



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

## Trip Planning

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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).

### CONNECT-A-RIDE

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

<https://accessjca.org/connect-a-ride> • Email: [connectaride@accessjca.org](mailto:connectaride@accessjca.org)

**Hours:** Monday through Friday, 9 a.m. to 5 p.m. Call for free transportation information and referral regarding all public, private and volunteer transportation options for adults ages 50+ and persons with disabilities of all ages living in Montgomery County. Also provide assistance with completing applications and offer Ride Smart Workshops to help small groups of adults learn how to use public transportation options and otherwise navigate the National Capital Region. VillageRides program partners with villages and community organizations in Montgomery County that provide volunteer transportation for seniors and adults with disabilities who do not drive to take them to medical appointments, grocery shopping, and more. If you need a ride for yourself or are a caregiver, family member, or a neighbor of a senior citizen who needs transportation services and lives in one of our partnering community organizations, you can connect directly with them by visiting <https://accessjca.org/villagerides/>. 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](http://www.reacharide.com) • Email: [reacharide@mwcoq.org](mailto:reacharide@mwcoq.org)

Provides information about specialized transportation options for people with disabilities, adults 60+, those with limited English proficiency, and low-income commuters. Information is in English and Spanish. The website includes a searchable database of both private and public entities. 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)

711 for MD Relay TTY • [www.montgomerycountymd.gov/rideon](http://www.montgomerycountymd.gov/rideon)

**311 Hours:** Monday through Friday, 7 a.m. to 7 p.m. Call for bus schedules, routes, connections to rail. To find a retail location where bus passes are sold visit [www.montgomerycountymd.gov/DOT-transit/fares](http://www.montgomerycountymd.gov/DOT-transit/fares). 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. Conditionally eligible MetroAccess users ride free at all times.



**RIDE ON TRIP PLANNER - DOWNLOAD ON GOOGLE PLAY OR APPLE APP STORE**  
[www.montgomerycountymd.gov/dot-transit/trip-planner](http://www.montgomerycountymd.gov/dot-transit/trip-planner)

The Ride On Trip Planner app is easy to use and can be downloaded from the Google Play or Apple app store. Riders can select their trip origin and destination and then pick the most desirable route that fits their travel plans. Once the route is chosen, the app will give the exact time the next bus will arrive, while providing step-by-step directions on how to get to the bus stop and how to get to the rider's destination after getting off the bus. The app will also notify riders when it's time to get off the bus, without having to worry about missing their stop. The Ride On Trip Planner app features a range of accessibility capabilities to benefit people with disabilities, including blindness or low vision, ambulatory impairments, and hand-motor disabilities, enabling them to use public transit confidently and maximize their opportunities in the workplace, education, and social life. You can also use the Trip Planner in your browser - no download needed!

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**RIDE ON REAL TIME**  
**MONTGOMERY COUNTY DEPARTMENT OF TRANSPORTATION**

<https://rideon.app>

Ride On Real Time uses GPS technology to track your bus and estimate when it will arrive at your stop. Site updates every 5 seconds. ADA compliant. Also find a bus stop by bus number, by address or by location. **How to access Real Time bus arrival information from your cell phone:** Open your phone's web browser to <https://rideon.app>; click on Find A Stop, then Where Is My Bus – Real Time. Real Time will display the bus stop location and the estimated arrival times for the next bus. **Notify Me:** This function allows site visitors to subscribe for personalized vehicle arrival notifications and alerts via Email or SMS text messaging. Users must register and set up their notification profile by selecting stop number, service route and direction, day(s) of the week, and time of service. All buses feature free WiFi – “GetOnTheBus”.

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**GOOGLE MAPS AND GOOGLE MAPS FOR MOBILE**

[www.google.com/maps](http://www.google.com/maps)

**Google Maps** 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. With your GPS-enabled smartphone and the Google Maps mobile application you can get Ride On trip information based on your current location and time. Metro service is also available on Google Maps so your trip planning request will show connecting Metrobus or Metrorail service.

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**METRO TRIP PLANNING ASSISTANCE**  
**WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY (WMATA)**

202-637-7000 (V) • 202-962-2033 (TTY)

[www.wmata.com/schedules/trip-planner](http://www.wmata.com/schedules/trip-planner)

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. Trip Planner also offers information on the accessibility of bus stops including whether the bus stop has a shelter or bench, the availability of crosswalks and curb ramps, and more. To utilize the tool, click on any bus stop that appears on the Trip Planner itinerary map or “Service Nearby” location search. An app is also available for mobile devices. Live Chat agents are available online Monday to Friday, 7 a.m. to 7 p.m., excluding holidays.

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**busETA**  
**METROBUS TRIP PLANNING ASSISTANCE**

<https://buseta.wmata.com>

busETA allows customers to determine next bus arrivals for all stops in the Metrobus system using GPS and advanced computer modeling to track buses. Real-time bus arrival information is updated every 30 seconds for accuracy and displays up to three next buses to arrive. Shows both time and distance for next bus arrival as well as how many stops away a bus is located. Provides real-time Metro alerts and advisories alongside arrival times. Conveniently lists available nearby routes based on a customer's location. Available across all mobile and desktop applications.



**WMATA TRANSIT ACCESSIBILITY CENTER**

202-962-2700 (V) • 202-962-2033 (TTY) • 202-510-9165 (Video Phone)

Email: [eligibility@wmata.com](mailto:eligibility@wmata.com) or [traveltraining@wmata.com](mailto:traveltraining@wmata.com)  
[www.wmata.com/service/accessibility/transit-accessibility.cfm](http://www.wmata.com/service/accessibility/transit-accessibility.cfm)

**Located at:** Metro Headquarters, 655 Virginia Avenue, SW, Washington, DC 20024  
(near L'Enfant Plaza Metro's 7th and D Street entrance and the street elevator at 7th and C Street SW)

**Please note:** The Transit Accessibility Center is a walk-in shop, **except** for MetroAccess Paratransit eligibility interviews and assessments that **are by appointment only**.

**Hours:** Monday, Wednesday, Thursday, Friday, 8am to 4pm; Tuesday, 8:30am to 2:30pm

One-stop shop for information and assistance in meeting the accessible transportation needs of customers with disabilities. Services include: eligibility for the Reduced Fare (half-fare) program; applying for visitor's status for the Reduced Fare program; eligibility assessments for MetroAccess paratransit service; applying for visitor's status for MetroAccess; travel training and system orientation; community outreach; obtaining a replacement for lost or stolen MetroAccess or Reduced Fare ID card; updating contact information and EZ-Pay or InstantAccess passwords; MetroAccess trip history requests; and non-conventional mobility aid certification program.

## TRIPS – TRANSPORTATION RESOURCES, INFORMATION AND PLACES TO SEE



**Silver Spring Paul S. Sarbanes Transit Center**  
8404 Colesville Road – 2<sup>nd</sup> Level, Silver Spring, MD 20910

**Hours:** Monday through Friday, 6am to 6pm  
Saturday and Sunday, 7am to 4pm

240-773-8747 (V) • 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)

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



### TRiPS - Mobile Commuter Store

Sells fare media including adding value or purchasing SmarTrip® cards, MARC tickets and Ride On Passes. The Mobile Commuter Store (MCS) also offers a broad range of services, including one-on-one assistance, transportation and visitor information, schedules and maps. MCS also provides real time transit information based on the location of the vehicle on screens both inside and outside the MCS.

**To view the weekly Mobile Commuter Store schedule, visit**

[www.montgomerycountymd.gov/dot-dir/commuter/trips/mobile-commuter-store-sched.html](http://www.montgomerycountymd.gov/dot-dir/commuter/trips/mobile-commuter-store-sched.html)