Comprehensive Community Guide to Public, Private, and Non-Profit Transportation

Transportation Network Directory

for People with Disabilities & Adults 50+

September, 2020

www.montgomerycountymd.gov/tnd
The Connect-A-Ride Transportation Resource Center, managed by the Jewish Council of the Aging of Greater Washington, is a free service that helps adults 50+ and people with disabilities of all ages find the transportation they need. Certified Information and Mobility Specialists help with schedules, benefits and eligibility requirements in:

- Montgomery County, Maryland;
- Arlington and Fairfax Counties in Virginia; and
- the Virginia cities of Alexandria, Fairfax and Falls Church.

If you live in one of these jurisdictions and need transportation assistance, call Connect-A-Ride at 301-738-3252 or 703-323-6494. Connect-A-Ride receives grant funding from Montgomery County Government.

Connect-A-Ride also offers the following programs and services:

**Ride Smart Workshops**

Offered periodically, these workshops help small groups of older adults learn to use public transportation options and otherwise navigate the National Capital Region.

Registration is required for Ride Smart workshops. Call 301-738-3252 (V) to register or for more information or email ConnectARide@AccessJCA.org.

**Escorted Transportation**

This program serves residents of Montgomery County who are eligible based on income and disability. Customers must require assistance due to physical, cognitive or emotional impairment. The program assists with transportation to medical appointments, grocery stores and other destinations.

For information or to enroll, call 240-395-0915 or email Escorted.Transport@AccessJCA.org.
This *Transportation Network Directory for People with Disabilities and Adults 50+* has a comprehensive listing of public, private and non-profit transportation in the Washington Metropolitan Region, State of Maryland, and beyond that can be used by everyone in the community. The Commission on People with Disabilities of the Montgomery County Department of Health and Human Services and the Department of Transportation compiled this listing of useful transportation services to assist County residents to better coordinate their transportation needs. Now finding information about transportation services is easier than ever with this resource guide.

You will find that this guide is divided into 29 informative sections. The **Public Transportation** section covers such important services as: *MetroAccess, Ride On Bus* and *Metrobus* transportation. To assist us in alleviating traffic congestion, we encourage you to use public transportation whenever you can. These programs offer subsidies and reduced fares for older adults and people with disabilities. To find out more information about these services, read the brief description and call the offices listed for additional information.

If you need a companion to drive you where you want to go check out the **Escorted Transportation** section on page 32. Services listed include door-to-door (ride only with no additional support) and door-through-door (ride plus additional support).

The section on **Grocery Transportation** is filled with important resources to assist you in obtaining groceries. The sections **Commercial Bus and Rail, Airport Transportation** and **Regional Connections Cross County and Beyond** will assist you in traveling to places such as West Virginia, Baltimore, and other destinations in the United States and abroad.

Share this resource guide with friends and neighbors to assist them in their travel in and outside of Montgomery County. We also ask that you help us keep this document up to date by letting us know of changes or other transportation options. Our goal is to advise you of the many transportation options available in Montgomery County – on of the best places to live, work and retire.

Please note that inclusion of a provider listing in this guide does not constitute an endorsement. Consumers should ask private transportation providers whether they maintain active For Hire Driver's Licensure. Among other things, licensure requires drivers to undergo criminal background and driver record checks, and to provide proof of commercial liability insurance.

**Good news!** This guide is available in alternative formats such as Braille and large print by calling 240-777-1246 (V), MD Relay 711 or sending an email to DHHSWebsite@montgomerycountymd.gov.

**View or download this brochure online:** [www.montgomerycountymd.gov/tnd](http://www.montgomerycountymd.gov/tnd)

Also, you may visit Ride On at: [www.montgomerycountymd.gov/RideOn](http://www.montgomerycountymd.gov/RideOn)
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Villages are local neighbors-helping-neighbors organizations offering a wide variety of services and many offer volunteer transportation to their members.

Bannockburn Neighbors Assisting Neighbors, Bethesda Metro Area Village, Bradley Hills Village, Burning Tree Village, Cabin John Neighbor 2 Neighbor, Chevy Chase at Home, Friendship Heights Neighbors, Greater Stonegate Village, Kemp Mill Village, King Farm Neighbors Village, Little Falls Village, Manor Connections, Mill Creek Village, Muslim Community Center (MCC) Senior Program, North Chevy Chase Connections, Olney Home for Life, Parkside Village, Potomac Community Village, Silver Spring Village, Somerset Village, Town of Garrett Park Neighbors Helping Neighbors, Village at Kentlands & Lakelands Village of Takoma Park, Villages of Kensington, Wyngate & Maplewood Neighbors Helping Neighbors

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Providers with an asterisk * provide assistance during grocery shopping.

City of Rockville, Gaithersburg Help, *JCA Escorted Transportation Program, Olney Home For Life, Regency Taxi, Senior Connection, Senior Transportation Service, Transend Services, Western Upper Montgomery County (WUMCO) Help

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Instacart, Peapod by Giant, Safeway

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REGIONAL CONNECTIONS CROSS COUNTY AND BEYOND

Frederick and Howard County

MTA Commuter Bus

Prince George’s County

TheBus – Prince George’s County Transit

Baltimore County and Beyond

Maryland Transit Administration (MTA) LocalLink Bus, Commuter Bus, MARC Train, Light RailLink, Metro SubwayLink

Johns Hopkins Medicine (JHM)

Patient and Visitor Shuttles

Camden Yards via Public Transportation

Maryland Transit Administration (MTA) LocalLink Bus, Light RailLink, Metro SubwayLink, MARC Train Weekend Service, Mobility/Paratransit

M&T Bank Stadium via Public Transportation

Maryland Transit Administration (MTA) LocalLink Bus, Light RailLink, Metro SubwayLink, MARC Train Weekend Service

Washington Nationals Park via Public Transportation

Metrorail

FedEx Field via Public Transportation

Metrorail

Ocean City via Bus and Using Public Transportation in Ocean City

Greyhound Bus, Coastal Highway “Beach”, ADA Paratransit
Boardwalk Tram, Transit Bus, “Origin-to-Destination”, Adults 60+ Bus Passes

New York City and Philadelphia via Bus

Bolt Bus, Peter Pan Bus Lines, Vamoose Express Bus Service
Mega Bus,

VEHICLE SALES, RENTALS AND LEASING

Accessible Vans of America, Colonial Equipment Company, RSL Auto Sales, American, Koons Mobility Center, Total Mobility Services, AMS Vans, Inc., M.I.T.S. Corporation, Wheelers Accessible Van Rentals
Bedco Mobility, MobilityWorks,

VEHICLE MODIFICATION

AA-Eastern Mobility, Fancy Vans & Speed, MobilityWorks,
AMS Vans, Independence Now, Oneness Mobility,
Bedco Mobility, M.I.T.S. Corporation, Total Mobility Services,
Division of Rehabilitation Services – Workforce and Technology Center,

TRAVEL TRAINING

Columbia Lighthouse for the Blind – Orientation and Mobility,
Metro (WMATA) Travel Training & System Orientation, Ride Smart Workshops – Connect-A-Ride
Perils for Pedestrians,
DRIVER EDUCATION, EVALUATION AND REHABILITATION

Adventist Rehabilitation Hospital of Maryland - Driver Rehabilitation Program, Division of Rehabilitation Services (DORS) Drivers Assessment & Adapted Driving / Driver Education: Deaf and Autism Spectrum Disorder, Doctors Community Hospital - Drivers Evaluation Program,

Explore Older Driver Resources in Montgomery County, MedStar Good Samaritan Hospital - Driver Training Program, Montgomery College Driver Education – Additional Supports, Rehabilitation of Frederick - Driver Evaluation and Drivers Education, Sinai Hospital - Driver Evaluation & Training Program,

Saint Agnes Hospital Driver Rehabilitation,
Staying on the Go! – Jewish Social Service Agency,
University of Maryland St. Joseph Medical Center - Safe Driver Assessment Program,
VA Maryland Health Care System - Driver Rehabilitation Program

AMERICANS WITH DISABILITIES ACT TRANSPORTATION COMPLIANCE

Equal Rights Center, Federal Transit Administration (FTA) – U.S. Dept. of Transportation,

Maryland Department of Transportation ADA Compliance, Metro Ombudsman Program for Customers with Disabilities,

Montgomery County Government - ADA Compliance Office, National Aging and Disability Transportation Center

OTHER USEFUL INFORMATION

Emergency and Non-Emergency Police, Fire and Rescue, Disability Rights Maryland, Maryland Institute for Emergency Medical Services Systems – Office of Licensing and Certification, Maryland Motor Vehicle Administration (MVA), Maryland Relay,

Maryland State Highway Administration, Metro Transit Police Department - WMATA, Montgomery County Commission on Aging, Montgomery County Commission on People with Disabilities, Montgomery County Council,

Montgomery County Department of Health and Human Services – Mobility Manager, Montgomery County Department of Transportation – Division of Traffic Engineering and Operations, Montgomery County Office of the County Executive, U.S. Department of Transportation Accessibility Assistance

KEY WEBSITES

MC311, Montgomery County Government Senior Services, Montgomery County Government Disability Services, Montgomery County Commission on People with Disabilities,

Montgomery County Commission on People with Disabilities Facebook, Montgomery County Disability Network Directory, Montgomery County Ride On and Transit Services for Adults 65+ and People with Disabilities,

Washington Metropolitan Area Transit Authority, Maryland Transit Administration

METRO SYSTEM MAP

MARC SYSTEM MAP

ACCESSIBLE PARKING IN MONTGOMERY COUNTY
**TRIP PLANNING**

**CONNECT-A-RIDE**
301-738-3252 (V) - 24 Hour Message Service
https://accessjca.org/connect-a-ride/ ● Email: connectaride@accessjca.org

**Hours:** Monday through Friday, 9:00 a.m. to 5:00 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. Connect-A-Ride is funded by the Montgomery County Department of Transportation and is directed by the Jewish Council for the Aging (JCA).

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**REACH A RIDE**
1-855-732-2427 (Toll Free Hotline) ● 202-962-3213 (TTY)
www.reacharide.com ● E-mail: reacharide@mwcog.org

**Hotline Hours:** Monday through Friday, 9:00 a.m. to 5:00 p.m. 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).

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**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

**311 Hours:** Monday through Friday, 7:00 a.m. to 7:00 p.m. Call for bus schedules, routes, connections to rail. Bus passes are sold Monday through Friday, 8:00 a.m. to 4:00 p.m. at Montgomery County Treasury Office, 255 Rockville Pike, L-15, Rockville, MD. 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. For more information on reduced fares, please see page 11.

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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. **How to access Real Time bus arrival information from your cell phone:** Open your phone’s web browser to https://rideon.app; enter your 5-digit bus stop number and click Departures or find by route or address; Ride-OnTime 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 e-mail 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.
Google Maps now 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. Metro service is also available on Google Maps so your trip planning request will show connecting Metrobus or Metrorail service. 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 TRIP PLANNING ASSISTANCE
WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY (WMATA)
202-637-7000 (V) • 202-962-2033 (TTY)
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, 9:00 a.m. to 4:00 p.m., excluding holidays.

busETA
METROBUS TRIP PLANNING ASSISTANCE
http://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)
E-mail: eligibility@wmata.com or traveltraining@wmata.com
www.wmata.com/service/accessibility/transit-accessibility.cfm

Hours: Monday, Wednesday, Thursday, Friday, 8:00 a.m. to 4:00 p.m.;
Tuesday, 8:30 a.m. to 2:30 p.m.

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. The Transit Accessibility Center is located at Metro Headquarters, 600 Fifth Street NW, Washington, DC 20001. Please note: The Transit Accessibility Center is a walk-in shop, except for MetroAccess Paratransit eligibility interviews and assessments that are by appointment only.
MDTrip.org works closely with many service providers throughout Maryland in order to provide users a variety of transportation options on one easy-to-use website. Offer advanced trip planning, route search, and service alerts. Transit Directory includes information for nearly every transit agency, taxi company, and paratransit provider in Maryland. View local transit agency schedules, maps and fare information. Learn how to ride transit, learn more about carpool programs, download open transit data and more. TRIP is a program of Center for Mobility Equity.

TRiPS – TRANSPORTATION RESOURCES, INFORMATION AND PLACES TO SEE

Silver Spring Paul S. Sarbanes Transit Center
8404 Colesville Road – 2nd Level
Silver Spring, MD 20910

Hours: Monday through Friday, 6:00 a.m. to 6:00 p.m.
Saturday and Sunday, 7:00 a.m. to 4:00 p.m.

240-773-8747 (V) • E-mail: mcdot.trips.ss@montgomerycountymd.gov
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.

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
We Encourage You To Ride Fixed Route Whenever You Can!

Conditionally Eligible MetroAccess Users Ride Free on Fixed Routes
Conditionally eligible MetroAccess users and their companions ride free on MetroBus, Metrorail, DC Circulator, Montgomery County Ride On, Fairfax Connector, Arlington County ART, Prince George's County TheBus, and the City of Fairfax CUE. This is part of an effort to encourage conditionally eligible MetroAccess users to use the fixed route system whenever they can.

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 who have a SmarTrip® enabled MetroAccess ID.

Did you know that if you don't qualify for MetroAccess, you may qualify for the Reduced Fare Programs for Adults 65+ or People with Disabilities? Visit www.wmata.com/fares/reduced.cfm to learn about reduced fare programs.

Ride On and Metrobuses* FREE
Monday through Friday, 9:30 a.m. to 3 p.m., and Saturday 8:30 a.m. to 4:00 p.m. for People with Disabilities, who are not conditionally eligible MetroAccess Users, and Adults 65+. Fares are half-price at all other times.

- Adults 65+ must have a Senior SmarTrip® Card or a government-issued photo ID that includes your date of birth. Senior (Adults 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 MetroAccess users can access free or half-price Ride On fares by using a valid Metro Reduced Fare (Disability) 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 also eligible for the Reduced Fare SmarTrip® Photo 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 Reduced Fare SmarTrip® Photo 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 SmarTrip® Photo ID Cards are issued on a walk-in basis at the WMATA Transit Accessibility Center at 600 5th Street, NW, Washington, DC 20001, Monday and Wednesday through 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 10am to 2pm (excluding holidays). A completed original application and valid government photo identification are required. For more information, contact the WMATA Transit Accessibility Center. For more information, call the WMATA Transit Accessibility Center at 202-962-2700, option 1 (V), 202-962-2033 (TTY), or e-mail eligibility@wmata.com.

- For more information about Ride On, please call 311 (inside the County), 240-777-0311 (outside of the County), or 240-773-3556 (TTY). www.montgomerycountymd.gov/DOT-Transit/routesandschedules/fares/fares2.html

*These Metrobus routes are designated as routes that are free when boarded in Montgomery County: C2, C4, C8, D5, F4, J1, J2, J3, K6, K9, L8, Q1, Q2, Q5, Q6, T2, Y2, Y7, Y8, Z2, Z6, Z9, Z11, and Z29.
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).

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 - 600 5th Street, NW, Washington, DC, 20001. 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.
- Fares are two times the fastest comparable fixed-route fare, with a maximum fare of $6.50 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. Customers are required to pay the fare to the driver prior to boarding the vehicle. Exact fare is required. Drivers do not carry or make change.
- 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. (See Same-Day-Access Program for Certified MetroAccess users on page 21 for same day service.) 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.

Main Line: .......................................................... 301-562-5360 (V)
Reservations: ........................................................................ 301-562-5360 (V), Option #1
Eligibility: ................................................................................ 301-562-5360 (V), Option #8
www.wmata.com/service/accessibility/metro-access • E-mail: eligbility@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: http://wmata.custhelp.com/app/home/

Abilities-Ride – An Alternative Transportation Option for MetroAccess Users
The Abilities-Ride program offers conditionally eligible MetroAccess customers the opportunity to use on-demand taxi services – without sharing a ride – at a discounted rate. MetroAccess offers subsidized rides in partnership with Regency Taxi of Montgomery County and Silver Cab of Prince George’s County. Riders can request rides through these providers for any trip that begins and ends within the MetroAccess service area in Maryland. Riders can request their trip in advance by calling the taxi company directly, or through their respective websites or smartphone apps. Riders must provide their MetroAccess ID number when scheduling their trip request.

MetroAccess customers will pay as little as $5.00 per trip to use Abilities-Ride. An estimated fare will be provided to the customer before taking a trip. Customers pay the first $5.00 with Metro funding up to the next $15.00 in fare. Any remaining fare over $20.00 will be paid by the customer. The two designated taxi providers will offer wheelchair-accessible vehicles and accommodate customers traveling with a personal care assistant (PCA) and/or a service animal at no additional charge.

Customers will be able to take a maximum of four (4) taxi trips per day. Reservations are highly recommended, but not required. The program is currently only available to MetroAccess customers in Montgomery and Prince George’s Counties. This is a curb-to-curb service and MetroAccess is a door-to-door service.

For more information on the Abilities-Ride program, please call 202-962-1100 (V) or visit www.wmata.com/service/accessibility/metro-access/Abilities-Ride.cfm.

Regency Taxi – “ARMON” (Montgomery County)
301-990-9100 (V)
E-mail: info@armonusa.com
www.armonusa.com
Accepts reservations via phone, online and ARMON USA mobile app for iOS and Android. Regency Taxi offers a $5.00 flat fare for all trips up to 9 miles. Pay with cash, credit or debit card.

Silver Cab (Prince George’s County)
301-277-6000 (V)
www.silvercab.com
Accepts reservations via phone, online and ezTaxi™ mobile app for iOS and Android. Silver Cab offers a variable fare with $5.00 covering trips up to 7 miles.
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, 8:00 a.m. to 4:00 p.m. at Montgomery County Treasury Division, 255 Rockville Pike, Suite L-15, Rockville, MD 20850.

**Reduced Fares:** Adults 65+ and people with disabilities (not MetroAccess eligible) ride free Monday through Friday, 9:30 a.m. to 3:00 p.m., and Saturday 8:30 a.m. to 4:00 p.m. Fares are half-price at all other times. Adults 65+ must have a Senior SmarTrip® Card or a government-issued photo ID that includes your date of birth. Senior (Adults 65+) SmarTrip® Cards are available at any Montgomery County Public Library for $2.00 with a valid photo ID and proof of age. Persons with disabilities who are under age 65 can access free or half-price Ride On fares by using a valid Metro Reduced Fare (Disability) ID Card, which is available from WMATA, or 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 also eligible for the 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 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.

**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.

The **Kids Ride Free program** provides free rides on County Ride On buses, including Ride On Flex, 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 free rides are available weekdays between 2:00 p.m. and 8:00 p.m. 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 Treasury Division 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).

<table>
<thead>
<tr>
<th>Phone</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>311</td>
<td>(in the County)</td>
</tr>
<tr>
<td>240-777-0311</td>
<td>(outside the County)</td>
</tr>
<tr>
<td>240-777-8930</td>
<td>(Bus Passes)</td>
</tr>
<tr>
<td>240-773-3556</td>
<td>(TTY)</td>
</tr>
</tbody>
</table>

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

**Metro Reduced Fare ID Cards:** Issued on a walk-in basis at the WMATA Transit Accessibility Center at 600 5th Street, NW, Washington, DC 20001, Monday and Wednesday through 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 10am to 2pm (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)
Ride On Flex

Temporary Suspension of Service Due to Coronavirus

Ride On Flex is Montgomery County Department of Transportation’s new on demand transit pilot 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 9:00 a.m. to 3:30 p.m. and in the Glenmont/Wheaton zone during peak periods (6:00 a.m. to 9:00 a.m. and 3:30 p.m. to 7:00 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 app.
- 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.
- takes only cash and SmarTrip® cards, passes and tokens.

How Do I Ride Flex?

1. Download the Ride On Flex app for free from the Apple or Google store.
2. Enter your pickup and drop off location within the zone, and book.
3. Go to your pickup location.

Then pay as you board!

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 wheelchairs).
- 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.**

E-mail: RideOn.FlexCustomerService@montgomerycountymd.gov
www.montgomerycountymd.gov/dot-transit/flex
Metrobus – Washington Metropolitan Area Transit Authority (WMATA)
Fixed bus route service runs within the District of Columbia, 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 (Disability) ID card, may ride for $1.00 cash or paying with a Senior (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 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 also 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.

**Metro Reduced Fare ID Cards:** Issued on a walk-in basis at the WMATA Transit Accessibility Center at 600 5th Street, NW, Washington, DC 20001, Monday and Wednesday through 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 10am to 2pm (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.

**Mobile SmarTrip® Card - Effective September 2020:** 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)

**Reduced Fare 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  •  www.wmata.com/fares/reduced.cfm  •  E-mail: eligibility@wmata.com
Metrorail – Washington Metropolitan Area Transit Authority (WMATA)

Operating Hours: Metrorail system hours have been reduced during the Covid-19 outbreak in the interest of employee safety and public health. Monday through Friday 5am to 11pm; Saturday 7am to 11pm; and Sunday 8am to 11pm. On certain holidays and events, Metro operates on a different service schedule, sometimes with altered hours.

Serving 91 stations in Virginia, Maryland, and D.C. 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.

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 (Disability) 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 also 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.

Metro Reduced Fare ID Cards: Issued on a walk-in basis at the WMATA Transit Accessibility Center at 600 5th Street, NW, Washington, DC 20001, Monday and Wednesday through 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 10am to 2pm (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.

Mobile SmarTrip® Card - Effective September 2020: 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)
Reduced Fare ID Cards: .............................................................. 202-962-2700 (V)
SmarTrip® Cards for Adults 65+: .................................................. 1-888-762-7874 (Toll Free)

www.wmata.com/accessibility/metrorail.cfm • E-mail: eligibility@wmata.com
**Metrorail Station Elevator Status and Service Disruption - Elevator Alert System (ELstat):**
Free e-mail subscription and phone alert service to notify you of elevator service disruptions at the Metrorail stations of your choice. Visit [https://elstat.wmata.com](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), 202-638-3780 (TTY), 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**
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. Bethesda Circulator mobile application shows in real time where the buses are on the route and is available for iPhone and Android. **Operating Hours:** Monday through Friday 7:00 a.m. to 11:00 p.m., and Saturday 10:00 a.m. to 11:00 p.m. No service on Sundays.

......................................................................................................................................  301-215-6661 (V)

[www.bethesda.org/bethesda/bethesda-circulator](http://www.bethesda.org/bethesda/bethesda-circulator) • E-mail: info@bethesda.org

**Inter-County 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.

**ICC Routes & Parking:** The MTA runs four routes using the ICC: 201, 203, and 204. All coaches are wheelchair accessible. Parking is free at all Park and Ride lots.

<table>
<thead>
<tr>
<th>Route</th>
<th>Service To:</th>
<th>Stops:</th>
<th>Service Available:</th>
</tr>
</thead>
<tbody>
<tr>
<td>201</td>
<td>Gaithersburg to BWI Thurgood Marshall Airport</td>
<td>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 (Southwest Terminal), BWI (International Terminal), BWI MARC / Amtrak Rail Station</td>
<td>Operates service daily from 4:00 a.m. to 12:25 a.m.</td>
</tr>
<tr>
<td>203</td>
<td>Columbia to Bethesda</td>
<td>Snowden River Park and Ride, Columbia Mall, Scaggsville Park &amp; Ride, Burtonsville Park &amp; Ride, Georgia Avenue Park &amp; Ride, USUHS, Medical Center Metro Station / NIH</td>
<td>Operates weekdays from 5:20 a.m. to 7:16 p.m.</td>
</tr>
<tr>
<td>204</td>
<td>Frederick to College Park</td>
<td>Monocacy MARC Station, Urbana Park &amp; Ride, Gaithersburg Park &amp; Ride, Georgia Avenue Park &amp; Ride, FDA – White Oak, UMD – College Park (Stadium Drive), College Park Metro / MARC Station</td>
<td>Operates weekdays from 5:18 a.m. to 6:30 p.m.</td>
</tr>
</tbody>
</table>

**ICC and Commuter Bus Route Fares:** One way full fare is $5.00. 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 age 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 ($4.00 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 in person. Office hours are Monday through Thursday, 8:30 a.m. until 4:30 p.m. 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)
https://mta.commuterdirect.com • E-mail: 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.
www.mta.maryland.gov/commuter-bus • E-mail: dyoung2@mta.maryland.gov

MARC (Maryland Area Rail Commuter) – 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.

Reduced Fare Program for Adults 65+: Qualifying customers receive a 50% discount off the price of all full-fare MARC tickets, except 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, except 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 in person. 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 at 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.
E-mail: dyoung2@mta.maryland.gov

Transit Information Contact Center: 1-866-743-3682 (Toll Free)
Contact Center Office Hours: Monday through Friday, 6:00 a.m. to 7:00 p.m.
www.mta.maryland.gov/marc-train
‘Round Rockville
Existing Route 45 which operates between Rockville Regional Transit Center (RRTC), Hurley Avenue & Wootton Parkway, Hurley Avenue & MD 28, Rockville Senior Center (certain trips only), College Parkway and Princeton Place, Rockville Metro Station (East), Baltimore Road and Twinbrook Parkway, and Twinbrook Metro Station (East). Regular and reduced fares apply. No Sunday service on this route.

......................................................................................................... 311 (in the County)
......................................................................................................... 240-777-0311 (outside of the County)
......................................................................................................... 240-773-3556 (TTY)

www.montgomerycountymd.gov/DOT-Transit/Resources/Files/route_045.pdf

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 RideOn, VanGo and the University of Maryland Shuttle. The fully ADA accessible Transit Center is three levels with a number of new 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 will be open weekdays, 7:00 a.m. until 5:00 p.m., Monday through Friday (closed weekends). The TRiPS Commuter Store 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.

Address: 8404 Colesville Road, Silver Spring, MD 20910

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

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

Hours: Monday through Friday, 6:00 a.m. to 6:00 p.m., Saturday and Sunday, 7:00 a.m. to 5:00 p.m.

E-mail: mcdot.trips.ss@montgomerycountymd.gov

www.montgomerycountymd.gov/DOT-DIR/commuter/trips/index.html

Silver Spring Urban District (SSUD) 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 6:00 a.m. to 12:00 a.m, 7 days per week.

SSUD Hotline ............................................................................... 240-876-2911 (V)

Silver Spring Urban District (SSUD) Team of Red Shirts

University of Maryland College Park Paratransit – Shuttle-UM
Paratransit service, which is a curb-to-curb, on demand, and subscription service is available to all students, faculty, staff, and visitors with disabilities. 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. Paratransit is available between semesters on Monday through Friday from 7:30 a.m. to 5:30 p.m. 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. Paratransit scheduling occurs on a first come, first served basis. Priority is established by the date on which the trip is scheduled. DOTS 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 DOTS Shuttle-UM Dispatch. Rides may be also scheduled through the Paratransit Scheduling Application online.

................................................................................................. 301-314-7682 (Register)
................................................................................................. 301-314-3687 (Schedule)
................................................................................................. 301-314-7683 (TTY)

https://transportation.umd.edu/shuttle-um/paratransit • E-mail: shuttledrm@gmail.com
VanGo
Free shuttle that operates in downtown Silver Spring. Stops at Paul S. Sarbanes Transit Center / Silver Spring Metro Station; 16th Street / Second Avenue / Cameron Street; Fenton Street / Georgia Avenue / 13th Street – Montgomery College; and Kennett Street. All buses are wheelchair-accessible. **Hours:** Monday through Thursday from 7:00 a.m. to 12:00 a.m., and Fridays and Saturdays from 7:00 a.m. to 2:00 a.m. No service on Sundays. Circulator runs every 15 to 20 minutes.

VanGo Contact Information:
- Call 311 (In County)
- 240-777-0311 (Out of County)
- 301-251-4850 (TTY)

Call-n-Ride PROGRAM - MONTGOMERY COUNTY

Call-n-Ride (CNR) Program – Montgomery County Department of Transportation
County and State subsidized transportation program designed as a supplement to Montgomery County’s local transportation services. The program provides monthly transportation subsidy to eligible low income adults 65+ and persons with disabilities (18 to 64 years old), to utilize private taxicab services. The transportation is a curb-to-curb service, and trips may be made for any purpose within Montgomery County. Special exceptions have been made to allow transportation to certain approved medical facilities in designated locations. Participants are eligible to receive up to $120 value on their electronic swipe cards each month, which can be used towards taxicab rides. Subsidy assistance is provided on a sliding fee scale determined by total household income. Applications are available online at: [www.montgomerycountymd.gov/DOT-transit/seniors.html](http://www.montgomerycountymd.gov/DOT-transit/seniors.html). Medical certification of disability is required for ages 18 to 64. Once you are registered, you can log in online to add value to your Call-n-Ride (CNR) swipe card by paying with credit card or by sending in a check or money order by mail. There are a limited number of wheelchair accessible taxicabs in Montgomery County. It is recommended that participants requiring a wheelchair accessible vehicle make their reservation with a taxicab company 24 hours or more in advance. CNR participants schedule their trips with a taxicab company by providing their name, CNR swipe card, and pick up and drop off information.

**Office Hours:** Monday through Friday, 9:00 a.m. to 4:00 p.m.

- 301-948-5409 (V)

Same-Day-Access Program for Certified MetroAccess Users
Part of the Montgomery County Call-n-Ride (CNR) program, designed to provide same day service regardless of income for certified MetroAccess participants who must reside in Montgomery County and have a current MetroAccess Identification Card. All Montgomery County Residents who have current MetroAccess Identification cards qualify to add $60.00 of value to their Call-n-Ride swipe card for $30.00. All trips must begin and end in Montgomery County. Special exceptions have been made to allow transportation to approved medical facilities in Designated Service Areas. Transportation provided by private taxicab companies. Applications are available online at: [www.montgomerycountymd.gov/DOT-transit/seniors.html](http://www.montgomerycountymd.gov/DOT-transit/seniors.html).

- 301-948-5409 (V)

Call N Ride PROGRAM - CITY OF ROCKVILLE

Call N Ride Program – City of Rockville
Subsidized transportation program for City of Rockville who need transportation and cannot use existing public transportation services. The program provides a monthly transportation subsidy to eligible low income adults 60+ with and without disabilities. Transportation services are provided through private taxicab companies. Transportation is a curb-to-curb service and trips may be made for any purpose within Montgomery County. Participants are eligible to receive a monthly subsidy value of $34.00 through paper coupons. There are a limited number of wheelchair accessible taxicabs in Montgomery County. It is recommended that participants requiring a wheelchair accessible vehicle make their reservation with a taxicab company 24 hours or more in advance.

- 240-314-8810 (V)
**MEDICAL ASSISTANCE TRANSPORTATION PROGRAM**

Medical Assistance Transportation Program – Montgomery County Department of Transportation

Provides transportation services for Medical Assistance (Medicaid) recipients who reside in Montgomery County, and need transportation to access medically necessary services. This program is a non-emergency medical transportation program that transports Medicaid patients, who have no other means of transportation, to medically necessary appointments only. Transportation is provided by local cab companies and selected vendors that have accessible vehicles, stretcher and ambulance service. Transportation may be scheduled up to seven days in advance and requests must be made no later than 12:00 p.m. on the working day before transportation is required.

**Eligibility:** The criteria for eligibility include the stipulation that the patient must reside in Montgomery County; have a certified medical necessity that prevents him/her from utilizing public transportation; and/or resides in a rural city within the County and has absolutely no means of getting to medical appointments. Proof of residency is required. The Maryland State Department of Health requires medical certification for all recipients. The recipient must demonstrate that they have no other available transportation, or that they are physically unable to utilize other existing transportation services. To be certified for participation in the program, each recipient must have their physician complete a Provider Certification form. Applications are available online at: [www.montgomerycountymd.gov/DOT-transit/seniors.html](http://www.montgomerycountymd.gov/DOT-transit/seniors.html).

**Eligibility** ................................................................. 240-777-5890 (V)

**Scheduling (Monday – Friday 8:30 a.m. to 12:00 p.m.)** ................................................................. 240-777-5899 (V)

**E-mail:** medicaidtransportation@montgomerycountymd.gov

**RIDESHARING**

Commuter Connections

Provides complimentary information on a host of commuter programs to assist in determining which commuting option works best for you.

RideSharing Program allows you to find out about others who live and work near you, have similar work schedules, and are interested in carpooling and/or vanpooling to and from work. Offer a free online commuter bulletin board to connect with commuters interested in forming carpools and vanpools.

Guaranteed Ride Home (GRH) Program provides commuters who regularly (twice a week) carpool, vanpool, bike, walk or take transit to work with a free and reliable ride home when one of life’s unexpected emergencies arise, including personal illness, sick child, or unscheduled overtime. Commuters may take advantage of GRH up to four times per year.

Funding for Commuter Connections is provided to the Metropolitan Washington Council of Governments (COG) by the U.S. Department of Transportation, District of Columbia Department of Transportation, Maryland Department of Transportation, and Virginia Department of Transportation.

......................................................................................................................... 1-800-745-7433 (Toll Free)
......................................................................................................................... 202-962-3213 (TTY)

[www.commuterconnections.org/commuters](http://www.commuterconnections.org/commuters)  •  E-mail: ridematching@mwcog.org

Montgomery County Commuter Services

Learn about BikeShare memberships and receive free assistance in forming a carpool or vanpool convenient to your home and office, including potential poolmates. Carpools and vanpools can take advantage of free or discounted parking in many lots and garages near your workplace. Free park-and-ride lots are convenient places to leave your car and join up with carpools/vanpools or gain easy access to public transit.

......................................................................................................................... 240-777-8380 (V)


E-mail: mcdot.commuterservices@montgomerycountymd.gov
Montgomery County issues licenses for wheelchair accessible vehicles that meet Americans with Disabilities Act (ADA) requirements. There is no additional charge for an accessible taxicab. However, you should request accessible taxicabs in advance.

Please note that drivers of taxis may charge you a $1.00 “Personal Service Charge” for loading luggage, packages or a wheelchair that is stowed into a non-accessible sedan.

Montgomery County, MD Taxicab Meter Rate Schedule

<table>
<thead>
<tr>
<th>Description</th>
<th>Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rate for the initial charge (pick-up)</td>
<td>$4.00</td>
</tr>
<tr>
<td>For each succeeding one-fourth mile</td>
<td>$0.50</td>
</tr>
<tr>
<td>Waiting and Traffic Delay Time</td>
<td>$28.00 per hour</td>
</tr>
<tr>
<td>Additional Passengers</td>
<td>$1.00</td>
</tr>
<tr>
<td>Personal Service for Loading Items</td>
<td>$1.00</td>
</tr>
<tr>
<td>Pick-up and Delivery</td>
<td>$2.00</td>
</tr>
<tr>
<td>Snow Emergency (Charged in the event a snow emergency is declared by the State for the County)</td>
<td>$2.50</td>
</tr>
<tr>
<td>Service Animal</td>
<td>$0.00</td>
</tr>
<tr>
<td>Toll and Surcharges</td>
<td>As required.</td>
</tr>
</tbody>
</table>

Action Taxi
Accepts reservations via phone or via the Action Taxi mobile app for iOS and Android. Wheelchair accessible taxis.

Anytime Union Taxi
Accepts reservations via phone or Anytime Taxi mobile app for iOS and Android. Provide wheelchair accessible and sedan taxi service on a 24/7 basis to residents and visitors in Montgomery County and the surrounding area. Based on the availability of taxis within a five-mile radius, a taxi will be provided ASAP. Service is provided to and from all area airports and train stations from Montgomery County. Co-op of taxi drivers.

Barwood Taxi
Accepts reservations via phone, online and Barwood Taxi Now mobile app for iPhone and Android. Must call 2 hours ahead to reserve a wheelchair accessible taxi.

Orange Taxi
Accepts reservations via phone. Wheelchair accessible taxis.
Regency Taxi
Accepts reservations via phone, online and Regency Taxi mobile app for iOS and Android. Must call ahead
to reserve a wheelchair accessible vehicle. Wait time is approximately 30 minutes to one hour. Regency
offers free rides for Montgomery County residents age 70+. Riders must provide proof of age. Free rides
must be within a ten mile radius of pick-up location. To reserve a ride, call between 7:00 a.m. and 3:00 p.m.
Free trips are capped at a maximum of 100 per month.

www.regencytaxi.com • E-mail: info@regencytaxi.com

TAXICAB LICENSING AND REGULATION

Maryland Medicaid Transportation Provider Information
Transportation providers can call here to obtain information on becoming a Maryland Medicaid
transportation provider.

Montgomery County Taxicab Regulation - Department of Transportation - Division of Transit
Services
Provide general ride information and correct taxicab fares. Also accept complaints or compliments
regarding taxicab companies. All other calls regarding immediate service should be directed to the taxi
company.

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 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.

GoGoGuardian Program
Connects people without smartphones to service provided by transportation network companies. 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. Riders can set up automatic rides for
fixed appointments. For pricing, visit https://gogograndparent.com/#billing-section.

https://gogograndparent.com • E-mail: support@gogograndparent.com
Lyft
Riders can schedule rides up to 7 days in advance. Mobile application available for iPhone, Android, and other platforms. To check pricing, view the online fare estimator: www.lyft.com/fare-estimate
www.lyft.com

Uber
Riders may schedule a ride up to 30 days in advance. Mobile application available for iPhone, Android, and other platforms. To check pricing, view the online fare estimator: www.uber.com/fare-estimate
www.uber.com

COMMERCIAL BUS AND RAIL

Amtrak
Reduced Fares for People with Disabilities: Amtrak offers a 10% rail fare discount to adult passengers with a disability. Passengers with a disability travelling on Downeaster trains (Boston, MA to Portland, ME) are eligible for a 50% discount. Child passengers with a disability are eligible for the everyday 50% child discount plus an additional 10% off the discounted child's fare, regardless of the service on which they travel. Amtrak also offers a 10% discount for persons traveling with a passenger with a disability as a companion. Those designated as companions must be 18 years of age or older. You must provide written documentation of disability at the ticket counter and when boarding the train. Acceptable documentation includes: transit system ID card for persons with a disability; membership card from a disability organization; letter from a physician; Medicare card (if under 65); Veteran’s Administration ID with “Service Connected”; or Disabled/Accessible parking placard issued by a state Department of Motor Vehicle (photocopy is acceptable).

Making Reservations for Passengers with a Disability: Reservations for one-way and round-trip train travel can be made online for passengers who are deaf or have a hearing loss, passengers who are blind or have vision loss, passengers with a disability who need space for a wheeled mobility device, access to the transfer accessible seat or an accessible room, or passengers with a disability who do not need assistance and up to one adult companion. Ticket agents are available 24 hours a day, 7 days a week via phone. Ticket agents at staffed stations are available to sell tickets during regular ticket office hours. To ensure that you get the space and accommodations you require, you must make a reservation for any of the following: wheeled mobility device space, transfer accessible seats (for when you travel in a seat and stow your wheelchair), and/or accessible room accommodations. Amtrak requires that you make reservations for such accommodations on all trains, including on "unreserved trains" (on which reservations for ordinary seats are not required). Accessible space is limited. Please make your reservation as far in advance of travel as possible.

Reduced Fares for Adults 65+: Amtrak offers a 10% rail fare discount to travelers 65 years of age and over. On cross-border services operated jointly by Amtrak and VIA Rail Canada, a 10% discount is applicable to travelers 60 years of age and over. Valid proof of age is required when purchasing your ticket and onboard the train. The discount is not valid with Saver or Flexible Fares; or on the Auto Train; or on weekday Acela Express trains. The discount does not apply to business class, first class or sleeping accommodation. These upgrades are permitted upon payment of the full accommodation charges. The discount is not valid for travel on certain Amtrak Thruway connecting services and may not be combinable with other discount offers.

Stations: Amtrak stations are located in Rockville (Metro Station), Washington DC (Union Station), Baltimore (Penn Station), and BWI Airport.

1-800-872-7245 (Toll Free)
1-800-523-6590 (TTY)

www.amtrak.com/passengers-with-disabilities-discounts
www.amtrak.com/making-reservations-for-passengers-with-a-disability
www.amtrak.com/seniors-discount
Greyhound Bus

Reduced Fares for Adults 62+: Greyhound passengers age 62 and older may request a 5% discount on unrestricted passenger fares. Appropriate ID may be required.

Travelers with Disabilities: When booking your trip online, make sure to self-select as a passenger traveling in a wheeled mobility device if that is the case. If booking your trip in a terminal, notify the ticket agent if you need assistance and if you will be traveling in a wheeled mobility device. Each bus can only accommodate two passengers traveling in a wheeled mobility device and there are capacity limitations on every bus for all passengers. Contact the Greyhound Customers with Disabilities Travel Assistance as far in advance as possible so that Greyhound is better able to help you during your trip.

Greyhound personnel can assist with getting on and off the bus, including help with luggage and storage and retrieval of wheeled mobility devices. You may travel alone on Greyhound only if you are able to travel independently and do not require assistance of a personal nature during travel. Portable oxygen and respirators may accompany passengers.

For more information on connecting routes, please see Peter Pan Bus Lines on page 50.

Customers with Disabilities Travel Assistance Line ........................................ 1-800-752-4841 (Toll Free)
......................................................................................................................... 1-800-345-3109 (TTY)

Montgomery County Station: 8100 Fenton Street, Silver Spring, MD .......... 301-588-5110 (V)
E-mail: ADA.support@greyhound.com

Airport Transportation

When making airline reservations, be sure to inform your travel agent or airline representative of any assistance needed while at the airport or onboard the aircraft. In all cases, tell the airline of your needs and requests, they will be documented as part of your reservation. It is recommended that persons needing special assistance arrive at the airport three hours before their scheduled domestic flight and four hours before an international flight. Please inform the airline service providers to meet you at the outer roadway curb.

Airport Transportation – Getting Around Within the Airports

Transportation Security Administration (TSA) Cares Helpline for Air Travelers with Disabilities and Medical Conditions

Travelers may call TSA Cares prior to traveling with questions about screening policies, procedures and what to expect at the security checkpoint. TSA recommends that passengers call 72 hours ahead of travel for information about what to expect during screening. Travelers requiring special accommodations or concerned about checkpoint screening may request a Passenger Support Specialist ahead of time or can ask a checkpoint officer or supervisor for a Passenger Support Specialist when at the checkpoint. Passenger Support Specialists receive specialized disability training provided by TSA’s Office of Civil Rights and Liberties, Ombudsman and Traveler Engagement. Training for Passenger Support Specialists include how to assist with individuals with special needs, how to communicate with passengers by listening and explaining, and disability etiquette and disability civil rights.

Hours: Monday through Friday, 8:00 a.m. to 11:00 p.m. EST, and weekends and holidays from 9:00 a.m. to 8:00 p.m. EST. Travelers who are deaf or hard of hearing can use a relay service (711) or can e-mail TSA-ContactCenter@tsa.dhs.gov

TSA Cares Helpline ........................................................................................................ 1-855-787-2227 (Toll Free)

www.tsa.gov/travel/special-procedures
Baltimore-Washington International (BWI) Airport

Access: There are public telephones equipped with TTY throughout the airport as well as at the information desks. Free video calls for people who are deaf or hard of hearing are available using the Purple Video Relay Service (VRS) located in the Central Terminal Back Hallway. Services are available for passengers with visual impairments and passengers should contact their airline for assistance when traveling through BWI Marshall. Elevators are located near public stairways and escalators as well as centrally located next to terminals in multi-level parking structures. Wheelchair accessible stalls are provided in all public restrooms throughout the terminal building. Family Assist Restrooms are equipped for people with disabilities. Travelers who are accompanied by a service animal can use the pet relief areas while at the airport.

Parking: Parking for those with disabilities is available in all BWI Marshall Parking facilities. All shuttle buses to and from BWI Marshall are wheelchair accessible. No waiting or parking is allowed curbside drop off and pick up. For those people wishing to escort passengers with disabilities to airline check-in it is recommended they park in the hourly garage which is located in front of the terminal. Rates are $2.00 per half hour for the first hour, then $4.00 per hour or any part up to a daily maximum of $22.00. All rates are subject to change without notice.

Reservations: When making your airline reservations, be sure to inform your travel agent or airline representative of any assistance needed while at the airport or onboard the aircraft. It is recommended that persons who need assistance arrive at the airport three hours before their scheduled domestic flight and four hours before an international flight.

Wheelchair Service: Wheelchair service is provided upon request. Must request service at time of reservation. Wheelchair providers vary by airline.

For more information, view the BWI Travelers with Disabilities brochure: www.bwiairport.com/sites/default/files/disabilities.pdf

BWI Airport Information ........................................................................................................ 1-800-435-9294 (Toll Free)
.............................................................................................................................. 410-859-7227 (TTY)

Maryland Aviation Administration ADA Coordinator ...................................................... 410-859-7242 (V)
Leon Patterson, ADA Coordinator, adabwi@bwiairport.com

ASIG Wheelchair Request .......................................................................................... 410-859-4181 (V)
Serves passengers of Southern Airways.

Prosegur Wheelchair Request ..................................................................................... 410-841-9915 (V)
Serves passengers of Air Canada, Alaska Airlines, Allegiant, American, Boutique, British Airways, Contour, Delta and Spirit.

PrimeFlight .................................................................................................................. 216-218-9035 (V)
Serves passengers of JetBlue.

Prospect International Aviation ............................................................................. 410-859-8010 (V)
Serves passengers of Southwest and United.

Southwest Wheelchair Request ............................................................................. 1-800-435-9792 (Toll Free)
www.bwiairport.com/flying-with-us/accessibility

Dulles International Airport (IAD)

Access: Elevators are equipped with raised Braille buttons and are accessible to individuals who use wheelchairs. At some elevators, an elevator voice announces arrival at each floor. Airport shuttle buses are equipped with wheelchair lifts/ramps and audible announcements. Dulles has designated Pet Relief Areas for service animals that accompany passengers. Parking facilities are accessible for persons with special needs. Restrooms are fully accessible with toilet stalls for individuals with disabilities. Wheelchair accessible TDD phones can be found at various locations throughout each building.

Wheelchairs: You may arrange for a wheelchair at any terminal through your airline or with any Skycap at the airport. Please notify your airline in advance of your visit so that they can better serve your needs.

Parking: Parking facilities are accessible for persons with special needs. Specially designated parking spaces are available for all vehicles displaying a government-issued plate or placard for individuals with disabilities. In the Terminal Hourly and Terminal Daily lots, these spaces are located on the closest
possible path to the Terminal or to ground shuttle transportation. In the Economy lots, spaces are located adjacent to shuttle bus shelters. Airport shuttle buses are equipped with wheelchair lifts/ramps and audible announcements.

**ADA:** The Airports Authority’s ADA Coordinator is designated, in accordance with the Americans With Disabilities Act (ADA) and the Rehabilitation (Rehab) Act, to coordinate the Airports Authority’s efforts to comply with the ADA and the Rehab Act, including investigation of any complaint communicated to the Airport regarding a denial of access to an Airports Authority facility, service or program, where the denial of access was based on disability.

**General Information:** ................................................................. 703-572-2700 (V) ................................................................. 703-572-2400 (TTY)

[Website link]

Airport Authority’s ADA Coordinator – Bruce Heppen .......... 703- 417-8983 (V) or 703-417-8615 (V)
[Website link] • E-mail: bruce.heppen@mwaa.com

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**Reagan National Airport**

**Access:** Elevators are equipped with raised Braille buttons and are accessible to individuals who use wheelchairs. Airport shuttle buses are equipped with wheelchair lifts and audible announcements. Reagan has designated Pet Relief Areas for service animals that accompany passengers. Parking facilities are accessible for persons with special needs. Restrooms are fully accessible with toilet stalls for individuals with disabilities. In Terminals B and C, TTY units are located throughout the Airport and are clearly marked with blue and white signs above each unit. In addition, each group of pay phones has a clear path to a wheelchair accessible unit. All pay telephones are equipped with volume control, are hearing-aid compatible, and have Braille or raised numbers.

**Wheelchairs:** You may arrange for a wheelchair at any terminal through your airline or with any Skycap at the airport. Please notify your airline in advance of your visit so that they can better serve your needs.

**Parking:** Reagan National Airport’s parking facilities are accessible for persons with special needs. Specially designated parking spaces are available for all vehicles displaying a government-issued plate or placard for individuals with disabilities.

**ADA:** The Airports Authority’s ADA Coordinator is designated, in accordance with the Americans With Disabilities Act and the Rehabilitation Act, to coordinate the Airports Authority’s efforts to comply with the ADA and the Rehab Act, including investigation of any complaint communicated to the Airport regarding a denial of access to an Airports Authority facility, service or program, where the denial of access was based on disability.

**General Information:** ................................................................. 703-417-8000 (V) ................................................................. 703-417-2400 (TTY)

[Website link]

Airport Authority’s ADA Coordinator – Bruce Heppen .......... 703- 417-8983 (V) or 703-417-8615 (V)
[Website link] • E-mail: bruce.heppen@mwaa.com

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**Airport Transportation – Getting To and From the Airport**

**Amtrak – BWI and Reagan Airports**

**BWI Airport:** Amtrak Trains provide service to the BWI Marshall Rail Station, where free shuttles serve the airport terminal. Shuttle service operates 24 hours per days 365 days per year. Shuttles run approximately every 10 minutes except between the hours of 1:00 a.m. and 5:00 a.m. where service operates every 25 minutes. At the MARC/Amtrak station, shuttles stop adjacent to the rail station garage, directly across from the rail station. At the BWI Marshall Airport terminal, shuttles stop at each designated airline check-in counter.

**BWI Marshall Rail Station** ................................................................. 410-672-6169 (V)
[Website link]
Reagan Airport: Reagan National Airport is located near two Amtrak rail stations and both are easily accessed using Metrorail. Amtrak Union Station can be accessed by using Metrorail’s Red Line. Amtrak Alexandria Station is adjacent to the King Street Station on Metrorail’s Blue Line and Yellow Line – the same Metrorail lines which serve Reagan. View the Metrorail Map for more details:
www.metwashairports.com/dca/metrorail-station

Amtrak Schedules and Info ......................................................................................................................... 1-800-872-7245 (Toll Free)
......................................................................................................................... 1-800-523-6590 (TTY)
www.amtrak.com

BWI Taxi Service – BWI Airport
Service available 24 hours a day. Taxi service desks are located at the baggage claim on the Lower Level near doors 5 and 13. Reservations are not required when requesting service at the airport. Wheelchair accessible vehicles are available but should be requested in advance to ensure availability. Service greater Baltimore area, Northern Virginia, Pennsylvania, and New York, as well as Reagan and Dulles airports.
......................................................................................................................................................... 410-859-1100 (V)

Greyhound Bus – Reagan National Airport
Reagan National Airport is located near two Greyhound Bus terminals. Both can be accessed using the Metrorail system. Purchase tickets online.
• Greyhound Washington, D.C. Terminal: Located at Union Station, 50 Massachusetts Avenue. Taxi service is also available at Union Station.
• Greyhound Springfield, VA Terminal: Located at 6770 Frontier Drive, adjacent to the Springfield/Franconia Station on Metrorail’s Blue Line.
......................................................................................................................................................... 1-800-231-2222 (Toll Free)
......................................................................................................................................................... 1-800-345-3109 (TTY)
www.flyreagan.com • www.greyhound.com

Metrobus – Dulles Airport
Metrobus Route 5A is an express bus service between Dulles International Airport and Washington, DC (L’Enfant Plaza) via the following stops: Washington Dulles International Airport, Herndon-Monroe Park & Ride Lot (VA), Rosslyn Station (VA) and L’Enfant Plaza Station (VA). Exact Fare Required $7.50 using SmarTrip® and cash $3.75 for seniors and people with disabilities.

General Information .......................................................................................................................... 202-637-7000 (V)
......................................................................................................................................................... 202-638-3780 (TTY)

Metrorail – Dulles and Reagan Airports

Dulles Airport: The Silver Line Express Bus provides non-stop service between Dulles Airport and the Wiehle-Reston East Metro Station (Silver Line) for $5.00 each way (cash or credit only; SmarTrip® cards are not accepted). Busses run Monday through Thursday from 6:00 a.m. to 10:20 p.m., Friday from 6:00 a.m. to 10:40 p.m., Saturday from 7:45 a.m. to 10:40 p.m., and Sunday from 7:45 a.m. to 9:40 p.m. with service every 15 minutes during peak times and 20 minutes during off-peak times. From the Wiehle-Reston East Metro Station, you can board Metro’s Silver Line. Tickets for the Silver Line Express Bus can be purchased at the ticket counter located inside the vestibule of Arrival Door 4 on the Baggage Claims Level of the Main Terminal.
www.flydulles.com/iad/silver-line-express-bus-metrorail-station

Photo courtesy WMATA

Metrobus – Dulles Airport
Metrobus Route 5A is an express bus service between Dulles International Airport and Washington, DC (L’Enfant Plaza) via the following stops: Washington Dulles International Airport, Herndon-Monroe Park & Ride Lot (VA), Rosslyn Station (VA) and L’Enfant Plaza Station (VA). Exact Fare Required $7.50 using SmarTrip® and cash $3.75 for seniors and people with disabilities.

General Information .......................................................................................................................... 202-637-7000 (V)
......................................................................................................................................................... 202-638-3780 (TTY)

Metrorail – Dulles and Reagan Airports

Dulles Airport: The Silver Line Express Bus provides non-stop service between Dulles Airport and the Wiehle-Reston East Metro Station (Silver Line) for $5.00 each way (cash or credit only; SmarTrip® cards are not accepted). Busses run Monday through Thursday from 6:00 a.m. to 10:20 p.m., Friday from 6:00 a.m. to 10:40 p.m., Saturday from 7:45 a.m. to 10:40 p.m., and Sunday from 7:45 a.m. to 9:40 p.m. with service every 15 minutes during peak times and 20 minutes during off-peak times. From the Wiehle-Reston East Metro Station, you can board Metro’s Silver Line. Tickets for the Silver Line Express Bus can be purchased at the ticket counter located inside the vestibule of Arrival Door 4 on the Baggage Claims Level of the Main Terminal.
www.flydulles.com/iad/silver-line-express-bus-metrorail-station

Photo courtesy WMATA
Reagan Airport: Reagan can be accessed by taking the Metrorail on the Blue or Yellow line. The Metrorail Station is connected to the concourse level of terminals B and C.

http://metwashairports.com/dca/metrail-station

General Information ............................................................................................................. 202-637-7000 (V)
.................................................................................................................................................. 202-962-2033 (TTY)

MTA Intercounty Connector (ICC) Bus Service – BWI Airport
The ICC Bus Route 201 operates between the Gaithersburg Park & Ride lot located at I-270 and MD 124 and BWI Marshall Airport. Route 201 stops at Shady Grove Metro, the Georgia Avenue Park & Ride, the Burtonsville Park & Ride, and Arundel Mills Mall. At BWI, the bus stops at Concourses A (Southwest Airlines) and E (International Terminal), dropping off passengers on the upper level and picking up passengers on the lower level. Buses depart BWI hourly on weekdays from 5:05 a.m. to 11:05 p.m. and on weekends and holidays from 9:05 a.m. to 11:05 p.m.

Reduced Fares for Adults 65+ or People with Disabilities: One-way full fare is $5.00. Adults 65+ and persons with disabilities are eligible for a one-way reduced fare for $4.00. 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. To be eligible for reduced fares you must show one of the following: a valid MTA Senior/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. All coaches are wheelchair accessible. Free parking at Park & Ride lots.

Transit Information Contact Center .......................................................................................... 410-539-5000 (V)
..................................................................................................................................................... 1-866-743-3682 (Toll Free)
..................................................................................................................................................... 410-539-3497 (TTY)

www.bwiairport.com/to-from-bwi/transportation/transit/mta-icc-bus

http://mta.maryland.gov/commuter-bus

MTA Light RailLink Service – BWI Airport
Service is available to downtown Baltimore, Timonium, and Hunt Valley from BWI Marshall Airport. To go to Penn Station, please exit the train at Mt. Royal Avenue, and take the Penn Station Light Rail. The BWI Marshall Light Rail Station is located immediately outside the lower level of the terminal building, adjacent to Concourse E. Fare for both trains is $1.80 each way. Reduced fares are available for persons with disabilities and adults 65+.

Operating Hours: Monday through Friday, 5:00 a.m. to 11:00 p.m., Saturday 6:00 a.m. to 11:00 p.m., and Sunday and Holidays 11:00 a.m. to 7:00 p.m. Main line runs every 10 to 15 minutes on weekdays and every 15 minutes on weekends. Branches run every 20 to 30 minutes on weekdays and every 30 minutes on weekends. PennCamden shuttle runs every 30 minutes daily.

Information and Schedules ........................................................................................................ 410-539-5000 (V)
..................................................................................................................................................... 1-866-743-3682 (Toll Free)
..................................................................................................................................................... 410-539-3497 (TTY)

www.mta.maryland.gov/light-rail

MTA Local Bus Service – BWI Airport
MTA offers bus service on the #75 bus from BWI Marshall Airport connecting to Parkway Center, Arundel Mills Mall, Airport 100 Park, and the Patapsco Light Rail Stop. MTA also offers weekday peak service on the #107 bus from BWI Marshall Airport connecting to UMBC, CCBC Catonsville, Bloomsbury & Frederick, Rolling & Security Blvd., Liberty & Milford Mill, and the Old Court Metro Subway Station.

Reduced Fares for Adults 65+ or People with Disabilities: One-way is .90 cents; a day pass is $2.20; and a monthly pass is $22.00. There is an additional .60 cent charge for each Express BusLink ride.

Transit Information Contact Center .......................................................................................... 410-539-5000 (V)
..................................................................................................................................................... 1-866-743-3682 (Toll Free)
..................................................................................................................................................... 410-539-3497 (TTY)

www.bwiairport.com/to-from-bwi/transportation/transit/mta-bus-services

https://mta.maryland.gov/local-bus
MTA MARC Train – BWI Airport
BWI Marshall Airport offers free, frequent and convenient shuttle service between the MARC/Amtrak station and the BWI Marshall Airport Terminal. Shuttle Service operates 24 hours per day 365 days per year. Shuttles run approximately every 6 to 8 minutes except between the hours of 1:00 am and 5:00 am when service operates every 25 minutes. At the MARC/Amtrak station, shuttles stop adjacent to the rail station garage, directly across from the rail station. At the BWI Marshall Airport terminal, shuttles stop at each designated airline check-in counter. On your return, shuttles pick up on the lower level, outside of baggage claim at four designated stops to take you back to the rail station.

From Washington, DC: You can board Marc Trains at Washington’s Union Station located at 50 Massachusetts Avenue NE. The BWI Marshall Rail Station is on MARC’s Penn Line.

From Baltimore City: You can board MARC trains at Baltimore’s Penn Station located at 1500 North Charles Street.

MTA Customer Call Center ........................................................................................................... 1-866-743-3682 (Toll Free)
BWI Marshall Rail Station ................................................................................................. 410-672-6169 (V)
Union Station Ticket Office ................................................................................................. 202-906-3104 (V)
Penn Station Ticket Office ................................................................................................. 410-291-4165 (V)

www.bwiairport.com/to-from-bwi/transportation/transit/mta-marc-train
https://mta.maryland.gov/marc-train

Silver Line Express – Washington Flyer Bus – Dulles Airport
Dulles International Airport Silver Line Express provides non-stop service between Washington Dulles International Airport and the Wiehle-Reston East Metro Station for $5.00 (cash or credit card only; SmartTrip® cards not accepted.) Busses run from 6:00 a.m. to 10:40 p.m. on weekdays and from 7:45 a.m. to 10:45 p.m. on weekends with service every 15 minutes during peak times and 20 minutes during off-peak times. From the Wiehle-Reston East Metro Station, you can board Metro’s new Silver Line and connect to any destination in the Metrorail system quickly and conveniently. There is no charge for children under 2 years of age on the Silver Line Express. Tickets for the Flyer Coach can be purchased at the ticket counter located inside the vestibule of Door 4 on the Arrivals Level of the Main Terminal. Passengers boarding at Wiehle-Reston East Metro Station can purchase their Silver Line Express fare when they arrive at Washington Dulles International Airport.

Information ............................................................................................................................... 703-572-7661 (V)

www.flydulles.com/airport/transportation/silver-line-express-bus-metrorail-station

SuperShuttle – BWI, Dulles and Reagan Airports
Offer door-to-door shared ride van service, non-stop van service, private sedan or private SUV. Shuttles operate on an on-demand basis. No reservations are needed for outbound service from the airport, but tickets must be purchased at the SuperShuttle ticket counter located in the baggage claim area. Serves BWI, Dulles, and Reagan National Airports. Book online, via the SuperShuttle mobile application, or call to make a reservation.

Reservations ............................................................................................................................... 1-800-258-3826 (Toll Free)

www.supershuttle.com

Washington Flyer Taxi – Dulles Airport
Serves Dulles with 24-hour service to and from the airport. Reservations required when going to the airport. Can accept reservations at any time, however reservations placed 24 hours ahead of time are preferred to ensure vehicle availability and pick-up in a timely manner. No reservation is required when leaving the airport. At the airport follow the signs for Ground Transportation or Taxi to the lower level of the main terminal, down the ramp to Door 2 and Door 6. Wheelchair-accessible vehicles can accommodate one person in his/her wheelchair plus three additional passengers.

.............................................................................................................................................. 703-572-8294 (V)

www.flydulles.com/airport/transportation/washington-flyer-taxi-service
ESCORTED TRANSPORTATION

This section is divided by providers that charge a fee ("private") and volunteer programs that offer free rides. Volunteer transportation programs use volunteers who provide rides in their personal vehicles. Whether a private company or a volunteer program, each provider sets its own guidelines. When contacting different programs, ask who they serve and how they operate, including their driver screening and training policies. Describe your personal needs in addition to information about the trip. (Such needs might include assistance getting out of the car or navigating to the doctor’s office.) Note that most volunteer driving programs are unable to accommodate wheelchairs/scooters.

** Providers with an asterisk * offer wheelchair accessible vehicles. **

Fee-Based Providers

*Al Star Medical Transportation
Provide non-emergency ambulatory and wheelchair transportation to and from: adult day care or senior nursing facilities, airports, assisted living facilities, nursing homes, chemotherapy, dental appointments, dialysis treatments, doctors visits, medical appointments, hospitals (admissions / discharges / transfers), long distance / out-of-state transportation (accompanied by a Registered Nurse), occupational or physical therapy, outpatient surgeries, prescription pick-ups, radiation treatments, rehab centers, senior centers, and workman’s comp appointments. Medical transport vehicles are ADA compliant and have room for wheelchairs, stretchers, or oxygen tanks. Family members or friends ride free of charge (up to 3 passengers). Accept Montgomery County Medicaid, private pay and insurance with pre-authorization. Provide services in Maryland, D.C., Delaware, and Pennsylvania.

Customer Service ................................................................. 301-577-6173 (V)
Schedule A Trip ................................................................. 1-877-241-0784 (Toll Free)
www.alstarmedtrans.com • E-mail: alstarmedicaltransport@gmail.com

*Battle’s Transportation, Inc.
Non-emergency medical transportation for doctor’s appointments, dialysis treatments, nursing homes, outpatient care, and hospital discharges throughout the metropolitan area and region. Other transportation services include to and from the airport and train station, shopping trips, work, special events, shuttle services, transportation management services and more. Wheelchair and stretcher equipped vehicles are available. 24-hour advance notice preferred. Same day service provided.

................................................................. 202-462-8658 (V)
www.battles-transport.com • E-mail: info@battles-transport.com

*Benons, LLC
Provide non-emergency medical ambulatory and non-ambulatory transportation, and wheelchair accessible and stretcher transportation. Accept Montgomery County Medicaid, private pay and insurance with pre-authorization. Serve Montgomery and Prince George’s County in Maryland, D.C., and the cities of Alexandria and Falls Church, and Arlington and Fairfax counties in Virginia. Operate under the name Falcon Transport.

................................................................. 240-595-0960 (V)
www.benons.com • E-mail: contact@benons.com

*Brenner Escorted Transportation Program – Jewish Social Service Agency (JSSA)
Program provides escorted door-through-door transportation to adults with disabilities and to adults age 60+. Drivers are JSSA employees and are trained to work with people with disabilities. Rides are provided for all important appointments. Drivers can assist with various waiting room needs, such as checking in at the reception desk, filling out forms, or hanging up outerwear, waiting during appointments, and stopping at a pharmacy to fill prescriptions, if needed. Passengers or their family can arrange rides over the phone or by email. Passengers do not need to be JSSA clients to receive a ride but must complete a one-page application before their first ride. Passengers pay an hourly fee billed to them each month. Transportation is available Monday through Friday, from 9:00 a.m. to 5:00 p.m. Ambulatory and
wheelchair transportation is available.

301-816-2639 (V)
www.jssa.org/get-help/seniors/transportation/brenner-transportation-program
E-mail: dhaysearp@jssa.org

*Butler Medical Transport
Provide non-emergency and emergency wheelchair and para-transit transportation from Basic Life Support to Critical Care Nursing Transports in a variety of vehicles from sedans, minivans, wheelchair accessible vans and mobility buses. Accept Montgomery County Medicaid, private pay and insurance with pre-authorization.

1-888-602-4007 (Toll Free)
www.butlermedicaltransport.com • E-mail: info@butlermedicaltransport.com

*Capital Area Transport Service
Provide escorted non-emergency wheelchair accessible as well as non-wheelchair door to door transportation, both local and long distance. Will provide wheelchairs upon request. Services include: medical appointments, outpatient rehabilitation, dialysis, outpatient chemotherapy, hospital discharges, nursing home transfers, anesthesia discharges, physical therapy, radiation therapy, airport shuttle, and holiday / birthday / wedding / religious services, as well as special events transport. Trained drivers, courteous service, central customer service and dispatch. Family members and friends travel free per available seating. Serve Maryland (Montgomery County, Prince Georges County, Frederick, Baltimore County and Baltimore City), Washington DC, and Northern Virginia (Fairfax County, Loudoun County, and Arlington County). Accept Medicaid, Optum/Evercare, credit cards, cash, check, and insurance with pre-authorization. Can invoice facilities and long-term customers.

301-530-5566 (V)
www.capitalareatransport.com • E-mail: capitalareatransport@gmail.com

*Doc’s Nursing Jobs - Medical Transport Express
Offer van service transport to doctors appointments, hospital discharges, church services, family visits, and holiday and out-of-state for individuals who use wheelchairs or geriatric chairs. Certified nursing assistant escorts available. The van provides transportation Monday through Saturday from 5:00 a.m. to 6:00 p.m. Extended hours and Sunday transportation can be arranged. One way transport from $65. Roundtrip transport from $90. Additional fee will be charged for a geriatric chair. Rides must be scheduled a minimum of 24 hours in advance. Same day service is available on first call basis. Serve Maryland and DC. Accept Montgomery County and DC Medicaid, private insurance and private pay.

301-540-8444 (V)
240-848-3161 (V)
www.medicaltransportandnursing.com/transport.htm • E-mail: doc@medicaltransportandnursing.com

*Dream Management, Inc.
Provide non-emergency ambulatory and wheelchair transportation. Services include wheelchair-accessible vehicles, passenger vans, sedan vehicles, 24-passenger ADA buses, and 55-passenger motor coach buses. Serving Maryland, Virginia, and D.C.

443-552-5517 ext 5517 (V)
www.dream-mgmt.com • E-mail: jlaws@dream-mgmt.com

*Fairland Medical Transportation
Provide non-emergency transportation. Wheelchair accessible vehicles are available. Accept Montgomery County and private pay.
Nagesh Bekkam: 301-742-4005 (V)
Sambasiva Bekkam: 240-464-6126 (V)
E-mail: nbekkam@gmail.com
*Freestate Ambulance, LLC
Provide wheelchair accessible transportation for trips for shopping, rehabilitation appointments, outpatient medical care, physician’s office, visiting families or friends, or other trips at the patient’s request. Also provide basic life support and advanced life support ambulances as well as specialty care transport and bariatric ambulance services. Accept Montgomery County Medicaid, private pay and insurance with pre-authorization.

410-609-2156 (24 Hour Dispatch)
http://freestateambulance.com  • E-mail: leadership@freestateambulance.com

JCA Escorted Transportation Program
Subsidized, low-cost escorted transportation to medical appointments, pharmacies, grocery stores or other outings for qualified low to moderate-income Montgomery County residents age 50+ who are not capable of driving themselves or of using public transportation due to physical or cognitive issues. Transportation providers are relatives or friends of the customer, designated licensed private driving organizations, local cab companies, and volunteers. If the customer recruits his/her own driver, the driver will be reimbursed for mileage. Each customer may take up to three trips per month with a maximum of 32 trips per year. Round trips may be three hours or less.

240-395-0915 (V)
https://accessjca.org/escorted-transportation/  • E-mail: escorted.transport@accessjca.org

My Mobile Assistant – Trees & Companies, Inc.
Provide transportation services for individuals within the community who either choose not to drive or who are no longer capable of driving. Services may include a trip to the barber, church, grocery store, doctor’s office, pharmacy, or post office; airport or train station pick up or drop offs; and social outings.

301-332-1900 (V)
www.mymobileassistant.org  • E-mail: jtrees@mymobileassistant.org

*Omega Transportation
Provide assisted and escorted transportation services. Offer wheelchair accessible vehicles. Drivers will assist with errands and packages. Prefer 24-hour advance registration. Accept Montgomery County Medicaid, private pay and insurance with pre-authorization.

301-685-6710 (V)
E-mail: omegatransco@gmail.com

*Reliable Medical Transport
Provide escorted and/or assisted transportation. Ambulatory, wheelchair lift and stretcher service are available on an emergency and non-emergency basis. Wheelchair provided upon request. Accept Montgomery County Medicaid, private pay and insurance with pre-authorization.

301-931-7575 (V)
E-mail: paulmds@hotmail.com

Senior Transportation Service, LLC
Provide transport to medical appointments, hair appointments, restaurants, theatre, airports, train stations, and more. Also provide quick trip service for errands and out-of-state trips. Serve MD, VA and DC.

240-855-6355 (V)
www.seniortransportationservice.com  • E-mail: srtrsv@gmail.com
*Simon Transportation, LLC
Non-emergency medical transportation service provider. Provide inter-facility transport, errands, social outings, appointments, and point to point transportation services. Service is available same-day, evenings, weekends and holidays. Wheelchair accessible vehicles available. Accept Montgomery County Medicaid, private pay and insurance with pre-authorization.

E-mail: howie.simon1@yahoo.com

*Transcend Services, Inc.
GPS-equipped sedans, mini-vans and custom wheelchair vans for doctor visits, hospital visits, physical and occupational therapy, dialysis, special events, group trips, airport pick-up and delivery, family functions, and assisted transportation.

E-mail: info@transcendservice.com

*Transport-U
Sedan service as well as wheelchair and stretcher accessible vans for non-emergency medical transportation to and from hospitals, nursing homes, assisted living and group homes, dialysis, doctor’s offices, rehabilitation centers, and out-patient centers, as well as shopping, errands, social events, and airport service. 24-hour advanced notice preferred. Can accommodate same day requests based on availability. Advance notice required for holidays. Accept Montgomery County Medicaid, Evercare, other insurances (with transportation benefit), and private pay.

E-mail: info@transportu.com

VAMMS Corporation
Provide minivan and sedan transportation and/or escorted non-emergency transportation services to medical appointments and much more. Escorted transportation services allows the driver to pick up the client at the designated address and accompany the client while at their destination and return the client home. Also provide curb-to-curb transportation. Transportation service is designed, but not limited to, individuals who do not have a means of transportation, individuals who have physical or mental disabilities, elderly, and organizations. Accept private pay. Serve MD, DC, and VA.

E-mail: info.vammscorp@gmail.com

Volunteer-Based Providers
American Cancer Society Road to Recovery Program – Maryland
Provides rides to and from cancer-related medical appointments for patients who otherwise might not be able to get there. Based on eligibility and availability. Volunteer drivers donate their time and the use of their cars. Four-business day advance notice is required.

E-mail: info@bikurcholimgw.org

Bikur Cholim of Greater Washington
Provide limited free transportation for patients who need to be driven to medical appointments.
**Damascus Help**
Provide transportation for low-income persons and families for medical or social service appointments. Serve the upper portion of Montgomery County in zip codes 20871, 20872, 20882 north of Brink Road and 20876 from Route 27 north of Brink Road. Require at least 48-hour advance notice.

301-253-4100 (V)  
www.damascushelp.org  • E-mail: dh20872@aol.com

**Gaithersburg Help**
Free of charge transportation provide to doctor or social service appointments for adults 65+ and adults 18+ with a disability who are unable to take public transportation. Must be a resident of Gaithersburg. Appointment must be within 20 miles driving distance of downtown Gaithersburg. Requests must be made at least 48-hours in advance (2 business days). Provide up to 18 rides per calendar year per client.

301-216-2510, Option #2 (V)  
www.gaithersburghelp.org/get-help/transportation

**Johns Hopkins Medicine – Patient and Visitor Shuttles**
Courtesey shuttles are provided free of charge for patients and visitors traveling around campus. Only authorized patients and their visitors may ride the shuttles. Provide information about public transportation to and from campus.  

**Transportation Office Hours:** Monday through Friday, 6:00 a.m. to 10:00 p.m.  
Darrick White, Transportation Manager  
410-502-6880 (V)  
www.hopkinsmedicine.org/security_parking_transportation/transportation  • E-mail: dwhite8@jhmi.edu

**Olney Home for Life**
Volunteer drivers provide free escorted transportation for medical appointments, shopping, and other needs to riders age 60+ and living in Olney, Ashton, Brookeville, and Sandy Spring area (20832, 20833, 20860, 20861). Trips must be within a 15 mile radius of downtown Olney. They also serve those outside their service area who need transportation to MedStar Montgomery’s Cancer Center. Must request ride at least 7 days in advance.

301-446-2512 (V)  
www.olneyhomeforlife.org  • E-mail: info@olneyhomeforlife.org

**Regency Taxi**
Offer free rides for Montgomery County residents age 70+. Rides must be within a ten mile radius of pick-up location. Riders must provide proof of age. To reserve a ride, call between 7:00 a.m. and 3:00 p.m. Free trips are capped at a maximum of 100 per month for entire program.

301-990-9000 (V)  
www.regencytaxi.com  • E-mail: info@regencytaxi.com

**Senior Connection**
Uses a network of volunteer drivers to provide free, escorted transportation to County residents age 60+. Provide up to four escorted roundtrips per month, per client to a pre-scheduled appointment. Acceptable appointments include: medical appointment or follow up visits; pharmacy for medication; activities and social events; religious observations; trips to the bank or post office; stores for grocery or other shopping; or other appointments. Requests must be made at least 2 to 3 weeks in advance. Accept requests up to two months in advance. Unable to serve people who use wheelchairs. **Office Hours:** Monday through Friday, 10am to 4pm.

301-962-0820 (V)  
www.seniorconnectionmc.org/our-programs/senior-rides/  • E-mail: info@seniorconnectionmc.org

**Western Upper Montgomery County (WUMCO) Help**
Medical and social transportation provided by volunteers. For Poolesville, Barnesville, Beallsville, Boyds, Dickerson and surrounding areas.

301-972-8481 (V)  
www.wumcohelp.org  • E-mail: wumco2@gmail.com
Villages

Villages are local neighbors-helping-neighbors organizations offering a wide variety of services. Villages listed below offer volunteer transportation to their members. They do not offer housing but support aging in place. Some villages charge an annual membership fee. You can find out if there is a village in your community by going on the County’s website: www.montgomerycountymd.gov/village and looking at the village map tab.

Bannockburn Neighbors Assisting Neighbors
Serves the Bannockburn neighborhood in Bethesda (20817) from River Road to MacArthur Boulevard and from Goldsboro Road to Booze Creek.
Miriam Kelty, Volunteer Coordinator ................................................................. 301-229-5639 (V)
www.bannockburnnan.org • E-mail: keltymiriam@gmail.com

Bethesda Metro Area Village
Serves the areas of Battery Park, Kenwood Park, South Bradley Hills, Landon Village, Bradley Village, Edgemoor, English Village, Kenwood Forest and Greenwich Forest (20816). Open to residents age 50+. Village charges a fee to join.
......................................................................................................................... 240-630-2628 (V)
www.bmavillage.org • E-mail: bmavillage@gmail.com

Bradley Hills Village
Serves Bradmoor, Huntington Terrace, Edgewood, Sonoma, and Hillmead subdivisions in Bethesda.
......................................................................................................................... 240-600-1846 (V)
https://bhv.clubexpress.com • E-mail: bhv.help@gmail.com

Burning Tree Village
Serves the Burning Tree neighborhood in Bethesda (20817).
......................................................................................................................... 240-389-3829 (V)
www.burningtreevillage.org • E-mail: board@burningtreevillage.org

Cabin John – Neighbor 2 Neighbor (N2N) Program
Serves the Cabin John neighborhood in Bethesda (20817).
Judith Bell, Volunteer Coordinator ................................................................. 301-799-4550 (V)
https://cabinjohn.org/index.php/neighbor-2-neighbor/

Chevy Chase At Home
Serves residents of the area bounded by Wisconsin, Montgomery and Western avenues and Beach Drive. Included in this area are Chevy Chase Village, sections 3 and 5 of the Village of Chevy Chase, the Town of Chevy Chase, Martin's Additions, Rollingwood, the Old Hamlet, the Village of Drummond, Chevy Chase West and adjacent unincorporated areas. This village charges a fee to join and serves people age 60+.
......................................................................................................................... 301-657-3115 (V)
www.chevychaseathome.org • E-mail: info@chevychaseathome.org

Friendship Heights Neighbors Network
Serve the eight residential, high-rise buildings located in Friendship Heights (The Carleton, Highland House West and Highland House, The Elizabeth, The Willoughby, 4701 Willard, 4615 North Park, and 4620 North Park). This village charges a fee to join.
......................................................................................................................... 240-620-3285 (V)
www.fhneighbors.org • E-mail: information.fhnn@gmail.com
Greater Stonegate Village
Serves the neighborhood of Greater Stonegate Village in Silver Spring (20905). This village charges a fee to join.

                       ......................................................... 240-918-7989 (V)
www.greaterstonegatevillage.org • E-mail: service@greaterstonegatevillage.org

Kemp Mill Village
Serves the residents of Kemp Mill. This village charges a fee to join.

                       ......................................................... 1-833-568-2090 (V)
www.kempmillvillage.com • E-mail: kempmillvillage@gmail.com

King Farm Neighbors Village
Serves the community of King Farm in Rockville. Provides services to adults 50+ and adults with disabilities.

                       ......................................................... 301-799-8104 (V)
www.kfnv.org • E-mail: kfnvinfo@gmail.com

Little Falls Village
Serves the 20816 zip code. This village charges a fee to join and serves people age 50+.

                       ......................................................... 301-320-3267 (V)
www.littlefallsvillage.org • E-mail: info@littlefallsvillage.org

Manor Connections
Serve the Manor Park and Manor Village neighborhoods in Rockville (20853).

                       ......................................................... 240-408-5507 (V)
www.manorconnections.org • E-mail: info@manorconnections.org

Mill Creek Village
Serves residents in the Mill Creek Towne area bounded by Muncaster Mill Road on the north, Redland Road on the east, Mill Creek Drive on the west, Midcounty Highway and Beauvoir Blvd on the south. 7727 through 7740 Laytonia Drive, and Mill Creek Townhouses Condominiums on Mill Run Drive and Mill Crest Drive. Serves people age 60+ and adults with disabilities.

                       ......................................................... 240-686-5870 (V)
https://millcreekvillage.wordpress.com • E-mail: mctvillage@gmail.com

Muslim Community Center (MCC) Senior Program
Offers a variety of services to people age 55+ including transportation to Muslim community members in Montgomery County.
https://mccmd.org/committees/mcc-seniors/ • E-mail: mccseniorprogram@gmail.com

North Chevy Chase Connections
Serves the area from Beach Drive to the north, Rock Creek Park to the east, East-West Highway to the south, and North Chevy Chase Park and Columbia Country Club to the west. Village charges a fee to join.

                       ......................................................... 240-343-2446 (V)
http://northchevychasecon.wixsite.com/nccc • E-mail: northchevychaseconnections@gmail.com
Olney Home for Life
Volunteer drivers provide free escorted transportation for medical appointments, shopping, and other needs to people age 60+ living in Olney, Ashton, Brookeville and Sandy Spring (20832, 20833, 20860, 20861). Also serve those outside the service area who need transportation to MedStar Montgomery’s Cancer Center.

........................................................................................................................................ 301-446-2512 (V)
www.olneyhomeforlife.org  •  E-mail: info@olneyhomeforlife.org

Parkside Village
Serves the residents of Parkside Condominium in Bethesda. Village charges a fee to join.
........................................................................................................................................ 301-284-0560 (V)
www.parksidevillagemd.org  •  E-mail: parksidevillagemd@gmail.com

Potomac Community Village
Serves the 20854 zip code. Serves people age 60+ and charges a fee to join.
........................................................................................................................................ 240-221-1370 (V)
www.potomaccommunityvillage.org  •  E-mail: info@potomaccommunityvillage.org

Silver Spring Village
Serves 20910, 20901, and the adjacent section of 20815 east of Rock Creek Park. This area includes the commercial core of downtown Silver Spring. This village charges a fee to join.
........................................................................................................................................ 301-503-7401 (V)
www.silverspringvillage.org  •  E-mail: info@silverspringvillage.org

Somerset Helping Hand
Serves the Town of Somerset in Chevy Chase.
........................................................................................................................................ 301-657-3211 (V)
http://townofsomerset.com/2160/Helping-Hand

Town of Garrett Park – Neighbors Helping Neighbors
Town staff person Elizabeth Henley coordinates the town’s volunteers to assist people 60+.
........................................................................................................................................ 301-933-7488 (V)
www.garrettparkmd.gov/organizations/neighbors-helping-neighbors
E-mail: adminelizabeth@garrettparkmd.gov

Village at Kentlands & Lakelands
Open to residents 55 and older and persons with disabilities of any age living in the Kentlands and Lakelands communities.
........................................................................................................................................ 240-449-9002 (V)
www.villagekentlandslakelands.org  •  E-mail: JeanMocarski@gmail.com

Village of Takoma Park
Serve residents in Takoma Park (20912). While there is no age minimum to join, they focus on serving people 50+ and adults with disabilities. Transportation reservations must be made at least one week in advance. This village charges a fee.
........................................................................................................................................ 301-646-2109 (V)
www.villageoftakomapark.com  •  E-mail: villageoftp@gmail.com
Villages of Kensington
Open to all residents in 20895 zip code. This village charges a fee to join.
........................................................................................................................................ 301-509-0191 (V)
www.villagesofkensingtonmd.org • E-mail: vok@villagesofkensingtonmd.org

Wyngate and Maplewood Neighbors Helping Neighbors
Serve the residents of Wyngate and Maplewood neighborhoods in Bethesda.
........................................................................................................................................ 301-388-5112 (V)
www.wnhn.org • E-mail: wnhn.help@gmail.com

GROCERY SHOPPING TRANSPORTATION

* Providers with an asterisk provide assistance during grocery shopping. *

City of Rockville
The City of Rockville provides grocery shopping transportation to residents 60+ who live in the city limits of Rockville. Transportation is provided to Giant grocery stores. Call to receive a schedule. During Covid there is limited seating and masks area required.
........................................................................................................................................ 240-314-8810 (V)

Gaithersburg Help
Transportation provided free of charge for the elderly, disabled or those otherwise unable to take public transportation. Must be a resident of Gaithersburg. Service area includes all of zip codes 20877, 20878, 20879, 20880, and 20886, plus parts of: 20850 (west of Shady Grove Rd and north of Piney Meetinghouse Rd) 20855 (west of Redland Rd/Muncaster Rd) 20882 (south of Brink Rd and west of Olney-Laytons ville Rd). Appointment must be within 20 miles driving distance of downtown Gaithersburg. Requests must be made at least 48 hours (2 business days) in advance. Can provide up to 18 rides per calendar year. Office Hours: 8am to 5pm.
........................................................................................................................................ 301-216-2510 (V), Option #2
www.gaithersburghelp.org/get-help/transportation/

* JCA Escorted Transportation Program
Subsidized, low-cost escorted transportation to medical appointments, pharmacies, grocery stores or other outings for qualified low-income Montgomery County residents age 50+. Transportation providers are relatives or friends of the customer, designated licensed private driving organizations, local cab companies, and volunteers. If the customer recruits his/her own driver, the driver will be reimbursed for mileage. Each customer may take up to three trips per month with a maximum of 32 trips per year. Round trips may be three hours or less.
........................................................................................................................................ 240-395-0915 (V)
https://accessjca.org/escorted-transportation/ • E-mail: escorted.transport@accessjca.org

Olney Home for Life
Volunteer drivers provide free escorted transportation for medical appointments, shopping, and other needs to riders age 60+ and living in Olney, Ashton, Brookeville, and Sandy Spring area (20832, 20833, 20860, 20861). Trips must be within a 15 mile radius of downtown Olney. They also serve those outside their service area who need transportation to MedStar Montgomery’s Cancer Center. Must request ride at least 7 days in advance.
........................................................................................................................................ 301-446-2512 (V)
www.olneyhomeforlife.org • E-mail: info@olneyhomeforlife.org

Regency Taxi
Offer free rides for Montgomery County residents age 70+. Rides must be within a ten mile radius of pick-up location. Riders must provide proof of age. To reserve a ride, call between 7:00 a.m. and 3:00 p.m. Free trips are capped at a maximum of 100 per month for entire program.
........................................................................................................................................ 301-990-9000 (V)
www.regencytaxi.com • E-mail: info@regencytaxi.com
Senior Connection
Uses a network of volunteer drivers to provide free, escorted transportation to County residents age 60+.
Provide up to four escorted roundtrips per month, per client to a pre-scheduled appointment. Acceptable
appointments include: medical appointment or follow up visits; pharmacy for medication; activities and
social events; religious observations; trips to the bank or post office; stores for grocery or other shopping;
or other appointments. Requests must be made at least 2 to 3 weeks in advance. Accept requests up to
two months in advance. Unable to serve people who use wheelchairs. Office Hours: Monday through
Friday, 10am to 4pm.

Senior Transportation Service, LLC
Provide transport to medical appointments, hair appointments, restaurants, theatre, airports, train stations,
and more. Also provide quick trip service for errands and out-of-state trips. Serve MD, VA and DC.

Transcend Services, Inc.
GPS-equipped sedans, minivans and custom wheelchair vans for doctor visits, hospital visits, physical
and occupational therapy, dialysis, special events, group trips, airport pick-up and delivery, family
functions, and assisted transportation.

Western Upper Montgomery County (WUMCO) Help
Medical and social transportation provided by volunteers. For Poolesville, Barnesville, Beallsville, Boyds,
Dickerson and surrounding areas.

Deliveries Only
Instacart
Grocery delivery service that connects the user with personal shoppers in their area who pick up and
deliver groceries from local stores. Register and order online or via their mobile application.

Peapod by Giant
Grocery shopping and delivery. Order online or via their mobile application. Delivery and pick-up fees.

Safeway
Grocery shopping and delivery. Order online or via their mobile application. Delivery and pick-up fees.
Montgomery County Recreation provides a combination of curb-to-curb and fixed route transportation to five of our senior centers, and three Active Adult Program locations. This free service is available to County residents 55 and over residing within the service area for one of the centers. If you are interested, please call your local senior center or the Senior Programs Team at 240-777-4925 for more information. Senior Centers in this program include: Damascus, Holiday Park, Schweinhaut, Long Branch and White Oak. Active Adult Programs with transportation include East County, Germantown and Marilyn J. Praisner.

**Damascus Senior Center** - 9701 Main Street Drive, Damascus  
Transportation provided Monday through Thursday.  
240-777-6995 (V)  
[www.montgomerycountymd.gov/rec/facilities/seniorcenters/damascus.html](http://www.montgomerycountymd.gov/rec/facilities/seniorcenters/damascus.html)

**East County Community Recreation Center** – 3310 Gateshead Manor Way, Silver Spring  
Transportation provided Tuesday and Thursday.  
240-777-8090 (V)  
[www.montgomerycountymd.gov/rec/facilities/recreationcenters/eastcounty.html](http://www.montgomerycountymd.gov/rec/facilities/recreationcenters/eastcounty.html)

**Germantown Community Recreation Center** – 18905 Kingsview Drive, Germantown  
Transportation provided Monday and Thursday.  
240-777-8095 (V)  

**Holiday Park Senior Center** - 3950 Ferrara Drive, Wheaton  
Transportation provided Monday through Thursday.  
240-777-4999 (V)  
[www.montgomerycountymd.gov/rec/facilities/seniorcenters/holidaypark.html](http://www.montgomerycountymd.gov/rec/facilities/seniorcenters/holidaypark.html)

**Long Branch Senior Center** - 8700 Piney Branch Road, Silver Spring  
Transportation provided Monday through Thursday.  
240-777-6975 (V)  
[www.montgomerycountymd.gov/rec/facilities/seniorcenters/longbranch.html](http://www.montgomerycountymd.gov/rec/facilities/seniorcenters/longbranch.html)

**Marilyn J. Praisner Community Recreation Center** – 14906 Old Columbia Pike, Burtonsville  
Transportation provided Thursday.  
240-777-4970 (V)  
[www.montgomerycountymd.gov/rec/facilities/recreationcenters/praisner.html](http://www.montgomerycountymd.gov/rec/facilities/recreationcenters/praisner.html)

**Schweinhaut Senior Center** – 1000 Forest Glen, Silver Spring  
Transportation provided Monday through Thursday.  
240-777-8085 (V)  
[www.montgomerycountymd.gov/rec/facilities/seniorcenters/schweinhaut.html](http://www.montgomerycountymd.gov/rec/facilities/seniorcenters/schweinhaut.html)

**White Oak Senior Center** - 1700 April Lane, Silver Spring  
Transportation provided Monday through Thursday.  
240-777-6940 (V)  
## CITY OF ROCKVILLE SENIOR (60+) CENTER TRANSPORTATION

The City of Rockville provides transportation to residents who live in the city limits of Rockville and who need a ride to the Rockville Senior Center. Transportation is provided Monday through Friday. Pick-up times are scheduled approximately at 9:00 am and 11:00 am. Take home times are at 12:00 pm, 1:00 pm, 2:30 pm, and 3:30 pm. Residents must call before 2:00 pm the day before their requested pick-up time. For Monday pick-ups, please make your request the Friday before. Buses are wheelchair accessible.

www.rockvillemd.gov/397/Services ● E-mail: seniorcenter@rockvillemd.gov

## REGIONAL CONNECTIONS CROSS COUNTY AND BEYOND

### Frederick and Howard County

Maryland Transit Administration (MTA) Commuter Bus

<table>
<thead>
<tr>
<th>Route</th>
<th>Destination</th>
</tr>
</thead>
<tbody>
<tr>
<td>Route 203</td>
<td>Columbia to Bethesda</td>
</tr>
<tr>
<td>Route 204</td>
<td>Frederick to College Park</td>
</tr>
<tr>
<td>Route 305</td>
<td>Columbia / Silver Spring / Washington, D.C.</td>
</tr>
<tr>
<td>Route 315</td>
<td>Columbia / Silver Spring / Washington, D.C.</td>
</tr>
<tr>
<td>Route 325</td>
<td>Columbia / Silver Spring / Washington, D.C.</td>
</tr>
<tr>
<td>Route 315</td>
<td>Hagerstown / Myersville to Shady Grove / Rock Spring Business Park</td>
</tr>
<tr>
<td>Route 515</td>
<td>Frederick / Urbana / Shady Grove / Rock Spring Business Park</td>
</tr>
</tbody>
</table>

**Commuter Bus Fare:** One way full fare is $5.00. Major debit/credit cards are accepted on bus for one-way fares for the current trip. No debit/credit card one-way fares can be purchased for future trips. Cash one-way fares using exact change may be purchased on the bus. No change will be given if you overpay. Ten-trip tickets and monthly passes can be purchased 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 age 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 ($4.00 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 Senior/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.

**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 St. Paul St., Baltimore, MD 21202), or in person. Office hours are Monday thru Thursday, 8:30 a.m. until 4:30 p.m. 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.

www.mta.maryland.gov/commuter-bus

**Commuter Direct – Online MTA Ticketing** ................................................................. 410-697-2212 (V)  
https://mta.commuterdirect.com

**Reduced Fare Certification Office** .................................................................................. 410-767-3438 (V)  
.................................................................................................................................. 410-333-2051 (TTY)

E-mail: dyoung2@mta.maryland.gov
Prince George’s County

TheBus - Prince George’s County Transit

Serve 28 routes within Prince George’s County. Adults 60+ and persons with disabilities and Medicare card holders with a valid photo ID ride TheBus free-of-charge during normal operational hours from 6:00 a.m. to 7:00 p.m., Monday through Friday. There is no service on weekends and major holidays (New Year’s Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day). Riders just have to present one form of proper identification - driver’s license, Metro Senior ID / Metro Disabled ID / MetroAccess card, or similar ID - to the bus driver. In addition, persons with disabilities with a MetroAccess card may bring one personal companion with them on board TheBus at no charge. All TheBus services are accessible and accept use of portable oxygen, respirators and concentrators.

Customer Information............................................................................................................................................. 301-324-2877 (V)

www.princegeorgescountymd.gov/1120/TheBus

Baltimore County and Beyond

Maryland Transit Administration (MTA)

https://mta.maryland.gov

Reduced Fares for all MTA Operated Transportation: Reduced fares are available for adults 65+, persons with disabilities, and Medicare cardholders. To be eligible, you must show one of the following: a valid MTA Senior/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 that 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 St. Paul St., Baltimore, MD 21202), or in person. 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.

MTA MobilityLink – Paratransit Service: A specialized transit service available to people, who because of a disability are functionally unable to get to a bus stop, wait unassisted at a stop or station or board or ride a bus or train by themselves. MobilityLink is a shared ride service offered from the first exterior door of your home or pick up location to the first exterior door of your destination. MobilityLink service is available within three quarters (¾) of a mile of any LocalLink route in Baltimore City and Anne Arundel and Baltimore counties and within three quarters (¾) of a mile radius of a Light RailLink or Metro SubwayLink station. This does not include MARC Train or Commuter Bus routes. One-way fare is $2.10 for eligible riders and their guests. If you are certified to travel with a Personal Care Attendant (PCA) they ride for free. Passengers must pay the exact fare when boarding the bus. A maximum of two children under the age of six (6) may ride free of charge and children over six (6) pay the adult fare of $2.10. If you are a visitor with a disability, the MTA will be happy to assist you use the MobilityLink service for up to 21 days each year. Simply fax them your eligibility determination letter from your service provider to 410-764-8509. They need to know your name, and when you want to travel and how they should send you information confirming your eligibility for MobilityLink. It may take up to 3 days to process so please plan ahead. If you have not been certified by another transit system and wish to use their service, please tell them what mobility device you use or provide a doctor’s note confirming a disability along with the information requested above.

Transit Information Contact Center – Hours: Monday through Friday, 6:00 a.m. to 7:00 p.m.

............................................................................................................................ 410-539-5000 (V)
............................................................................................................................ 1-866-743-3682 (Toll Free)
............................................................................................................................ 410-539-3497 (TTY)
Reduced Fare Certification Office – Hours: Monday through Thursday, 8:30 a.m. to 4:30 p.m.  
............................................................................................................................  410-767-3438 (V)  
............................................................................................................................  410-333-2051 (TTY)  
https://mta.maryland.gov/disabled-reduced-fare-program • E-mail: dyoung2@mta.maryland.gov

• **LocalLink Bus**
  Operate over 60 bus routes throughout the Baltimore area.  
**Reduced Fares for Adults 65+ or People with Disabilities:** One-way is .90 cents; a day pass is $2.20; and a monthly pass is $22.00. There is an additional .60 cent charge for each Express BusLink ride.  
https://mta.maryland.gov/local-bus

• **Commuter Bus**
  Operates weekdays during morning and evening rush hours.  
**Reduced Fares for Adults 65+ or People with Disabilities:** Only cash one-way fares using exact change may be purchased on the bus. No change will be given if you overpay. One-way full fare is $5.00. One-way reduced fare is $4.00. Ten-trip tickets and monthly passes can be purchased from Commuter Direct.  
**Commuter Direct** ................................................................. 410-697-2212 (V)  
https://mta.maryland.gov/commuter-bus • https://mta.commuterdirect.com

• **MARC Train**
  Commuter rail system whose service areas include Harford County, Maryland; Baltimore City; Washington, D.C.; Brunswick, Maryland; Frederick, Maryland; and Martinsburg, West Virginia. Service operates Monday through Friday only. Weekend service available on the Penn Line only.  
**Reduced Fares for Adults 65+:** Receive a 50 percent discount off the price of all full-fare MARC tickets, except the Washington Metrorail portion of the TLC. Must show one of the following: valid government-issued photo ID showing date of birth (e.g., driver's license), 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 Fares for People with Disabilities:** Customers with disabilities receive a 50 percent discount off the price of all full-fare MARC tickets, except the Washington Metrorail portion of the TLC. Must show one of the following: valid MTA Disability Photo ID Card, or valid disability ID from another transit agency AND any valid government-issued photo ID (e.g., driver's license), 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 (410-767-4833).  
https://mta.maryland.gov/marc-train

• **Light RailLink**
  Frequent daily service every 10 to 30 minutes from 5:00 a.m. to 12:00 a.m. weekdays, 6:00 a.m. to 12:00 a.m. Saturdays, and 11:00 a.m. to 7:00 p.m. Sundays. Service between Hunt Valley to Cromwell Station/ Glen Burnie, Timonium to BWI Marshall Airport and Penn Station to Camden Yards. Main line runs every 10 to 15 minutes on weekdays and every 15 minutes on weekends. Branches run every 20 to 30 minutes on weekdays and every 30 minutes on weekends. PennCamden shuttle runs every 30 minutes daily.  
**Reduced Fares for Adults 65+ and People with Disabilities:** One-way is .90 cents; a day pass is $2.20; and a monthly pass is $22.00.  
https://mta.maryland.gov/light-rail

• **Metro SubwayLink**
  The 15.5-mile, 14-station Metro SubwayLink system operates every 8 to 10 minutes during the morning and evening peak periods; 11 minutes during weekday evenings; 15 minutes on Saturdays, Sundays and holidays. Service between Owings Mills and Johns Hopkins Hospital.  
**Reduced Fares for Adults 65+ and People with Disabilities:** One-way is .90 cents; a day pass is $2.20; and a monthly pass is $22.00.  
https://mta.maryland.gov/metro-subway
**Johns Hopkins Medicine (JHM)**

JHM Patient and Visitor Shuttles  
Courteous shuttles are provided free of charge for patients and visitors traveling around campus. Only authorized patients and their visitors may ride the shuttles. Also provide information about public transportation to and from campus.  
**Transportation Office Hours:** Monday through Friday, 6:00 a.m. to 10:00 p.m.  
**Tandra Goodman, Transportation Manager** .................................................................  410-502-6880 (V)  
www.hopkinsmedicine.org/security_parking_transportation/transportation  • E-mail: tgoodm10@jhmi.edu

**Camden Yards via Public Transportation**

Camden Yards is located in downtown Baltimore.  
www.mlb.com/orioles/ballpark/transportation  
**Maryland Transit Administration (MTA)**  
https://mta.maryland.gov/oriole-park-camden-yards

- **LocalLink Bus Service:** 20 Local Bus routes pass near Oriole Park. Bus Nos. 1, 3, 5, 7, 8, 10, 11, 19, 20, 23, 27, 31, 35, 36, 61, 64, 91 and QuickBus 40, 46 & 48.  
  **Fares:** $1.90 one-way, $3.80 round trip, $4.40 Day Pass.  
- **Light RailLink Service:** Run every 10 to 30 minutes.  
  **Fares:** $1.90 one-way, $3.80 round trip, $4.40 Day Pass.  
  **Hours:** Monday to Friday, 5:00 a.m. to 12:00 a.m.; Saturday 6:00 a.m. to 12:00 a.m.; Sunday 11:00 a.m. to 8:00 p.m. For night games Monday to Saturday, the last train that leaves Camden Yards going Northbound to Hunt Valley Station will be 11:36 p.m. The last train leaving Camden Yards heading Southbound to Cromwell Station will be 11:53 p.m. and the last train leaving Camden Yards for BWI Station will be 12:08 a.m. For games ending after regular scheduled service, they will extend service for one hour.  
- **Metro SubwayLink Service:** Run every 8 to 15 minutes.  
  **Fares:** $1.90 one-way, $3.80 round trip, $4.40 Day Pass.  
  **Hours:** Monday through Friday: 5:00 a.m. to midnight; Saturday, Sunday & Holidays: 6:00 a.m. to midnight. Return service on Metro SubwayLink for games ending after regular closing time will be extended for one hour after the end of regular hours with limited service during that period. Make your way promptly to the Metro Subway platform after the game.  
- **MARC Train Weekend Service:** Take MARC Train Weekend Service on the Penn Line to a weekend Orioles home game at Camden Yards. Visit https://mta.maryland.gov/marc-train for complete schedule information.  
  **Fare:** $8.00 one-way.  
- **Mobility / Paratransit Service:** Individuals with disabilities who are registered with MTA Mobility/Paratransit can call 410-764-8181 for service to Oriole Park. Please call by 5:00 p.m. the day before service is needed.  
- **Reduced Fares for all MTA Operated Transportation:** Reduced fares 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. 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 St. Paul St., Baltimore, MD 21202), or in person. Office hours are Monday through Thursday, 8:30 a.m. until 4:30 p.m. 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.

**Transit Information Contact Center** .................................................................  410-539-5000 (V)  
........................................................................................................................  1-866-743-3682 (Toll Free)  
........................................................................................................................  410-539-3497 (TTY)

**Reduced Fare Certification Office** ................................................................. 410-539-5000 (V)  
........................................................................................................................  410-539-3497 (TTY)  
........................................................................................................................  410-539-3497 (TTY)  
https://mta.maryland.gov/disabled-reduced-fare-program  • E-mail: dyoung2@mta.maryland.gov
M&T Bank Stadium via Public Transportation

M&T Bank Stadium is located in downtown Baltimore.  
www.baltimoreravens.com/stadium/directions-parking

Maryland Transit Administration (MTA)  
https://mta.maryland.gov/mt-bank-stadium

- **LocalLink Bus**: Ride any of these Local Buses, which stop near M&T Bank Stadium: Nos. 1, 3, 7, 11, 14 (Sundays), 19, 27, 35 and 64.  
  **Fare**: $1.90 one-way, $3.80 round trip, $4.40 Day Pass.

- **Light RailLink**: Runs from Hunt Valley (north of Baltimore) and from Cromwell Station/Glen Burnie (south of Baltimore) to Hamburg Street Stop at M&T Bank Stadium. Light Rail also connects with BWI Marshall Airport and Amtrak’s Penn Station.  
  **Fare**: $1.90 one-way, $3.80 round trip, $4.40 Day Pass.  
  **Hours**: Monday through Friday, 5:00 a.m. to midnight; Saturday 6:00 a.m. to midnight; Sunday and holidays, 11:00 a.m. to 7:00 p.m. On football home game days, if the game runs past normal operating times, Light Rail will remain open for one hour past the end of the game.

- **Metro SubwayLink**: Metro Subway runs from Owings Mills (west of Baltimore) and from Johns Hopkins Hospital (east of Baltimore) to Charles Center Station West (short walk to the stadium).  
  **Fare**: $1.90 one-way, $3.80 round trip, $4.40 Day Pass.  
  **Hours**: Monday to Saturday, 5:00 a.m. to midnight; Sunday/Holidays 6:00 a.m. to midnight. On football home game days, if the game runs past normal operating times, Metro Subway will remain open for one hour past the end of the game.

  **Fare**: Range from $5.00 to $8.00.

- **Reduced Fares for all MTA Operated Transportation**: Reduced fares are available for adults age 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. 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 St. Paul St., Baltimore, MD 21202), or in person. Office hours are Monday through Thursday, 8:30 a.m. until 4:30 p.m. 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.

Transit Information Contact Center ................................................................. 410-539-5000 (V)  
........................................................................................................................................ 1-866-743-3682 (Toll Free)

Reduced Fare Certification Office  
......................................................................................................................................... 410-767-3438 (V) 
......................................................................................................................................... 410-333-2051 (TTY)

https://mta.maryland.gov/disabled-reduced-fare-program • E-mail: dyoung2@mta.maryland.gov

Washington Nationals Park via Public Transportation

Washington Nationals Park is located in Southeast Washington along the Anacostia River bounded by South Capitol Street to the west, N Street to the north, First Street to the east and Potomac Avenue to the south.  
www.mlb.com/nationals/ballpark/transportation

**Metrobus**: Take Metrorail on the Red Line to Union Station. Board Metrobus outside of Union Station (garage – tour bus level) on the east side of Columbus Circle on Massachusetts Avenue NE between First and 2nd Street NE. Service hours are extended until midnight for Washington Nationals home games beginning at 4:05 pm or later, Monday through Saturday.  
www.wmata.com/bus
DC Circulator: For Sunday home games, DC Circulator provides service from 10:00 a.m. to 10:00 p.m. Rides cost $1.00 and arrive every 10 minutes. DC Circulator drops passengers off at the M Street and New Jersey Avenue SE entrance to the Navy Yard Metrorail Station allowing for a one block walk to the ballpark.

www.dccirculator.com

Metrorail: Take the Red Line to the Green Line (via the Gallery Place Metro Station) and exit at the Navy Yard-Ballpark Metro station. The Navy Yard-Ballpark Metro station is one block from Nationals Park.

www.wmata.com/rail

FedEx Field via Public Transportation

FedEx Field is located in Landover, Maryland in Prince George’s County.

Information ........................................................... 301-276-6050 (V)

www.washingtonfootball.com/stadium/parking-and-directions

Metrorail: Take the Red Line to the Blue Line (via the Metro Center Metro Station) and exit at the Morgan Boulevard Metro Station. Turn left onto Garrett Morgan Boulevard and follow the sidewalk for less than a mile to FedEx Field.

www.wmata.com/rail

Ocean City via Bus and Using Public Transportation in Ocean City

Greyhound Bus provides daily buses to and from Ocean City via Silver Spring and Washington, DC (with transfers in Baltimore). All buses stop in Salisbury. Assistance is available to customers with disabilities. Contact the Greyhound Customers with Disabilities Travel Assistance Line at 1-800-752-4841 (Toll Free) at least 48 hours prior to your departure. Greyhound passengers aged 62 and older may request a 5% discount on unrestricted passenger fares. Appropriate ID may be required.

For fare and schedule information visit Greyhound's website at www.greyhound.com or call 1-800-752-4841 (Toll Free) 1-800-345-3109 (TTY) ifsr@greyhound.com ADA.Support@greyhound.com

Boardwalk Tram travels from the entire length of the boardwalk, from the Inlet to the North Booth at 27th Street.

Hours: Operates Monday through Friday, 11:00 a.m. to midnight, and Saturday and Sunday, 10:00 a.m. to midnight during the summer season (mid-May to mid-September).

Fare: Tram fare is $4.00 per person for one-way passage only. An unlimited ride pass, which costs $8.00, allows a passenger to ride the tram as much as they like between 11:00 a.m. and 4:00 p.m. The unlimited ride pass is only valid on the day of purchase and is not available during Holidays, Holiday Weekends or Special Events. Discount fare punch cards are available at $26.00 for 8 rides. Accept major credit cards or exact cash fare. Tram operation is subject to weather conditions. See the station operators or call 410-520-4394 (V) or 410-723-1606 (V) for further information.

https://oceancitymd.gov/oc/departments/public-works/ocean-city-boardwalk-tram/

Coastal Highway “Beach” Transit Bus travels along the Coastal Highway, 24 hours a day, 7 days a week during the summer. Reduced hours in the fall.

Fare: A $3.00 ride-all-day pass allows you to ride from 6:00 a.m. until 6:00 a.m. the next morning. Exact cash fare required or use of pre-paid photo ID General Bus Pass obtained from City Hall. Adults age 65 and over, persons with disabilities, Medicare card holders and Ocean City Non-Resident Adults 60+ Bus Pass holders can ride for half fare ($1.50) all day. Proof of eligibility may be required. Ocean City buses also run to and from the West Ocean City Park and Ride facility, which is a connection point for Shore Transit and Greyhound Bus.

https://oceancitymd.gov/oc/departments/public-works/ocean-city-beach-bus/

Park-N-Ride “Beach Bus” is a shuttle service between South Division Street Transit Station, West Ocean City Park & Ride, and the Tanger Outlet. Seasonal operation begins in May and runs intermittently into October.

Fare: Fares are $3.00 ride-all-day. Exact cash fare required or use of pre-paid photo ID General Bus Pass obtained from City Hall. Adults ages 65 and older, persons with disabilities, Medicare card
holders and Ocean City Non-Resident Adults 60+ Bus Pass holders pay half fare ($1.50 ride-all-day). Free parking. Service runs every 20 minutes from 6:00 a.m. to 2:00 a.m. and on demand at other times throughout the summer season.

- **ADA Paratransit “Origin-to-Destination”** service is available for eligible residents with disabilities and visitors of Ocean City. If you are ADA certified and have a card from another agency, you are already eligible to use our ADA Services. Residents and Visitors that do not have a certified ADA card may use this service for up to 21 days in a 365-day period without obtaining certification. This service is available during the same operating days and hours as the fixed-route Coastal Highway bus service. All trip reservations must be made by 10:00 p.m. the day prior. Eligible patrons may call the Dispatch Office at 410-723-1606 (V) to make a reservation for the para-transit van 365 days a year. All standard-sized common wheelchairs can be transported. All other mobility devices will be accommodated when all needed safety requirements have been satisfied by the driver.

**Fare:** Fare is $3.00 ride-all-day. Exact cash fare required or use of pre-paid photo ID General Bus Pass obtained from City Hall. Children under 42 inches in height or under ride free. Half fare ($1.50) for Ocean City non-resident senior (adult 60+) bus pass holders.

### Shore Transit
<table>
<thead>
<tr>
<th>Shore Transit</th>
<th>Town of Ocean City – Transportation Department</th>
</tr>
</thead>
<tbody>
<tr>
<td>443-260-2300 (V)</td>
<td>410-723-2174 (V)</td>
</tr>
<tr>
<td>E-mail: <a href="mailto:info@shoretransit.org">info@shoretransit.org</a></td>
<td><a href="http://oceancitymd.gov/oc/departments/public-works/transportation/">http://oceancitymd.gov/oc/departments/public-works/transportation/</a></td>
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<td><a href="http://www.shoretransit.org">www.shoretransit.org</a></td>
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### New York City and Philadelphia via Bus

**Bolt Bus**
Daily express service from Greenbelt, Baltimore and Washington, DC to New York City. Bolt buses are wheelchair lift-equipped, but space is limited and riders should indicate any special accommodations they might need through the Special Needs Preferences box when making their online reservation. On-board restrooms. Service animals with proper documented service are permitted to travel at no additional charge. Accept reservations and walk-up fares on a space-available basis. Fares vary. There is a $3.00 booking fee plus a $2.00 processing fee for booking tickets via telephone. Tickets are non-refundable. Bolt Bus is operated by Greyhound.

1-877-265-8287 (Toll Free)
www.boltbus.com • E-mail: customerservice@boltbus.com

**MegaBus**
Daily bus service from Baltimore to New York City and Philadelphia, and Washington, DC to New York City and Philadelphia. Customers with special requirements can make reservations through the Megabus website. Passengers travelling with special requirements should click on the “assisted travel” option and answer a few simple questions that will allow staff to accommodate you. Service animals must be properly harnessed and under the direct control of the customer at all times. Fares vary. Tickets are non-refundable.
1-877-462-6342 (Toll Free)
http://us.megabus.com
Peter Pan Bus Lines
Provide daily express service between Baltimore and Washington, DC to New York City and Philadelphia. Passengers aged 62 and older may request a 15% discount on full adult fares on Peter Pan schedules and those of participating bus carriers. Not available on Greyhound Canada routes. Valid photo ID is required. Discounted fares are only available for purchase at terminals and agencies and are not available online. Fares are subject to change until purchase. Tickets are not available for purchase from the Information and Customer Care Center. Provide assistance with boarding and de-boarding buses, luggage, transfers, and storage and retrieval of mobility devices on our coaches. If you need assistance, inform employees of your needs or call the Customer Care Center prior to your departure and provide information about your specific travel needs. Peter Pan will use the information about your travel needs and schedule to arrange assistance by company personnel or contractors at your point of departure and your final destination. Priority seating is available for customers with disabilities upon request. Coaches are equipped with wheelchair lifts which can accommodate most power and manual wheelchairs and scooters. For more information on connecting routes, please see Greyhound Bus on page 26.

Information and Customer Care Center: ................................................................. 1-800-343-9999 (Toll Free)
https://peterpanbus.com

Vamoose Express Bus Service
Provide daily bus transportation between New York City and Bethesda, MD / Arlington, VA / Lorton, VA. Reservations are required. Motorcoaches have wheelchair lifts. Passengers with special requirements are encouraged to advise at time of booking, so staff are prepared to accommodate. Properly documented service animals trained for the purpose of accompanying a disabled person will be allowed on the bus. Request needs to be made 48 hours before travel. Trip duration is approximately 4 hours from Bethesda, with an additional 30 minutes to from Arlington. Buses are equipped with air conditioning and an onboard restroom. Pick-up location in Bethesda is Bethesda Metro Station. Pick-up location in Arlington, VA is the Rosslyn Metro Station. Pick-up in Lorton, VA is the Lorton VRE Station. Drop-off locations in New York City are Penn Station and Herald Square Station.

........................................................................................................................................ 301-718-0036 (V)
www.vamoosebus.com

VEHICLE SALES, RENTALS AND LEASING

AMS Vans, Inc.
Sell new and used wheelchair accessible vans with nationwide delivery. Offer direct-sale online classifieds. Short- or long-term accessible van rentals available. Also convert existing vans and sell adaptive equipment including lifts, hand controls, wheelchair tie-downs, power chairs, and transfer / turning automotive seating.
......................................................................................................................... 1-800-775-8267 (Toll Free)
www.amsvans.com/maryland • E-mail: questions@amsvans.com

Bedco Mobility
Sell new and used wheelchair accessible vans. Also install wheelchair and scooter van lifts, driving aids, and transfer seats. Located in Baltimore, MD.
......................................................................................................................... 301-585-0700 (Washington)
......................................................................................................................... 410-825-1440 (Baltimore)
......................................................................................................................... 1-800-825-1440 (Toll Free)
www.bedcomobility.com • E-mail: info@bedcomobility.com

Colonial Equipment Company
Sell new and used wheelchair accessible transportation vehicles including paratransit shuttles and buses. Located in Monrovia, MD.
......................................................................................................................... 1-800-462-9287 (Toll Free)
www.colonialbus.com
Koons Mobility Center
Sell new and used wheelchair accessible vans. Installation of adaptive equipment modifications including hand controls. Authorized Vantage Mobility International (VMI) dealer. Located in Annapolis, MD.

http://koonsmobilitycenter.com 410-224-2100 (V)

M.I.T.S. Corporation
Sell wheelchair accessible mini and full size vans. Also install vehicle modifications including scooter and wheelchair lifts, portable ramps, hand controls, vehicle transfer seating, driving aids, and wheelchair restraints. Serve MD, PA, and the Mid-Atlantic region. Located in Glen Rock, PA.

www.mitscorp.com 1-800-243-6487 (Toll Free)

MobilityWorks
Sell and rent wheelchair accessible mini and full size vans. Also install vehicle modifications including mechanical and electronic hand controls, spinner knobs, scooter and wheelchair lifts, and turning seats for standard vehicles. Located in Beltsville, MD.

Sherry Jones, Certified Mobility Consultant 301-595-4466 (V)
www.mobilityworks.com  E-mail: sherry.jones@mobilityworks.com

RSL Auto Sales
Sell used wheelchair accessible vans. Installation of vehicle modifications including wheelchair lifts, wheelchair ramps, turny seats, hand controls, left-foot accelerators, and wheelchair restraints. Located in Keymar, MD.

www.rslautosales.com 301-845-4545 (V) 1-888-845-0533 (Toll Free)

Total Mobility Services
Sell new and used wheelchair accessible minivans and trucks. Wheelchair van rentals available hourly, daily, weekly, and monthly. Sell, install and service vehicle lifts and mobility products including seats and driving controls. Located in Frederick, MD. Serve MD, PA, and WV

Anne Masci, Mobility Consultant 240-490-7840 (V)
www.tmservices.com  E-mail: annem@tmservices.com

Wheelers Accessible Van Rentals
Wheelchair accessible van rentals. Vehicle features include wheelchair lift or ramp, raised roof or lowered floor, and hand controls. Curbside pick-up and delivery. Located in Baltimore, MD. Serve Baltimore and Columbia areas. Services provided by Bedco Mobility.

http://wheelersvanrentals.com/US/maryland-wheelchair-van-rentals 410-825-1440 (V) 1-800-825-1440 (Toll Free)

Wheelchair Getaways
Offer wheelchair accessible van rentals to customers with mobility needs in the Maryland area.

www.accessiblevans.com 1-866-224-1750 (V)
These businesses sell and service accessible vehicles and driving equipment to meet the needs of people with disabilities.

**AA-Eastern Mobility, Inc.**
Offer modifications such as installation of wheelchair lifts and ramps, hand and foot driving controls, wheelchair restraints, and power transfer seats. Serve MD, VA, WV and PA. Located in Keymar, MD.

```plaintext
301-845-4188 (V)
1-888-845-0533 (Toll Free)
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[www.easternmobility.com](http://www.easternmobility.com)

**AMS Vans, Inc.**
Convert existing vans and sell adaptive equipment including lifts, hand controls, wheelchair tie-downs, power chairs, and transfer / turning automotive seating. Also sell new and used wheelchair accessible vans with nationwide delivery.

```plaintext
1-800-775-8267 (Toll Free)
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[www.amsvans.com/maryland](http://www.amsvans.com/maryland) • E-mail: questions@amsvans.com

**Bedco Mobility**
Install wheelchair and scooter van lifts, driving aids, and transfer seats. Also sell new and used wheelchair accessible vans. Located in Baltimore, MD.

```plaintext
301-585-0700 (Washington)
410-825-1440 (Baltimore)
1-800-825-1440 (Toll Free)
```  
[www.bedcomobility.com](http://www.bedcomobility.com) • E-mail: info@bedcomobility.com

**Division of Rehabilitation Services (DORS) – Workforce and Technology Center**
Provide a range of vehicle modification services to eligible individuals with significant disabilities. Assessment services will help determine specific needs as a driver or passenger, detail modification options, and develop a prescription required for modifications of a vehicle. Provide assistance with direct purchase of pre-installed modifications in a specific or used vehicle or modifications to be installed in a vehicle owned by you or a new vehicle purchased by you. Can also provide information and referral services on funding and loan options that may be available.

```plaintext
410-554-9100 (V)
1-888-200-7117 (Toll Free)
410-415-9306 (Videophone)
```  
[https://dors.maryland.gov/consumers/WTC/RTS/Pages/driving.aspx](https://dors.maryland.gov/consumers/WTC/RTS/Pages/driving.aspx) • E-mail: wtc.dors@maryland.gov

**Fancy Vans & Speed**
Installation of wheelchair lifts and ramps, driving aids, and van conversions. Located in Waldorf, MD.

```plaintext
301-843-5151 (V)
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[www.fancyvansmobility.net](http://www.fancyvansmobility.net) • E-mail: steve@fancyvansmobility.net

**Independence Now**
Provide financial assistance for vehicle modifications for individuals with significant disabilities. Vehicular modifications are limited to removable aids such as spinner knobs, hand controls, wheelchair lifts, and pedal extenders. The vehicles must be owned by the consumer or the consumer's family and meet safety standards, once modified. Approval requires documentation such as State Inspection Certificates, prescriptions or evaluation reports, and/or documentation form MVA's Review Board, consumer's valid driver's license listing modifications. Serve Montgomery and Prince George’s County.

```plaintext
301-277-2839 (V)
```  
[www.innow.org/tech.html](http://www.innow.org/tech.html) • E-mail: info@innow.org
M.I.T.S. Corporation
Installation of vehicle modifications including lifts, scooters, portable ramps, hand controls, vehicle transfer seating, driving aids, and wheelchair restraints. Also sell mini and full size wheelchair accessible vans. Serve MD, PA, and the Mid-Atlantic region. Located in Glen Rock, PA.

www.mitscorp.com

1-800-243-6487 (Toll Free)

MobilityWorks
Install vehicle modifications including mechanical and electronic hand controls, spinner knobs, scooter and wheelchair lifts, and turning seats for standard vehicles. Also sell and rent wheelchair accessible mini and full size vans. Located in Beltsville, MD.
Sherry Jones, Certified Mobility Consultant

301-595-4466 (V)
www.mobilityworks.com • E-mail: sherry.jones@mobilityworks.com

Oneness Mobility
Installation of vehicle modifications including lifts, raised roofs and doors, power seats, hand controls, automatic steps, and power door openers. Located in Forestville, MD.

301-568-6686 (V)
1-866-570-6686 (Toll Free)
www.onenessmobility.com • E-mail: admin@onenessmobility.com

Total Mobility Services
Sell, install and service vehicle lifts and mobility products including seats and driving controls. Sell new and used wheelchair accessible minivans and trucks. Located in Frederick, MD. Serve MD, PA, and WV.
Anne Masci, Mobility Consultant

240-490-7840 (V)
www.tmservices.com • E-mail: annem@tmservices.com

TRAVEL TRAINING

Columbia Lighthouse for the Blind – Orientation and Mobility
Training for individuals who are blind includes instruction on how to successfully use public transportation independently.

240-737-5100 (V)
www.clb.org/programs-services/rehabilitation-services • E-mail: info@clb.org

Metro – Washington Metropolitan Area Transit Authority (WMATA)
Travel Training and System Orientation: Free individual or group travel training is offered for customers with disabilities as well as adults 65+, with or without disabilities. Travel training is short-term, comprehensive, intensive instruction designed to teach customers how to travel safely and independently on the accessible Metrobus and Metrorail public transportation systems. Training includes learning how to pay fares, how to obtain reduced fare for adults 65+ and persons with disabilities, how to plan a trip, how to communicate with Metro to obtain travel information, how to use accessible features, how to travel safely on public transportation, and how to ride independently. Also offer free tours of a Metro station to promote and identify the accessibility and safety features.
Free resources include large print pocket guides and a booklet titled “Accessible Options for Customers with Disabilities and Senior Citizens”, which includes a comprehensive listing of public transportation options available in the District of Columbia, Maryland (the counties of Montgomery, Prince George’s, Anne Arundel, and Baltimore City and Central Maryland) and Virginia (the counties of Arlington and Fairfax, and the cities of Alexandria, Fairfax, and Falls Church). Call to schedule an orientation or to request a booklet. Metro travel trainers are available to make presentations for staff training, organization
meetings, workshops, consumers and caregivers on the accessibility features of the Metro system.

202-962-2703 (V)  202-962-2033 (TTY)
202-510-9165 (Video Relay Service)

E-mail: traveltraining@wmata.com

**Trip Planning:** Plan routes between two destinations using Metrorail and/or Metrobus. Suggested trip itineraries also 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 in a Trip Planner itinerary or “Service Nearby” location search. A mobile website version is also available for mobile device: www.wmata.com/mobile. Live Chat agents are available online Monday through Friday, 9:00 a.m. to 3:00 p.m., excluding holidays.

http://wmata.com/schedules/trip-planner

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**Perils for Pedestrians**
A television series promoting awareness of issues affecting the safety of people who walk and bicycle. Interview advocates and government planners about problems such as missing sidewalks and crosswalks, dangerous intersections, speeding traffic, and obstacles to wheelchair users and people with disabilities and solutions to such problems. Also feature a blog.

www.pedestrians.org

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**Ride Smart Workshops – Connect-A-Ride – Jewish Council for the Aging of Greater Washington**
Workshops help small groups of adults 50+ to learn to use public transportation options and otherwise navigate the National Capital Region. Offered periodically.

301-738-3252 (V)

https://accessjca.org/connect-a-ride  •  E-mail: connectaride@accessjca.org

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**DRIVER EDUCATION, EVALUATION AND REHABILITATION**

**Adventist Rehabilitation Hospital of Maryland – Driver Rehabilitation Program**
Provide a clinical evaluation which includes an assessment of vision, visual perception, cognition, reaction time, and motor skills related to driving. Also provide a behind-the-wheel evaluation, which is done in a vehicle equipped with an instructor brake so the therapist can gain control of the car if needed. Vehicle is equipped with adaptive controls (i.e. brake, accelerator, etc.). Training is provided if it is determined the client needs special equipment or adaptive strategies. A prescription for a driving rehabilitation evaluation is needed from a doctor. This program is unable to accommodate new drivers or those who will need to drive from a wheelchair. Clients must be able to transfer in and out of a car and tolerate sitting in a car. Medicare and secondary insurances do not pay for driving rehabilitation evaluations, training or equipment needed for the client’s vehicle. If applicable, Worker’s Compensation or the Maryland Division of Rehabilitation Services may pay for evaluations. Services are provided by Brant’s Driving School.

**Adventist Outpatient Rehabilitation**  240-864-6000 (V)
www.adventisthealthcare.com/services/rehabilitation/occupational-therapy/

**Brant’s Driving School**  1-877-395-7011 (Toll Free)
www.brantsdrivingschool.com  •  E-mail: info@brantsdrivingschool.com
Division of Rehabilitation Services (DORS) – Workforce & Technology Center

Drivers Assessment and Adapted Driving
Certified driving instructors evaluated individuals with disabilities to determine their ability to drive motor vehicles. Staff also determine what adaptive equipment individuals with disabilities will need to get a driver’s license and then provide training on how to use the adaptive equipment. DORS Counselors will discuss whether a special license is required, the time needed to obtain a license, the role of the MVA Medical Advisory Board, what help DORS can provide in preparing an individual for the Learner’s Permit and/or the driving test, where testing and/or training can take place, and what type of testing is administered.

Driver Education: Deaf and Autism Spectrum Disorder
Customized driver education for individuals who are Deaf or are diagnosed with an Autism Spectrum Disorder. This includes the MVA 30-hour Driver’s Education classroom course and 6 hours of behind-the-wheel training. After students complete the course, staff can assist in transporting them to the MVA to take the learner’s permit examination.

Germantown Office:
.................................................................................................. 301-601-1500 (V)
.................................................................................................................. 301-200-8083 (Videophone)
E-mail: germantown.dors@maryland.gov
Wheaton Office:
........................................................................................................ 301-949-3750 (V)
.................................................................................................................. 301-200-8090 (Videophone)
E-mail: wheaton.dors@maryland.gov

www.dors.maryland.gov/consumers/WTC/RTS/Pages/driving.aspx

Doctors Community Hospital – Drivers Evaluation Program
Offer simulated and written driving evaluations to determine if you can safely operate a motor vehicle. Driving assessments will be sent to the driver’s home, the driver’s physician, and to the MVA. Driving evaluations are by appointment only.

Oreh Y. Cole, OTR/L, DRS  ............................................................. 240-965-8474 (V)
www.dchweb.org/specialties-services/rehabilitation-services  • E-mail: ocole@dchweb.org

Explore Older Driver Resources in Montgomery County – Montgomery County Government
Provides information and resources including driver skills refresher courses, driver evaluations, safe driving strategies and screening tools, driver mobility programs, and other transportation options.

www.montgomerycountymd.gov/senior/older-driver-resources.html

MedStar Good Samaritan Hospital – Driver Training Program
For individuals with disabling injuries or illnesses or who want to return to driving or learn to drive for the first time. Program is also open to older drivers and people who may not drive but require transfer and safety training. Program offers services ranging from pre-driving evaluations and education to assistance with purchasing adaptive equipment and vehicles. Services include: pre-driving evaluation to assess day and night vision, strength and coordination of the driver’s arms and legs, ability to think and react quickly on the road and basic knowledge of the most up-to-date driving rules and laws; on-the-road evaluation held in your car or fully-equipped, wheelchair-accessible van to assess the driver’s ability to get in and out of the vehicle and to drive safely in different types of traffic; training with the most up-to-date adaptive equipment to improve driving skills; complete preparation for the state road test; provision of a vehicle or special equipment for use in taking the state road test; advice on how to adapt a vehicle to include special equipment such as hand controls, ramps, lifts or special steering wheels; advice on finding a place to buy special driving equipment and getting it installed correctly; advice on financial assistance to adapt cars and vans to meet the driver’s needs; assistance with filling out forms to apply for a driver’s license or changing a license to one that permits special equipment; and consultation with family members about the driver’s abilities. Eligibility: stable health; a current driver’s license or be eligible for a learner’s permit; a desire to return to or begin safe driving; and a doctor’s order that specifies “OT/PT rehab engineering driver evaluation and training”. Serve Maryland and the D.C. area.

Ann Smith-Williams, OTR/L ............................................................. 202-877-1035 (V)
www.medstarrnh.org/our-services/specialty-services/services/driver-training-services
E-mail: ann.e.smith-williams@medstar.net
Montgomery College Driver Education – Additional Supports
Montgomery College’s Driving School and its instructors are Maryland MVA licensed and certified. Additional support instructors are dually certified in Special Education. This course, in a small classroom environment, prepares rookie drivers to test for a Maryland driver’s license. Their 36-hour course consists of 10 three-hour classroom sessions, and 3 two-hour individual sessions using our own cars. This course provides the exact same MVA curriculum as SFT-043 Driver Education, but with built-in supports. Rookie drivers MUST be accompanied by mentor (parent, guardian, etc.) at the first class / orientation and MUST bring a learner’s permit to the first class / orientation. Montgomery College educates mentors on how to manage the learning-to-drive experience through their mentor / parental involvement expectations, our 12 driver readiness indicators with self-assessments, and a collaborative approach between mentor and instructor(s). Additional Supports include, but are not limited to: differentiated instruction, supplemental aides and supports including a multi-sensory approach to learning; behind the wheel is one-on-one instruction with a dually certified MVA and MSDE Special Education Educator; smaller class size; quizzes and tests are read aloud; extra time is granted to students for quizzes and tests; manipulatives (toy cars) are used to better explain situations; and a copy of all powerpoints and instructor notes is provided to student. Contact Natalie Martinez, Disability Supports Services Counselor, least four weeks prior to the start of class to arrange for accommodations and/or assistive technology. If this procedure is not followed, services may be delayed.

Natalie Martinez, Disability Supports Services Counselor ......................................................... 240-567-4118 (V)
E-mail: natalie.martinez@montgomerycollege.edu

Rehabilitation of Frederick, Inc. – Driver Evaluation and Drivers Education
Adaptive Driver Evaluation: Services include a clinical and behind-the-wheel evaluation in adaptive vehicles to evaluate an individual’s potential to drive. Driving evaluation assesses the individual’s vision, visual perception state, physical disability, and cognitive functioning for the task of driving. Offer three different adaptive vehicles for evaluation. Services can be provided at consumer’s location with appropriate travel reimbursement.

Drivers Education for Individuals with Disabilities: Maryland MVA Certified Drivers Education program. Licensed and certified to teach the Maryland standardized curriculum for novice drivers with special requirements. Provide adaptive behind-the-wheel drivers education for all disabilities including adaptive car, adaptive van, and adaptive truck needs. A restricted Learners Permit is required to provide services as part of the graduated license system requirement for the state of Maryland. Serve MD, VA, and WV.

Tim Jones, OTR/L, CDRS ........................................................................................................ 301-682-9110 (V)
www.rehabilitationoffrederick.com • E-mail: ottjones1@yahoo.com

Saint Agnes Hospital Driver Rehabilitation
Driving evaluations for people with disabilities or age related issues. A pre-driving clinical assessment is conducted to determine if an individual has the skills needed to be a safe driver. An On-Road Evaluation is recommended following successful completion of the pre-driving screening and is conducted by a Certified Driver Rehabilitation Specialist. Assessment is conducted in a vehicle equipped with a variety of adaptive controls to accommodate drivers with a variety of disabling conditions. A driving education component is included in all aspects of the driver rehab program including counseling, support, instruction in the use of a variety of adaptive equipment and community resources if return to safe driving may not be possible. A physician’s prescription is required in order to participate in the program. Valid driver's license or eligibility for a license with restrictions is required. Referral may be initiated by the driver, family member, MVA or other agency. Service is not typically covered by Medicare or other insurance agencies.

Hedy Tanenholtz, OTR/L ........................................................................................................... 667-234-2800 (V)
www.stagnes.org/our-services/rehabilitation-and-therapy/driver-rehab • E-mail: htanenho@stagnes.org

Sinai Hospital - Driver Evaluation and Training Program
Assessment consists of a pre-driving clinic evaluation and a behind-the-wheel evaluation. The clinic evaluation includes assessment of vision, reaction time, cognition, memory, physical function and possible need for adaptive equipment. The behind-the-wheel evaluation and training is completed in a Sinai Hospital–owned and –insured vehicle. Adaptive equipment may be added to this vehicle and used if needed. The driving route is designed to assess the driver’s skills under normal driving conditions. If
needed, training will be provided on the use of adaptive equipment. Results of the evaluation will be
discussed with you. Recommendations will be made regarding driving safety, the need for further
training or the application of new driving techniques. A written copy of the evaluation will be forwarded to
you, your primary care physician and, if applicable, to the Motor Vehicle Administration. Medicare and
most health insurance plans do not cover the cost of evaluation or training. These evaluations are
charged by the hour and most evaluations are completed in two to three hours. Driver training is usually
one to two hours in duration.

Jan Crye, OTR/L, CDRS

www.lifebridgehealth.org/Sinai/DrivingEvaluationandTrainingProgram.aspx
E-mail: jcrye@lifebridgehealth.org

Staying on the Go! – Jewish Social Service Agency (JSSA)
Mobility Program offered by JSSA. A trained social worker works one-on-one, or with family members, on
issues related to transitioning away from driving. The goal of the program is to reduce feelings of stress
and anxiety about changes in driving, and to develop an action plan for continued mobility.

www.jssa.org/get-help/seniors/transportation/staying-on-the-go

University of Maryland St. Joseph Medical Center – Safe Driver Assessment Program
In-house clinical assessment program. Program targets individuals who are coping with the side effects of
aging, amputations, arthritis, diabetes, dementia, low vision, multiple sclerosis, parkinsonism, stroke, brain
injury, or memory loss. Program consists of standardized tests which provide a comprehensive analysis of
an individual’s cognitive, perceptual, emotional, and physical capabilities. Feedback is given concerning
an individual’s readiness for driving and a recommendation for further on-the-road evaluation and training
if necessary. A physician order is required for “OT Driver Evaluation”. An individual, family member or a
physician may request this service. Cost is $180 per assessment and is not covered by medical
insurance. Results of the clinical Safe Driver Assessment are written in a concise summary report
outlining the individual’s driving capacities and impairments. A recommendation for further-on-the-road
evaluation can be arranged with a local program. Information is provided to the referring physician.
Megan Schoeffield, OTR/L or Denise Thatcher, MS, OTR/L

www.umms.org/sjmc/health-services/rehabilitation/safe-driver-program

VA Maryland Health Care System – Driver Rehabilitation Program
Driver rehabilitation program helps veterans with a variety of disabilities and age-related health conditions
learn to drive again. Additionally, veterans with prosthetic arms or legs and those who suffered brain
injuries or stroke can also regain their independence through this program. The program coordinator
evaluates individual limitations and needs with the use of adaptive driving equipment, driver simulator
training, and a series of driving evaluations on the simulator and behind the wheel of a car. A veteran’s
vehicle can also be fitted with a variety of adaptive equipment from strategically placed mirrors, to digital
steering devices for amputees. Services offered at the Washington DC VA Medical Center.
Marlowe Eash, MS, OTR/L

www.washingtondc.va.gov/services/Physical_Medicine_Rehabilitation.asp
E-mail: marlowe.eash@va.gov

Americans with Disabilities Act (ADA) Transportation Compliance

Equal Rights Center (ERC)
Handle discrimination complaints, including those against public or private transportation. Offer free
counseling and paths to resolution. Resolves complaints by communicating directly with discriminating
parties; advocating before administrative agencies; investigating the extent of issues; and taking legal
actions.

www.equalrightscenter.org • E-mail: info@equalrightscenter.org

202-234-3062 (V)
1-866-549-0009 (Toll Free)
Federal Transit Administration (FTA) – U. S. Department of Transportation

The FTA provides financial and technical assistance to local public transit systems, including buses, subways, light rail, commuter rail, trolleys and ferries. If you believe you have been discriminated against by a public transit provider, you may file an administrative complaint with the FTA Office of Civil Rights. File a complaint by completing the FTA complaint form: [www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/fta-civil-rights-complaint-form](http://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/fta-civil-rights-complaint-form). The complaint form must be signed and mailed to: Federal Transit Administration, Office of Civil Rights, Attention: Complaint Team, East Building, 5th Floor – TCR, 1200 New Jersey Avenue, SE, Washington, DC 20590. **Please note:** Individuals are encouraged to first file a complaint directly with their transit provider. The FTA does not represent individual complainants. FTA will analyze allegations for possible deficiencies by the transit provider and will work with the transit provider to correct the deficiencies within a predetermined timeframe. For Montgomery County Government public transportation, the ADA Compliance Manager takes complaints: [www.montgomerycountymd.gov/dgs-ada/home.html](http://www.montgomerycountymd.gov/dgs-ada/home.html).

**Hours:** Monday through Friday, 8:30 a.m. to 5:00 p.m. EST............................ 1-888-446-4511 (Toll Free)
[www.transit.dot.gov](http://www.transit.dot.gov)

Maryland Department of Transportation (MDOT) ADA Compliance

Handle ADA complaints regarding the Maryland State Highway (SHA), the Maryland Aviation Administration (MAA), the Maryland Port Administration (MPA), the Maryland Transit Administration (MTA), the Maryland Transportation Authority (MdTA), and the Maryland Motor Vehicle Administration (MVA). Complaints can be filed via phone or mailed to 7201 Corporate Center Drive, Mailstop 330, Hanover, MD 21076.

**Wanda L. Dade, ADA Title II Coordinator** ...................................................... 410-545-0327 (V) ................................. 1-866-910-8866 (Toll Free)
[www.mdot.maryland.gov/newMDOT/ADA/index.html](http://www.mdot.maryland.gov/newMDOT/ADA/index.html) • E-mail: ada@mdot.maryland.gov

Metro Ombudsman Program for Customers with Disabilities - WMATA

The Ombudsman helps individuals understand their rights and responsibilities as well as their options, makes inquiries on an individual’s behalf and obtain responses to his/her questions, helps present an individual’s complaint to the parties responsible for resolution, mediates between an individual and other parties to a conflict to bring about a mutually agreeable outcome, and recommends changes in policies, procedures, and practices to prevent similar problems from occurring. If you have a complaint about an accessibility issue within the Metrorail or MetroAccess system, use the online customer comment form to send feedback: [http://wmata.custhelp.com/app/home/](http://wmata.custhelp.com/app/home/). If you can document that you have tried to resolve your concerns and complaints related to accessibility issues within the Metrorail or MetroAccess services, you may contact the Metro Ombudsman Program for Customers with Disabilities. Written complaints can be sent to Office of ADA Policy and Planning, Metro Ombudsman Program for Customers with Disabilities, 600 5th Street NW, Washington, DC 20001.

**David J. Shaffer, ADA Ombudsman** ................................................................. 202-962-1100 (V) ................................. 202-962-3780 (TTY)
[www.wmata.com/service/accessibility/free-resources.cfm#complaints](http://www.wmata.com/service/accessibility/free-resources.cfm#complaints) • E-mail: access@wmata.com

Montgomery County Government – ADA Compliance Office

Provides information and assistance to the public on the accessibility of County programs and services, ensures that buildings and facilities are built and maintained in accordance with the ADA, and administers the County’s Title II grievance procedure. Title II applies to public entities, including state and local governments, and prohibits discrimination based on disability in all aspects of government programs and services. Title II also requires that state and local governments communicate effectively with people with disabilities and make reasonable modifications to policies, procedures and practices upon request in order to provide qualified individuals with disabilities an equal opportunity to participate in all programs and services.

**Matthew Barkley, ADA Title II Compliance Manager** ............................................. 240-777-6197 (V) ................................. 240-777-6196 (TTY)
[www.montgomerycountymd.gov/DGS-ADA/Home.html](http://www.montgomerycountymd.gov/DGS-ADA/Home.html)
E-mail: adacompliance@montgomerycountymd.gov
National Aging and Disability Transportation Center
Technical assistance center focused on increasing transportation options for older adults, people with disabilities and caregivers, to enhance their ability to live more independently within their communities throughout the United States. Provide one-on-one consultation by phone to discuss the problem or issue. Can provide information and technical assistance on the following topics, as well as other issues related to transportation: ADA and Paratransit. A program of the U.S. Department of Transportation, Federal Transit Administration, administered by Easterseals and the National Association of Area Agencies on Aging (n4a) with guidance from the U.S. Department of Health and Human Services, Administration for Community Living.
Hours: 9:00 a.m. to 5:00 p.m EST, Monday through Friday......................... 1-866-983-3222 (Toll Free)
www.nadtc.org • E-mail: contact@nadtc.org

OTHER USEFUL INFORMATION

Emergency Police, Fire and Rescue ........................................................................................................... 911 (V)
Text-to-911 is now available to residents and visitors of Maryland. Text-to-911 is for people who are:
• Deaf, hard-of-hearing or have a speech disability;
• In a situation making it unsafe for a voice call to 911;
• Experiencing a medical emergency and may be unable to speak.
Non-Emergency Police ............................................................................................................................ 301-279-8000 (V)

Disability Rights Maryland (DRM - formerly Maryland Disability Law Center)
Provide free services to persons with disabilities such as information and referrals to callers about many different legal topics, investigations of complaints that persons with disabilities are abused, neglected, or mistreated, case advocacy for persons with disabilities to obtain certain services, legal representation, technical assistance and legal information to promote self-advocacy, and public education and training. Monitors psychiatric facilities and advocates to prevent and address abuse, neglect, coercive practices, and barriers to discharge in adult mental health facilities and Residential Treatment Centers (RTCs) for children. Provides information, advice, training and legal representation to help individuals with disabilities access and remain in public or subsidized housing and obtain reasonable accommodations or modifications to allow them to live meaningful, integrated lives in their communities. Assists students with all types of disabilities from birth – age 21 in K-12 special education matters, with an emphasis on placement in the least restrictive environment; appropriate assessments, educational and behavioral plans, services and supports; access to school curriculum and high school diplomas; inclusion in school based and out of school activities; and student discipline matters, including inappropriate school exclusion, restraint, seclusion, and the use of school police and arrests.

Disability Rights Maryland (DRM - formerly Maryland Disability Law Center)

Maryland Institute for Emergency Medical Services Systems - Office of Licensing and Certification
Licenses and regulates commercial ambulance services.

Maryland Institute for Emergency Medical Services Systems - Office of Licensing and Certification
Licenses and regulates commercial ambulance services.
Maryland Motor Vehicle Administration (MVA)
Driver's licenses, disability placards and tags, identification cards, and residential street parking signs. Visit an MVA branch office or call to request an application/certification form for an individual with a disability. Driver’s Road Tests are by appointment only.

General Information .................................................................................................................. 410-768-7000 (V)
............................................................................................................................................... 1-800-492-4575 (TTY)
www.mva.maryland.gov • E-mail: MVACS@mdot.state.md.us

Please note: All services are offered Monday through Friday at all locations. All Saturday services at all locations are only for driver’s licenses.

<table>
<thead>
<tr>
<th>MVA Gaithersburg – Full Service</th>
<th>MVA White Oak – Full Service</th>
<th>MVA Glenmont - Express Office</th>
<th>MVA Gaithersburg - Express Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>15 Metropolitan Grove Road Gaithersburg, MD 20878</td>
<td>2131 Industrial Parkway Silver Spring, MD 20904</td>
<td>Glenmont Shopping Center 12335 Georgia Avenue Wheaton, MD 20902</td>
<td>Walnut Hill Shopping Center 16520 S. Westland Drive Gaithersburg, MD 20877</td>
</tr>
<tr>
<td>Hours: Monday through Wednesday and Friday 8:30am to 4:30pm; Thursday 8:30am to 6:30pm Saturday 8:30am to 12pm</td>
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</tbody>
</table>

Maryland Relay (MD Relay)
With Maryland Relay, people who are Deaf, Hard of Hearing, late-deafened, Deaf-Blind or have cognitive, mobility or speech difficulty can easily communicate through TTY (text telephone) with anyone using a standard phone. Either a TTY user or a person using a standard phone may initiate a call through Maryland Relay. The spoken words are relayed by an Operator (OPR) who types them, word for word, to the person on the other end of the line. Then the OPR speaks to the hearing person everything that the TTY user types back. The Maryland Accessible Technology (MAT) program distributes free amplified phones, ring signalers, TTYs and other assistive devices to qualified applicants who have difficulty using the telephone. To qualify, applicants must be receiving one or more state or federal benefits or show that they have a limited income and their home must be equipped with home phone service, high speed/WiFi, or applying for phone service and/or high speed/WiFi. In addition, applicants must have a disability that makes it difficult for them to access a standard telephone. Free training on the use of your equipment will be provided, if necessary.

MD Relay for Maryland Residents: ................................................................. 711 (V/TTY)
MD Relay for Outside of Maryland: ............................................................... 1-800-735-2258 (V/TTY)
MD Relay Customer Service: .............................................................................. 1-800-552-7724 (V/TTY)
........................................................................................................................................ 443-453-5970 (Videophone)
www.mdrelay.org • E-mail: MoreInfo@MDRelay.org

Maryland State Highway Administration (SHA)
With a few exceptions, SHA owns and maintains all non-toll roads in Maryland that have a number as well as a name, such as I-495 (Capital Beltway), MD 355 (Rockville Pike) and US 29 (Columbia Pike), except those in Baltimore City. Roads without a number are maintained by the county or municipality. Toll roads (including I-95, the Bay Bridge, Fort McHenry Tunnel) are owned and maintained by the Maryland Transportation Authority (MDTA). Please report all highway emergency situations not requiring police assistance, such as traffic signal outages or sinkholes to the Statewide Operations Center. All other service requests, submit online via the customer service form:
http://marylandssha.force.com/customercare/request_for_service

Statewide Operations Center: .............................................................................. 410-582-5650 (V)
........................................................................................................................................ 1-800-543-2515 (Toll Free)
www.roads.maryland.gov
Metro Transit Police Department (MTPD) - WMATA
Officers provide a variety of law enforcement and public safety services on the Metrorail and Metrobus systems in the Washington Metropolitan Area. MTPD police officers have jurisdiction and arrest powers throughout the 1,500 square mile Transit Zone that includes Maryland, Virginia, and the District of Columbia for crimes that occur in or against Transit Authority facilities. To report suspicious activity or unattended items on the Metro, call MTPD or text MyMTPD (696873).

www.wmata.com/about/transit-police/about.cfm

Montgomery County Commission on Aging
Advise and counsel the residents of the County, the County Council, the County Executive and the various departments of county, state and federal governments on matters involving the needs of persons 60+, and to recommend such procedures, programs or legislation as it may deem necessary and proper to promote and ensure equal rights and opportunities for all persons, regardless of their age.

Odile Brunetto, Director, Area Agency on Aging ............................................................. 240-777-1120 (V)
www.montgomerycountymd.gov/coa • E-mail: Odile.Brunetto@montgomerycountymd.gov

Montgomery County Commission on People with Disabilities
Advise the County Executive, County Council and the various departments of the County government on matters involving the coordination and development of the County’s policies affecting residents with disabilities. May advise state and federal governments with approval from the Office of Intergovernmental Relations. The Commission provides advice, counsel, and recommendations to the Government of Montgomery County, Maryland in general, the County Executive, and the County Council in particular.

Betsy Tolbert Luecking, Community Outreach Manager ............................................. 240-777-1252 (V)
www.montgomerycountymd.gov/cpwd • E-mail: Betsy.Luecking@montgomerycountymd.gov

Montgomery County Council
Legislative branch of Montgomery County Government. Responsibilities include: exercises oversight over County programs to ensure efficiency and effectiveness; enacts all County laws and amendments to the Code; and appropriates money to fund the capital and operating budgets and sets the local property tax rate and other local taxes.

 ................................................................................................................................. 240-777-7900 (V)
www.montgomerycountymd.gov/council • E-mail: County.Council@montgomerycountymd.gov

Montgomery County Department of Health and Human Services – Mobility Manager
Works to promote, improve and expand transportation and mobility options for adults 50+ and people with disabilities. Facilitates "Getting All Around the County," a group that works to advise, advocate, and problem-solve issues related to transportation and mobility of persons living in Montgomery County.

Shawn Brennan, Mobility Manager ................................................................................ 240-777-1350 (V)
E-mail: Shawn.Brennan@montgomerycountymd.gov

Montgomery County Department of Transportation - Division of Traffic Engineering and Operations
Call for information on traffic signals, streetlights, traffic signs and street name signs, lane markings and crosswalks, speed humps and other traffic calming measures, and residential parking.

 ................................................................................................................................. 240-777-2190 (V)
www.montgomerycountymd.gov/dot-traffic/index.html
E-mail: mcdot.trafficops@montgomerycountymd.gov
Montgomery County Office of the County Executive
The County Executive oversees the enforcement of the laws of Montgomery County and provides Executive direction to all departments and offices of the County government. The County Executive also develops policies; proposes plans, programs, budgets, and legislation to the County Council; adopts Executive Orders and Regulations and appoints residents to boards, committees, and commissions.

311 (in the County)
240-777-0311 (outside of County)
240-773-3556 (TTY)
www.montgomerycountymd.gov/exec  •  E-mail: ocemail@montgomerycountymd.gov

U. S. Department of Transportation (DOT) Accessibility Assistance
Information on DOT’s accessibility policy, disability laws and regulations, and transportation resources for travelers with disabilities.

Hours: Monday through Friday, 8:30 a.m. to 5:00 p.m. EST.......................... 202-366-4000 (V)
1-800-877-8339 (TTY)
www.transportation.gov/accessibility

Montgomery County Department of Health and Human Services
Aging & Disability Services
Aging & Disability Resource Unit

Montgomery County is a Maryland Access Point

Provides hands-on assistance, referrals to service, and information to adults 60+, caregivers and persons with disabilities of any age. It is the primary entry point for most DHHS Aging and Disability services.

240-777-3000 (Voice) • MD Relay 711
240-777-4000 (Emergency After Hours)
Email: ADS@montgomerycountymd.gov
www.montgomerycountymd.gov/hhs

Hours: Monday and Friday, 8:30 a.m. to 5:00 p.m.
Tuesday, Wednesday and Thursday, 8:30 a.m. to 7:30 p.m.
KEY WEBSITES

MC311 Customers Services - Non-Emergency Government Information and Services
www.montgomerycountymd.gov/311

Montgomery County Government – Senior Services
www.montgomerycountymd.gov/seniors

Montgomery County Government – Disability Services
www.montgomerycountymd.gov/disability

Montgomery County Commission on People with Disabilities
www.montgomerycountymd.gov/cpwd

Montgomery County Commission on People with Disabilities Facebook
www.facebook.com/MCCPWD

Montgomery County Disability Network Directory
www.montgomerycountymd.gov/dnd

Montgomery County Ride On and Transit Services for Adults 65+ and People with Disabilities
www.montgomerycountymd.gov/DOT-transit/seniors.html

Washington Metropolitan Area Transit Authority – Metrorail, Metrobus, and MetroAccess
www.wmata.com/accessibility

Maryland Transit Administration – MARC Train, Commuter Bus, Light RailLink and MobilityLink
www.mta.maryland.gov
Metro System Map

Legend
- Red Line • Glenmont / Shady Grove
- Orange Line • New Carrollton / Vienna
- Blue Line • Franconia-Springfield / Largo Town Center
- Green Line • Branch Ave / Greenbelt
- Yellow Line • Huntington / Greenbelt
- Silver Line • Wiehle-Reston East / Largo Town Center

Effective: August 17 – September 7, 2020

Station Reopening Dates:
- Arlington Cemetery – reopens Sun., Aug. 23
- East Falls Church – reopens Sun., Aug. 23
- Dunn Loring – reopens Tues., Sept. 8
- Vienna – reopens Tues., Sept. 8

Map is accessible.
Accessible Parking in Montgomery County

Did you know?

 ✓ Only the individual whose name is on the Motor Vehicle Administration (MVA) registration for the placard/plate may park in the accessible parking space and that individual must be in the car when it is being used. It is not legal to borrow or loan a placard.

 ✓ You must always have your copy of the white MVA Disability Parking Certification card in your possession whenever you use the placard or plates. This certification must be presented to law enforcement upon request. Police Officers and Montgomery County Security Guards have the authority to enforce accessible parking laws and write parking tickets.

 ✓ The fine for illegally parking in an accessible parking space is up to $250.00 and this includes using a placard that is not issued to you.

 ✓ Disability Tags or Placards are required to be displayed properly. Placards must be hung on the inside rearview mirror. If the vehicle does not have an inside mirror, or the inside mirror is not visible from the rear, you may display the placard on top of the dashboard on the driver’s side. Please make sure the placard side displayed shows the expiration date of the disability placard. You must remove hanging placards from rearview mirror while your vehicle is in motion.

 ✓ The striped area adjacent to and between accessible spaces is there so that wheelchair lifts may load or unload passengers. When you park in a striped area “just for a minute” a lift cannot be used.

Please respect accessible parking laws and regulations.

Montgomery County Commission on People with Disabilities
401 Hungerford Drive, 4th Floor, Rockville, MD 20850
240-777-1246 (V) or via MD Relay 711
www.montgomerycountymd.gov/cpwd
Please help us keep this brochure updated by advising us of any corrections or additions.

To request a hard copy or alternative formats of this document such as large print or Braille, please contact:

Department of Health and Human Services
Aging and Disability Services
Commission on People with Disabilities
Betsy Tolbert Luecking, Community Outreach Manager
Carly Clem, Administrative Specialist I
401 Hungerford Drive, 4th Floor
Rockville, Maryland 20850
240-777-1246 (V) • MD Relay 711
Email: dhhswebsite@montgomerycountymd.gov

A collaborative work of:

Christopher Conklin, Director
Department of Transportation

Raymond L. Crowel, Psy.D., Director
Department of Health and Human Services

Marc Elrich, County Executive

September, 2020