthcare professional complete the application.

The **Kids Ride Free program** provides free rides all the time on Ride On buses, including Ride On Flex and Flash, and certain Metrobus routes within Montgomery County to kids ages 18 and under (older if still in high school) who are Montgomery County residents. The program, which is for students, operates year-round. The Youth Cruiser SmarTrip® Card is good on any regional transit system that accepts SmarTrip®, including Metrobus and Metrorail, but the card must have stored value. Students should show their Youth Cruiser SmarTrip® Card when boarding buses. Some schools, all Montgomery County libraries, TRiPS Stores and the

Division of Treasury office offer the cards. There is currently no cost to get your first Youth Cruiser SmarTrip® card. Replacement cards cost \$2.00. Please see the list of schools at: [www.montgomerycountymd.gov/dot-transit/kidsridefree/schools.html](http://www.montgomerycountymd.gov/dot-transit/kidsridefree/schools.html).

..... 311 (in the County)  
..... 240-777-0311 (outside the County)  
..... 240-777-8930 (Bus Passes)  
..... 240-773-3556 (TTY)

[www.montgomerycountymd.gov/RideOn](http://www.montgomerycountymd.gov/RideOn)

**Metro Reduced Fare ID Cards:** Photo ID cards are issued in-person on the day you apply at the following locations (no appointment necessary):

- **Transit Accessibility Center**, 655 Virginia Ave SW, Washington, DC 20024. **Office Hours:** Monday, Wednesday, Thursday, and Friday, 8:15 a.m. - 3:50 p.m. and Tuesday 8:15 a.m. - 2:20 p.m., excluding holidays.
- **TRIPS Commuter Store**, 8404 Colesville Rd, Silver Spring, MD 20910. **Office Hours:** First and third Monday of the month, 10 a.m. – 2 p.m., excluding holidays.

A completed original application and valid government photo identification are required. For more information, contact the WMATA Transit Accessibility Center.

**WMATA Transit Accessibility Center:**..... 202-962-2700 (V)  
..... 202-962-2033 (TTY)  
..... 202-510-9165 (Video Relay Service)

[www.wmata.com/service/accessibility/reduced-fare.cfm](http://www.wmata.com/service/accessibility/reduced-fare.cfm) • Email: [eligibility@wmata.com](mailto:eligibility@wmata.com)

## Ride On Flex – Transit Services – Montgomery County Department of Transportation

Ride On Flex is MCDOT’s on demand transit program that helps you get around in defined Rockville and Glenmont/Wheaton zones. Ride On Flex has no fixed stops or fixed schedules – it comes when you book a ride during regular service hours. Best of all, you pay only standard Ride On fare to ride Flex - no more than \$2! Flex operates in the Rockville zone from Monday through Friday, 9 a.m. to 3:30 p.m. and in the Glenmont / Wheaton zone during peak periods Monday through Friday, 6 a.m. to 9 a.m. and 3:30 p.m. to 7 p.m.). Within the zones Flex offers connections between households, transit hubs, commercial centers, and public services. Flex:



- Connects riders in the zones to transit hubs, commercial centers, public services - and home.
- Uses mobile app-based booking for all rides through the Ride On Flex Book & Go! mobile application.
- Features brand-new 11 passenger buses with wheelchair accessibility and free WiFi.
- Accepts reservations only for same-day, on demand service - you are offered the next available time.
- Accepts ride requests to and from any location within the serviced zone, including curb to curb for those with disabilities.
- Call center option if no smartphone or a special need - call 240-301-3842.
- Takes only cash and SmarTrip® cards, passes and tokens.

### How Do I Ride Flex?

1. Download the Ride On Flex Book & Go! mobile application for free from the Apple or Google store, or if no smartphone, contact the call center at **240-301-3842**. **Call center hours are 6 a.m. to 7 p.m., Monday through Friday. You must book rides only during the hours of operation in your selected zone.**
2. Enter your pickup and drop off location within the zone, and book.
3. Go to your pickup location. Then pay as you board!

*Montgomery County, Maryland ('the County') cannot guarantee the relevance, completeness, accuracy, or timeliness of the information provided on the non-County links. The County does not endorse any non-County organizations' products, services, or viewpoints. The County is not responsible for any materials stored on other non-County websites, nor is it liable for any inaccurate, defamatory, offensive or illegal materials found on other websites, and that the risk of injury or damage from viewing, hearing, downloading or storing such materials rests entirely with the user. Alternative formats of this document are available upon request.*

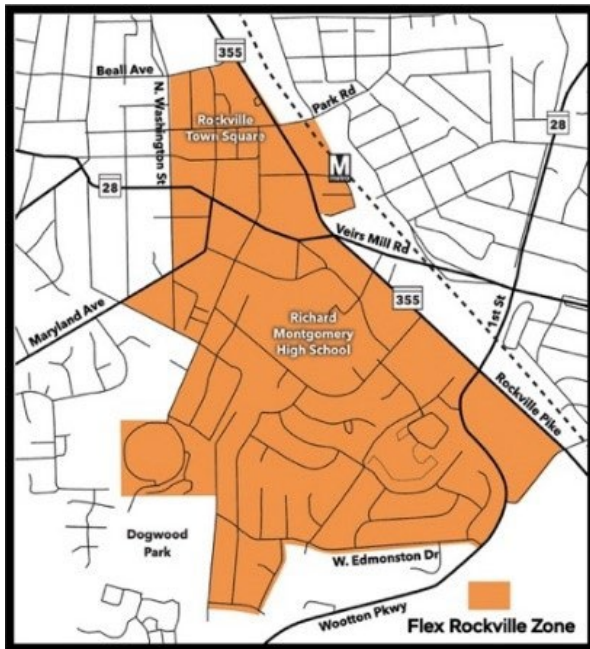


## Details

- The bus operator will ask for your name on boarding.
- Boarding is at designated corners, not fixed bus stops (curb to curb service for those with disabilities).
- Flex boarding at Metro stations: Wheaton: Bus Bay H; Rockville: Kiss & Ride lot (West); Glenmont: Kiss & Ride lot.
- No boarding without a booked reservation.
- No fixed schedule. Flex comes when you book a ride!
- The bus operator will wait one minute after arrival at your pickup location.
- No-show riders will have their registrations suspended after three no-shows.
- **You must have cash or fare on your SmarTrip® card before boarding.**

Email: [RideOn.FlexCustomerService@montgomerycountymd.gov](mailto:RideOn.FlexCustomerService@montgomerycountymd.gov)

[www.montgomerycountymd.gov/dot-transit/flex](http://www.montgomerycountymd.gov/dot-transit/flex)



## Metrobus – Washington Metropolitan Area Transit Authority (WMATA)

### Metrobus – Washington Metropolitan Area Transit Authority (WMATA)

Fixed bus route service runs within DC, Suburban Maryland, and Northern Virginia. Most bus routes are accessible. All buses are accessible and have a low floor ramp. Operator will call for another bus if lift fails.

### Reduced Fare Program for Adults 65+ and People with Disabilities:

Adults 65+ and people with disabilities, not eligible for MetroAccess who have a valid Metro Reduced Fare SmarTrip® ID card, may ride for \$1.00 cash or paying with a Senior (Adults 65+) SmarTrip® card on regular Metrobus routes and for discounted fare on other participating bus service providers. Adults 65+ must have a Senior SmarTrip® Card or a valid government-issued photo ID that includes your date of birth. Senior (65+) SmarTrip® Cards are available at any Montgomery County library for \$2.00 with a valid photo ID and proof of age. Persons with disabilities who are under age 65 and are not certified for MetroAccess may ride for \$1.00 cash by using a valid Metro Reduced Fare SmarTrip® ID card, which are available from WMATA, or they can use a valid photo ID and Medicare card. Attendants ride free or at reduced fare depending upon the time of travel.



Photo Courtesy of WMATA

**Veterans** granted by the Department of Veterans Affairs (VA) as having a 60% or greater disability are eligible for the Metro Reduced Fare ID Card. Qualifying Veterans must complete part A of the application, but do not need to have their healthcare provider complete Part B or C of the application. Veterans must submit their original letter of disability notification issued by the VA, a downloaded letter from the DVA website, or their DD Form 2765 - Uniformed Services ID Card for 100% Disabled Veterans to obtain a Metro Reduced Fare SmarTrip® ID Card.

**Applicants who are deaf or hard of hearing** with a pure tone average of 70dB or greater in both ears regardless of hearing aids may substitute an audiogram in lieu of an application; however, the audiogram can be no more than five years old. Applicants who do not have a recent audiogram will need to have a healthcare professional complete the application.

**Metro Reduced Fare ID Cards:** Issued on a walk-in basis at the WMATA Transit Accessibility Center at 655 Virginia Avenue, SW, Washington, DC 20024, Monday, Wednesday, Thursday and Friday 8:15 a.m. to 3:50 p.m.; Tuesday 8:15 a.m. to 2:20 p.m. Customers can also apply and re-certify for the Reduced Fare SmarTrip® ID Card for People with Disabilities at the Silver Spring Commuter Store, 8404 Colesville Road, Silver Spring, MD 20910 on the first and third Monday from 10 a.m. to 2 p.m. (excluding holidays). A completed original application and valid government photo identification are required. For more information, contact the WMATA Transit Accessibility Center.

**Please note** only MetroAccess customers who are conditionally eligible can ride free on Metrobus and Metrorail. Fully eligible customers do not have this benefit because they have been determined not to be able to independently use the bus or train due to the severity of their disability and/or functionality. Conditionally eligible customers are those that have the SmarTrip® enabled MetroAccess ID.

**Metro Lift – Low Income Fare Program:** As of June 26, 2023, customers who are currently enrolled in either the DC, Maryland or Virginia Supplemental Nutritional Assistance Program (SNAP) are eligible to enroll in Metro Lift. Customers will receive a 50% discount for any travel on Metrobus and Metrorail. Enrollment in the program is free. For more information, visit [www.wmata.com/metrolift](http://www.wmata.com/metrolift)

**Mobile SmarTrip® Card:** SmarTrip® in Apple Wallet or Google Pay allows you a contactless way to quickly purchase a transit card to pay for a train, bus or parking wherever SmarTrip® is accepted. Adding SmarTrip® to your mobile device keeps all your cards in one place and allows you to skip the fare vending machines in stations when you're in a hurry. Create an account or log in to your existing SmarTrip® account to manage all of your cards (mobile or plastic), protect your balances, add value to multiple cards, make purchases with your SmartBenefits and find the closest transit service nearby.

**Customer Information Line:**..... 202-637-7000 (V)  
..... 202-962-2033 (TTY)  
..... 202-510-9165 (Videophone)

**Metro Reduced Fare SmarTrip® Photo ID Cards for Riders with Disabilities:** ..... 202-962-2700 (V)

**SmarTrip® Cards for Adults 65+:** ..... 1-888-762-7874 (Toll Free)

[www.wmata.com/bus](http://www.wmata.com/bus) • [www.wmata.com/service/accessibility/reduced-fare.cfm](http://www.wmata.com/service/accessibility/reduced-fare.cfm)

Email: [eligibility@wmata.com](mailto:eligibility@wmata.com) • Email: [smartrip@wmata.com](mailto:smartrip@wmata.com)

## Metrorail – Washington Metropolitan Area Transit Authority (WMATA)

**Operating Hours:** Monday through Thursday 5 a.m. to 12 a.m.; Friday 5 a.m. to 1 a.m.; Saturday 7 a.m. to 1 a.m.; and Sunday 7 a.m. to 12 a.m. On certain holidays and events, Metro operates on a different service schedule, sometimes with altered hours. Serving 98 stations in Virginia, Maryland, and D.C. The Metrorail system has six color-coded rail lines: Red, Orange, Silver, Blue, Yellow, and Green. The layout of the system makes it possible to travel between any two stations with no more than a single transfer. All Metrorail stations and rail cars are accessible. Metrorail service level is based on time of day, line traveled and frequency of departure from end-of-the-line stations. Stations served by multiple Metrorail lines receive more frequent service. For schedules and travel directions use the online Trip Planner: [www.wmata.com/schedules/trip-planner](http://www.wmata.com/schedules/trip-planner).



Photo courtesy of WMATA

*Montgomery County, Maryland ('the County') cannot guarantee the relevance, completeness, accuracy, or timeliness of the information provided on the non-County links. The County does not endorse any non-County organizations' products, services, or viewpoints. The County is not responsible for any materials stored on other non-County websites, nor is it liable for any inaccurate, defamatory, offensive or illegal materials found on other websites, and that the risk of injury or damage from viewing, hearing, downloading or storing such materials rests entirely with the user. Alternative formats of this document are available upon request.*

**Reduced Fare Program for Adults 65+ and People with Disabilities:**

Adults 65+ and people with disabilities may ride for half the peak fare. Adults 65+ must have a Senior SmarTrip® Card, which are available at any Montgomery County library for \$2.00 with a valid photo ID and proof of age. Persons with disabilities who are under age 65 and are not certified for MetroAccess may ride for the reduced fare by using a valid Metro Reduced Fare SmarTrip® ID card, which are available from WMATA, or they can use a valid photo ID and Medicare card. Attendants ride free or at reduced fare depending upon the time of travel.

**Veterans** granted by the Department of Veterans Affairs (VA) as having a 60% or greater disability are eligible for the Metro Reduced Fare SmarTrip® ID card. Qualifying Veterans must complete part A of the application, but do not need to have their healthcare provider complete Part B or C of the application. Veterans must submit their original letter of disability notification issued by the VA, a downloaded letter from the DVA website, or their DD Form 2765 - Uniformed Services ID Card for 100% Disabled Veterans to obtain a Metro Reduced Fare ID Card.

**Applicants who are deaf or hard of hearing** with a pure tone average of 70dB or greater in both ears regardless of hearing aids may substitute an audiogram in lieu of an application; however, the audiogram can be no more than five years old. Applicants who do not have a recent audiogram will need to have a healthcare professional complete the application.

**Metro Reduced Fare ID Cards:** Issued on a walk-in basis at the WMATA Transit Accessibility Center at 655 Virginia Avenue, SW, Washington, DC 20024, Monday, Wednesday, Thursday and Friday 8:15 a.m. to 3:50 p.m.; Tuesday 8:15 a.m. to 2:20 p.m. Customers can also apply and re-certify for the Metro Reduced Fare SmarTrip® ID Card for People with Disabilities at the Silver Spring Commuter Store, 8404 Colesville Road, Silver Spring, MD 20910 on the first and third Monday from 10 a.m. to 2 p.m. (excluding holidays). A completed original application and valid government photo identification are required. For more information, contact the WMATA Transit Accessibility Center.

**Please note:** Only MetroAccess customers who are conditionally eligible can ride free on Metrobus and Metrorail. Fully eligible customers do not have this benefit because they have been determined not to be able to independently use the bus or train due to the severity of their disability and/or functionality. Conditionally eligible customers are those that have the SmarTrip® enabled MetroAccess ID.

**Metro Lift – Low Income Fare Program:** As of June 26, 2023, customers who are currently enrolled in either the DC, Maryland or Virginia Supplemental Nutritional Assistance Program (SNAP) are eligible to enroll in Metro Lift. Customers will receive a 50% discount for any travel on Metrobus and Metrorail. Enrollment in the program is free. For more information, visit [www.wmata.com/metrolift](http://www.wmata.com/metrolift)

**Mobile SmarTrip® Card:** Riders can now add a SmarTrip® card to iPhone and Apple Watch, and simply hold their device near the card reader to pay anywhere SmarTrip® is accepted. A rider can transfer a physical SmarTrip® or Senior SmarTrip® card and its contents to their iPhone or Apple Watch. Riders can easily view their stored value balance, passes and SmartBenefits in Apple Wallet on iPhone and Apple Watch, and can instantly reload funds with Apple Pay, removing the need to use a vending machine. To complement SmarTrip® in Apple Wallet, Metro has also launched the new SmarTrip® app in the App Store. In the app, Metro riders can add funds, check balances, set up Auto Reload, and even manage SmartBenefits from their employer.

**Customer Information Line:**..... 202-637-7000 (V)  
..... 202-962-2033 (TTY)  
..... 202-510-9165 (Videophone)

**Metro Reduced Fare SmarTrip® ID Cards:** ..... 202-962-2700 (V)  
**SmarTrip® Cards for Adults 65+** ..... 1-888-762-7874 (Toll Free)

[www.wmata.com/service/rail](http://www.wmata.com/service/rail) • [www.wmata.com/service/accessibility/reduced-fare.cfm](http://www.wmata.com/service/accessibility/reduced-fare.cfm)

Email: [eligibility@wmata.com](mailto:eligibility@wmata.com) • Email: [smartrip@wmata.com](mailto:smartrip@wmata.com)



**Metrorail Station Elevator Status and Service Disruption - Elevator Alert System (ELstat):**

Free Email 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) or ask the station manager to assist you.

To verify absolute real time status of elevators: ..... 202-962-1212 (V)  
 ..... 202-638-3780 (TTY)

**Other Public Transportation Options**

**Bethesda Circulator**

**Operating Hours:** Monday through Friday 7 a.m. to 11 p.m., and Saturday 10 a.m. to 11 p.m. No service on Sundays. 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. There is also a Bethesda Circulator stop in the Bethesda Metro Station. Scheduled to run every 10 minutes. Download mobile application RidePingo, start an account, and select “Track Bethesda Circulator” and the route with real time buses will show up.



..... 301-215-6661 (V)  
[www.bethesda.org/bethesda/bethesda-circulator](http://www.bethesda.org/bethesda/bethesda-circulator) • Email: [info@bethesda.org](mailto:info@bethesda.org)

**Intercounty Connector (ICC) and Commuter Bus Routes – Maryland Transit Administration (MTA)**

**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.

**Commuter Buses to Washington, D.C.** 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.

**Accessibility & Parking:** All coaches are wheelchair accessible. Parking is free at all Park and Ride lots.

Intercounty Connector (ICC) Routes:			
Route:	Service To:	Stops:	Service Available:
201	Gaithersburg to BWI Marshall Airport and BWI MARC / Amtrak Station	Gaithersburg Park and Ride, NIST (weekday only), Shady Grove Metro Station, Georgia Avenue Park and Ride, Burtonsville Park and Ride, Dorsey MARC Station (weekday only), Arundel Mills Mall, BWI Airport (Southwest Terminal), BWI Airport (International Terminal), BWI Airport (MARC / Amtrak Rail Station)	Operates service daily from 4am to 11:28 p.m. Weekend service from 4 a.m. to 12:22 a.m.
203	Columbia to Bethesda	Snowden River Park and Ride, Columbia Mall, Scaggsville Park & Ride, Burtonsville Park & Ride, Georgia Avenue Park & Ride, Food & Drug Administration (FDA) – White Oak Bldg 1, Uniformed Services University of Health Services (USUHS) – Jones Bridge Road and University Road, Walter Reed National Military Medical Center / National Institutes of Health (NIH), Medical Center Metro Station	Operates weekdays from 5:20 a.m. to 7:16 p.m.
204	Frederick to College Park	Monocacy MARC Station, Urbana Park & Ride, Gaithersburg Park & Ride, Georgia Avenue Park & Ride, Food & Drug Administration – White Oak Bldg 1, Metzert Road (National Archives at College Park), University of Maryland College Park (Stadium Drive), College Park Metro / MARC Station	Operates weekdays from 5:18 a.m. to 6:30 p.m.

*Montgomery County, Maryland ('the County') cannot guarantee the relevance, completeness, accuracy, or timeliness of the information provided on the non-County links. The County does not endorse any non-County organizations' products, services, or viewpoints. The County is not responsible for any materials stored on other non-County websites, nor is it liable for any inaccurate, defamatory, offensive or illegal materials found on other websites, and that the risk of injury or damage from viewing, hearing, downloading or storing such materials rests entirely with the user. Alternative formats of this document are available upon request.*



305	Columbia and Silver Spring to Washington, D.C.	The Mall in Columbia, Broken Land Park and Ride, Scaggsville Park and Ride, Burtonsville Park and Ride, Silver Spring Metro Station, and Washington, D.C.	Operates weekdays from 4:30 a.m. to 8:48 p.m.
315	Columbia and Silver Spring to Washington, D.C.	Lotte Plaza, The Mall in Columbia, Broken Land Park and Ride, Scaggsville Park and Ride, Burtonsville Park and Ride, Silver Spring Metro Station, and Washington, D.C.	Operates weekdays from 4:45 a.m. to 7:53 p.m.
325	Columbia and Silver Spring to Washington, D.C.	The Mall in Columbia, Silver Spring Metro Station, and Washington, D.C.	Operates weekdays 5:35 a.m. to 7:09 p.m.

**ICC and Commuter Bus Route Fares:** One way full fare is \$6.00. One-way fares can be purchased on the bus using major debit/credit cards or cash using exact change. No change will be given if you overpay. No debit/credit card one-way fares can be purchased for future trips. Fare can also be purchased using CharmPass, the official mobile ticketing app for MDOT MTA. CharmPass is free to download for Apple and Android devices. Reduced Fares can be purchased via the app by adding your Reduced Fare ID to your mobile account. Ten-trip tickets and monthly passes can be purchased from CharmPass or from Commuter Direct – MTA Online Ticketing. Two children, under the age of six, may ride free of charge when accompanied by a full fare paying passenger. Additional children and children aged 6 and above will be charged the appropriate full fare. The free child allowance does not apply to passengers traveling on any type of reduced fare.

**Reduced fares (\$5.00 one-way) are available for adults 65+, persons with disabilities, and Medicare cardholders.** To be eligible, you must show one of the following: a valid MTA 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. **Please note:** Senior Photo ID cards are no longer issued by the MTA Reduced Fare Certification Office; however, Seniors (65 and over) may apply for a no cost Maryland Photo Identification Card at any Maryland Motor Vehicle Administration Office. MTA will continue to issue Disability photo IDs.

**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 Saint Paul Street, Baltimore, MD 21202), or call to make an appointment. 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 – Online MTA Ticketing**

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

[www.mta.maryland.gov/commuter-bus](http://www.mta.maryland.gov/commuter-bus) • <https://mta.commuterdirect.com>

Email: [questions@commuterdirect.com](mailto:questions@commuterdirect.com)

**Reduced Fare Certification Office** ..... 410-767-3438 (V)

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

**Office Hours:** Monday through Thursday, 8:30 a.m. to 4:30 p.m. by appointment only.

[www.mta.maryland.gov/disability-reduced-fare-program](http://www.mta.maryland.gov/disability-reduced-fare-program)

Email: [MTAReduceFareCertification@mta.maryland.gov](mailto:MTAReduceFareCertification@mta.maryland.gov)

**MARC (Maryland Area Rail Commuter) Train Service – Maryland Transit Administration (MTA)**

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. MARC Train Service operates Monday through Friday with limited weekend service on the Penn Line.



Photo courtesy of MTA

**Reduced Fare Program for Adults 65+:** Qualifying customers receive a 50% discount off the price of all full-fare MARC tickets, excluding the Washington Metrorail portion of the TLC. Adults 65+ must show one of the following: valid government-issued photo ID showing date of birth or valid Medicare Card and any valid government-issued photo ID. Adults 65+ who do not have a driver's license may apply for a Maryland Photo Identification Card at any Maryland Motor Vehicle Administration office. There is no fee.

**Reduced Fare Program for People with Disabilities:** Qualifying customers receive a 50% discount off the price of all full-fare MARC tickets, excluding the Washington Metrorail portion of the TLC. Individuals with disabilities must show one of the following: valid MTA Disability Photo ID Card or a valid disability ID from another transit agency AND any valid government-issued photo ID; or valid Medicare Card AND any valid government-issued photo ID; or valid MTA Mobility Photo ID.

**To obtain an MTA Reduced Fare Disability ID card,** an application must be filled out by the applicant and the applicant's health care professional. The application is available at the Reduced Fare Certification Office. Applicants must return the completed application by fax (410-333-4347), by mail or call to make an appointment. 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 and have their photo taken, and an ID card will be issued on that day.

**Fare can be purchased** using CharmPass, the official mobile ticketing app for MDOT MTA. CharmPass is free to download for Apple and Android devices. Reduced Fares can be purchased via the app by adding your Reduced Fare ID to your mobile account.

**MTA Reduced Fare Certification Office:** 6 Saint Paul Street, Baltimore, MD 21202

**Certification Office Hours:** Monday through Thursday, 8:30 a.m. to 4:30 p.m., by appointment only.

[www.mta.maryland.gov/disability-reduced-fare-program](http://www.mta.maryland.gov/disability-reduced-fare-program)

Email: [MTAReduceFareCertification@mta.maryland.gov](mailto:MTAReduceFareCertification@mta.maryland.gov)

..... 410-767-3438 (V)  
..... 410-333-2051 (TTY)

**Transit Information Contact Center (TICC):** ..... 1-866-743-3682 (Toll Free)

**TICC Office Hours:** Monday through Friday, 6 a.m. to 7 p.m.

[www.mta.maryland.gov/welcome-back-to-marc](http://www.mta.maryland.gov/welcome-back-to-marc) • Email: [marc@mta.maryland.gov](mailto:marc@mta.maryland.gov)

---

**Silver Spring Paul S. Sarbanes Transit Center**

Located next to the Red Line Metrorail station and features more than 30 bus bays serving Metrobus, Montgomery County Ride On, VanGo and the University of Maryland Shuttle. The fully ADA accessible Transit Center is three levels with a number of customer amenities including real-time bus departure information, public restrooms, water fountains, escalators, bike racks/lockers, and enhanced neighborhood maps displays. The TRiPS Commuter Store is located on Level 2 and provides in-person traveler information and assistance including: sales and reloading of SmarTrip® cards, including Youth Cruiser, senior cards, and transit passes; regional bus and MARC rail timetables and transit system maps; pedestrian and bicycle information, maps and safety reflectors; and carpool/vanpool assistance.

**Silver Spring Transit Center** ..... 240-777-0311 (Montgomery County)  
..... 202-637-7000 (WMATA)

**Address:** 8404 Colesville Road, Silver Spring, MD 20910

[www.wmata.com/service/status/details/Paul-Sarbanes-Transit-Center.cfm](http://www.wmata.com/service/status/details/Paul-Sarbanes-Transit-Center.cfm)

*Montgomery County, Maryland ('the County') cannot guarantee the relevance, completeness, accuracy, or timeliness of the information provided on the non-County links. The County does not endorse any non-County organizations' products, services, or viewpoints. The County is not responsible for any materials stored on other non-County websites, nor is it liable for any inaccurate, defamatory, offensive or illegal materials found on other websites, and that the risk of injury or damage from viewing, hearing, downloading or storing such materials rests entirely with the user. Alternative formats of this document are available upon request.*

**TRiPS Commuter Store** ..... 240-773-8747 (V)

**Hours:** Monday through Friday, 6 a.m. to 6 p.m., Saturday and Sunday, 7 a.m. to 4 p.m.

Email: [mcdot.trips.ss@montgomerycountymd.gov](mailto:mcdot.trips.ss@montgomerycountymd.gov)

[www.montgomerycountymd.gov/DOT-DIR/commuter/trips/index.html](http://www.montgomerycountymd.gov/DOT-DIR/commuter/trips/index.html)

**Silver Spring Urban District Team of Red Shirts** are available to escort you to your vehicle, bus stop or Metro. Call the Hotline to request an escort during the hours of 6 a.m. to 12 a.m. (midnight), 7 days per week.

**Silver Spring Urban District Hotline** ..... 240-876-2911 (V)

[www.montgomerycountymd.gov/silverspring/redshirts.html](http://www.montgomerycountymd.gov/silverspring/redshirts.html)

### University of Maryland College Park Paratransit – Shuttle-UM

Paratransit service offers a curb-to-curb, on demand, and subscription service available to students, faculty, and staff with temporary and permanent disabilities. Paratransit is also available for campus guests who schedule their rides directly with Shuttle-UM. 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 Accessibility & Disability Services (ADS). People with temporary disabilities, such as broken legs or sprained ankles, should register at the University Health Center (UHC). Private physicians can diagnose injuries, but these diagnoses must be verified by the UHC or ADS. 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. For rides before and after the paratransit service hours please call 301-314-3687 (V). When the University is closed, none of the transit services are running, including paratransit.

Terp Ride is a new app that provides paratransit services to the University of Maryland Community. Terp Ride is available for download for Apple and Android. Every effort is made to meet the needs of our passengers. However, the practical reality is that the schedule can fill up quickly. As a result, paratransit scheduling occurs on a first-come, first-served basis. Priority is established by the date on which the trip is scheduled in the Terp Ride App. Riders can also email or call to schedule a ride. Every effort is made to meet the needs of our passengers. However, the practical reality is that the schedule can fill up quickly. As a result, paratransit scheduling occurs on a first-come, first-served basis. Priority is established by the date on which the trip is scheduled in the Terp Ride App. 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 Shuttle-UM dispatch at 301-404-3687 (4-DOTS).

..... 301-314-7682 (Register)

..... 301-314-2660 (Schedule)

<https://transportation.umd.edu/shuttle-um/paratransit> • Email: [shuttledrm@umd.edu](mailto:shuttledrm@umd.edu)

### VanGo - Ride On Route 28

Free shuttle that operates in downtown Silver Spring. Route 28 operates between these stops: Paul S. Sarbanes Transit Center / Silver Spring Metro Station; 16<sup>th</sup> Street / Second Avenue / Cameron Street; Fenton Street / Georgia Avenue / 13<sup>th</sup> Street – Montgomery College; and Kennett Street. All buses are wheelchair accessible. **Hours:** Monday through Saturdays from 7 a.m. to 12 a.m. (midnight). No service on Sundays. Circulator runs every 30 minutes.



..... 311 (In County)

..... 240-777-0311 (Out of County)

[www.montgomerycountymd.gov/DOT-Transit/routesandschedules/allroutes/route028.html](http://www.montgomerycountymd.gov/DOT-Transit/routesandschedules/allroutes/route028.html)