



Photos Courtesy WMATA

**Comprehensive Community Guide to Public, Private, and Non-Profit Transportation**  
**Transportation Network Directory**  
**for People with Disabilities & Adults 50+**



November, 2016



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

## INTRODUCTION

This *Transportation Network Directory for People with Disabilities and Adults 50+*, and 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 20 informative sections. The **Public Transportation** section covers such important services as: **Call-n-Ride, Medicaid Transportation, Same-Day-Access Program, MetroAccess, Ride On** 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 28. 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.

For **questions on how to best meet your transportation needs**, please contact Connect-A-Ride – a free transportation information and referral service regarding all public, private and volunteer transportation options for adults 50+ and persons with disabilities of all ages living in Montgomery County: 301-738-3252 (V), [connectaride@accessjca.org](mailto:connectaride@accessjca.org).

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 – one of the best places to live, work and retire.

**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](mailto: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:

- **Ride On:** [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.**

<p><i>Bannockburn Neighbors Assisting Neighbors, Bradley Hills Village, Burning Tree Village, Cabin John, Chevy Chase at Home, Greater Farmland Senior Village,</i></p>	<p><i>Little Falls Village, Mill Creek Village, Muslim Community Center (MCC) Senior Program, Olney Home for Life, Potomac Community Village, Silver Spring Village,</i></p>	<p><i>Somerset Helping Hand, Town of Garrett Park, Villages of Kensington, Village of Takoma Park, Wyngate Neighbors Helping Neighbors</i></p>
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*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*

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# 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](http://www.wmata.com/fares/reduced.cfm) to learn about reduced fare programs.



**Ride On and Metrobuses\* FREE**  
**Monday through Saturday, 9:30 a.m. to 3:00 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 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.
- Metro Reduced Fare ID Cards are issued on a walk-in basis at the WMATA Transit Accessibility Center at 600 5<sup>th</sup> Street, NW, Washington, DC 20001, Monday, Wednesday, Thursday and Friday from 8:15 a.m. to 3:50 p.m. and Tuesday from 8:15 a.m. to 2:20 p.m. For more information, call the WMATA Transit Accessibility Center at 202-962-2700 (V), 202-962-2033 (TTY).
- 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](http://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, C7, C8, C9, D5, F4, F6, J1, J2, J3, J4, J5, J7, J9, K6, L7, L8,  
Q2, T2, Y5, Y7, Y8, Y9, Z2, Z6, Z8, Z9, Z11, Z13, and Z29.

## TRIP PLANNING

### CONNECT-A-RIDE

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

[www.accessica.org](http://www.accessica.org) • Email: [connectaride@accessica.org](mailto:connectaride@accessica.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).



### REACH A RIDE

1-855-732-2427 (Toll Free Hotline) • 202-962-3213 (TTY)

[www.reacharide.com](http://www.reacharide.com) • E-mail: [reacharide@mwkog.org](mailto:reacharide@mwkog.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. Resources are located within the National Capital Region (DC, MD, VA). Site is maintained by the Metropolitan Washington Council of Governments (MWCOC).



### RIDE ON TRANSIT SERVICES

#### MONTGOMERY COUNTY DEPARTMENT OF TRANSPORTATION

311 (inside the County) • 240-777-0311 (outside of the County)

301-251-4850 (TTY) • [www.montgomerycountymd.gov/rideon](http://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 7.



### RIDE ON REAL TIME

#### MONTGOMERY COUNTY DEPARTMENT OF TRANSPORTATION

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

Ride On Real Time uses GPS technology to track your bus and estimate when it will arrive at your stop. **How to access Real Time bus arrival information from your cell phone:** open your phone's web browser to [www.RideOnRealtime.com](http://www.RideOnRealtime.com); highlight "Realtime Schedule" and hit GO; enter your 5-digit bus stop number and hit GO; Ride-OnTime will display the bus stop location and the estimated arrival times for the next five buses. **How to access Real Time bus arrival information via text message:** address your text message to [bus@rideonrealtime.com](mailto:bus@rideonrealtime.com); type the 5-digit bus stop number as your message and send; if you want information about a specific bus route going by your stop type the 5-digit bus stop number followed by a space, then type the route number and send as a text message. Ride On charges no fees for using Ride On Real Time, but you may be assessed data or air-time charges from your cell phone or Internet provider if you exceed your monthly limits.



## GOOGLE MAPS AND GOOGLE MAPS FOR MOBILE

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

**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 **Google Maps for Mobile** you can get Ride On trip information based on your current location and time.

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

202-637-7000 (V) • 202-637-3780 (TTY)

[www.wmata.com/rider\\_tools/tripplanner](http://www.wmata.com/rider_tools/tripplanner)

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 in a Trip Planner itinerary or "Service Nearby" location search. An app is also available for mobile devices.

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### 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. Lists available nearby routes based on a customer's location. Available across all mobile and desktop applications.

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### WMATA TRANSIT ACCESSIBILITY CENTER

202-962-2700 (V) • 202-962-2033 (TTY)

E-mail: [eligibility@wmata.com](mailto:eligibility@wmata.com) or [traveltraining@wmata.com](mailto:traveltraining@wmata.com)

[www.wmata.com/accessibility/transit\\_accessibility.cfm](http://www.wmata.com/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. **Please note:** Phone lines are closed from 12:00 p.m. to 1:00 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 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**.



**Two Great Locations to Serve You!**

<p>Silver Spring Paul S. Sarbanes Transit Center 8404 Colesville Road – 2<sup>nd</sup> Level Silver Spring, MD 20910 🕒 <b>Hours:</b> Monday through Friday, 7:00 a.m. to 5:00 p.m.</p>	<p>17 Wisconsin Circle Bethesda, MD 20815 (near the Friendship Heights Metro Station, between Wisconsin and Western) 🕒 <b>Hours:</b> Monday through Friday, 10:00 a.m. to 6:00 p.m. (Closed 1:00 p.m. to 2:00 p.m. for lunch)</p>
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240-773-8747 (V) • E-mail: [mcdot.trips.ss@montgomerycountymd.gov](mailto:mcdot.trips.ss@montgomerycountymd.gov)

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

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

# PUBLIC TRANSPORTATION

## 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 app is available for Apple and Android. **Operating Hours:** Monday through Thursday 7:00 a.m. to 11:00 p.m., Friday 7:00 a.m. to 12:00 a.m., and Saturday 10:00 a.m. to 2:00 a.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](mailto: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. There are 5 Commuter Bus routes that operate to the Baltimore region, making 55 daily trips.



**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. There are 27 privately contracted Commuter Bus routes providing 529 trips throughout Maryland, D.C., and its inner-ring suburbs.

**ICC Routes & Parking:** The MTA runs four routes using the ICC: 201, 202, 203, and 204. All coaches are wheelchair accessible. Parking is free at all Park and Ride lots.

Intercounty Connector (ICC) Routes:			
Route:	Service To:	Stops:	Service Available:
201	Gaithersburg to BWI Thurgood Marshall Airport	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), BWI Southwest Terminal, BWI International Terminal, BWI MARC / Amtrak Rail Station	Operates 4:00 a.m. to 12:20 a.m. weekdays and 4:00 a.m. to 12:08 a.m. on weekends and holidays.
202	Metropolitan Grove to DOD / Fort Meade	Metropolitan Grove MARC Train Station, Gaithersburg Park & Ride, Shady Grove Metro Station (East lot), Norbeck Park & Ride, Savage MARC Train Station, DOD – Visitor Center Gate, Fort Meade	Operates weekdays from 5:00 a.m. to 6:40 p.m.
203	Columbia to Bethesda	Snow River Park and Ride, Columbia Town Center, Scaggsville Park & Ride, Burtonsville Park & Ride, Georgia Avenue Park & Ride, USUHS, Medical Center Metro Station / NIH	Operates weekdays from 5:33 a.m. to 6:22 p.m.
204	Frederick to College Park	Monocacy MARC Station, Urbana Park & Ride, Gaithersburg Park & Ride, Georgia Avenue Park & Ride, FDA – White Oak, UMD – College Park (Stadium Drive), College Park Metro / MARC Station	Operates weekdays from 5:18 a.m. to 6:12 p.m.

**ICC and Commuter Bus Route Fares:** One way full fare is \$5.00. Only 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.

**Commuter Direct – Online MTA Ticketing**..... 410-697-2212 (V)

<https://mta.commuterdirect.com> • E-mail: [questions@commuterdirect.com](mailto:questions@commuterdirect.com)

**Reduced Fare Certification Office**..... 410-767-3441 (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](http://www.mta.maryland.gov/commuter-bus) • E-mail: [kgolphin@mta.maryland.gov](mailto:kgolphin@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 only, except for Penn Line which operates Saturday and Sunday.



**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.

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

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

E-mail: [kgolphin@mta.maryland.gov](mailto:kgolphin@mta.maryland.gov)

..... 410-767-3441 (V)

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

**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](http://www.mta.maryland.gov/marc-train)

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

MetroAccess is a shared ride 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, Arlington and Fairfax Counties in Northern Virginia, and the cities of Alexandria, Fairfax and Falls Church. Rides are offered in the same service areas and during the same hours of operation as Metrorail and Metrobus. MetroAccess is a service of the WMATA (Metro), and is the region's complementary paratransit service offered in accordance with the Americans with Disabilities Act (ADA).



Photo courtesy WMATA

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

**To be eligible for MetroAccess:** You must be at least 5 years old AND have a disability as defined by the ADA, AND be unable, as a result of your disability, to utilize fixed-route transportation such as Metrobus or Metrorail, OR need to use a ramp or wheelchair lift to board or exit a public transit vehicle, but an accessible public transit vehicle is not being used at the time, date, and on the route you would travel (all Metrobuses are wheelchair accessible), OR be unable to travel to or from a bus stop or rail station due to a disability.

- Individuals must complete an application and have it certified by a health care professional.
- Applicants must be determined to be unable to use the accessible bus and rail systems some or all of the time due to their disability. Assessments are done by appointment only. Assessment testing for MetroAccess is located at the Metro Transit Accessibility Center - 600 5<sup>th</sup> 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.
- Fares are two times the fastest comparable fixed-route fare, with a maximum fare of \$6.50 per one-way trip.
- 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 18 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:** ..... 202-962-2700 (V), Option #8  
[www.wmata.com/accessibility/metroaccess\\_service](http://www.wmata.com/accessibility/metroaccess_service) • E-mail: [eligibility@wmata.com](mailto:eligibility@wmata.com)  
**Trip Status:** ..... 301-562-5360 (V), Option #2  
**WMATA Customer Service/Complaint Lines:** ..... 301-562-5360 (V), Option #9  
**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/>

**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.



Photo Courtesy WMATA

**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 85¢ cash or paying with a Senior (Adults 65+) SmarTrip® card on regular Metrobus routes and for discounted fare on other participating bus service providers. Adults 65+ must have a Senior SmarTrip® Card or a valid government-issued photo ID that includes your date of birth. Senior (65+) SmarTrip® Cards are available at any Montgomery County library for \$2.00 with a valid photo ID and proof of age. Persons with disabilities who are under age 65 and are not certified for MetroAccess may ride for 85¢ 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 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. Metro Reduced Fare ID Cards are issued on a walk-in basis at the WMATA Transit Accessibility Center at 600 5<sup>th</sup> Street, NW, Washington, DC 20001, Monday, Wednesday, Thursday and Friday from 8:15 a.m. to 3:50 p.m., and Tuesday from 8:15 a.m. to 2:20 p.m.

**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.

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

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

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/rider\\_tools/tripplanner/tripplanner\\_form\\_solo.cfm](http://www.wmata.com/rider_tools/tripplanner/tripplanner_form_solo.cfm).

A mobile trip planner is also available: [www.wmata.com/mobile\\_new](http://www.wmata.com/mobile_new).



Photo courtesy WMATA

**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 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. Metro Reduced Fare ID Cards are issued on a walk-in basis at the WMATA Transit Accessibility Center at 600 5<sup>th</sup> Street, NW, Washington, DC 20001, Monday, Wednesday, Thursday and Friday from 8:15 a.m. to 3:50 p.m., and Tuesday from 8:15 a.m. to 2:20 p.m.

**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.

**Operating Hours:** Monday to Friday, 5:00 a.m. to 12:00 a.m.; Saturday and Sunday, 7:00 a.m. to 12:00 a.m.

**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/accessibility/metrorail.cfm](http://www.wmata.com/accessibility/metrorail.cfm)

**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> 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)

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**Ride On Bus – Transit Services – Montgomery County Department of Transportation**

Ride On has fixed bus routes operating in the County with routes connection to the rail system. All bus routes are accessible. Bus passes are sold Monday to Friday, 8:00 a.m. to 4:00 p.m. at Montgomery County Treasury Office, 255 Rockville Pike, Suite L-15, Rockville, MD 20850.

**Reduced Fares:** Adults 65+ and people with disabilities (not MetroAccess eligible) ride free Monday through Saturday, 9:30 a.m. to 3:00 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.

**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 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. All student riders are requested to have a Youth Cruiser SmarTrip® Card for use by January 1, 2017. Some schools, all Montgomery County libraries, TRIPS Stores and the Treasury Division office sell the cards for

\$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).

**Metro Reduced Fare ID Cards:** Issued on a walk-in basis at the WMATA Transit Accessibility Center at 600 5<sup>th</sup> Street, NW, Washington, DC 20001, Monday, Wednesday, Thursday and Friday from 8:15 a.m. to 3:50 p.m. and Tuesday from 8:15 a.m. to 2:20 p.m.

.....	311 (in the County)
.....	240-777-0311 (outside the County)
.....	240-777-8930 (Bus Passes)
.....	240-773-3556 (TTY)
<b>WMATA Transit Accessibility Center:</b> .....	202-962-2700 (V)
.....	202-962-2033 (TTY)

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

**‘Round Rockville**

Existing Route 45 which operates between Rockville Regional Transit Center (RRTC), Hurley Avenue & Wooton 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](http://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; 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

<b>Silver Spring Transit Center</b> .....	240-777-6097 (Montgomery County)
.....	202-637-7000 (WMATA)

[www.montgomerycountymd.gov/sstc](http://www.montgomerycountymd.gov/sstc) • <http://wmata.com/bus/PaulSarbanesTransitCenter.cfm>

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

E-mail: [mcdot.trips.ss@montgomerycountymd.gov](mailto:mcdot.trips.ss@montgomerycountymd.gov)

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

**Silver Spring Urban District Team of Red Shirts** are available to escort you to your vehicle, bus stop or Metro. Call the Hotline to request an escort during the hours of 6:00 a.m. to 12:00 a.m, 7 days per week.

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

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

### University of Maryland College Park Paratransit

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 Disability Support Services. People with temporary disabilities, such as broken legs or sprained ankles, should register at the Health Center. Private physicians can diagnose injuries, but these diagnoses must be verified by the UHC or DSS. 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 301-314-6483 (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 (Disability Support Services)
- ..... 301-314-8180 (Health Center)
- ..... 301-314-2255 (Dispatch)
- ..... 301-314-7683 (TTY)

[www.transportation.umd.edu/paratransit.html](http://www.transportation.umd.edu/paratransit.html) • E-mail: [transportation@umd.edu](mailto:transportation@umd.edu)

### VanGo

Free shuttle that operates in downtown Silver Spring. Stops at Paul S. Sarbanes Transit Center / Silver Spring Metro Station; 16<sup>th</sup> Street / Second Avenue / Cameron Street; Fenton Street / Georgia Avenue / 13<sup>th</sup> Street – Montgomery College; and Kennett Street. Look for the purple bus with the portrait of Van Gogh on the back. All buses are wheelchair-accessible.



🕒 **Hours:** Monday through Thursday from 7:00 a.m. to midnight, and Fridays and Saturdays from 7:00 a.m. to 2:00 a.m. No service on Sundays. Circulator runs every 12 to 15 minutes.

- ..... 311 (In County)
- ..... 240-777-0311 (Out of County)
- ..... 301-251-4850 (TTY)

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

# Call-n-Ride PROGRAM

## 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 at the following designated locations: Baltimore, Prince George’s County, Howard County, Northern Virginia, and Washington, DC. 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 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 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 Area. Transportation provided by private taxicab companies.

..... 301-948-5409 (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 the same four Call-n-Ride participating taxicab companies plus 16 other vendors that have accessible vehicles and stretcher service.

**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 and Mental Hygiene require 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.

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

**Scheduling** ..... 240-777-5899 (V)

**E-mail:** [medicaidtransportation@montgomerycountymd.gov](mailto: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.

..... 1-800-745-7433 (Toll Free)

..... 202-962-3213 (TTY)

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

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### 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.



..... 240-773-8747 (V)

[www.montgomerycountymd.gov/dot-dir/commuter/index.html](http://www.montgomerycountymd.gov/dot-dir/commuter/index.html)

E-mail: [mcdot.trips.ss@montgomerycountymd.gov](mailto:mcdot.trips.ss@montgomerycountymd.gov)

## TAXICAB COMPANIES

*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.*

### Action Taxi

Accepts reservations via phone, online or via the Action Taxi Mobile App for iOS and Android. Wheelchair accessible taxis.

..... 301-840-1000 (V)

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

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### 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.

..... 301-984-1900 (V)

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

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### Orange Taxi

Accepts reservations via phone. Wheelchair accessible taxis.

..... 301-912-0000 (V)

[www.orangetaxi-md.com](http://www.orangetaxi-md.com)

### **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.

..... 301-990-9000 (V)  
[www.regencytaxi.com](http://www.regencytaxi.com)

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### **Sun Cab**

Accepts reservations via phone. Mobile Plus ADA Accessible fleet.

..... 301-252-0575 (V)  
[www.suncabmoco.com](http://www.suncabmoco.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.

..... 410-767-1739 (V)

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### **Montgomery County Taxicab Unit - 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. Online complaints form: [www.montgomerycountymd.gov/DOT-Dir/taxi\\_reg/taxi-formal.html](http://www.montgomerycountymd.gov/DOT-Dir/taxi_reg/taxi-formal.html)

..... 311 (In County)  
..... 240-777-0311 (Out of County)  
..... 240-773-3556 (TTY)

[www.montgomerycountymd.gov/DOT-dir/taxi\\_reg/taxi\\_user.html/taxi\\_user.html](http://www.montgomerycountymd.gov/DOT-dir/taxi_reg/taxi_user.html/taxi_user.html)

E-mail: [mcdot.taxioffice@montgomerycountymd.gov](mailto:mcdot.taxioffice@montgomerycountymd.gov)

## **TRANSPORTATION NETWORK COMPANIES**

### **GoGoGrandparent**

On-demand specialized transportation service for adults 65+. Drivers are connected from transportation network companies such as Uber and Lyft. Riders are matched with a driver, including name, car type and license plate number. Rides can be ordered 10 to 20 minutes prior to ride need. Rides can be requested 24 hours a day, 7 days a week. Riders can set up automatic rides for fixed medical appointments. 100-mile maximum distance per ride. Family members can receive text updates on transportation requests and by-the-minute ride updates. To check pricing and availability, visit <https://gogograndparent.com/#billing-section>.

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

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### **Lyft**

On-demand transportation service. Riders must download the Lyft app to their smartphone, sign up, enter a valid phone number, and enter a valid form of payment (either a credit card, or link to a Google Wallet or PayPal account). Passenger request rides from nearby drivers via the app. Rides can be requested 24 hours a day, 7 days a week. Once confirmed, the app shows the driver's name, their ratings by past passengers, and photos of the driver and their car. Ride payments are calculated based on distance, time, base charge, service fee and prime time. Estimates are available once a ride is requested.

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

**Uber**

On-demand transportation service. Passengers must download the Uber app to their smartphone. Passengers use the app to request a ride. Rides can be requested 24 hours a day, 7 days a week. When a nearby driver-partner accepts the request, the app displays an estimated time of arrival for the driver-partner heading to the pickup location and notifies the passenger when the driver-partner is about to arrive. The app also provides information about the driver-partner including first name, vehicle type, and license plate number. Once the ride is completed, the fare is automatically calculated and charged to the payment method linked to the passenger’s Uber account. To check pricing, view the online fare estimator:

[www.uber.com/fare-estimate](http://www.uber.com/fare-estimate).

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

**COMMERCIAL BUS AND RAIL**

**Amtrak**

**Reduced Fares for People with Disabilities:** Amtrak offers a 15% 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 15% off the discounted child's fare, regardless of the service on which they travel. Amtrak also offers a 15% 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 accessible).



**Reservations:** 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. 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 62+:** Amtrak offers a 15% rail fare discount to travelers 62 years of age and over. On cross-border services operated jointly by Amtrak and VIA Rail Canada offer a 10% discount 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 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), 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](http://www.amtrak.com/passengers-with-disabilities-discounts)
- [www.amtrak.com/making-reservations-for-passengers-with-a-disability](http://www.amtrak.com/making-reservations-for-passengers-with-a-disability)
- [www.amtrak.com/seniors-discount](http://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 44.

**Customers with Disabilities Travel Assistance Line** ..... 1-800-752-4841 (Toll Free)  
..... 1-800-345-3109 (TTY)  
**ADA Compliance**..... 1-800-755-2357 (Toll Free)  
**Montgomery County Station:** 8100 Fenton Street, Silver Spring, MD ..... 301-585-5110 (V)

[www.greyhound.com/en/help-and-info/travel-info/customers-with-disabilities](http://www.greyhound.com/en/help-and-info/travel-info/customers-with-disabilities)

## AIRPORT TRANSPORTATION

### 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 or can e-mail [TSA-ContactCenter@dhs.gov](mailto:TSA-ContactCenter@dhs.gov).

**TSA Cares Helpline**..... 1-855-787-2227 (Toll Free)  
[www.tsa.gov/traveler-information/travelers-disabilities-and-medical-conditions](http://www.tsa.gov/traveler-information/travelers-disabilities-and-medical-conditions)

#### 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 people who are deaf or hard of hearing are available using the Purple Video Relay Service (VRS) located in the central terminal. 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.

**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 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. Aviation Safeguards serves Alaska, American, British Airways, Delta, United and US Airways. Flight Services & Systems (FSS) serves jetBlue and WOW. Southwest Airlines handles their own wheelchair requests. When dropping off departing passengers, please inform your air carrier service provider to meet the passenger at the outer curb.

- BWI Airport Information** ..... 1-800-435-9294 (Toll Free)
- ..... 410-859-7227 (TTY)
- Maryland Aviation Administration ADA Coordinator** ..... 410-859-7290 (V)
- Aviation Safeguards Wheelchair Request**..... 443-764-2088 (V)
- ..... 410-841-9915 (Dispatch)
- Flight Services & Systems Wheelchair Request**..... 443-440-2600 (V)
- Southwest Wheelchair Request**..... 1-800-435-9792 (Toll Free)

[www.bwiairport.com/en/service/disability](http://www.bwiairport.com/en/service/disability)

### Dulles International Airport (IAD)

**Access:** Elevators are equipped with raised Braille buttons and are accessible to individuals who use wheelchairs. 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 TTY 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 the disabled in vehicles displaying a government-issued plate or placard for use by the disabled. In the Hourly and Daily lots, these spaces are located on the closest possible path to the Main 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 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:**..... 703-572-2700 (V)
- ..... 703-572-2400 (TTY)

[www.flydulles.com/iad/disability-services](http://www.flydulles.com/iad/disability-services)

**Airport Authority’s ADA Coordinator – Bruce Heppen** ..... 703-417-8615 (V)

[www.mwaa.com/about/ada-grievance-procedure-and-form](http://www.mwaa.com/about/ada-grievance-procedure-and-form) • E-mail: [bruce.heppen@mwaa.com](mailto:bruce.heppen@mwaa.com)

## 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/ramps 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. 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:** Reagan National Airport's parking facilities are accessible for persons with special needs. Specially designated parking spaces are available for the disabled in vehicles displaying a government-issued plate or placard for use by the disabled.

**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)

[www.flyreagan.com/dca/services-patrons-disabilities](http://www.flyreagan.com/dca/services-patrons-disabilities)

**Airport Authority's ADA Coordinator – Bruce Heppen** ..... 703-417-8615 (V)

[www.mwaa.com/about/ada-grievance-procedure-and-form](http://www.mwaa.com/about/ada-grievance-procedure-and-form) • E-mail: [bruce.heppen@mwaa.com](mailto:bruce.heppen@mwaa.com)

## 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 stops are located on the lower level terminal roadway in between door numbers 1 & 2, 8 & 9, 14 & 15, and 17 & 18. Shuttle buses from the BWI Marshall terminal building to the rail station operate every 12 minutes from 5:00 a.m. to 1:00 a.m. daily and every 25 minutes between 1:00 a.m. and 5:00 a.m. daily. Buses stop adjacent to the rail station garage, directly in front of the rail station. The BWI Rail Station is located one mile from the terminal building.



**BWI Marshall Rail Station** ..... 410-672-6169 (V)

[www.bwiairport.com/en/travel/ground-transportation/trans/amtrak](http://www.bwiairport.com/en/travel/ground-transportation/trans/amtrak)

**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](http://www.metwashairports.com/dca/metrorail-station).

**Amtrak Schedules and Info** ..... 1-800-872-7245 (Toll Free)

..... 1-800-523-6590 (TTY)

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

**Greyhound Bus – Reagan National Airport**

Reagan National Airport is located near two Greyhound Bus terminals. Both can be accessed using the Metrorail system.

- **Greyhound Washington, D.C. Terminal:** Located at 1005 First Street, N.E., behind Union Station on Metrorail’s Red Line. It is about a 4-block walk because you must go completely around Union Station property to get there. Taxi service is also available at Union Station.
- **Greyhound Springfield, VA Terminal:** Located 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](http://www.flyreagan.com) • [www.greyhound.com](http://www.greyhound.com) • E-mail: [ifsr@greyhound.com](mailto:ifsr@greyhound.com)

**Metrobus – BWI, Dulles, and Reagan Airports**

**BWI Airport:** BWI Express Metro bus service is provided between BWI and the Greenbelt Metro Station. The BWI Express/B30 service runs every 40 minutes, 7 days a week to the Greenbelt Metro Station, which is located on the Green Line of the Metrorail. At BWI there are two Metrobus stops – one is located on the lower level of the International Concourse and the other stop is located on the lower level of Concourse A/B. The B30 will pick you up outside at the bus shelter. Follow the signs that say “Public Transit”.



*Photo courtesy WMATA*

[www.bwiairport.com/en/travel/ground-transportation/trans/wmata](http://www.bwiairport.com/en/travel/ground-transportation/trans/wmata)

**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).

**Reagan Airport:** On Saturday and Sunday mornings from 5:50 a.m. to 8:00 a.m., Metrobus Routes 13F and G operate on the upper roadway next to Terminal B. Service is provided to Crystal City, Pentagon, Arlington Cemetery and downtown Washington, D.C.

**General Information** ..... 202-637-7000 (V)

..... 202-638-3780 (TTY)

[www.wmata.com/bus](http://www.wmata.com/bus)

**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. 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 Door 4 on the Arrivals Level of the Main Terminal.



*Photo courtesy WMATA*

[www.flydulles.com/iad/about-washington-flyer](http://www.flydulles.com/iad/about-washington-flyer)

**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/metrorail-station>

**Silver Line Express** ..... 1-888-987-4359 (Toll Free)

**General Information** ..... 202-637-7000 (V)

..... 202-638-3780 (TTY)

**MTA Intercounty Connector (ICC) Bus Service – BWI Airport**

The ICC Bus Route 201 operates between the Gaithersburg Park and Ride lot located at I-270 and MD 124 and BWI Marshall Airport. Route 201 stops at Shady Grove Metro, the Georgia Avenue Park and Ride, the Burtonsville Park and 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:** One-way full fare is \$5.00. Adults 65+ and persons with disabilities are eligible for a one-way reduced fare is \$4.00. Exact fare is required. Do not accept credit cards. Cash only. No change will be given if you overpay. One-way fares and ten-trip tickets can be purchased on the bus. 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 and Ride lot.

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

[www.bwiairport.com/en/travel/ground-transportation/trans/icc](http://www.bwiairport.com/en/travel/ground-transportation/trans/icc)  
<http://mta.maryland.gov/commuter-bus>

**MTA Light Rail Service – BWI Airport**

Services provided by the Maryland Transit Administration (MTA) to and from BWI Marshall Airport. Light Rail 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.



**Operating Hours:** Monday through Friday, 5:00 a.m. to 12:00 a.m., Saturday 6:00 a.m. to 12:00 a.m., and Sunday and Holidays 11:00 a.m. to 7:00 p.m.

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

[www.mta.maryland.gov/light-rail](http://www.mta.maryland.gov/light-rail)

**MTA MARC Train – BWI Airport**

MARC Trains provide service to the BWI Marshall Rail Station, where free shuttles serve the airport terminal. Train service operates seven days a week. Shuttle stops are located on the lower level terminal roadway in between door numbers 1 & 2, 8 & 9, 14 & 15, and 17 & 18. Shuttle buses from the BWI Marshall terminal building to the rail station operate daily as follows: every 6 minutes from 5:00 a.m. to 8:00 p.m., every 8 minutes from 8:00 p.m. to 1:00 a.m., and every 25 minutes from 1:00 a.m. to 5:00 a.m. Buses stop adjacent to the rail station garage, directly in front of the rail station.



**From Washington, DC:** You can board Marc Trains at Washington’s Union State located at Massachusetts Avenue and First Street, 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/en/travel/ground-transportation/trans/marc](http://www.bwiairport.com/en/travel/ground-transportation/trans/marc) • <https://mta.maryland.gov/marc-train>

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### **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. 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.

..... 1-888-927-4359 (Toll Free)

[www.flydulles.com/iad/silver-line-express-bus-metrorail-station](http://www.flydulles.com/iad/silver-line-express-bus-metrorail-station)

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### **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 mobile application, or call to make a reservation.

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

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

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### **Supreme Airport Shuttle – Dulles and Reagan Airports**

Door-to-door shared ride van service. Shuttles operate on an on-demand basis. Reservations can be made by phone, online or via their mobile app. No reservations are needed for outbound service from the airport, but tickets must be purchased at the Supreme Airport Shuttle ticket counter located on the lower level of the main terminal. Serve Dulles and Reagan Airports.

**Reservations** ..... 1-800-590-9000 (Toll Free)

[www.supremeairportshuttle.com](http://www.supremeairportshuttle.com) • E-mail: [info@supremeairportshuttle.com](mailto:info@supremeairportshuttle.com)

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### **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. Wheelchair-accessible vehicles can accommodate one person in his/her wheelchair plus three additional passengers.

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

[www.flydulles.com/iad/about-washington-flyer](http://www.flydulles.com/iad/about-washington-flyer)

# 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. (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

### **\*AI Star Medical Transportation**

Provide non-emergency ambulatory and wheelchair transportation to and from: adult day care facilities, airports, assisted living facilities, nursing homes, chemotherapy, dental appointments, dialysis treatments, doctors visits, medical appointments, hospitals (admissions / discharges / transfers), lasik surgery, long distance or out-of-state transportation (accompanied by a Registered Nurse), occupational or physical therapy, orthopedic / neuropathic/vascular surgery, outpatient plastic surgery and other outpatient surgeries, prescription pick-ups, radiation treatments, rehab centers, senior nursing facilities and senior centers, and workman’s comp appointments. Medical transport vehicles are ADA compliant, have ramps, 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.

**Customer Service** ..... 301-577-6173 (V)  
**Schedule A Trip**..... 1-877-241-0784 (Toll Free)

[www.alstarmedtrans.com](http://www.alstarmedtrans.com) • E-mail: [alstarmedicaltransport@gmail.com](mailto:alstarmedicaltransport@gmail.com)

### **\*Americare Medical Transport**

Provide non-emergency medical transport to medical appointments, pharmacies, grocery stores or other outings. Wheelchair and Gerri-chair transportation is available. Accept Montgomery County Medicaid, private pay and insurance with pre-authorization.

..... 240-388-3401 (V)  
E-mail: [contact@americaretrans.com](mailto:contact@americaretrans.com)

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### **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 airport, 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](http://www.battles-transport.com) • E-mail: [info@battles-transport.com](mailto:info@battles-transport.com)

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### **Brenner Escorted Transportation Program - JSSA**

Program provides escorted door-through-door transportation to adults with disabilities and to adults age 60+. Brenner drivers are JSSA employees and are trained to work with people with disabilities. Rides are provided for all important appointments. 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. Transportation is provided between 8:00 a.m. and 4:00 p.m. on weekdays. Ambulatory and wheelchair transportation is available.

..... 301-816-2639 (V)  
[www.jssa.org](http://www.jssa.org) • E-mail: [dhaysearp@jssa.org](mailto:dhaysearp@jssa.org)

**\*Butler Medical Transport**

Provide 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](http://www.butlermedicaltransport.com) • E-mail: [info@butlermedicaltransport.com](mailto:info@butlermedicaltransport.com)

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**\*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, Washington, DC, and Northern Virginia on weekdays and weekends. 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](http://www.capitalareatransport.com) • E-mail: [capitalareatransport@gmail.com](mailto:capitalareatransport@gmail.com)

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**\*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](http://www.medicaltransportandnursing.com/transport.htm) • E-mail: [doc@medicaltransportandnursing.com](mailto:doc@medicaltransportandnursing.com)

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**Escorted Transportation Pilot Program – Connect-A-Ride/JCA**

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 four trips per month. Round trips may be three hours or less.

Dana Hirsch, Program Manager ..... 301-738-3252 (V)  
[www.accessjca.org](http://www.accessjca.org) • E-mail: [dhirsch@accessjca.org](mailto:dhirsch@accessjca.org)

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**\*Fairland Medical Transport**

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  
E-mail: [nbekkam@gmail.com](mailto:nbekkam@gmail.com)

**\*Falcon Transport**

Provide non-emergency medical ambulatory, wheelchair accessible and stretcher transportation. Services include: medical appointments, long term dialysis service contracts, shopping, beauty salons, social events, theaters, concerts, general sightseeing, and airports. Accept Montgomery County Medicaid, private pay and insurance with pre-authorization.

..... 240-595-0960 (V)  
<http://myfalcontransport.com> • E-mail: [falcon.transport@yahoo.com](mailto:falcon.transport@yahoo.com)

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**\*Fast Track**

Provide non-emergency medical transportation. Wheelchair accessible vehicles available. Accept Montgomery County Medicaid, private pay and insurance with pre-authorization.

..... 301-253-6886 (V)  
E-mail: [rshezai@icloud.com](mailto:rshezai@icloud.com)

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**\*Freestate Transportation, LLC**

Provider 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](mailto:leadership@freestateambulance.com)

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**\*Harvey’s Transportation Service**

Provide wheelchair, stretcher, and ambulatory transport services. Services are available Monday through Friday, 6:00 a.m. to 5:00 p.m., although after-hours, weekend and holiday pick-ups are available. Reservations requests are encouraged at least 24 hours in advance, but do provide same-day appointments. Accept Montgomery County Medicaid, private pay and insurance with pre-authorization.

..... 301-388-0967 (V)  
[www.harvey2transport.com](http://www.harvey2transport.com) • E-mail: [wharvey@harvey2transport.com](mailto:wharvey@harvey2transport.com)

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**\*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](mailto:omegatransco@gmail.com)

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**\*Paramed Medical Transport**

Provide non-emergency stretcher, wheelchair, Gerri-chair and ambulatory transport. Provide services to hospitals and nursing homes, rehabilitation centers, cancer centers, dialysis facilities, day care facilities, airports, train stations, schools, work, doctor’s offices, private residences, and special events. Also offer out-of-state and long distance transport. Transport hours are Monday through Saturday, 5:00 a.m. to 8:00 p.m. Appointments are required for Sunday and holiday appointments. 24 hour advance reservation preferred. Accept Montgomery County Medicaid, private pay and insurance with pre-authorization.

..... 301-838-8700 (V)  
..... 1-800-572-0005 (Toll Free)  
<http://paramedusa.com/> • E-mail: [paramed@paramedusa.com](mailto:paramed@paramedusa.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](mailto:paulmds@hotmail.com)

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**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. Serve MD, VA and DC.

..... 240-855-6355 (V)  
[www.seniortransportationservice.com](http://www.seniortransportationservice.com) • E-mail: [srtrsv@gmail.com](mailto:srtrsv@gmail.com)

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**\*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.

..... 240-606-0680 (V)  
[www.simontransportation.com](http://www.simontransportation.com) • E-mail: [howie.simon1@yahoo.com](mailto:howie.simon1@yahoo.com)

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**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.

..... 410-526-4949 (V)  
..... 1-877-838-3032 (Toll Free)  
[www.transcendservice.com/transportation-services.cfm](http://www.transcendservice.com/transportation-services.cfm) • E-mail: [info@transcendservice.com](mailto:info@transcendservice.com)

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**\*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.

..... 240-475-7568 (V)  
[www.transportu.com](http://www.transportu.com) • E-mail: [info@transportu.com](mailto:info@transportu.com)

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**Winter Growth**

Driver-aides transport riders 65+ and adults with disabilities to medical appointments and wait with them in the waiting room. Wheelchair accessible vans are available as well as large vans for group outings. Accept private pay and other public and privately funded subsidies. Must reserve at least 48 hours in advance.

..... 301-346-1202 (V)  
[www.wintergrowth.com](http://www.wintergrowth.com)

## Volunteer-Based Providers

### American Cancer Society Road to Recovery Program - Maryland

Provides transportation to and from treatment for people who have cancer and do not have a ride or are unable to drive themselves. Volunteer drivers donate their time and the use of their cars.

..... 1-800-227-2345 (Toll Free)  
[www.cancer.org/treatment/supportprogramsservices/road-to-recovery](http://www.cancer.org/treatment/supportprogramsservices/road-to-recovery)

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### Bethesda Help

Free-of-charge transportation to doctor and social-service appointments for individuals who cannot afford cab fare. For residents of southern Montgomery County who are in financial crisis. Serves residents in an area of approximately 25 square miles bounded by the District of Columbia on the south; Falls Road, Montrose Road, and Randolph Road on the north; Veirs Mill Road, Georgia Avenue, and 16<sup>th</sup> Street on the east; and the Potomac River on the west.

..... 301-365-2022 (V)  
[www.bethesdahelp.org](http://www.bethesdahelp.org) • E-mail: [info@bethesdahelp.org](mailto:info@bethesdahelp.org)

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### Bikur Cholim of Greater Washington

Provide limited free transportation for patients who need to be driven to medical appointments.

..... 202-331-4481 (V)  
[www.bikurcholimgw.org](http://www.bikurcholimgw.org) • E-mail: [info@bikurcholimgw.org](mailto:info@bikurcholimgw.org)

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### Damascus Help

Transportation for low-income persons and families in 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.

..... 301-253-4100 (V)  
[www.damascushelp.org](http://www.damascushelp.org) • E-mail: [dh20872@aol.com](mailto:dh20872@aol.com)

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### Daughter for the Day

Volunteers take adults 70+ to their doctor appointments, business appointments, to church, to the grocery store, drop off and pick up prescriptions, and help them with other errands they need to complete. Volunteers stay with the rider throughout the entire outing, helping them every step of the way. Riders must have enough mobility to get in and out of an automobile. Service area includes Maryland, Northern Virginia, and Washington, DC. Require three business day advance notice.

..... 301-203-7050 (V)  
[www.daughterfortheday.org](http://www.daughterfortheday.org) • E-mail: [admin@daughterfortheday.org](mailto:admin@daughterfortheday.org)

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### Gaithersburg Help

Free of charge transportation provide to doctor or social service appointments for adults 65+ and adults 18+ with a disability who cannot afford cab fare. 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. Can provide up to 18 rides per calendar year per client.

..... 301-216-2510, Option #2 (V)  
<http://gaithersburghelp.org/our-services/transportation>

### Johns Hopkins Medicine – Patient and Visitor Shuttles

Courtesy 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](http://www.hopkinsmedicine.org/security_parking_transportation/transportation) • E-mail: [dwhite8@jhmi.edu](mailto:dwhite8@jhmi.edu)

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### 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. 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.

..... 301-446-2512 (V)

[www.olneyhomeforlife.org](http://www.olneyhomeforlife.org) • E-mail: [admin@olneyhomeforlife.org](mailto:admin@olneyhomeforlife.org)

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### 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. Accepts reservations via phone, online and Regency Taxi mobile app for iOS and Android.

..... 301-990-9000 (V)

[www.regencytaxi.com](http://www.regencytaxi.com) • E-mail: [info@regencytaxi.com](mailto:info@regencytaxi.com)

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### 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. Unable to serve people who use wheelchairs. 🕒 **Hours:** Monday through Friday, 9:00 a.m. to 4:00 p.m.

..... 301-962-0820 (V)

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

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### 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](http://www.wumcohelp.org) • E-mail: [wumco2@gmail.com](mailto:wumco2@gmail.com)

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## Villages

*Villages are local neighbors-helping-neighbors organizations offering a wide variety of services and many 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](http://www.montgomerycountymd.gov/village) and looking at the village map tab.*

### Bannockburn Neighbors Assisting Neighbors

Serves the Bannockburn neighborhood in Bethesda (20817).

Miriam Keltly, Volunteer Coordinator..... 301-229-5639 (V)

[www.bannockburncommunity.org/nan.php](http://www.bannockburncommunity.org/nan.php) • E-mail: [keltym@verizon.net](mailto:keltym@verizon.net)

**Bradley Hills Village**

Serves Bradmoor and Huntington Terrace subdivisions in Bethesda.

..... 240-600-1846 (V)  
[www.bradleyhillsvillage.weebly.com](http://www.bradleyhillsvillage.weebly.com) • E-mail: [bhv.help@gmail.com](mailto:bhv.help@gmail.com)

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**Burning Tree Village**

Serves the Burning Tree neighborhood in Bethesda (20817).

..... 240-389-3829 (V)  
[www.burningtreevillage.com](http://www.burningtreevillage.com) • E-mail: [board@burningtreevillage.org](mailto:board@burningtreevillage.org)

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**Cabin John**

Serves the Cabin John neighborhood in Bethesda (20817).

Judith Bell, Volunteer Coordinator..... 301-704-2421 (V)  
[www.cabinjohn.org/about-cabin-john](http://www.cabinjohn.org/about-cabin-john) • E-mail: [jfbell@mac.com](mailto:jfbell@mac.com)

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**Chevy Chase At Home**

Serves single family homes in the five incorporated sections of Chevy Chase, Maryland, Rollingwood, the Old Hamlet, and other unincorporated areas bounded by Wisconsin Avenue, Montgomery Avenue, Beach Drive, and Western Avenue. This village charges a fee to join and serves people age 60+.

..... 301-657-3115 (V)  
[www.chevychaseathome.org](http://www.chevychaseathome.org) • E-mail: [info@chevychaseathome.org](mailto:info@chevychaseathome.org)

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**Greater Farmland Senior Village**

Serves the Greater Farmland Village in North Bethesda (20852).

Marta Vogel, Volunteer Coordinator ..... 301-984-6855 (V)  
[www.greaterfarmland.org/senior-village.html](http://www.greaterfarmland.org/senior-village.html) • E-mail: [marta@limelightdrama.com](mailto:marta@limelightdrama.com)

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**Little Falls Village**

Serves the 20816 zip code. This village charges a fee to join and serves people age 60+.

..... 301-320-3267 (V)  
[www.littlefallsvillage.org](http://www.littlefallsvillage.org) • E-mail: [info@littlefallsvillage.org](mailto:info@littlefallsvillage.org)

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**Mill Creek Village**

Serves the neighborhood of Mill Creek Towne (20855). Serves people age 60+ and adults with disabilities.

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

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**Muslim Community Center (MCC) Senior Program**

Offers a variety of services to people age 55+ including transportation to Muslim community members in the County.

<http://mccmd.org/mccseniors> • E-mail: [mccseniorprogram@gmail.com](mailto:mccseniorprogram@gmail.com)

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**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. Also serve those outside our service area who need transportation to MedStar Montgomery’s Cancer Center.

..... 301-446-2512 (V)  
[www.olneyhomeforlife.org](http://www.olneyhomeforlife.org) • E-mail: [info@olneyhomeforlife.org](mailto:info@olneyhomeforlife.org)

**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](http://www.potomaccommunityvillage.org) • E-mail: [info@potomaccommunityvillage.org](mailto:info@potomaccommunityvillage.org)

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**Silver Spring Village**

Serves the 20910 zip code. This village charges a fee to join.

..... 301-503-7401 (V)  
[www.silverspringvillage.org](http://www.silverspringvillage.org) • E-mail: [info@silverspringvillage.org](mailto:info@silverspringvillage.org)

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**Somerset Helping Hand**

Serves the Town of Somerset in Chevy Chase.

..... 301-657-3211 (V)  
<http://townofsomerset.com/2160/Helping-Hand>

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**Town of Garrett Park**

Town staff person Elizabeth Henley coordinates the town’s volunteers to assist people 60+.

..... 301-933-7488 (V)  
E-mail: [garrettpark2@comcast.net](mailto:garrettpark2@comcast.net)

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**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](http://www.villagesofkensingtonmd.org) • E-mail: [villagesofkensington@gmail.com](mailto:villagesofkensington@gmail.com)

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**Village of Takoma Park**

Serve people 60+ and adults with disabilities in Takoma Park. Reservations must be made at least one week in advance.

..... 301-255-4212 (V)  
[www.villageoftakomapark.com](http://www.villageoftakomapark.com) • E-mail: [villageoftakomapark@gmail.com](mailto:villageoftakomapark@gmail.com)

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**Wyngate Neighbors Helping Neighbors**

Serve the Wyngate neighborhood in Bethesda (20817).

..... 301-388-5112 (V)  
[www.wnhn.org](http://www.wnhn.org) • E-mail: [wnhn.help@gmail.com](mailto:wnhn.help@gmail.com)

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**GROCERY SHOPPING TRANSPORTATION**

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

**\* Daughter for the Day**

Volunteers take adults 70+ to their doctor appointments, business appointments, to church, to the grocery store, drop off and pick up prescriptions, and help them with other errands they need to complete. Volunteers stay with the rider throughout the entire outing, helping them every step of the way. Riders must have enough mobility to get in and out of an automobile. Servicing area includes Maryland, Northern Virginia, and Washington, DC. Require three business day advance notice.

..... 301-203-7050 (V)  
[www.daughterfortheday.org](http://www.daughterfortheday.org) • E-mail: [admin@daughterfortheday.org](mailto:admin@daughterfortheday.org)

**\* Escorted Transportation Pilot Program – Connect-A-Ride / Jewish Council for the Aging**

Subsidized, low cost escorted transportation to medical appointments, pharmacies, grocery stores or other outings for qualified low-income Montgomery County residents 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 four trips per month. Round trips may be three hours or less.

..... 301-738-3252 (V)

[www.accessjca.org/programs/transportation](http://www.accessjca.org/programs/transportation)

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**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. Appointment must be within 20 miles driving distance of downtown Gaithersburg. Requests must be made at least 48 hours in advance. Can provide up to 18 rides per calendar year.

..... 301-216-2510 (V), Option #2

<http://gaithersburghelp.org/our-services/transportation>

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**Olney Home for Life**

Volunteer drivers provide free escorted transportation for medical appointments, shopping, and other needs to people age 60+ and older living in Olney, Ashton, Brookeville and Sandy Spring. Also serve those outside our service area who need transportation to MedStar Montgomery’s Cancer Center.

..... 301-446-2512 (V)

[www.olneyhomeforlife.org](http://www.olneyhomeforlife.org) • E-mail: [admin@olneyhomeforlife.org](mailto:admin@olneyhomeforlife.org)

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**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](http://www.regencytaxi.com) • E-mail: [info@regencytaxi.com](mailto:info@regencytaxi.com)

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**\*Senior Connection**

Volunteer drivers provide escorted transportation to medical appointments and errands. Up to 4 escorted round trips per month. Serves persons age 60+ who live in Montgomery County. Schedule at least 2 to 3 weeks in advance. Unable to serve people who use wheelchairs. 🕒 **Hours:** Monday through Friday, 9:00 a.m. to 4:00 p.m.

..... 301-962-0820 (V)

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

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**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. Serve MD, VA and DC.

..... 240-855-6355 (V)

[www.seniortransportationservice.com](http://www.seniortransportationservice.com) • E-mail: [srtrsv@gmail.com](mailto:srtrsv@gmail.com)

**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.

..... 410-526-4949 (V)  
..... 1-877-838-3032 (Toll Free)  
[www.transcendservice.com/transportation-services.cfm](http://www.transcendservice.com/transportation-services.cfm) • E-mail: [info@transcendservice.com](mailto:info@transcendservice.com)

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**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](http://www.wumcohelp.org) • E-mail: [wumco2@gmail.com](mailto:wumco2@gmail.com)

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**\*Winter Growth**

Driver-aides transport individuals for grocery shopping, will help clients in the grocery store, and will assist in taking groceries inside the home. Wheelchair accessible vans are available as well as large vans for group outings. Accept private pay and other public and privately funded subsidies. Must reserve at least 48 hours in advance. Also provide transportation to medical appointments and social activities.

..... 301-346-1202 (V)  
[www.wintergrowthinc.org](http://www.wintergrowthinc.org)

**Deliveries Only**

**Harris Teeter Express Lane**

Grocery shopping for store pick-up or home delivery. Order online. Gaithersburg store only. Delivery and pick-up fees.

<https://shop.harristeeter.com/store/AB00123735#/>

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**Instacart**

Grocery delivery service that connects the user with personal shoppers in their area who pick up and deliver groceries from local stores. Serve Bethesda, Cabin John, Chevy Chase, Gaithersburg, Garrett Park, Kensington, Potomac, Rockville, Silver Spring, and Takoma Park. Register and order online or via their mobile application.

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

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**Peapod by Giant**

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

..... 1-800-573-2763 (Toll Free)  
[www.peapod.com](http://www.peapod.com)

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**Safeway**

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

..... 1-877-505-4040 (Toll Free)  
[www.shop.safeway.com](http://www.shop.safeway.com)

## RECREATION SENIOR (55+) CENTER TRANSPORTATION

Montgomery County Recreation provides a combination of curb-to-curb and fixed route transportation, Monday through Friday, to five senior centers. County residents age 55+ are eligible for this program if they are 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.

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**Damascus Senior Center** - 9701 Main Street Drive, Damascus  
 ..... 240-777-6995 (V)

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**Holiday Park Senior Center** - 3950 Ferrara Drive, Wheaton  
 ..... 240-777-4999 (V)

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**Long Branch Senior Center** - 8700 Piney Branch Road, Silver Spring  
 ..... 240-777-6975 (V)

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**Margaret Schweinhaut Senior Center** - 14906 Old Columbia Pike, Burtonsville  
 ..... 240-777-8085 (V)

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**White Oak Senior Center** - 1700 April Lane, Silver Spring  
 ..... 240-777-6940 (V)

## REGIONAL CONNECTIONS CROSS COUNTY AND BEYOND

### Frederick and Howard County

#### Maryland Transit Administration (MTA) Commuter Bus

<b>Route 202:</b>	Metropolitan Grove (Gaithersburg) to DOD/Ft. Meade
<b>Route 203:</b>	Columbia to Bethesda
<b>Route 204:</b>	Frederick to College Park
<b>Route 315:</b>	Columbia / Silver Spring / Washington, D.C.
<b>Route 325:</b>	Columbia / Silver Spring / Washington, D.C.
<b>Route 505:</b>	Hagerstown / Frederick to Shady Grove / Rock Spring Business Park



**Commuter Bus Fares:** 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. Reduced fare is \$4.00. Ten-trip tickets and monthly passes can be purchased from Commuter Direct. Reduced fares are available for persons 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](http://www.mta.maryland.gov/commuter-bus)

**Commuter Direct – Online MTA Ticketing**..... 410-697-2212 (V)

<https://mta.commuterdirect.com>

**Reduced Fare Certification Office**..... 410-767-3441 (V)

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

E-mail: [kgolphin@mta.maryland.gov](mailto:kgolphin@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. Riders just have to present one form of proper identification - driver’s license, Metro Senior/Reduced Fare / MetroAccess card, or similar ID - to the bus driver. In addition, persons with disabilities with a MetroAccess ID may bring one personal companion with them on board; TheBus at no charge. Complementing the County’s transit system, TheBus, MetroAccess provides service for persons with disabilities who are unable to use the regular transit systems and have been certified eligible. All TheBus services are accessible and accept use of portable oxygen, respirators and concentrators.

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

[www.princegeorgescountymd.gov/sites/publicworks/Transit/TheBus/Pages/default.aspx](http://www.princegeorgescountymd.gov/sites/publicworks/Transit/TheBus/Pages/default.aspx)

### 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. 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.

#### **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.**

..... 410-767-3441 (V)

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

<https://mta.maryland.gov/disabled-reduced-fare-program> • E-mail: [kgolphin@mta.maryland.gov](mailto:kgolphin@mta.maryland.gov)

#### **Local Bus**

Operate nearly 57 bus routes throughout the Baltimore area.

**Reduced Fares for Adults 65+ or People with Disabilities:** One-way is .70 cents; a day pass is \$2.00; and a monthly pass is \$20.00. There is an additional 40 cent charge for each Express Bus ride.

..... 1-866-743-3682 (Toll Free)

<https://mta.maryland.gov/local-bus>

### Commuter Bus

Operates weekdays during morning and evening rush hours. Currently, there are 27 routes managed by private contractors with oversight from the MTA.

**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).

..... 1-866-743-3682 (Toll Free)

<https://mta.maryland.gov/marc-train>

### Light Rail

Operate every 10 minutes peak / 15 minutes off peak between Timonium and Linthicum and every 20 to 30 minutes between Hunt Valley and Timonium, Linthicum and BWI Marshall Airport, and Linthicum and Cromwell Station / Glen Burnie. Light Rail Shuttle Train operates every 20 to 30 minutes between Penn Station and Camden Yards.

**Reduced Fares for Adults 65+ and People with Disabilities:** One-way is .70 cents; a day pass is \$2.00; and a monthly pass is \$20.00.

<https://mta.maryland.gov/light-rail>

### Metro Subway

The 15.5-mile, 14-station Metro Subway 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.

**Reduced Fares for Adults 65+ and People with Disabilities:** One-way is .70 cents; a day pass is \$2.00; and a monthly pass is \$20.00.

<https://mta.maryland.gov/metro-subway>

## Johns Hopkins Medicine (JHM)

### JHM Patient and Visitor Shuttles

Courtesy 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.

**Darrick White, Transportation Manager** ..... 410-502-6880 (V)

[www.hopkinsmedicine.org/security\\_parking\\_transportation/transportation](http://www.hopkinsmedicine.org/security_parking_transportation/transportation) • E-mail: [dwhite8@jhmi.edu](mailto:dwhite8@jhmi.edu)

## Camden Yards via Public Transportation

Camden Yards is located in downtown Baltimore.

<http://baltimore.orioles.mlb.com/bal/ballpark/transportation/index.jsp>

### Maryland Transit Administration (MTA)

<https://mta.maryland.gov/oriole-park-camden-yards>

**Local 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:** \$1.70 one-way, \$4.00 Day Pass.

**Light Rail Service:** Run every 10 to 30 minutes.

**Fares:** \$1.70 one-way, \$3.40 round trip, \$4.00 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 Subway Service:** Run every 8 to 15 minutes.

**Fares:** \$1.70 one-way, \$3.40 round trip, \$4.00 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 Subway for games ending after regular closing time will be extended for one hour after the final out 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. Sunday afternoon games are best with selected Saturday afternoon games also great choices. Take the 10:40 a.m. MARC out of Washington-Union Station. Arrive at Baltimore-Penn Station at 11:40 a.m. Take the Penn-Camden Light Rail Shuttle to Camden Yards for the first pitch. On the return, take the Camden-Penn Light Rail Shuttle back to Penn Station. Catch the 5:30 p.m. MARC to Union Station and arrive at 6:30 p.m.

**Fare:** \$8.00 one-way.

**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. 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.

<b>Transit Information Contact Center</b> .....	410-539-5000 (V)
.....	1-866-743-3497 (Toll Free)
.....	410-539-3497 (TTY)
<b>Reduced Fare Certification Office</b> .....	410-767-3441 (V)
.....	410-333-2051 (TTY)

E-mail: [kgolphin@mta.maryland.gov](mailto:kgolphin@mta.maryland.gov)

## M&T Bank Stadium via Public Transportation

M&T Bank Stadium is located in downtown Baltimore.

[www.baltimoreravens.com/gameday/mt-bank-stadium/directions-parking.html](http://www.baltimoreravens.com/gameday/mt-bank-stadium/directions-parking.html)

### Maryland Transit Administration (MTA)

<https://mta.maryland.gov/2016-mta-ravens-transit-service>

**Local Bus Service:** 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:** \$1.70 one-way, \$4.00 Day Pass

**Light Rail:** 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:** \$1.70 one-way, \$3.40 round trip, \$4.00 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 Subway:** 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:** \$1.70 one-way, \$3.40 round trip, \$4.00 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.

**MARC Train Weekend Service:** Take MARC Train Weekend Service on the Penn Line to Ravens Sunday home games at M&T Bank Stadium. Take the 10:40 a.m. MARC out of Union Station-Washington, DC. Arrive at Penn Station-Baltimore at 11:40 a.m. Take the Penn-Camden Light Rail Shuttle to Hamburg Street Stop adjacent to the stadium. On the return, take the Penn-Camden Light Rail Shuttle back to Penn Station. Catch the 5:30 p.m. MARC to Union Station and arrive at 6:30 p.m.

**Fare:** Check the MARC Penn Line schedule for specific and departure times. Fares 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 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.

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

**Reduced Fare Certification Office**  
..... 410-767-3441 (V)  
..... 410-333-2051 (TTY)

E-mail: [kgolphin@mta.maryland.gov](mailto:kgolphin@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.

<http://washington.nationals.mlb.com/was/ballpark/directions/index.jsp>

**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 half a block from Nationals Park.

[www.wmata.com/rail](http://www.wmata.com/rail)

## FedEx Field via Public Transportation

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

**Information** ..... 301-276-6100 (V)

E-mail: [accommodations@redskins.com](mailto:accommodations@redskins.com)

[www.redskins.com/fedexfield/parking-and-directions.html](http://www.redskins.com/fedexfield/parking-and-directions.html)

**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](http://www.wmata.com/rail)

## Ocean City via Bus and Using Public Transportation in Ocean City

**Greyhound** 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 age 62 and older may request a 5 percent discount on unrestricted passenger fares. Appropriate ID may be required.

For fare and schedule information visit Greyhounds website at [www.greyhound.com](http://www.greyhound.com) or call 1-800-231-2222 (Toll Free) 1-800-345-3109 (TTY) [ifsr@greyhound.com](mailto:ifsr@greyhound.com) [ADA.Support@greyhound.com](mailto:ADA.Support@greyhound.com)

- **Boardwalk Tram** travels from the entire length of the boardwalk, from the Inlet to the North Booth at 27<sup>th</sup> 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 \$3.00 per person for one-way passage only. An unlimited ride pass, which costs \$6.00, allows a passenger to ride the tram as much as they like between 11:00 a.m. and 4:00 p.m. daily. Discount fare punch cards are available at \$20.00 for 8 rides. Exact fare is required. Inquire at either tram station or with a tram conductor. Tram operation is subject to weather conditions. See the station operators, or call 410-289-5311 (V) or 410-723-1606 (V) for further information.
- **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 and winter. A \$3.00 ride-all-day pass allows you to ride from 6:00 a.m. until 6:00 a.m. the next morning.  
**Reduced Fare:** 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.
- **Park-N-Ride "Beach Bus"** is a shuttle service between South Division Street Transit Center, West Ocean City Park & Ride, and the Tanger Outlet. Seasonal operation begins in May and runs intermittingly into October.  
**Reduced Fare:** Fares are \$3.00 ride-all-day or \$1.00 per boarding. 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 or 50 cents per boarding). 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. **Fare:** Fare is \$3.00 ride-all-day. 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 paratransit 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.
- **Adults 60+ Bus Passes** for non-residents are available free of charge to anyone 60 years of age or older. This pass will entitle the holder to half-fare passage on the bus, Special Event Express Shuttles, and paratransit van (if eligible). The non-resident bus pass is not recognized for reduced or free passage on the trams. For more information, call the Transportation Department at 410-723-1606 (V) or the City Hall receptionist at 410-289-8221 (V).

Shore Transit	Town of Ocean City – Transportation Department
443-260-2300 (V)	410-723-2173 (V)
E-mail: <a href="mailto:info@shoretransit.org">info@shoretransit.org</a>	<a href="http://oceancitymd.gov/oc/departments/public-works/transportation/">http://oceancitymd.gov/oc/departments/public-works/transportation/</a>
<a href="http://www.shoretransit.org">www.shoretransit.org</a>	

**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. Indicate any special accommodations you might need through the Special Needs Preferences box when making your 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 \$1.50 processing fee for booking tickets via telephone. Tickets are non-refundable.

..... 1-877-265-8287 (Toll Free)  
[www.boltbus.com](http://www.boltbus.com) • E-mail: [webmaster@boltbus.com](mailto:webmaster@boltbus.com)

**MegaBus**

Daily bus service from Baltimore to New York City, and Washington, DC to New York City and Philadelphia. Customers with special requirements can now make reservations through the Megabus website. Just select yes when asked if there are any passengers travelling with special requirements and answer a few simple questions that will allow us to do our very best 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 Washington, DC; Silver Spring; Baltimore; Wilmington, DE; and New York City. Passengers aged 62 and older may request a 5% discount on standard terminal 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 22.

**Information and Customer Care Center:** ..... 1-800-434-9999 (Toll Free)  
<https://peterpanbus.com>

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**Vamoose Express Bus Service**

Provide daily bus transportation between New York City and Bethesda, MD / Arlington, VA. Reservations are required. Motorcoaches have wheelchair lifts. Passengers with special requirements are encouraged to advise us at time of booking, so our staff is 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. Bus picks up first in Arlington, then Bethesda. Pick-up location in Bethesda is Bethesda Metro Station. Pick-up location in Rosslyn Metro Station. Drop-off location in New York City is Penn Station.

..... 301-718-0036 (V)  
[www.vamoosebus.com](http://www.vamoosebus.com)

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**VEHICLE SALES, RENTALS AND LEASING**

**Accessible Vans of Baltimore, MD, LLC**

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

..... 1-855-720-7120 (Toll Free)  
[www.accessiblevans.com/wheelchair-vans-rental-baltimore-md.php](http://www.accessiblevans.com/wheelchair-vans-rental-baltimore-md.php)

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**AMS Vans, Inc.**

Sell new and used wheelchair accessible vans with nationwide delivery. 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](http://www.amsvans.com) • E-mail: [info@amsvans.com](mailto:info@amsvans.com)

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**Bedco Mobility**

Sell new and used wheelchair accessible vans. Also install wheelchair and scooter van lifts, driving aids, and transfer seats.

..... 301-585-0700 (V)  
..... 1-877-476-1530 (Toll Free)  
[www.bedcomobility.com](http://www.bedcomobility.com)

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**Colonial Equipment Company**

Sell new and used wheelchair accessible transportation vehicles.

..... 1-800-462-9287 (Toll Free)  
[www.colonialbus.com](http://www.colonialbus.com)

**Koons Mobility Center**

Sell new and used wheelchair accessible vans. Installation of modifications including hand controls. Authorized Vantage Mobility International (VMI) dealer. Located in Annapolis.

..... 240-241-6984 (V)  
<http://koonsmobility.vmidalers.com/about-koons-mobility-center>

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**M.I.T.S. Corporation**

Sell wheelchair accessible mini and full size vans. Also install vehicle modifications including lifts, scooters, portable ramps, and hand controls. Located in Glen Rock, PA.

..... 1-800-243-6487 (Toll Free)  
[www.mitscorp.com](http://www.mitscorp.com)

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**Ride-A-Way Vans**

Sell new and used wheelchair accesible vans. Installation of lifts, ramps, hand controls, power transfer seats, specialized gas, brake, and steering controls, and power door openers. Wheelchair van rentals available hourly, daily, weekly, and monthly with curbside pick-up and delivery. Located in Beltsville.

..... 301-200-2602 (V)  
..... 1-855-694-7323 (Toll Free)  
[www.ride-away.com/stores/beltsville-maryland](http://www.ride-away.com/stores/beltsville-maryland)

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**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.

..... 301-845-1234 (V)  
..... 1-888-845-0533 (Toll Free)  
[www.rslautosales.com](http://www.rslautosales.com)

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**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.

Anne Masci, Mobility Products Consultant ..... 240-490-7840 (V)  
[www.tmservices.com](http://www.tmservices.com) • E-mail: [annem@tmservices.com](mailto:annem@tmservices.com)

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**Wheelchair Getaways of Maryland**

Wheelchair accessible van rentals with lowered floors and automatic ramps. Daily, weekly and monthly rentals. Serve DC, MD and Northern Virginia.

..... 301-699-2238 (V)  
..... 1-800-438-8465 (Toll Free)  
[www.wheelchairgetaways.com/franchise/maryland\\_collegepark2/home.htm](http://www.wheelchairgetaways.com/franchise/maryland_collegepark2/home.htm)  
E-mail: [info523@wheelchairgetaways.com](mailto:info523@wheelchairgetaways.com)

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**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. Locations in Baltimore, Columbia, and BWI.

..... 1-800-456-1371 (Toll Free)  
<http://wheelersvanrentals.com/US/maryland-wheelchair-van-rentals>

## VEHICLE MODIFICATION

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.

..... 301-845-4188 (V)  
..... 1-888-845-0533 (Toll Free)

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

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### **American**

Install wheelchair lifts for buses and vans.

..... 410-224-8224 (V)

[www.american-bus.com](http://www.american-bus.com) • E-mail: [contact@american-bus.com](mailto:contact@american-bus.com)

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### **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.

..... 1-800-775-8267 (Toll Free)

[www.amsvans.com](http://www.amsvans.com) • E-mail: [info@amsvans.com](mailto:info@amsvans.com)

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### **Area Access, Inc.**

Install vehicle lifts for scooters or power chairs.

..... 1-800-333-2732 (Toll Free)

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

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### **Bedco Mobility**

Installation of wheelchair and scooter van lifts, driving aids, and transfer seats. Also sell new and used wheelchair accessible vans.

..... 301-585-0700 (V)

..... 1-877-476-1530 (Toll Free)

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

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### **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.

..... 410-554-9442 (V)

..... 1-888-554-0334 (Toll Free)

..... 443-798-2840 (Videophone)

<http://dors.maryland.gov/consumers/WTC/RTS/Pages/driving.aspx> • E-mail: [dors@maryland.gov](mailto:dors@maryland.gov)

**Fancy Vans & Speed**

Installation of wheelchair lifts and ramps, disability equipment, and van conversions.

..... 301-843-5151 (V)

**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. Serve Montgomery and Prince George’s County.

..... 301-277-2839 (V)

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

**M.I.T.S. Corporation**

Installation of vehicle modifications including lifts, scooters, portable ramps, and hand controls. Also sell mini and full size wheelchair accessible vans.

..... 1-800-243-6487 (Toll Free)

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

**Oneness Mobility**

Installation of vehicle modifications including lifts, raised roofs and doors, power seats, hand controls, automatic steps, and power door openers.

..... 301-568-6686 (V)

..... 1-866-570-6686 (Toll Free)

[www.onenessmobility.com](http://www.onenessmobility.com) • E-mail: [admin@onenessmobility.com](mailto:admin@onenessmobility.com)

**Ride-A-Way Vans**

Installation of lifts, ramps, hand controls, power transfer seats, specialized gas, brake, and steering controls, and power door openers. Also sell new and used wheelchair accessible vans. Wheelchair accessible van rentals available hourly, daily, weekly, and monthly with curbside pick-up and delivery. Located in Beltsville.

..... 301-200-2602 (V)

..... 1-855-694-7323 (Toll Free)

[www.ride-away.com](http://www.ride-away.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.

Anne Masci, Mobility Products Consultant ..... 240-490-7840 (V)

[www.tmservices.com](http://www.tmservices.com) • E-mail: [annem@tmservices.com](mailto: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.

..... 301-589-0894 (V)

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

## Independence Now Travel Training

Free individualized travel training. Program is for people with disabilities to learn to use the fixed-route public bus and rail transportation services in Montgomery and Prince George's Counties. Learn trip planning, travel safety, and how to communicate with drivers and station managers. Training averages eight to ten sessions. This program is funded by WMATA and participants must be enrolled in the reduced fare or MetroAccess Program.

.....301-277-2839 (V)

[www.innow.org](http://www.innow.org) • E-mail: [intravel@innow.org](mailto:intravel@innow.org)

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## 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. 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 Transportation Options for Customers with Disabilities and Senior Citizens](#)", which includes a comprehensive listing of public transportation options available in the District of Columbia, Maryland



*Photo courtesy WMATA*

(the counties of Montgomery, Prince George's, Anne Arundel, and Baltimore, 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 to groups on the accessibility features of the Metro system.

..... 202-962-2703 (V)

..... 202-962-2033 (TTY)

<http://wmata.com/accessibility/training.cfm> • E-mail: [traveltraining@wmata.com](mailto:traveltraining@wmata.com)

[www.wmata.com/accessibility/advocacy\\_policy/metro\\_accessible.cfm](http://www.wmata.com/accessibility/advocacy_policy/metro_accessible.cfm)

**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](http://www.wmata.com/mobile).

..... 202-637-7000 (V)

..... 202-638-3780 (TTY)

[http://wmata.com/rider\\_tools/tripplanner](http://wmata.com/rider_tools/tripplanner)

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## Perils for Pedestrians

A monthly 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. Series appears on public access cable stations in many cities across the U.S. and is also webcast.

[www.pedestrians.org](http://www.pedestrians.org) • E-mail: [john@pedestrians.org](mailto:john@pedestrians.org)

**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)

E-mail: [connectaride@accessica.org](mailto:connectaride@accessica.org)

## 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.

**Outpatient Department** ..... 240-864-6000 (V)

[www.adventisthealthcare.com/locations/adventist-rehabilitation-hospital/services/outpatient/driver-rehab-program](http://www.adventisthealthcare.com/locations/adventist-rehabilitation-hospital/services/outpatient/driver-rehab-program)

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### **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)

**Wheaton Office:** ..... 301-949-3750 (V)

..... 301-200-8090 (Videophone)

[www.dors.maryland.gov](http://www.dors.maryland.gov)

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### **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.

**Rehabilitation Services** ..... 301-552-8144 (V)

[www.dchweb.org](http://www.dchweb.org)

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### **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](http://www.montgomerycountymd.gov/senior/older-driver-resources.html)

**F.O.F. (“Focus on Function”) Occupational Therapy Services, LLC**

Provide behind the wheel evaluations, adaptive equipment training, and driver rehabilitation. A pre-driving screening/clinical evaluation is completed to assess vision, visual perception, cognition and physical functioning. A behind the wheel evaluation is completed to assess driving safety and fitness. The client is evaluated on his/her ability to physically control the vehicle as well as cognitive, visual and perceptual abilities. Driver training is available to those who require the use of adaptive equipment to operate a motor vehicle. Available adaptive equipment includes left foot accelerator, hand controls, spinner knob and cross-over turn signal. Driving evaluation and/or training results are forwarded to the referral source or to the MVA’s Medical Advisory Board. Clients may be referred by physicians, insurance companies, rehabilitation and other medical professionals, individuals and their families.

**Kim High, OTR/L, Driving Rehabilitation Specialist**..... 410-484-2761 (V)

[www.foftherapyservices.com](http://www.foftherapyservices.com) • E-mail: [khigh@foftherapyservices.com](mailto:khigh@foftherapyservices.com)

**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.

..... 202-877-1035 (V)

[www.medstarnh.org/our-services/specialty-services/services/driver-training-services](http://www.medstarnh.org/our-services/specialty-services/services/driver-training-services)

**Montgomery College Driver Education – Learning Disabled Program – Special Needs Classes**

Course prepares rookie drivers with moderate learning disabilities for the Maryland driver’s license test. Course consists of the required 30 hours of classroom instruction and 6 hours of Behind-the-Wheel training (individual in-car lessons). Classroom includes differentiated instruction, supplemental aides and services, a multi-sensory approach to learning, and support for students with moderate learning disabilities. Behind-the-Wheel is one-on-one instruction with a dually certified MVA and MSDE Special Driver Education. Typical class size is 12 students. Learner’s permit required. Standard Driver Education Course is inclusive accommodating students with mild learning disabilities. Registered students with disabilities, IEPs or 504 plans should contact Disability Support Services at 240-567-4118 (V) or e-mail Natalie Martinez, Disability Support Services Counselor, at [natalie.martinez@montgomerycollege.edu](mailto:natalie.martinez@montgomerycollege.edu). Accommodations for support services must be made at least 3 weeks before course start date.

**Scholarships:** There are several scholarship opportunities for learning disabled Driver Education students to take Driver Readiness Assessment, Learner Permit Preparation Course, Driver Education for Learning Disabled, and 10-hours of Driver Improvement Lessons.

**Alejandra Isaia-Herrera, Program Assistant** ..... 240-567-1895 (V)

[www.montgomerycollege.edu/wdce/bits/drivereducation\\_specialneeds.html](http://www.montgomerycollege.edu/wdce/bits/drivereducation_specialneeds.html)

E-mail: [alejandro.isaia-herrera@montgomerycollege.edu](mailto:alejandro.isaia-herrera@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 Maryland, Virginia and West Virginia.

..... 301-682-9110 (V)  
[www.rehabilitationoffrederick.com](http://www.rehabilitationoffrederick.com)

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## **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.

..... 410-601-7360 (V)  
[www.lifebridgehealth.org/Sinai/DrivingEvaluationandTrainingProgram.aspx](http://www.lifebridgehealth.org/Sinai/DrivingEvaluationandTrainingProgram.aspx)

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## **St. 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.

..... 410-368-2800 (V)  
[www.stagnes.org/our-services/rehabilitation-and-therapy/driver-rehab](http://www.stagnes.org/our-services/rehabilitation-and-therapy/driver-rehab)

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## **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.

..... 301-816-2672 (V)  
[www.jssa.org/service/seniors/transportation/staying-on-the-go/](http://www.jssa.org/service/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** ..... 410-337-1412 (V)  
[www.stjosephtowson.com/Programs-Services/Clinical-Services/Rehabilitation-Services/Safe-Driver-Program.aspx](http://www.stjosephtowson.com/Programs-Services/Clinical-Services/Rehabilitation-Services/Safe-Driver-Program.aspx)

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**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.

**Washington DC VA Medical Center** ..... 202-745-8311 (V)

**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.

..... 202-234-3062 (V)  
..... 1-866-719-4372 (Toll Free)

[www.equalrightscenter.org](http://www.equalrightscenter.org)

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**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).

**Robin Underwood, ADA Title II & III Coordinator** ..... 410-865-1126 (V)  
..... 1-888-713-1414 (Toll Free)

[www.mdot.maryland.gov/ADA/index.html](http://www.mdot.maryland.gov/ADA/index.html) • E-mail: [mdotada@mdot.state.md.us](mailto:mdotada@mdot.state.md.us)

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**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 Metrobus, Metrorail or MetroAccess system, use the online customer comment form to send feedback: [www.wmata.com/accessibility/free\\_resources.cfm#complaints](http://www.wmata.com/accessibility/free_resources.cfm#complaints). If you can

document that you have tried to resolve your concerns and complaints related to accessibility issues within the Metrobus, Metrorail or MetroAccess services through the Metro complaint process and have not met with a satisfactory resolution, 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 5<sup>th</sup> Street NW, Washington, DC 20001.

..... 202-962-1100 (V)  
..... 202-962-2033 (TTY)  
E-mail: [access@wmata.com](mailto:access@wmata.com)

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### **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.

**Nancy Greene, 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](mailto:adacompliance@montgomerycountymd.gov)

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### **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](http://Easterseals.com) and the [National Association of Area Agencies on Aging](http://NationalAssociationofAreaAgenciesonAging.org) (n4a) with guidance from the U.S. Department of Health and Human Services, Administration for Community Living.

..... 1-866-983-3222 (Toll Free)  
[www.nadtc.org](http://www.nadtc.org) • E-mail: [contact@nadtc.org](mailto:contact@nadtc.org)

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## **OTHER USEFUL INFORMATION**

**Emergency Police, Fire and Rescue** ..... 911 (V)  
**Non-Emergency Police** ..... 301-279-8000 (V)

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### **Disability Rights Maryland (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.

..... 410-727-6352 (V)  
..... 1-800-233-7201 (Toll Free)  
..... 410-235-5387 (TTY)  
[www.disabilityrightsmd.org](http://www.disabilityrightsmd.org)

**Joblinks Employment Transportation**

Connects workforce development agencies, transportation providers and other stakeholders with transportation-to-work solutions that are affordable, reliable and accessible. Focuses on the mobility needs of low-wage job seekers and earners, as well as workers with disabilities, youth, veterans, and older workers. Supported with funding through the U.S. Department of Labor: Employment and Training Administration and the U.S. Department of Transportation: Federal Transit Administration.

..... 1-866-846-4600 (Toll Free)

[www.ctaa.org/joblinks](http://www.ctaa.org/joblinks)

**Maryland Institute for Emergency Medical Services Systems - Office of Licensing and Certification**

Licenses and regulates commercial ambulance services.

..... 1-800-762-7157 (Toll Free)

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

**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. Saturday services for all locations are only for drivers licenses. Driver’s Road Tests are by appointment only.

**General Information** ..... 410-768-7000 (V)

..... 1-800-492-4575 (TTY)

[www.mva.maryland.gov](http://www.mva.maryland.gov) • E-mail: [MVACS@mdot.state.md.us](mailto:MVACS@mdot.state.md.us)

<p><b>MVA Main Office – Full Service</b>                  15 Metropolitan Grove Road                  Gaithersburg, MD 20878                  ☎ Hours: Monday - Friday,                  8:30am to 4:30pm;                  Saturday, 8:30am to                  12:00pm</p>	<p><b>MVA White Oak – Full Service</b>                  2131 Industrial Parkway                  Silver Spring, MD 20904                  ☎ Hours: Monday -                  Friday, 8:30am to                  4:30pm; Saturday,                  8:30am to 12:00pm</p>	<p><b>MVA Glenmont - Express Office</b>                  Glenmont Shopping                  Center                  12335 Georgia Avenue                  Wheaton, MD 20902                  ☎ Hours: Monday -                  Friday, 8:30am to 4:30pm;                  Saturday, 8:30am to                  12:00pm</p>	<p><b>MVA Gaithersburg - Express Office</b>                  Walnut Hill Shopping Center                  16520 S. Westland Drive                  Gaithersburg, MD 20877                  ☎ Hours: Monday - Friday,                  8:30am to 4:30pm;                  Saturday, 8:30am to                  12:00pm</p>
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**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. 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](http://www.mdrelay.org) • E-mail: [MoreInfo@MDRelay.org](mailto: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://marylandsha.force.com/customercare/request\\_for\\_service](http://marylandsha.force.com/customercare/request_for_service)

**Statewide Operations Center:** ..... 410-582-5650 (V)  
..... 1-800-543-2515 (Toll Free)

[www.roads.maryland.gov](http://www.roads.maryland.gov)

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**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 or text MyMTPD.

..... 202-962-2121 (V)

[www.wmata.com/about\\_metro/transit\\_police](http://www.wmata.com/about_metro/transit_police)

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**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** ..... 240-777-1262 (V)

[www.montgomerycountymd.gov/coa](http://www.montgomerycountymd.gov/coa) • E-mail: [Odile.Brunetto@montgomerycountymd.gov](mailto:Odile.Brunetto@montgomerycountymd.gov)

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**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** ..... 240-777-1246 (V)

[www.montgomerycountymd.gov/cpwd](http://www.montgomerycountymd.gov/cpwd) • E-mail: [Betsy.Luecking@montgomerycountymd.gov](mailto:Betsy.Luecking@montgomerycountymd.gov)

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**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](http://www.montgomerycountymd.gov/council) • E-mail: [County.Council@montgomerycountymd.gov](mailto: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](mailto:Shawn.Brennan@montgomerycountymd.gov)

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**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.

..... 240-777-0311 (V)  
..... 240-773-3556 (TTY)

[www.montgomerycountymd.gov/dot-traffic/index.html](http://www.montgomerycountymd.gov/dot-traffic/index.html)

E-mail: [mcdot.trafficops@montgomerycountymd.gov](mailto:mcdot.trafficops@montgomerycountymd.gov)

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**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](http://www.montgomerycountymd.gov/exec) • E-mail: [ocemail@montgomerycountymd.gov](mailto:ocemail@montgomerycountymd.gov)

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**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](http://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: [hsmail@montgomerycountymd.gov](mailto:hsmail@montgomerycountymd.gov)**

**[www.montgomerycountymd.gov/hhs](http://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 8:00 p.m.**

## KEY WEBSITES

**MC311 - Non-Emergency Government Information and Services**

[www.montgomerycountymd.gov/311](http://www.montgomerycountymd.gov/311)

**Montgomery County Government – Senior Services**

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

**Montgomery County Commission on People with Disabilities**

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

**Montgomery County Commission on People with Disabilities Facebook**

[www.facebook.com/MCCPWD](http://www.facebook.com/MCCPWD)

**Montgomery County Disability Network Directory**

[www.montgomerycountymd.gov/dnd](http://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](http://www.montgomerycountymd.gov/DOT-transit/seniors.html)

**Washington Metropolitan Area Transit Authority**

[www.wmata.com/accessibility](http://www.wmata.com/accessibility)

**Maryland Transit Administration**

[www.mta.maryland.gov](http://www.mta.maryland.gov)

# METRO SYSTEM MAP



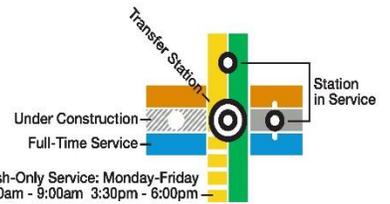
wmata.com  
 Customer Information Service: 202 637-7000  
 TTY Phone: 202 639-3780  
 Metro Transit Police: 202 962-2121

- Legend**
- RD** Red Line • Glenmont / Shady Grove
  - OR** Orange Line • New Carrollton / Vienna
  - BL** Blue Line • Franconia-Springfield / Largo Town Center
  - GR** Green Line • Branch Ave / Greenbelt
  - YL** Yellow Line • Huntington / Fort Totten
  - SV** Silver Line • Wiehle-Reston East / Largo Town Center

**Station Features**

- Bus to Airport
- Parking
- Hospital
- Airport

**Connecting Rail Systems**



**Metrorail Operating Times**

- Mon-Thu**  
5am-midnight
- Fri**  
5am-3am
- Sat**  
7am-3am
- Sun**  
7am-midnight

Times are approximate

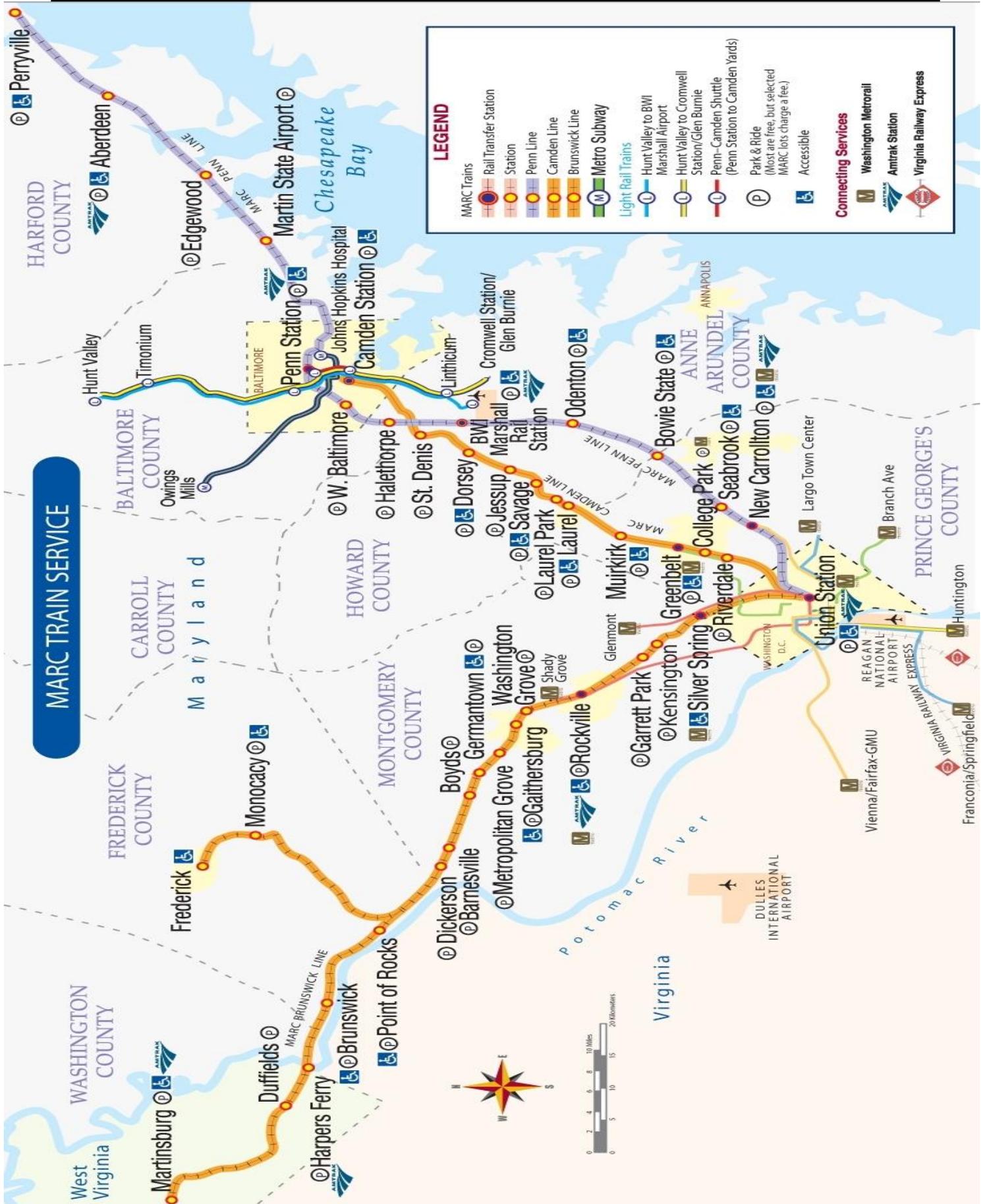
Metro is accessible.  
WASHINGTON METRO/STATION MAP/ARTIST: ANDREW J. BELL

N  
 Map is not to scale

- No Smoking
- No Eating or Drinking
- No Animals (except service animals)
- No Audio (without earphones)
- No Littering or Spitting
- No Dangerous or Flammable Items

Photo courtesy WMATA

# MARC TRAIN SYSTEM MAP





***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, 4<sup>th</sup> Floor  
Rockville, Maryland 20850  
240-777-1246 (V) • MD Relay 711  
Email: [dhhswebsite@montgomerycountymd.gov](mailto:dhhswebsite@montgomerycountymd.gov)

A collaborative work of:

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Department of Transportation

Uma S. Ahluwalia, Director  
Department of Health and Human Services

**Isiah Leggett, County Executive**

**November, 2016**