



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

## Transportation Network Companies

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**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).

Transportation network companies provide on-demand transportation. Passengers download an app to their smartphones to request and pay for rides using a credit card or other account. Passengers request rides from nearby drivers via the app 24 hours a day, 7 days a week. When a driver accepts the request, the app displays an estimated time of arrival and notifies the passenger when the driver is about to arrive. The app also provides information about the driver including, but not limited to, first name, vehicle type, and license plate number. Ride fares are based on distance, time, base charge, service fee and prime time. (Fares increase when rider demand is greater than normal.) Estimates are available once a ride is requested. When the ride is completed, the fare is automatically calculated and charged to the payment method linked to the passenger's account.

In Maryland, transportation network drivers are required to have a Transportation Network Operator's License or a Passenger for Hire License by the Public Service Commission. In addition, their vehicle must have a permit from the Commission authorizing its operation.

**Filing A Complaint:** State and federal law generally prohibit transportation providers from denying service to riders because of their service animals, and from otherwise discriminating against riders with service animals. Lyft and Uber are regulated by the State of Maryland. Formal complaints can be filed online through the Maryland Public Service Commission:

[https://webapp.psc.state.md.us/newIntranet/Transport/transComplaint\\_new.cfm](https://webapp.psc.state.md.us/newIntranet/Transport/transComplaint_new.cfm)

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### GoGoGuardian Program

Provide transportation and meal, grocery and medication delivery for adults aged 18 and older. GoGo requests, communicates, screens and monitors rides through Lyft and Uber on your behalf. Finds preferred vehicle sizes and manage pickups and driver GPS for safety and reliability. Families can arrange trips for loved ones and receive text updates on transportation requests and by-the-minute ride updates. Rides can be ordered 15 minutes prior to ride need or in advance. Riders can set up automatic rides for fixed appointments. For pricing, visit <https://gogograndparent.com/#pricing>. GoGo Guardian can also connect you to Landscapers, handymen, pet sitters, painters, plumbers, furniture assemblers, snow shovelers.

..... 1-855-464-6872 (Toll Free)  
<https://gogograndparent.com> • Email: [support@gogograndparent.com](mailto:support@gogograndparent.com)

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### Lyft

Riders can schedule rides up to 7 days in advance. Mobile application available for iPhone, Android, and other platforms. Fare estimates provided before you request a ride. Drivers on the Lyft platform may not deny service or otherwise discriminate against riders because they are accompanied by a service animal. If you a rider with a service animal and believe you were denied a ride or discriminated against because of your service animal, please contact Lyft's Service Animal Hotline: **1-844-250-3174**.

[www.lyft.com](http://www.lyft.com)

## **Uber**

Riders may schedule a ride up to 30 days in advance. Mobile application available for iPhone, Android, and other platforms. Uber's policy prohibits drivers who use the Uber Driver App from denying service to a rider because of the rider's service animal. If a rider has an issue related to his or her service animal - including issues regarding ride cancellations, harassment, or improper cleaning fees - Uber requests that the rider please report the issue to Uber. To file a report from the Uber Rider App, navigate to the "I Want To Report A Service Animal Issue" screen, which is available through both the trip details screen and the account menu button by selecting Help, then selecting Accessibility.

[www.uber.com](http://www.uber.com) • [www.uber.com/us/en/about/accessibility/service-animal-user-guide](http://www.uber.com/us/en/about/accessibility/service-animal-user-guide)