



Transportation Network Directory

for People with Disabilities & Adults 50+

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

February 2026





Photos courtesy of WMATA

Montgomery County is a Maryland Access Point

www.montgomerycountymd.gov/tnd

Don't Know How To Get There?
Get Where You Want To Go!
Call Connect-A-Ride for Answers and Assistance



301-738-3252 (V) • 703-323-6494 (V)

Email: connectaride@AccessJCA.org • https://accessjca.org/connect-a-ride

The Connect-A-Ride, managed by the Jewish Council of the Aging (JCA) of Greater Washington, is a free service that helps Montgomery County adults 50+ and adults of all ages with disabilities find the transportation they need. Certified Information and Mobility Specialists provide tailored transportation options and help with schedules, benefits, and eligibility requirements. Connect-A-Ride representatives also provide presentations on transportation options at County senior centers, recreation centers, and libraries, as well as at senior housing facilities. Connect-A-Ride is administered with funding from Montgomery County Department of Transportation.

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

Ride Smart Workshops

Travel Training is a free half-day workshop that helps Montgomery County residents aged 50+ get confident and comfortable taking public transportation. Participants learn how to read the Metro map, understand digital schedule signs, load a fare card, and where to find a station's emergency and accessibility features. The workshop includes classroom training, a trip on a Ride On bus, a visit to a Metro station, and a one-station round-trip train ride. The workshop takes about three hours.

Advanced registration is required for Ride Smart workshops. To register or for more information, call 301-738-3252 (V) or email connectaride@accessjca.org.

Escorted Transportation

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

Rides are provided by private driving organizations whose drivers act as escorts. Taxis may be used when a friend or relative can accompany the client. Travel is available to destinations in Montgomery County and nearby jurisdictions. Fees are based on household income level. Montgomery County Department of Health and Human Services pays the remainder of the cost

For information or to enroll, call 240-395-0915 (V) or email escorted.transport@accessjca.org.

VillageRides

VillageRides partners with villages and community organizations in Montgomery County that provide volunteer transportation for seniors and adults with disabilities who do not drive to take them to medical appointments, grocery shopping, and more.

If you need a ride for yourself or are a caregiver, family member, or a neighbor of a senior citizen who needs transportation services and lives in one of our partnering community organizations, you can connect directly with them by visiting https://accessjca.org/villagerides/.

INTRODUCTION

This ***Transportation Network Directory for People with Disabilities and Adults 50+*** has a comprehensive listing of public, private and non-profit transportation in Montgomery County, 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 guide 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 30 informative sections. The **Public Transportation** section covers such important services as: **MetroAccess, Ride On Bus** and **Metrobus** transportation. To assist us in alleviating traffic congestion, we encourage you to use public transportation whenever you can. These programs offer subsidies and reduced fares for older adults and people with disabilities. To find out more information about these services, read the brief description and call the offices listed for additional information.

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

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

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

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

Good news! This guide is available in alternative formats such as Braille and large print by calling 240-777-1252 (V), MD Relay 711 or sending an email to MCCPWD@montgomerycountymd.gov.

View or download this brochure online: www.montgomerycountymd.gov/tnd

Also, you may visit Ride On at: www.montgomerycountymd.gov/RideOn

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Little Falls Village,
Manor Connections,
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North Chevy Chase Connections,
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Metro Transit Police Department - WMATA,
Montgomery County Commission on Aging,
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Washington Metropolitan Area Transit Authority,
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TRIP PLANNING

CONNECT-A-RIDE

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

https://accessjca.org/connect-a-ride ● Email: connectaride@accessjca.org

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

REACH A RIDE

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

www.reacharide.com ● Email: reacharide@mwcog.org

Provides information about specialized transportation options for people with disabilities, adults 60+, those with limited English proficiency, and low-income commuters. Information is in English and Spanish. The website includes a searchable database of both private and public entities. Resources are located within the National Capital Region (DC, MD, VA). Site is maintained by the Metropolitan Washington Council of Governments (MWCOG).

RIDE ON TRANSIT SERVICES
MONTGOMERY COUNTY DEPARTMENT OF TRANSPORTATION

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

711 for MD Relay TTY ● www.montgomerycountymd.gov/rideon

311 Hours: Monday through Friday, 7 a.m. to 7 p.m. Call for bus schedules, routes, connections to rail. **Effective June 29, 2025,** the County has also implemented a zero-fare policy for all Ride On, Ride On extRa, Ride On Flex and Flash buses. Online trip planning tools include Google Maps and Google Mobile. The Ride On system map also shows other Montgomery County transportation including Metrorail, Metrobus, MARC commuter rail, and MTA commuter bus service. Conditionally eligible MetroAccess users ride free at all times. For more information on reduced fares, please see page 11.



RIDE ON TRIP PLANNER - DOWNLOAD ON GOOGLE PLAY OR APPLE APP STORE

www.montgomerycountymd.gov/dot-transit/trip-planner

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

RIDE ON REAL TIME
MONTGOMERY COUNTY DEPARTMENT OF TRANSPORTATION

https://rideon.app

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

GOOGLE MAPS AND GOOGLE MAPS FOR MOBILE

www.google.com/maps

Google Maps includes Ride On transit route and schedule information. Use Google Maps as you normally would but select 'By Public Transit' to use public transportation for your trip. You can also select a future date and time by clicking the 'Show options' button. With your GPS-enabled smartphone and the Google Maps mobile application you can get Ride On trip information based on your current location and time. Metro service is also available on Google Maps so your trip planning request will show connecting Metrobus or Metrorail service.

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

202-637-7000 (V) • 202-962-2033 (TTY)

www.wmata.com/schedules/trip-planner

Metro's Trip Planner provides information on service for the entire Washington metropolitan area including Maryland, DC and Virginia. Plan routes between two destinations using Metrorail and/or Metrobus. Suggested trip itineraries include the fare, estimated travel time, and any walking directions. Trip Planner also offers information on the accessibility of bus stops including whether the bus stop has a shelter or bench, the availability of crosswalks and curb ramps, and more. To utilize the tool, click on any bus stop that appears on the Trip Planner itinerary map or "Service Nearby" location search. An app is also available for mobile devices. Live Chat agents are available online Monday to Friday, 7 a.m. to 7 p.m., excluding holidays.

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busETA
METROBUS TRIP PLANNING ASSISTANCE

https://buseta.wmata.com

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

WMATA Transit Accessibility Center

202-962-2700 (V) • 202-962-2033 (TTY) • 202-510-9165 (Video Phone)
Email: eligibility@wmata.com or traveltraining@wmata.com
www.wmata.com/service/accessibility/transit-accessibility.cfm

Located at: Metro Headquarters, 655 Virginia Avenue, SW, Washington, DC 20024
(near L'Enfant Plaza Metro's 7th and D Street entrance and the street elevator at 7th and C Street SW)
Please note: The Transit Accessibility Center is a walk-in shop, **except** for MetroAccess Paratransit eligibility interviews and assessments that are **by appointment only**.

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

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

TRiPS – Transportation Resources, Information and Places to See

Silver Spring Paul S. Sarbanes Transit Center

8404 Colesville Road – 2nd Level, Silver Spring, MD 20910
Hours: Monday through Friday, 6am to 6pm
Saturday and Sunday, 7am to 4pm

240-773-8747 (V) • Email: mcdot.trips.ss@montgomerycountymd.gov
www.montgomerycountymd.gov/dot-dir/commuter/trips/index.html

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



TRiPS - Mobile Commuter Store

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

To view the weekly Mobile Commuter Store schedule, visit
www.montgomerycountymd.gov/dot-dir/commuter/trips/mobile-commuter-store-sched.html

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-Fare-Programs/index.cfm to learn about reduced fare programs.

Effective June 29, 2025, the County has implemented a zero-fare policy for all Ride On, Ride On extRa, Ride On Flex and Flash buses.



The zero-fare policy expands upon existing programs that already offer free rides to youth, seniors, persons with disabilities, and Montgomery College students. The policy is part of a broader effort to improve transit accessibility and encourage more residents to use public transportation. Passes are no longer needed on Ride On or Flash buses as fareboxes are covered.

Metrobus fares will continue at $2.25. The Kids Ride Free, Seniors Ride Free, and Disabled person/attendant free rides continue with the applicable SmarTrip card. The Youth Cruiser SmarTrip card becomes mandatory for free rides on January 1, 2026.

Riders can learn more about fare changes at www.montgomerycountymd.gov/DOT-transit/fares/index.html.

Adults 65+ and persons with disabilities also ride FREE on select Metrobuses* at all times

Who is Eligible?

- Adults 65+ must have a Senior SmarTrip® Card or a Medicare Card and photo ID. Senior (Adults 65+) SmarTrip® Cards are available for free any Montgomery County library with one of these documents as proof of age: state ID, birth certificate or passport.
- **Persons with disabilities** with Metro Reduced Fare SmarTrip® Photo ID card and their attendants.
- MetroAccess Certified or Conditional Customers with ID.
- Companion of MetroAccess Certified or Conditional Customer with ID.
- Veterans granted by the Department of Veterans Affairs (VA) as having a 60% or greater disability are eligible for the Metro Reduced Fare SmarTrip® Photo ID Card. Qualifying Veterans must complete part A of the application, but do not need to have their healthcare provider complete Part B or C of the application. Veterans must submit their original letter of disability notification issued by the VA, a downloaded letter from the DVA website, or their DD Form 2765 - Uniformed Services ID Card for 100% Disabled Veterans to obtain a Metro Reduced Fare SmarTrip® Photo ID Card.
- Applicants who are deaf or hard of hearing with a pure tone average of 70dB or greater in both ears regardless of hearing aids may substitute an audiogram in lieu of an application; however, the audiogram can be no more than five years old. Applicants who do not have a recent audiogram will need to have a healthcare professional complete the application.

Metro Reduced Fare SmarTrip® Photo ID Cards are issued on a walk-in basis at the WMATA Transit Accessibility Center at 655 Virginia Avenue, SW, Washington, DC 20024, Monday, Wednesday, Thursday and Friday 8:15 a.m. to 3:50 p.m.; Tuesday 8:15 a.m. to 2:20 p.m. Customers can also apply and re-certify for the Metro Reduced Fare SmarTrip® Photo ID Card for People with Disabilities at the Silver Spring

Commuter Store, 8404 Colesville Road, Silver Spring, MD 20910 on the first and third Monday from 10 a.m. to 2 p.m. (excluding holidays). A completed original application and valid government photo identification are required. For more information, call the WMATA Transit Accessibility Center at 202-962-2700, option 1 (V), 202-962-2033 (TTY), or email eligibility@wmata.com.

For more information about Ride On, please call 311 (inside the County), 240-777-0311 (outside of the County), or 240-773-3556 (TTY).

*These Metrobus routes are designated as routes that are free when boarded in Montgomery County: M12, M20, M22, M42, M44, M52, M54, M60, M6X, M70, M82, P30, P31

Public Transportation

MetroAccess

MetroAccess Paratransit – Washington Metropolitan Area Transit Authority (WMATA)



Photo courtesy of WMATA

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

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

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

- Individuals must complete an application and have it certified by a health care professional.
- Applicants must be determined to be unable to use the accessible bus and rail systems some or all of the time due to their disability. Assessments are done by appointment only. Assessment testing for MetroAccess is located at the Metro Transit Accessibility Center - 655 Virginia Avenue, SW, Washington, DC 20024. MetroAccess will provide transportation to the interview free of charge and will arrange pick-up for this appointment. You also have the option of providing your own transportation should you choose.
- MetroAccess is a shared ride service so trips may take up to 50% longer than those that are not shared. MetroAccess provides a fully accessible paratransit van fleet.
- Customers on time-specific travel, be it a medical appointment, work, movie start time, etc., are encouraged to book their trips by appointment time. Also, for regular time-essential trips like work, customers are being encouraged to establish a subscription service.
- When MetroAccess is unable to provide a trip at the specific time requested, the agent will help select another time within a scheduling window of 45 minutes before and 45 minutes after the originally requested time. MetroAccess will make every attempt to ensure a timely arrival.
- Fares are two times the fastest comparable fixed-route fare, with a maximum fare of $4.00 per one-way trip. The lowest available fare 15 minutes before and 15 minutes after the requested pick-up time will be provided during the booking process.
- Full and exact payment of MetroAccess fares is required for all trips. Payment should be pre-paid

through EZ-Pay or presented in exact change, without request, to MetroAccess operators before a customer or their PCA and/or companions board the vehicle.

- MetroAccess operates 7 days a week, 365 days a year, providing service within a three-quarter mile corridor around existing fixed-route services such as Metrobus, Metrorail, and jurisdictional bus services, at least during all hours of operation that service is operated on these modes.
- Trips may be scheduled up to 7 days in advance but no later than 4:30 p.m. one day before the trip (no same day reservations). If all vehicles are full at the time you want to travel, the reservation agent will work with you to select another time. (See Same-Day-Access Program for Certified MetroAccess users on page 22 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.
- **MetroAccess Customer Guide:** www.wmata.com/service/accessibility/metro-access/upload/MetroAccess-Customer-Guide.pdf

Main Line:..... 301-562-5360 (V)
Reservations:..... 301-562-5360 (V), Option #1
Reservation agents are available seven days a week, 8 a.m. to 4:30 p.m. For fastest answer times, please call between 11 a.m. and 2 p.m.
Online Booking: https://metroaccess.wmata.com/#/auth/signinregister
Eligibility:..... 202-962-2700 (V), Option #1
www.wmata.com/service/accessibility/metro-access • Email: eligbility@wmata.com
Trip Status: ..... 301-562-5360 (V), Option #2
WMATA Customer Service/Complaint Lines: ..... 202-637-0128 (V)
TTY number for all of the above numbers ..... 301-588-7535 (TTY)
Complaints can also be filed online using WMATA's Online Customer Comment Form: https://wmata.custhelp.com/app/home/

Abilities-Ride – An Alternative Transportation Option for MetroAccess Users



Photo courtesy of WMATA

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

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

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

Key Points to Remember:

- Joining the Abilities-Ride program does not guarantee that any of your MetroAccess reservations will be moved to an Abilities-Ride provider.
    - When booking a MetroAccess trip, you should always be prepared to be serviced by MetroAccess and pay the MetroAccess fare.
- Abilities-Ride providers offer **curb-to-curb service**, not door-to-door like MetroAccess.

- Abilities-Ride drivers are not required to carry customer bags or luggage.
- Abilities-Ride drivers are not required to wait with a customer for a "hand-off" at trip destination location.
- You are free to express your preferred Abilities-Ride provider, but there is no guarantee that all of your Abilities-Ride trips will be serviced by your preferred provider.
- Wheelchair-accessible vehicles are available for customers who require use of a wheelchair-accessible, ramp or lift equipped vehicle.

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

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



Ride On has fixed bus routes operating in the County with routes connection to the rail system. All bus routes are accessible. Bus passes are sold Monday to Friday, 8 a.m. to 4:30 p.m. at Montgomery County Division of Treasury, 27 Courthouse Square, Suite 200, Rockville, MD 20850.

Fares: Effective June 29, 2025, the County has implemented a zero-fare policy for all Ride On, Ride On extRa, Ride On Flex and Flash buses.

The zero-fare policy expands upon existing programs that already offer free rides to youth, seniors, persons with disabilities, and Montgomery College students. The policy is part of a broader effort to improve transit accessibility and encourage more residents to use public transportation. Passes are no longer needed on Ride On or Flash buses as fareboxes are covered.

Metrobus fares will continue at $2.25. The Kids Ride Free, Seniors Ride Free, and Disabled person/attendant free rides continue with the applicable SmarTrip® card. The Youth Cruiser SmarTrip card becomes mandatory for free rides on January 1, 2026.

Riders can learn more about fare changes at www.montgomerycountymd.gov/DOT-transit/fares/index.html.

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

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

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

The **Kids Ride Free program** provides free rides all the time on Ride On buses, including Ride On Flex and Flash, and certain Metrobus routes within Montgomery County to kids ages 18 and under (older if still in high school) who are Montgomery County residents. The program, which is for students, operates year-round. The Youth Cruiser SmarTrip® Card is good on any regional transit system that accepts SmarTrip®, including Metrobus and Metrorail, but the card must have stored value. Students should show their Youth Cruiser SmarTrip® Card when boarding buses. Some schools, all Montgomery County libraries, TRiPS Stores and the Division of Treasury office offer the cards. There is currently no cost to get your first Youth Cruiser SmarTrip® card. Replacement cards cost $2.00. Please see the list of schools at: www.montgomerycountymd.gov/dot-transit/kidsridefree/schools.html.

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

www.montgomerycountymd.gov/RideOn

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

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

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

WMATA Transit Accessibility Center: ..... 202-962-2700 (V)
..... 202-962-2033 (TTY)
..... 202-510-9165 (Video Relay Service)
www.wmata.com/service/accessibility/reduced-fare.cfm ● Email: eligibility@wmata.com

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



Ride On Flex is MCDOT's on demand transit program that helps you get around in defined Rockville, Glenmont/Wheaton, and Sandy Spring/White Oak zones. Ride On Flex has no fixed stops or fixed schedules – it comes when you book a ride during regular service hours. Best of all, Ride On Flex is free!

Flex operates in the Rockville zone from Monday through Friday, 9 a.m. to 3:30 p.m. The zone for pickup is roughly south of Rockville Pike, from Beall Avenue (including Rockville Town Center) in the north to West Edmonston Drive in the south.

Flex operates in the Glenmont/Wheaton zone during peak periods Monday through Friday, 6 a.m. to 9 a.m. and 3:30 p.m. to 7 p.m. The zone for pickup is a highly densely populated area that includes both the Glenmont and Wheaton Metro Stations, Westfield Wheaton Mall and many activity centers.

Flex operates in the Sandy Spring to White Oak zone during peak periods Monday through Friday, 6 a.m. to 10 a.m. and 2:30 to 7:30 p.m. This service provides peak period on-demand transit service to the Ednor, Sandy Spring, Norwood, and Cloverly communities, as well as New Hampshire Avenue between Maryland Route 108 and the White Oak Transit Center.

Within the zones Flex offers connections between households, transit hubs, commercial centers, and public services. Flex:

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

How Do I Ride Flex?

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

Then pay as you board!

Details

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

Email: RideOn.FlexCustomerService@montgomerycountymd.gov
www.montgomerycountymd.gov/dot-transit/flex

Metrobus – Washington Metropolitan Area Transit Authority (WMATA)

Metrobus – Washington Metropolitan Area Transit Authority (WMATA) Fixed bus route service runs within DC, Suburban Maryland, and Northern Virginia. Most bus routes are accessible. All buses are accessible and have a low floor ramp. Operator will call for another bus if lift fails.



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

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

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

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

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

Metro Lift – Low Income Fare Program: As of June 26, 2023, customers who are currently enrolled in either the DC, Maryland or Virginia Supplemental Nutritional Assistance Program (SNAP) are eligible to enroll in Metro

Lift. Customers will receive a 50% discount for any travel on Metrobus and Metrorail. Enrollment in the program is free. For more information, visit www.wmata.com/metrolift

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

Customer Information Line:..... 202-637-7000 (V)

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

..... 202-510-9165 (Videophone)

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

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

www.wmata.com/bus • www.wmata.com/service/accessibility/reduced-fare.cfm

Email: eligibility@wmata.com • Email: smartrip@wmata.com

Metrorail – Washington Metropolitan Area Transit Authority (WMATA)

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



Photo courtesy of 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 SmarTrip® ID card, which are available from WMATA, or they can use a valid photo ID and Medicare card. Attendants ride free or at reduced fare depending upon the time of travel.

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

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

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

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

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

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

Customer Information Line: ..... 202-637-7000 (V)
..... 202-962-2033 (TTY)
..... 202-510-9165 (Videophone)
Metro Reduced Fare SmarTrip® ID Cards: ..... 202-962-2700 (V)
SmarTrip® Cards for Adults 65+: ..... 1-888-762-7874 (Toll Free)
www.wmata.com/service/rail • www.wmata.com/service/accessibility/reduced-fare.cfm
Email: eligibility@wmata.com • Email: smartrip@wmata.com

Metrorail Station Elevator Status and Service Disruption - Elevator Alert System (ELstat):
Free Email subscription and phone alert service to notify you of elevator service disruptions at the Metrorail stations of your choice. Visit https://elstat.wmata.com to sign up.

Arranging for a shuttle: If you arrive at a Metro Station and find that the elevator is out of service at your station destination, you can arrange for a free shuttle from the nearest station to transport you to your station destination. Call 202-962-1825 (V) or ask the station manager to assist you.

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

Other Public Transportation Options

Bethesda Circulator

Operating Hours: Monday through Friday 7 a.m. to 11 p.m., and Saturday 10 a.m. to 11 p.m. No service on Sundays. Free transportation to get around downtown Bethesda. Park your car at one of Bethesda's public garages, marked with a blue "P", then walk to the nearby Bethesda Circulator stop. There is also a Bethesda Circulator stop in the Bethesda Metro Station. Scheduled to run every 10 minutes. Download mobile application RidePingo, start an account, and select "Track Bethesda Circulator" and the route with real time buses will show up.



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

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

Commuter Buses to Baltimore provide express transit service connecting suburban residential areas that include Columbia, Bel Air, Havre De Grace, and Laurel to downtown Baltimore.

Commuter Buses to Washington, D.C. provide express transit service from far reaching suburbs that include Hagerstown and Urbana in Western Maryland, Columbia, California, La Plata and Waldorf, Prince Frederick, and North Beach in Southern Maryland into Washington, D.C.

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

Intercounty Connector (ICC) Routes:			
Route:	**Service To:**	**Stops:**	**Service Available:**
201	Gaithersburg to BWI Marshall Airport and BWI MARC / Amtrak Station	Gaithersburg Park and Ride, NIST (weekday only), Shady Grove Metro Station, Georgia Avenue Park and Ride, Burtonsville Park and Ride, Dorsey MARC Station (weekday only), Arundel Mills Mall, BWI Airport (Southwest Terminal), BWI Airport (International Terminal), BWI Airport (MARC / Amtrak Rail Station)	Operates service daily from 4am to 11:28 p.m. Weekend service from 4 a.m. to 12:22 a.m.
203	Columbia to Bethesda	Snowden River Park and Ride, Columbia Mall, Scaggsville Park & Ride, Burtonsville Park & Ride, Georgia Avenue Park & Ride, Food & Drug Administration (FDA) – White Oak Bldg 1, Uniformed Services University of Health Services (USUHS) – Jones Bridge Road and University Road, Walter Reed National Military Medical Center / National Insitutes of Health (NIH), Medical Center Metro Station	Operates weekdays from 5:20 a.m. to 7:16 p.m.
204	Frederick to College Park	Monocacy MARC Station, Urbana Park & Ride, Gaithersburg Park & Ride, Georgia Avenue Park & Ride, Food & Drug Administration – White Oak Bldg 1, Metzerott Road (National Archives at College Park), University of Maryland College Park (Stadium Drive), College Park Metro / MARC Station	Operates weekdays from 5:18 a.m. to 6:30 p.m.
305	Columbia and Silver Spring to Washington, D.C.	The Mall in Columbia, Broken Land Park and Ride, Scaggsville Park and Ride, Burtonsville Park and Ride, Silver Spring Metro Station, and Washington, D.C.	Operates weekdays from 4:30 a.m. to 8:48 p.m.
315	Columbia and Silver Spring to Washington, D.C.	Lotte Plaza, The Mall in Columbia, Broken Land Park and Ride, Scaggsville Park and Ride, Burtonsville Park and Ride, Silver Spring Metro Station, and Washington, D.C.	Operates weekdays from 4:45 a.m. to 7:53 p.m.
325	Columbia and Silver Spring to Washington, D.C.	The Mall in Columbia, Silver Spring Metro Station, and Washington, D.C.	Operates weekdays 5:35 a.m. to 7:09 p.m.

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

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

To obtain an MTA Reduced Fare Disability ID card, an application that must be filled out by the applicant and the applicant's health care professional is required. The application is available at the Reduced Fare Certification Office. Applicants must return the completed application by fax (410-333-4347), by mail (MTA Reduced Fare Certification Office, 6 Saint Paul Street, Baltimore, MD 21202), or call to make an appointment. The Disability Reduced Fare Card is not available the same day that the application is received. The applicant, if approved, will be notified when to come in to have the photo taken and ID card issued.

Commuter Direct – Online MTA Ticketing

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

www.mta.maryland.gov/commuter-bus • https://mta.commuterdirect.com

Email: questions@commuterdirect.com

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

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

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

www.mta.maryland.gov/disability-reduced-fare-program

Email: MTAReduceFareCertification@mta.maryland.gov

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

The MARC train service is a commuter rail system whose service areas include Harford County, Maryland; Baltimore City; Washington D.C.; Brunswick, Maryland; Frederick, Maryland; and Martinsburg, West Virginia. All MARC rail stations and trains are accessible. MARC Train Service operates Monday through Friday with limited weekend service on the Penn Line.



Photo courtesy of MTA

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

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

To obtain an MTA Reduced Fare Disability ID card, an application must be filled out by the applicant and the applicant's health care professional. The application is available at the Reduced Fare Certification Office. Applicants must return the completed application by fax (410-333-4347), by mail or call to make an appointment. The Disability Reduced Fare Card is not available the same day that the application is received. The applicant, if approved, will be notified when to come in and have their photo taken, and an ID card will be issued on that day.

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

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

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

www.mta.maryland.gov/disability-reduced-fare-program

Email: MTAReduceFareCertification@mta.maryland.gov

..... 410-767-3438 (V)

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

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

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

www.mta.maryland.gov/welcome-back-to-marc ● Email: marc@mta.maryland.gov

Silver Spring Paul S. Sarbanes Transit Center

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

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

Address: 8404 Colesville Road, Silver Spring, MD 20910

www.wmata.com/service/status/details/Paul-Sarbanes-Transit-Center.cfm

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

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

Email: mcdot.trips.ss@montgomerycountymd.gov

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

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

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

www.montgomerycountymd.gov/silverspring/redshirts.html

University of Maryland College Park Paratransit – Shuttle-UM

Paratransit service offers a curb-to-curb, on demand, and subscription service available to students, faculty, and staff with temporary and permanent disabilities. Paratransit is also available for campus guests who schedule their rides directly with Shuttle-UM. The service is for academic purposes only. Each paratransit vehicle is equipped with a wheelchair lift.

People with a permanent disability should register for Paratransit service through Accessibility & Disability Services (ADS). People with temporary disabilities, such as broken legs or sprained ankles, should register at the University Health Center (UHC). Private physicians can diagnose injuries, but these diagnoses must be verified by the UHC or ADS**.** In addition, passengers must register with the Department of Transportation Services (DOTS) *Shuttle*-UM.

During the fall and spring academic semesters, paratransit service hours are 24 hours a day, seven days a week. For rides before and after the paratransit service hours please call 301-314-3687 (V). When the University is closed, none of the transit services are running, including paratransit.

Terp Ride is a new app that provides paratransit services to the University of Maryland Community. Terp Ride is available for download for Apple and Android. Every effort is made to meet the needs of our passengers. However, the practical reality is that the schedule can fill up quickly. As a result, paratransit scheduling occurs on a first-come, first-served basis. Priority is established by the date on which the trip is scheduled in the Terp Ride App. Riders can also email or call to schedule a ride. Every effort is made to meet the needs of our passengers. However, the practical reality is that the schedule can fill up quickly. As a result, paratransit scheduling occurs on a first-come, first-served basis. Priority is established by the date on which the trip is scheduled in the Terp Ride App. Shuttle-UM prefers you request your ride at least one week in advance. However, ride requests can be made as late as one hour before your desired ride. Same day trips can be scheduled by contacting Shuttle-UM dispatch at 301-404-3687 (4-DOTS).

..... 301-314-7682 (Register)
..... 301-314-2660 (Schedule)

https://transportation.umd.edu/shuttle-um/paratransit • Email: shuttledrm@umd.edu

VanGo - Ride On Route 28



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

..... 311 (In County)

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

www.montgomerycountymd.gov/DOT-Transit/routesandschedules/allroutes/route028.html

CALL-N-RIDE PROGRAM – MONTGOMERY COUNTY DEPT. OF TRANSPORTATION

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 63+ and persons with disabilities (18 to 62 years old), to utilize private taxicab services. The transportation is a curb-to-curb service and trips may be made for any purpose within Montgomery County. Special exceptions have been made to allow transportation to certain approved medical facilities in designated locations.

Participants are eligible to receive up to $120 value on their electronic swipe cards each month, which can be used towards taxicab rides. Subsidy assistance is provided on a sliding fee scale based on household size and income. Applications are available online. Medical certification of disability is required for ages 18 to 62. 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. All participants are required to re-certify every two years to be reconsidered for the program.

There are a limited number of wheelchair accessible taxicabs in Montgomery County. It is recommended that participants requiring a wheelchair accessible vehicle make their reservation with a taxicab company 24 hours or more in advance. CNR participants schedule their trips with a taxicab company by providing their name, CNR swipe card, and pick up and drop off information.

Office Hours: Monday through Friday, 8 a.m. to 4:30 p.m. ..... 301-948-5409 (V)

www.montgomerycountymd.gov/DOT-Transit/call-n-ride ● Email: cnrorder@montgomerycountymd.gov

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Same-Day-Access Program for Certified MetroAccess Users
All Montgomery County Residents who have current MetroAccess Identification cards qualify to add $60.00 of value to their Call-n-Ride swipe card for $30.00. All trips must begin and end in Montgomery County. Special exceptions have been made to allow transportation to approved medical facilities in Designated Service Areas. Transportation provided by private taxicab companies. Applications are available online at: www.montgomerycountymd.gov/DOT-Transit/call-n-ride.

Office Hours: Monday through Friday, 8 a.m. to 4:30 p.m. ..... 301-948-5409 (V)

www.montgomerycountymd.gov/DOT-Transit/call-n-ride/#about-sda

Email: cnrorder@montgomerycountymd.gov

Call n' Ride Program – City of Rockville

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

Fran Jablonski, Transportation Support Services ..... 240-314-8810 (V)
Email: fjablonski@rockvillemd.gov

Medical Assistance Transportation Program

Medical Assistance Transportation Program – Montgomery County Department of Transportation
Program provides transportation services for Medical Assistance recipients who live in Montgomery County and need transportation to access medically necessary services. This program provides "last resort" transportation for ambulatory, wheelchair and stretcher-bound recipients who have no other means of transportation available to get to and from medical appointments, or whose medical or physical needs prevent them from using such available transportation. Transportation may be scheduled up to 7 days in advance. To guarantee next-day transportation service, your request must be made no later than 12 p.m. (noon) on the working day before transportation is required. (The office does not provide emergency transportation or "same day" service, with the exception of hospital discharges.)

Eligibility: The Maryland State Department of Health requires medical certification for all recipients. You must demonstrate that you have no other available transportation, or that you are physically unable to utilize other existing transportation services. To be certified for participation in the program, each recipient must have their physician complete a Provider Certification form. Applications are available online at:
www.montgomerycountymd.gov/dot-transit/special-transportation/medical-assistance-transportation-program.html

Eligibility and Information ..... 240-777-5890 (V)
Scheduling: Monday – Friday 8:30 a.m. to 12 p.m. (noon) ..... 240-777-5899 (V)
Email: medicaidtransportation@montgomerycountymd.gov

Ridesharing

Commuter Connections

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. Commuter Connections' state-of-the-art ridesharing technology allows you to view an interactive and comprehensive list of all potential ridesharing partners in your area. Signing up for Ridesharing also allows you to use your account to pinpoint the closest transit stop to your home and work, closest park and ride lot, and closest telework center. Telework, bicycling, and walking information is available on the website.

Guaranteed Ride Home (GRH) Program provides commuters who regularly (two days a week or more) 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 six times per year: https://commuterconnec.wpengine.com/guaranteed-ride-home/

Commuter Connections is funded by the District of Columbia, Maryland, and Virginia Departments of Transportation and the United States Department of Transportation.

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

www.commuterconnections.org/commuters • Email: ridematching@mwcog.org

Montgomery County Commuter Services

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. Capital Bikeshare for All offers free bikeshare memberships are available for those who meet income eligibility requirements. Qualified individuals will receive free membership in Capital Bikeshare and a free helmet. BikeMatchMoCo is a free service that enables people with extra, unused bicycles to connect with individuals who can use the bicycle for commuting or running errands. Car sharing provides more transportation options for those who only need a car occasionally. Zipcar locations are in many County public parking facilities in Bethesda, Silver Spring, North Bethesda, Wheaton and Chevy Chase. The complete list is available online.

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

www.montgomerycountymd.gov/commute

Email: mcdot.commuterservices@montgomerycountymd.gov

TAXICAB COMPANIES

Montgomery County issues licenses for wheelchair accessible vehicles that meet Americans with Disabilities Act (ADA) requirements. There is no additional charge for an accessible taxicab. However, you should request accessible taxicabs in advance. Please note that drivers of taxis may charge you a $1.00 “Personal Service Charge” for loading luggage, packages or a wheelchair that is stowed into a non-accessible sedan.

Montgomery County Division of Transit Services/Special Transportation & Taxicab Regulation

..... 311 (in the county)

..... 240-777-0311 (outside of the county)

Email: mcdot.taxioffice@montgomerycountymd.gov

www.montgomerycountymd.gov/dot-dir/taxi_reg/taxi_user.html

The Maryland Public Service Commission, which regulates the taxi industry in Maryland, has authorized Montgomery County to regulate local taxicab service. Montgomery County Department of Transportation provides this oversight to ensure that companies and drivers meet the highest safety, quality and customer service standards.

Effective February 1, 2026, taxicab meter rates will change from $2.00 to $2.50 per mile, with a new $1.00 nighttime surcharge from 10 p.m. to 5 a.m.

Taxicab Meter Rate Schedule

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

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

..... 301-840-1000 (V)
https://actiontaxi.com

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

..... 301-637-9292 (V)
https://anytimeuniontaxi.coop/ • Email: info@anytimetaxi.coop

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Barwood Taxi
Accept reservations via phone or Barwood Taxi mobile application iOS and Android. Transport customers in and around Montgomery County, to the area's three major airports (Dulles/IAD, Reagan National/DCA, and Baltimore/Washington International Thurgood Marshall Airport/BWI), and to train stations. Barwood Wheelchair Vans (TaxiPlus vehicles) are modified minivans with wheelchair ramps or lifts that are capable of accommodating customers that use wheelchairs and can also transport additional passengers. Highly recommend reservations are booked in advance for wheelchair vans.

..... 301-984-1900 (V)
https://barwoodtaxi.com/ • Email: CallCenter@BarwoodTaxi.com

Regency Taxi
Accepts reservations via phone, online and Regency Taxi mobile application downloadable via the App Store or Google Play. Offer a large fleet of accessible vans, large vans and sedans. Must call ahead to reserve a wheelchair accessible vehicle. In most cases, cabs arrive within 15 minutes. Network with Action Taxi and Barwood Taxi to provide service.

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 a.m. and 3 p.m. Free trips are capped at a maximum of 100 per month.

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

TAXICAB LICENSING AND REGULATION

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

..... 410-767-5503 (Provider Services Call Center)
Call Center Hours: Monday - 8:30 a.m. to noon; Tuesday, Wednesday and Friday - 8:30 a.m. to 4 p.m.
https://health.maryland.gov/mmcp/provider/Pages/enrollment.aspx

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Taxicab Regulation – Montgomery County 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.

..... 311 (in the County)
..... 240-777-0311 (outside of the County)
www.montgomerycountymd.gov/DOT-dir/taxi_reg/taxi_user.html/taxi_user.html
Email: mcdot.taxioffice@montgomerycountymd.gov

TRANSPORTATION NETWORK COMPANIES

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

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

Filing A Complaint: State and federal law generally prohibit transportation providers from denying service to riders because of their service animals, and from otherwise discriminating against riders with service animals. Lyft and Uber are regulated by the State of Maryland. Formal complaints can be filed online through the Maryland Public Service Commission:
https://webapp.psc.state.md.us/newIntranet/Transport/transComplaint_new.cfm

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GoGoGuardian Program
Provide transportation and meal, grocery and medication delivery for adults aged 18 and older. GoGo requests, communicates, screens and monitors rides through Lyft and Uber on your behalf. Finds preferred vehicle sizes and manage pickups and driver GPS for safety and reliability. Families can arrange trips for loved ones and receive text updates on transportation requests and by-the-minute ride updates. Rides can be ordered 15 minutes prior to ride need or in advance. Riders can set up automatic rides for fixed appointments. For pricing, visit https://gogograndparent.com/#pricing. GoGo Guardian can also connect you to Landscapers, handymen, pet sitters, painters, plumbers, furniture assemblers, snow shovelers.
..... 1-855-464-6872 (Toll Free)
https://gogograndparent.com • Email: support@gogograndparent.com

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

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

COMMERCIAL BUS AND RAIL

Amtrak

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

Making Reservations for Passengers with a Disability: Reservations for one-way and round-trip train travel can be made on Amtrak.com and in the mobile app for passengers who travel with service animals; passengers who are deaf or have a hearing loss; passengers who are blind or have a vision loss; passengers 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. Reservations can also include one adult companion. 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.
www.amtrak.com/making-reservations-for-passengers-with-a-disability

Reduced Fares for Adults 65+: Amtrak travelers 65 years of age and over are eligible to receive a 10% discount on most rail fares on most Amtrak trains. On cross-border services operated jointly by Amtrak and VIA Rail Canada, a 10% discount is applicable to travelers 60 years of age and over. Valid proof of age is required when purchasing your ticket and onboard the train. The discount is not valid with Saver or Flexible Fares or on the Auto Train. The discount does not apply to non-Acela 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.
www.amtrak.com/deals-discounts/everyday-discounts/seniors-discount.html

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

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

Greyhound Bus



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 customer service 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.

Customer Service ..... 1-800-752-4841 (Toll Free)
..... 1-800-345-3109 (TTY)

Montgomery County Station: 8100 Fenton Street, Silver Spring, MD ..... 301-588-5110 (V)

www.greyhound.com • www.greyhound.com/help-and-info/customers-with-disabilities

Email: ADA.support@greyhound.com

AIRPORT TRANSPORTATION

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

Airport Transportation – Getting Around Within the Airports

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

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

TSA Cares assistance is only available for assistance through the screening checkpoint. **If you need in-flight assistance or wheelchair assistance from the curb to the aircraft, please contact your airline.**

Online Form – Requests for TSA Cares Assistance: www.tsa.gov/contact-center/form/cares
Hours: Monday through Friday, 8 a.m. to 11 p.m. EST, and weekends and holidays from 9 a.m. to 8 p.m. EST. Travelers who are deaf or hard of hearing can use a relay service (711) or email TSA-ContactCenter@tsa.dhs.gov.

TSA Cares Helpline ..... 1-855-787-2227 (Toll Free)
www.tsa.gov/travel/special-procedures

Baltimore-Washington International (BWI) Thurgood Marshall Airport

Parking and Shuttle Buses: Parking for those with disabilities is available in all BWI Airport parking facilities. All shuttle buses to and from BWI Airport are wheelchair accessible. No waiting or parking is allowed curbside drop off and pick up. For those people wishing to escort passengers with disabilities to airline check-in it is recommended they park in the hourly garage which is located in front of the terminal. Rates are $6.00 per hour or a daily maximum of $30.00. All rates are subject to change without notice.

Traveling with Service Animals: Trained service animals are allowed in the airport at any time. Maryland state law requires all non-service animals to be transported in a carrier while inside the terminal. Please contact your airline for details of their animal regulations. Travelers who are accompanied by service or other domestic animals can enjoy the convenience of four Animal Relief Areas while at the airport – two are pre-security and two are post-security. TSA passenger screening canine teams may be operationally deployed at the airport, especially near checkpoints. The canines are working animals that are trained to detect traces of explosives concealed on passengers or their belongings. Passengers traveling with animals are asked to use a checkpoint where the working dogs are not assigned at a particular time. Passengers traveling with service animals may continue to use the checkpoint with working dogs. More information: https://bwiairport.com/at-bwi/resources/traveling-with-animals/.

Services for the Visually Impaired: BWI Airport has teamed up with Aira. The service connects blind and low-vision individual to highly trained, remotely-located agents via a smart phone app. Learn more by visiting Aira's website: www.aira.io.

Telecommunications Devices for the Deaf (TDD): There are public telephones equipped with Telecommunications Devices for the Deaf (TDD) throughout the airport. There are also TDD phones at the information desks located on the upper level Concourse A/B, lower level in the Southwest Airlines baggage claim 1-5 area, lower level Concourse E as well as the MAA Pathfinders office.

Free Video Calls for the Deaf and Hard of Hearing: Free video calls are available using the Purple Video Relay Service (VRS). The phone is located in the Central Terminal Back Hallway adjacent to Dunkin Donuts.

Restrooms: Unisex bathrooms are especially equipped for people with disabilities. It is possible for a person with a disability to use them with or without an attendant. Two pre-security unisex bathrooms are located to the right (just past Hudson News) and to the left of Concourse D security, behind the airline ticket counters. Three family restrooms are equipped with an adult changing station. One is located pre-security near M&T Bank, one inside security in the connector between terminals B and C across from Firkin & Flyer, and another in concourse D next to gate D7.

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

Wheelchair Service: Airlines provide wheelchair service for passengers. Passengers should request service at time of reservation. For those needing to make arrangements, please contact your airline to add that request to your reservation. For last-minute arrangements, please use one of the contact numbers below. Wheelchair providers vary by airline.

Passengers of Southwest, Sun Country and United can request wheelchair assistance via Prospect Air Wheelchair Services by calling 410-981-1251. Hours of operation are 6 a.m. to 1:30 a.m., 7 days a week.

Prosegur serves all other airlines at BWI Marshall Airport. Passengers interested in requesting wheelchair service should call 410-841-9915. Hours of operation are 4 a.m. to midnight, 7 days a week.

When dropping off departing passengers, please inform your 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 ..... 410-859-7242 (V)

www.bwiairport.com/flying-with-us/accessibility ● Email: adabwi@bwiairport.com

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Dulles International Airport (IAD)

Elevators: Elevators are equipped with raised Braille buttons and are accessible to individuals who use wheelchairs. At some elevators, an elevator voice announces arrival at each floor.

Ground Transportation: Airport shuttle buses are equipped with wheelchair lifts/ramps and audible announcements. Rental car shuttles are all equipped with wheelchair ramps/lifts.

Pet Relief Areas: Dulles has designated Pet Relief Areas for service animals that accompany passengers. More information: www.flydulles.com/travel-information/services-amenities/pet-relief-areas.

Public 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 Terminal Hourly and Terminal Daily lots, these spaces are located on the closest possible path to the Terminal or to ground shuttle transportation. In the Economy lots, spaces are located adjacent to shuttle bus shelters.

Public Restrooms: Restrooms are fully accessible with toilet stalls for individuals with disabilities. Most toilet stalls have infrared flush devices. All sinks in each restroom are placed at an accessible height, and infrared devices are used to activate the water at most locations. Baby changing stations have been placed at an accessible height in both men's and women's rest rooms at mast locations A unisex companion care restroom is provided adjacent to the public restrooms at many locations.

Public Telephones: In the Terminal and all Concourses, wheelchair accessible Telecommunication Device for the Deaf (TDD) telephones can be found at various locations throughout each building. All TDD telephones have clear, accessible pathways for wheelchair patrons.

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

Sunflower Lanyards: The Hidden Disabilities Sunflower Program was first launched in May 2016 at London Gatwick Airport. This program allows individuals with invisible disabilities to be discreetly identified. This program serves as a prompt for someone to let other people know they may need a helping hand, patience, or

simply more time. Lanyards can be picked up from the USO Lounge, across from Baggage Claim 12, or the Information Desks, by Baggage Claims 6 and 11, between 8 a.m. and 8 p.m. daily.

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

General Information:..... 703-572-2700 (V)

www.flydulles.com/customer-service/disability-services

MWAA ADA Coordinator – Bruce Heppen ..... 703-417-8983 (V) or 703-417-8615 (V)

www.mwaa.com/policies-regulations/civil-rights-patrons/ada-grievance-procedure-and-form

Email: bruce.heppen@mwaa.com

Reagan National Airport

Elevators: The elevators are equipped with raised Braille buttons and are accessible to individuals who use wheelchairs. At some elevators, an electronic voice announces arrival at each floor.

Ground Transportation: Airport shuttle buses are equipped with wheelchair lifts and audible announcements.

Pet Relief Areas: Reagan has designated Pet Relief Areas for service animals that accompany passengers. These are located outside the terminal. More information: www.flyreagan.com/travel-information/services-amenities/pet-relief-areas.

Public Parking: Reagan National Airport's parking facilities are accessible for persons with special needs. Specially designated parking spaces are available for all vehicles which display a government-issued plate or placard for disabled individuals.

Public Restrooms: Restrooms are fully accessible with toilet stalls for individuals with disabilities. Most toilet stalls have infrared flush devices. All sinks in each restroom are placed at an accessible height, and infrared devices are used to activate the water at most locations. Baby changing stations have been placed at an accessible height in both men's and women's restrooms at most locations.

Public Telephones: In Terminal 2, TTY units are located throughout the Airport and are clearly marked with blue and white signs above each unit. In addition, each group of pay phones has a clear path to a wheelchair accessible unit. All pay telephones are equipped with volume control, are hearing-aid compatible, and have Braille or raised numbers.

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

Sunflower Lanyards: The Hidden Disabilities Sunflower Program was first launched in May 2016 at London Gatwick Airport. This program allows individuals with invisible disabilities to be discreetly identified. It serves as a prompt for someone to let other people know they may need a helping hand, patience, or simply more time. Lanyards can be picked up from the USO or pre-security Information desks between 10 a.m. and 6 p.m. located at: North and South security checkpoint desks; Baggage claim 6 and 10; Terminal 1 Baggage Claim 2; and USO Terminal 1.

ADA: The Metropolitan Washington Airports Authority's (MWAA) ADA Coordinator is designated, in accordance with the ADA 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

MWAA ADA Coordinator – Bruce Heppen ..... 703-417-8983 (V) or 703-417-8615 (V)

www.mwaa.com/about/ada-grievance-procedure-and-form • Email: 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 service operates 24 hours per days 365 days per year. Shuttles run approximately every 10 to 15 minutes except between the hours of 1 a.m. and 5 a.m. where service operates every 25 minutes. At the MARC/Amtrak station, shuttles stop adjacent to the rail station garage, directly across from the rail station. At the BWI Marshall Airport terminal, shuttles drop you off near each designated airline check-in counter. Shuttles pick up on the lower level, outside of baggage claim at four designated stops to take you back to the rail station.

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

https://bwiairport.com/to-from-bwi/transportation/transit/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.wmata.com/rider-guide/stations/national-airport.cfm

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

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

..... 202-906-3260 (Union Station)

www.amtrak.com • www.unionstationdc.com/rail

BWI Taxi Service – BWI Airport

Service available 24 hours a day. Taxi service desks are located at the baggage claim on the Lower Level near doors 5 and 13. Reservations are not required when requesting service at the airport. Wheelchair accessible vehicles are available but should be requested in advance to ensure availability. Service greater Baltimore area, Northern Virginia, Pennsylvania, and New York, as well as Reagan and Dulles airports. For cab service to BWI Marshall Airport, please consult your local cab company.

..... 410-859-1100 (V)

www.bwiairporttaxi.com

Greyhound Bus – Reagan National Airport

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

- **Greyhound Washington, D.C. Terminal:** Located at Union Station, 50 Massachusetts Avenue, NE.
- **Greyhound Springfield, VA Terminal:** Located at 6770 Frontier Drive, adjacent to the Springfield/Franconia Station on Metrorail's Blue Line.

..... 1-800-231-2222 (Toll Free)

..... 1-800-345-3109 (TTY)

www.flyreagan.com • www.greyhound.com • www.wmata.com/rider-guide/stations/national-airport.cfm

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Metrorail – Dulles Airport and Reagan National Airport

Dulles Airport: The Silver Line Metrorail station at Dulles is connected to the main terminal by an indoor pedestrian tunnel with moving sidewalks. The tunnel provides convenient access to the airport's ticketing and baggage claim levels. The Smithsonian National Air and Space Museum's Udvar-Hazy Center, rental cars, and hotels are also nearby. Signs guide customers to the tunnel, which also links the terminal with Parking Garage 1. Passengers are advised to consult Metrorail's website for station information, fares and operating hours.

www.flydulles.com/parking-transportation/dulles-airport-metrorail-station

Reagan National Airport: Reagan can be accessed by taking the Metrorail on the Blue or Yellow line. The Metrorail system has an elevated Metrorail station connected to the concourse level of Terminal 2

www.flyreagan.com/parking-transportation/metrorail-station

Metrorail General Information ..... 202-637-7000 (V) / 202-638-3780 (TTY)
Dulles Airport General Information ..... 703-572-2700 (V)
Reagan National Airport General Information ..... 703-417-1806 (V)

MTA Intercounty Connector (ICC) Bus Service – BWI Airport
The ICC Bus Route 201 operates between the Gaithersburg Park & Ride lot located at I-270 and MD 124 and BWI Airport. Route 201 stops at Shady Grove Metro, the Georgia Avenue Park & Ride, the Burtonsville Park & Ride, and Arundel Mills Mall. At BWI, the bus stops at Concourses A (Southwest Airlines) and E (International Terminal), dropping off passengers on the upper level and picking up passengers on the lower level. Daily service from 4 a.m. to 11:28 p.m. on weekdays and service from 4 a.m. to 12:22 a.m. on weekends and holidays. Free parking at Park & Ride lots. All coaches are wheelchair accessible.
Reduced Fares for Adults 65+ or People with Disabilities: One-way full fare is $6.00. Adults 65+ and persons with disabilities are eligible for a one-way reduced fare for $5.00. One-way fares can be purchased on the bus using major debit or credit cards or cash using exact change. No change will be given if you overpay. No debit or credit card one-way fares can be purchased for future trips. To be eligible for reduced fares you must show one of the following: a valid MTA Senior/Disability photo ID card, or any valid government issued photo ID with proof of age, or a valid disability ID from another transit agency with any valid government issued photo ID, or a Medicare card with any valid government photo ID.
Transit Information Contact Center ..... 410-539-5000 (V)
..... 1-866-743-3682 (Toll Free)
..... 410-539-3497 (TTY)
www.bwiairport.com/to-from-bwi/transportation/transit/mta-icc-bus
https://mta.maryland.gov/commuter-bus Email: commuterbus@mta.maryland.gov

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MTA Light RailLink Service – BWI Airport
Service is available to downtown Baltimore, Timonium, and Hunt Valley from BWI Marshall Airport. To go to Penn Station, please exit the train at Mt. Royal Avenue, and take the Penn Station Light Rail. The BWI Marshall Light Rail Station is located immediately outside the lower level of the terminal building, adjacent to Concourse E.
Standard Fare: $2.00 one-way.
Reduced Fares for Adults 65+ or People with Disabilities: $1.00 one-way.
Operating Hours: Monday through Friday, 4 a.m. to 1:30 a.m., Saturday 4:30 a.m. to 1 a.m., and Sunday and Holidays 10 a.m. to 9 p.m. Main line runs every 10 minutes on weekdays and every 15 minutes on weekends. Branches run every 30 minutes on weekdays and every 30 minutes on weekends. The Penn-Camden shuttle service is temporarily suspended as of July 12, 2022 and service is being substituted with a bus bridge operating every 30 minutes.
Transit Information Contact Center ..... 410-539-5000 (V)
..... 1-866-743-3682 (Toll Free)
..... 410-539-3497 (TTY)
www.mta.maryland.gov/light-rail

MTA Local Bus Service – BWI Airport
MTA offers bus service on the #75 bus from BWI Airport connecting to Parkway Center, Arundel Mills Mall, Airport 100 Park, and the Patapsco Light Rail Stop. Service operates 24 hours per day, 7 days a week.
Standard Fare: $2.00 one-way.
Reduced Fares for Adults 65+ or People with Disabilities: One-way is $1.00.
Transit Information Contact Center ..... 410-539-5000 (V)
..... 1-866-743-3682 (Toll Free)
..... 410-539-3497 (TTY)
www.bwiairport.com/to-from-bwi/transportation/transit/mta-bus-services
https://mta.maryland.gov/local-bus

MTA MARC/Amtrak Train – BWI Airport
BWI Airport offers free, frequent and convenient shuttle service between the MARC/Amtrak station and the BWI Airport Terminal. Shuttle service operates 24 hours per day 365 days per year. At the MARC/Amtrak station, shuttles stop adjacent to the rail station garage, directly across from the rail station. At the BWI Airport terminal, shuttles stop at each designated airline check-in counter. On your return, shuttles pick up on the lower level, outside of baggage claim at four designated stops to take you back to the rail station.

From Washington, DC: You can board Marc Trains at Washington's Union Station located at 50 Massachusetts Avenue NE.

www.amtrak.com/stations/was

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

www.amtrak.com/stations/bal

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

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

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

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

www.supershuttle.com

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

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

www.flydulles.com/parking-transportation/washington-flyer-taxi-service

ESCORTED TRANSPORTATION

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

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

Fee-Based Providers

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

..... 202-462-8658 (V)

www.battles-transport.com • Email: info@battles-transport.com

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

Taylor McCarley, Program Coordinator.....240-800-5772 (V)

www.jssa.org/services/aging-in-place/transportation • Email: tmccarley@jssa.org

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***Capital Area Transport Service**
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. Transport services can be reserved for daytime, evenings, and weekends. Serve Maryland (Montgomery, Prince George's, Frederick, and Baltimore Counties and Baltimore City), Washington DC, and Northern Virginia (Fairfax, Loudoun, and Arlington Counties). Accept Medicaid, Optum, credit cards, cash, check, and insurance with pre-authorization.

..... 301-530-5566 (V)

www.capitalareatransport.org • Email: capitalareatransport@gmail.com

***Doc's Nursing Jobs - Medical Transport Express**
Offer van service transport to doctors appointments, hospital discharges, church services, family visits, and holiday and out-of-state for individuals who use wheelchairs or geriatric chairs. Certified nursing assistant escorts available. The van provides transportation Monday through Saturday from 5am to 6pm. 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 Washington, DC Metropolitan area. Accept Montgomery County and DC Medicaid, private insurance and private pay.

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

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***Dream Management, Inc.**
Non-emergency ambulatory and wheelchair transportation. Services include wheelchair-accessible vehicles, passenger vans, sedan vehicles, 29-passenger ADA buses, and 55-passenger motor coach buses. Serving Maryland, Virginia, and D.C.

..... 443-552-5512 (V)
www.dream-mgmt.com/transportation_services.html • Email: info@dream-mgmt.com

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***Fairland Medical Transportation**
Non-emergency transportation. Wheelchair accessible vehicles available. Accept Montgomery County Medicaid and private pay.

Nagesh Bekkam: ..... 301-742-4005 (V)
Sambasiva Bekkam: ..... 240-464-6126 (V)
Email: nbekkam@gmail.com

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

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

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***Logistics Gap, LLC**
Non-emergency medical transportation for all medical appointments, hospital discharge, nursing homes, dental appointments, and out-patient care. Also offer transportation to work, shopping and special events. Ambulatory, wheelchair and stretcher transportation available. PSC and WMATC approved. Provide services throughout Maryland, Virginia and District of Columbia. Accept Montgomery County Medicaid and private pay.

..... 240-703-9867 (Henry Dunkwu)

My Mobile Assistant – Trees & Companies, Inc.
Appointment-based transportation services for older adults within Montgomery County and Washington DC. Services may include a trip to the barber, church, grocery store, doctor's office, pharmacy, or post office; airport or train station pick up or drop offs; and social outings.

Jeff Trees, President ..... 301-332-1900 (V)
www.mymobileassistant.org • Email: jtrees@mymobileassistant.org

***Omega Transportation Services, LLC**
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)
Email: omegatransco@gmail.com

Senior Transportation Service, LLC
Assisted transportation service to medical appointments, hair appointments, restaurants, theatre, airports, train stations, and more. Also provide quick trip service for errands and out-of-state trips. Serve MD, VA and DC.
..... 240-855-6355 (V)
www.seniortransportationservice.com • Email: srtrsv@gmail.com

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***Transcend Services, Inc.**
Assisted transportation service via 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, and family functions.
..... 410-526-4949 (V)
..... 1-877-838-3032 (Toll Free)
www.transcendservice.com/transportation-services.cfm • Email: info@transcendservice.com

Volunteer-Based Providers

American Cancer Society Road to Recovery Program
Provides rides to and from cancer-related medical appointments for patients who otherwise might not be able to get there. Based on eligibility and availability. Volunteer drivers donate their time and the use of their cars. Four-business day advance notice is required.
..... 1-800-227-2345 (Toll Free)
www.cancer.org/treatment/support-programs-and-services/patient-transportation.html

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Bikur Cholim of Greater Washington
Provide limited free transportation for patients who need to be driven to medical appointments and are unable to drive themselves. Approved clients may request up to three rides per month and will be matched with volunteer drivers when available. All requests should be submitted a minimum of two weeks in advance.
..... 202-331-4481 (V)
www.bikurcholimgw.org • Email: info@bikurcholimgw.org

Damascus Help
Provide transportation for low-income persons and families for medical or social service appointments. Serve the upper portion of Montgomery County in zip codes 20871, 20872, 20882 north of Brink Road, 20876 from Route 27 north of Brink Road, Monrovia (Frederick County) on a case-by-case basis, and 20841 only at Rt. 355 to I-270. Require at least 48-hour advance notice. **Hours:** Monday to Saturday, 9 a.m. to 5 p.m.
..... 301-253-4100 (V)
www.damascushelp.org • Email: dh20872@aol.com

Gaithersburg Help
Free transportation provide to doctor or social service appointments for adults 65+ and adults 18+ with a disability who are unable to take public transportation. Must be a resident of Gaithersburg. Service area includes all of zip codes 20877, 20878, 20879, 20880, and 20886, plus parts of: 20850 (west of Shady Grove Rd and north of Piney Meetinghouse Rd) 20855 (west of Redland Rd/Muncaster Rd) 20882 (south of Brink Rd and west of Olney-Laytonsville Rd). Appointment must be within 20 miles driving distance of downtown

Gaithersburg. Requests must be made at least 48 hours (2 business days) in advance. Can provide up to 18 rides per calendar year. **Office Hours:** 8 a.m. to 5 p.m.

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

www.gaithersburghelp.org/get-help/transportation

Greater Olney Rides, Inc.

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 Medical Center. Must request ride at least 7 days in advance. Now offering older adults that are registered riders with the organization a free pick-up service of prepaid goods. This service can be used for pick-up needs such as (but not limited to) groceries, prescriptions, library books, and more.

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

www.gorides.org • Email: info@gorides.org

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 a.m. to 10 p.m.

Antoinette Thomas, Transportation Manager ..... 410-502-6880 (V)

www.hopkinsmedicine.org/parking-transportation/transportation/patient-visitor-shuttles

Email: jhmi_transportation@jhmi.edu

Regency Taxi

Accepts reservations via phone, online and Regency Taxi mobile application downloadable via the App Store or Google Play. Offer a large fleet of accessible vans, large vans and sedans. Must call ahead to reserve a wheelchair accessible vehicle. In most cases, cabs arrive within 15 minutes. Network with Action Taxi and Barwood Taxi to provide service.

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 a.m. and 3 p.m. Free trips are capped at a maximum of 100 per month.

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

www.regencytaxi.com • Email: info@regencytaxi.com

Senior Connection – Senior Rides

Free service which provides accompanied transportation support with community volunteers to medical appointments, social engagements, and other activities in Montgomery County. Must be a Montgomery County resident aged 60 or older. Applications are required for service. Provide up to 6 escorted roundtrips per month, per client to a pre-scheduled appointment. Requests must be made at least 2 to 3 weeks in advance. Accept requests up to 2 months in advance. Unable to serve people who use wheelchairs.

Office Hours: Monday through Friday, 9:30 a.m. to 4:30 p.m. ..... 301-962-0820 (V)

www.seniorconnectionmc.org/our-programs/senior-rides • Email: info@seniorconnectionmc.org

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Western Upper Montgomery County (WUMCO) Help

Transportation to medical appointments and for social services provided by volunteers. For Poolesville, Barnesville, Beallsville, Boyds, Dickerson and surrounding areas.

Office Hours: Monday through Friday, 9 a.m. to noon ..... 301-972-8481 (V)

www.wumcohelp.org • Email: info@wumcohelp.org

Villages

Villages are local neighbors-helping-neighbors organizations offering a wide variety of services. Villages listed below offer volunteer transportation to their members.
They do not offer housing but support aging in place. Some villages charge an annual membership fee.

You can find out if there is a village in your community by going on the County's website:
www.montgomerycountymd.gov/village and looking at the village map tab.

Bannockburn Neighbors Assisting Neighbors
Serves the Bannockburn neighborhood in Bethesda (20817) from River Road to MacArthur Boulevard and from Goldsboro Road to Booze Creek.
Miriam Kelty, Volunteer Coordinator ..... 301-229-5639 (V)
https://bannockburncommunity.org/bannockburn-neighbors-assisting-neighbors-nan
Email: keltymiriam@gmail.com

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

Bradley Hills Village
Serves Bradmoor, Huntington Terrace, Edgewood, Sonoma, and Hillmead subdivisions in Bethesda.
..... 240-600-1846 (V)
https://bhv.clubexpress.com • Email: info@bradleyhillsvillage.org

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

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Cabin John – Neighbor 2 Neighbor (N2N) Program
Serves the Cabin John neighborhood in Bethesda (20817).
Judith Bell, Volunteer Coordinator ..... 301-799-4550 (V)
https://cabinjohn.org/index.php/neighbor-2-neighbor/ • Email: 4CJn2n@gmail.com

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

Friendship Heights Neighbors Network
Serve residential, high-rise buildings located in Friendship Heights (The Carleton, The Highlands of Chevy Chase, The Elizabeth, Somerset House, The Willoughby, Willard Towers, Wisconsin Place, 4615 North Park, and 4620 North Park). Village charges a fee to join.
..... 240-620-3285 (V)
www.fhneighbors.org • Email: information.fhnn@gmail.com

Greater Olney Rides, Inc.
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 Medical Center. Must request ride at least 7 days in advance. Now offering older adults that are registered riders with the organization a free pick-up service of prepaid goods. This service can be used for pick-up needs such as (but not limited to) groceries, prescriptions, library books, and more.
..... 301-446-2512 (V)
www.gorides.org • Email: info@gorides.org

Greater Stonegate Village
Serves the neighborhood of Greater Stonegate Village in Silver Spring (20905). Village charges a fee to join.
..... 240-918-7989 (V)
www.greaterstonegatevillage.org • Email: info@greaterstonegatevillage.org

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King Farm Neighbors Village
Serves the community of King Farm in Rockville. Serves adults 50+ and adults with disabilities.
..... 301-799-8104 (V)
www.kfnv.org • Email: kfnvinfo@gmail.com

Little Falls Village
Serves the 20816 zip code. This village charges a fee to join and serves people age 50+.
..... 301-320-3267 (V)
www.littlefallsvillage.org • Email: info@littlefallsvillage.org

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Manor Connections
Serve the Manor Park and Manor Village neighborhoods in Rockville (20853).
..... 240-408-5507 (V)
https://manorconnections.org/services/transportation/ • Email: info@manorconnections.org

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Mill Creek Village
Serves residents ages 60+ and adults with disabilities in the Mill Creek Towne area bounded by Muncaster Mill Road on the north, Redland Road on the east, Mill Creek Drive on the west, Midcounty Highway and Beauvoir Boulevard on the south. 7727 through 7740 Laytonia Drive, and Mill Creek Townhouses Condominiums on Mill Run Drive and Mill Crest Drive.
..... 240-686-5870 (V)
https://millcreekvillage.wordpress.com • Email: mctvillage@gmail.com

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North Chevy Chase Connections
Serves the area from Beach Drive to the north, Rock Creek Park to the east, East-West Highway to the south, and North Chevy Chase Park and Columbia Country Club to the west. Village charges a fee to join.
..... 240-343-2446 (V)
www.northchevychaseconnections.org • Email: info@nccconnections.org

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Parkside Vilage
Serves the residents of Parkside Condominium in Bethesda. Village charges a fee to join.
..... 240-644-2079 (V)
www.parksidevillagemd.org • Email: info@parksidevillagemd.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 • Email: info@potomaccommunityvillage.org

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Silver Spring Village
Serves 20910, 20901, the adjacent section of 20815 east of Rock Creek Park and adjacent section of 20902 east of Wheaton Regional Park. This area includes the commercial core of downtown Silver Spring. Village charges a fee to join.
..... 240-833-5580 (V)
www.silverspringvillage.org • Email: info@silverspringvillage.org

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Somerset Helping Hand
Serves the town of Somerset in Chevy Chase.
..... 301-657-3211 (V)
https://townofsomerset.com/about_us/helping_hand.php • Email: hhsomerset@gmail.com

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Village at Kentlands and Lakelands
Open to residents 55 and older and persons with disabilities of any age living in the Kentlands and Lakelands communities.
Jean Mocarski, Contact ..... 301-208-1604 (V)
www.villagekentlandslakelands.org • Email: jeanmocarski@gmail.com

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Village of Takoma Park
Serve residents in Takoma Park (20912). While there is no age minimum to join, they focus on serving people 55+ and people with disabilities of all ages. Transportation reservations must be made at least one week in advance. Village charges a fee.
..... 301-646-2109 (V)
www.villageoftakomapark.com • Email: villageoftp@gmail.com

Villages of Kensington
Membership is open to residents in zip code 20895 and a few bordering streets. Full membership is free to neighbors who are 90 and older. Offers a sliding scale membership based on income.
..... 301-509-0191 (V)
www.villagesofkensingtonmd.org • Email: vicepres@villagesofkensingtonmd.org

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Wyngate and Maplewood Neighbors Helping Neighbors
Serve the residents of Wyngate and Maplewood neighborhoods in Bethesda (households inside the area bordered roughly by the Beltway, Rockville Pike, West Cedar Lane, Oak Place, Greentree Road, and Fernwood Road).
..... 301-388-5112 (V)
www.wnhn.org • Email: WMNHN.Village@gmail.com

Grocery Shopping Transportation

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

City of Rockville
Provides grocery shopping transportation to residents 60+ who live in the city limits of Rockville. Call for reservations and area pickup and drop off locations.
..... 240-314-8810 (V)

Gaithersburg Help
Free transportation provide to doctor or social service appointments for adults 65+ and adults 18+ with a disability who are unable to take public transportation. Must be a resident of Gaithersburg. Service area includes all of zip codes 20877, 20878, 20879, 20880, and 20886, plus parts of: 20850 (west of Shady Grove Rd and north of Piney Meetinghouse Rd) 20855 (west of Redland Rd/Muncaster Rd) 20882 (south of Brink Rd and west of Olney-Laytonsville Rd). Appointment must be within 20 miles driving distance of downtown Gaithersburg. Requests must be made at least 48 hours (2 business days) in advance. Can provide up to 18 rides per calendar year. **Office Hours:** 8 a.m. to 5 p.m.
..... 301-216-2510, Option #2 (V)
www.gaithersburghelp.org/get-help/transportation

Greater Olney Rides, Inc.
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 Medical Center. Must request ride at least 7 days in advance. Now offering older adults that are registered riders with the organization a free pick-up service of prepaid goods. This service can be used for pick-up needs such as (but not limited to) groceries, prescriptions, library books, and more.
..... 301-446-2512 (V)
www.gorides.org • Email: info@gorides.org

*** Jewish Council for the Aging (JCA) - Escorted Transportation Program**
Subsidized, low-cost escorted transportation to medical appointments, pharmacies, grocery stores or other outings for qualified low to moderate-income Montgomery County residents age 50+ who are not capable of driving themselves or of using public transportation due to physical or cognitive issues. Transportation providers are relatives or friends of the customer, designated licensed private driving organizations, local cab companies, and volunteers. If the customer recruits his/her own driver, the driver will be reimbursed for mileage. Each customer may take up to three trips per month with a maximum of 32 trips per year. Round trips may be three hours or less. Customers pay based on household income level. Montgomery County Department of Health and Human Services pays the remainder of the cost.
..... 240-395-0915 (V)
https://accessjca.org/escorted-transportation • Email: escorted.transport@accessjca.org

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Senior Connection
Uses a network of volunteer drivers to provide free, escorted transportation to County residents aged 60 and older. Provide up to six escorted roundtrips per month, per client to a pre-scheduled appointment. Acceptable appointments include medical appointment or follow up visits; pharmacy for medication; activities and social events; religious observations; trips to the bank or post office; stores for grocery or other shopping; or other appointments. Requests must be made at least 2 to 3 weeks in advance. Accept requests up to two months in advance. Unable to serve people who use wheelchairs.
Office Hours: Monday through Friday, 10 a.m. to 4 p.m. ..... 301-962-0820 (V)
www.seniorconnectionmc.org/our-programs/senior-rides • Email: info@seniorconnectionmc.org

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Senior Transportation Service, LLC
Assisted transportation service to medical appointments, hair appointments, restaurants, theatre, airports, train stations, and more. Also provide quick trip service for errands and out-of-state trips. Serve MD, VA and DC.
..... 240-855-6355 (V)
www.seniortransportationservice.com • Email: srtrsv@gmail.com

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

..... 410-526-4949 (V)
..... 1-877-838-3032 (Toll Free)
www.transcendservice.com/transportation-services.cfm • Email: info@transcendservice.com

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Western Upper Montgomery County (WUMCO) Help
Transportation to medical appointments and for social services provided by volunteers. For Poolesville, Barnesville, Beallsville, Boyds, Dickerson and surrounding areas.
Office Hours: Monday through Friday, 9 a.m. to 12 p.m..... 301-972-8481 (V)
www.wumcohelp.org • Email: info@wumcohelp.org

Delivery or Curbside Pick Up Only

Food Lion
Grocery delivery or pick up. Order online or via their mobile application. Delivery and pick up fees.
..... 1-800-210-9569 (Toll Free)
https://shop.foodlion.com/

Giant
Grocery delivery or pick up. Order online or via their mobile application. Delivery and pick up fees.
.... 1-888-469-4426 (Toll Free)
www.giantfood.com

Instacart
Grocery delivery service that connects the user with personal shoppers in their area who pick up and deliver groceries from local stores. Register and order online or via their mobile application. Delivery fees.
..... 1-888-246-7822 (Toll Free)
www.instacart.com • Email: help@instacart.com

Safeway
Grocery delivery or pick up. Order online or via their mobile application. Delivery and pick up fees.
..... 1-877-505-4040 (Toll Free)
www.safeway.com/lp/delivery-by-safeway.html

Wegmans
Grocery deliver or pick up. Order online or via their mobile application. Delivery and pick up fees.
..... 1-800-934-6267 (Toll Free)
https://shop.wegmans.com/shop/categories

Montgomery County Senior (55+) Center Transportation

Montgomery County Recreation provides a combination of curb-to-curb and fixed route transportation to six senior centers and two Active Adult Program locations. This free service is available to County residents 55 and over residing within the service area for one of the centers. If you are interested, please call your local senior center or the Senior Programs Team at 240-777-4925 for more information. Senior Centers in this program include Damascus, Holiday Park, Long Branch, North Potomac, Schweinhaut and White Oak. Active Adult Programs with transportation include Germantown and North Potomac.
www.montgomerycountymd.gov/rec/activitiesandprograms/Seniors/Transportation.html

Damascus Senior Center - 9701 Main Street Drive, Damascus

Free Bus Transportation is available for those who live within a 5-mile radius, mornings and afternoons, Monday through Friday. Reservations can be made in person at the center or by calling the front desk. The bus arrives at the Center at 9am and departs at 2:15 p.m.

Front Desk ..... 240-777-6995 (V)

www.montgomerycountymd.gov/rec/facilities/seniorcenters/damascus.html

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Germantown Community Recreation Center – 18905 Kingsview Drive, Germantown

..... 240-777-8095 (V)

www.montgomerycountymd.gov/rec/facilities/recreationcenters/germantown.html

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Holiday Park Senior Center – 3950 Ferrara Drive, Silver Spring

Transportation provided Monday through Friday. Call for reservations.

..... 240-777-4999 (V)

Leisure World Residents – Contact Evelyn ..... 301-255-4214 (V)

www.montgomerycountymd.gov/rec/facilities/seniorcenters/holidaypark.html

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Long Branch Senior Center – 8700 Piney Branch Road, Silver Spring

Transportation provided Monday through Friday.

..... 240-777-6975 (V)

www.montgomerycountymd.gov/rec/facilities/seniorcenters/longbranch.html

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Margaret Schweinhaut Senior Center – 1000 Forest Glen, Silver Spring

Transportation provided Monday through Friday. Pick-ups start at 8 a.m. Leaves the center at 2 p.m.

..... 240-777-8085 (V)

www.montgomerycountymd.gov/rec/facilities/seniorcenters/schweinhaut.html

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North Potomac Senior Center – 13850 Travilah Road, Rockville

(Located in the Nancy H. Dacek North Potomac Community Recreation Center)

Transportation is provided Monday through Friday by Jewish Council for the Aging (JCA). Pickup from your home is between 8 a.m. to 9 a.m. and the bus leaves the center at approximately 1:45 p.m. to take you home.

..... 240-773-4805 (V)

www.montgomerycountymd.gov/rec/facilities/seniorcenters/northpotomac.html

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White Oak Senior Center - 1700 April Lane, Silver Spring

Transportation is provided Monday through Friday by Jewish Council for the Aging (JCA). The bus will pick the individual up at their home address. Pick-up and drop off times vary by address and is offered curb to curb.

..... 240-777-6940 (V)

www.montgomerycountymd.gov/rec/facilities/seniorcenters/whiteoak.html

CITY OF ROCKVILLE SENIOR (60+) CENTER TRANSPORTATION

Rockville Senior Center – 1150 Carnation Drive, Rockville

The City of Rockville provides transportation to residents age 60+ and older who live in the city limits of Rockville and who need a ride to the Rockville Senior Center. Transportation is provided Monday through Friday. Pick-up times are scheduled approximately at 9 a.m. and 11 a.m. Take home times are at 12 p.m., 1 p.m., 2:30 p.m., and 3:30 p.m. Residents must call before 2 p.m. the day before their requested pick-up time. For Monday pick-ups, please make your request the Friday before. Buses are wheelchair accessible.

..... 240-314-8810 (V)

www.rockvillemd.gov/736/Senior-Center • Email: seniorcenter@rockvillemd.gov

Regional Connections Cross County and Beyond

Frederick and Howard County

Maryland Transit Administration (MTA) Commuter Bus

Route 201: Gaithersburg to BWI Business District
Route 203: Columbia to Bethesda
Route 204: Frederick to College Park
Route 305, Route 315 and Route 325: Columbia / Silver Spring / Washington, D.C.
Route 505: Hagerstown / Myersville to Shady Grove / Rock Spring Business Park
Route 515: Frederick / Urbana / Shady Grove / Rock Spring Business Park

Commuter Bus Fare: One way full fare is $6.00. Major debit/credit cards are accepted on bus for one-way fares for the current trip. No debit/credit card one-way fares can be purchased for future trips. Cash one-way fares using exact change may be purchased on the bus. No change will be given if you overpay. Ten-trip tickets and monthly passes can be purchased from **Commuter Direct – MTA Online Ticketing**. Two children, under the age of six, may ride free of charge when accompanied by a full fare paying passenger. Additional children and children aged 6 and above will be charged the appropriate full fare. The free child allowance does not apply to passengers traveling on any type of reduced fare.

Reduced fares ($5.00 one-way) are available for adults 65+, persons with disabilities, and Medicare cardholders. To be eligible, you must show one of the following: a valid MTA 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 Saint Paul Street, Baltimore, MD 21202), or in person. Office hours are Monday through Thursday, 8:30 a.m. until 3:30 p.m., by appointment only. The Disability Reduced Fare Card is not available the same day that the application is received.

www.mta.maryland.gov/commuter-bus

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

https://mta.commuterdirect.com

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

www.mta.maryland.gov/disability-reduced-fare-program

Email: MTAReduceFareCertification@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 a.m. to 8 p.m. (varies by route), Monday through Saturday. There is no service on Sundays and Federal and County holidays. Riders just have to present one form of proper identification - driver's license, Metro Senior ID / Metro Disabled ID / MetroAccess card, or similar ID - to the bus driver. In addition, persons with disabilities with a MetroAccess card may bring one personal companion with them on board TheBus at no charge. All TheBus services are accessible and accept use of portable oxygen, respirators and concentrators.

Call Center Hours: 6:30 a.m. to 8:30 p.m.

TheBus Call Center - Customer Information ..... 301-324-2877 (V)

www.princegeorgescountymd.gov/departments-offices/public-works-transportation/prince-georges-countys-thebus

Baltimore County and Beyond

Maryland Transit Administration (MTA)

https://mta.maryland.https://mta.maryland.gov

- **Reduced Fares for all MTA Operated Transportation:** Reduced fares are available for adults 65+, persons with disabilities, and Medicare cardholders. To be eligible, you must show one of the following: a valid MTA Senior/Disability photo ID card, or any valid government issued photo ID with proof of age, or a valid disability ID from another transit agency with any valid government issued photo ID, or a Medicare card with any valid government photo ID. Please note that Senior Photo ID cards are no longer issued by the MTA Reduced Fare Certification Office; however, Seniors (65 and over) may apply for a no cost Maryland Photo Identification Card at any Maryland Motor Vehicle Administration Office. MTA will continue to issue Disability photo IDs. To obtain an MTA Reduced Fare Disability ID card, an application that must be filled out by the applicant and the applicant's health care professional is required. The application is available at the Reduced Fare Certification Office. Applicants must return the completed application by fax (410-333-4347), by mail (MTA Reduced Fare Certification Office, 6 Saint Paul Street, Baltimore, MD 21202), or in person. Office hours are Monday through Thursday, 8:30 a.m. until 3:30 p.m., by appointment only. 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.
  ..... 410-767-3438 (V)
  ..... 410-333-2051 (TTY)
  https://mta.maryland.gov/disabled-reduced-fare-program
  Email: MTAReduceFareCertification@mta.maryland.gov
- **MTA Mobility – Paratransit Service**
  A specialized transit service available to people, who because of a disability are functionally unable to get to a bus stop, wait unassisted at a stop or station or board or ride a bus or train by themselves. Mobility is a shared ride service offered from the first exterior door of your home or pick up location to the first exterior door of your destination. Mobility service is available within three quarters (¾) of a mile of any LocalLink route in Baltimore City and Anne Arundel and Baltimore counties and within three quarters (¾) of a mile radius of a Light RailLink or Metro SubwayLink station. This does not include MARC Train or Commuter Bus routes. One-way fare is $2.10 for eligible riders and their guests. If you are certified to travel with a Personal Care Attendant (PCA) they ride for free. Passengers must pay the exact fare when boarding the bus. A maximum of two children under the age of six (6) may ride free of charge and children over six (6) pay the adult fare of $2.10. If you are a visitor with a disability, the MTA will be happy to assist you use the Mobility service for up to 21 days each year. They need to know your name, and when you want to travel and how they should send you information confirming your eligibility for Mobility. It may take up to 3 days to process so please plan ahead. If you have not been certified by another transit system and wish to use their service, please tell them what mobility device you use or provide a doctor's note confirming a disability along with the information requested above.
  ..... 410-764-8181, Option 6 (Mobility Certification)
  www.mta.maryland.gov/mobility
- **LocalLink Bus**
  Operate over 60 bus routes throughout the Baltimore area.
  Reduced Fares for Adults 65+ or People with Disabilities: One-way is $1.00; a day pass is $2.30; and a monthly pass is $23.00.
  https://mta.maryland.gov/local-bus
- **Commuter Bus**
  Operates weekdays during morning and evening rush hours.
  Reduced Fares for Adults 65+ or People with Disabilities: Only cash one-way fares using exact change may be purchased on the bus. No change will be given if you overpay. One-way full fare is $6.00. One-way reduced fare is $5.00. 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% 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% 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.
  https://mta.maryland.gov/marc-train
- **Light RailLink**
  Service between Hunt Valley to Cromwell Station / Glen Burnie, Timonium to BWI Marshall Airport and Penn Station to Camden Yards. Main line runs every 15 minutes on weekdays and every 15 minutes on weekends. Branches run every 30 minutes on weekdays and every 30 minutes on weekends. The Penn-Camden shuttle has been temporarily suspended.
  Reduced Fares for Adults 65+ and People with Disabilities: One-way is $1.00; a day pass is $2.30; and a monthly pass is $23.00.
  https://mta.maryland.gov/light-rail
- **Metro SubwayLink**
  The 15.5-mile, 14-station Metro SubwayLink system operates every 8 to 11 minutes on weekdays and 15 minutes on weekends. Service between Owings Mills and Johns Hopkins Hospital.
  Reduced Fares for Adults 65+ and People with Disabilities: One-way is $1.00 cents; a day pass is $2.30; and a monthly pass is $23.00.
  https://mta.maryland.gov/metro-subway

Transit Information Contact Center – Hours: Monday through Friday, 6 a.m. to 7 p.m.
..... 410-539-5000 (V)
..... 1-866-743-3682 (Toll Free)
..... 410-539-3497 (TTY)

Johns Hopkins Medicine

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 a.m. to 10 p.m.
Antoinette Thomas, Transportation Manager ..... 410-502-6880 (V)
www.hopkinsmedicine.org/parking-transportation/transportation/patient-visitor-shuttles
Email: jhmi_transportation@jhmi.edu

Camden Yards via Public Transportation

Camden Yards is located in downtown Baltimore.
www.mlb.com/orioles/ballpark/transportation
Accessible parking spaces have been reserved for season plan holders with disabilities utilizing equal access seating. The remaining accessible individual parking spaces are available on a first-come, first-served basis and are located in Lots A & B. Parking in these spots requires a state-issued handicapped license-plate or hangtag. Should these extra spaces be filled, attendants will direct fans to the nearest open parking or to the stadium's designated Drop-Off Areas. All parking lots will open 1 hour prior to scheduled first pitch. For more information on accessibility at Camden Yards, visit www.mlb.com/orioles/ballpark/disability-access-guide.
Drop-Off Areas: For any car or bus, there are three drop-off areas available to both drop off and pick up passengers. Drop-off points are available at the east side of the Warehouse at the breezeway (directly next to

Gate A), at Home Plate Plaza on the Russell Street service drive (next to Gate D) and at the north end of the service drive (next to Gate F).

Maryland Transit Administration (MTA)

- **LocalLink Bus Service**: Ride any of the three CityLink routes (Navy, Yellow and Brown) and five LocalLink routes (51, 54, 73, 76, and 94) that pass near Oriole Park at Camden Yards. Fare includes unlimited travel on local buses, light rail and metro subway for the day.
  Regular Fare: $2.00 one-way; $4.00 round trip; $4.60 Day Pass.
  Reduced Fare: $1.00 one-way; $2.00 one-way; $2.30 Day Pass.
- **Light RailLink Service:** Fans can take Light Rail from 32 different stops to the Camden Yards stop, located next to Oriole Park. Light Rail operates every 15 to 30 minutes depending on the time of day and your destination. Additional Transit Ambassadors will be available at the Hunt Valley, Timonium Fairgrounds, Lutherville, Convention Center, Camden Yards, North Linthicum and Glen Burnie Light Rail stops to answer transit questions. Services runs every 10 to 30 minutes.
  Regular Fare: $2.00 one-way, $4.00 round trip, $4.60 Day Pass.
  Reduced Fare: $1.00 one-way; $2.00 one-way; $2.30 Day Pass.
  Hours: Monday to Friday, 5 a.m. to midnight; Saturday 6 a.m. to midnight; Sunday 11 a.m. to 8 p.m. For night games Monday to Saturday, the last train that leaves Camden Yards going Northbound to Hunt Valley Station will be 11:36 p.m. The last train leaving Camden Yards heading Southbound to Cromwell Station will be 11:53 p.m. and the last train leaving Camden Yards for BWI Station will be 12:08 a.m. For games ending after regular scheduled service, they will extend service for one hour.
- **Metro SubwayLink Service:** Run every 8 to 15 minutes.
  Regular Fare: $2.00 one-way, $4.00 round trip, $4.60 Day Pass.
  Reduced Fare: $1.00 one-way; $2.00 one-way; $2.30 Day Pass.
  Hours: The main line runs every 15 minutes on weekdays and every 15 minutes on weekends. Branches run every 30 minutes on weekdays and every 30 minutes on weekends. The Penn-Camden shuttle service is temporarily suspended. Monday through Friday 5 a.m. to midnight; Saturday, Sunday and Holidays 6 a.m. to midnight. Return service on Metro Subway for games ending after regular closing time will be extended for one hour after the end of regular hours with limited service during that period. Make your way promptly to the Metro Subway platform after the game. Fans also can ride the Metro Subway to Lexington Market or Charles Center Station-West and walk to Oriole Park. Metro Subway operates every eight to 15 minutes. Free parking is available at Owings Mills, Old Court, Milford Mill, Reisterstown Plaza, Rogers Avenue, West Cold Spring and Mondawmin stations.
- **MARC Train Weekend Service:** Take MARC Train Weekend Service on the Penn Line to a weekend Orioles home game at Camden Yards. Visit https://mta.maryland.gov/marc-train for complete schedule information.
  Regular Fare: $9.00 one-way from Washington DC Union Station to Baltimore Penn Station.
  Reduced Fare: Qualifying persons with disabilities and adults 65 and older receive a 50% discount off the price of all full-fare MARC tickets, except the Washington Metrorail portion of the TLC.
- **Mobility / Paratransit Service:** Individuals with disabilities who are registered with MTA Mobility/Paratransit can call 410-764-8181 for service to Camden Yards. Please call by 5 p.m. the day before service is needed.
- **Reduced Fares for all MTA Operated Transportation:** Reduced fares are available for adults 65+, persons with disabilities, and Medicare cardholders. To be eligible, you must show one of the following: a valid MTA Senior/Disability photo ID card, or any valid government issued photo ID with proof of age, or a valid disability ID from another transit agency with any valid government issued photo ID, or a Medicare card with any valid government photo ID. Please note that Senior Photo ID cards are no longer issued by the MTA Reduced Fare Certification Office; however, Seniors (65 and over) may apply for a no cost Maryland Photo Identification Card at any Maryland Motor Vehicle Administration Office. MTA will continue to issue Disability photo IDs. To obtain an MTA Reduced Fare Disability ID card, an application that must be filled out by the applicant and the applicant's health care professional is required. The application is available at the Reduced Fare Certification Office. Applicants must return the completed application by fax (410-333-4347), by mail (MTA Reduced Fare Certification Office, 6 Saint Paul Street, Baltimore, MD 21202), or in person. Office hours are Monday through Thursday, 8:30 a.m. until 3:30 p.m., by appointment only. The Disability Reduced Fare Card is not available the same day that the application is received. The applicant, if approved, will be notified when to come in to have the photo taken and ID card issued.

Transit Information Contact Center ..... 410-539-5000 (V)
..... 1-866-743-3682 (Toll Free)
..... 410-539-3497 (TTY)
Reduced Fare Certification Office ..... 410-767-3438 (V)
..... 410-333-2051 (TTY)
https://mta.maryland.gov/disabled-reduced-fare-program
Email: MTAReduceFareCertification@mta.maryland.gov

M&T Bank Stadium via Public Transportation

M&T Bank Stadium is located in downtown Baltimore.
www.baltimoreravens.com/stadium/directions-parking
Parking spaces for fans with disabilities are available on a first come, first served basis in Lots B, C & R (Lot R is located under the Russell Street bridge). No permits are issued in advance for disabled parking spaces. An appropriate state issued disabled placard or license plate is required to gain access to available disabled parking spaces and the registered owner must be in the vehicle. It is recommended that guests requiring disabled parking arrive at the lots as early as possible, as spaces fill up quickly. Stadium lots open four and a half hours prior to kickoff.

Maryland Transit Administration (MTA)

- **Local Bus:** Ride any of the four CityLink routes (Navy, Yellow, Brown and Silver) and ten LocalLink routes (26, 51, 54, 63, 69, 70, 73, 75, 76, and 94) that stop near M&T Bank Stadium.
  Regular Fare: $2.00 one-way; $4.00 round trip; $4.60 Day Pass.
  Reduced Fare: $1.00 one-way; $2.00 one-way; $2.30 Day Pass.
- **Light RailLink:** Runs from Hunt Valley (north of Baltimore) and from Cromwell Station/Glen Burnie (south of Baltimore) to Hamburg Street Stop at M&T Bank Stadium. Light Rail also connects with BWI Marshall Airport and Amtrak/MARC Penn Station.
  Regular Fare: $2.00 one-way, $4.00 round trip, $4.60 Day Pass.
  Reduced Fare: $1.00 one-way; $2.00 one-way; $2.30 Day Pass.
  Hours: Monday through Friday 6 a.m. to midnight; Saturday 7 a.m. to midnight; Sunday 11 a.m. to 7 p.m. On football home game days, if the game runs past normal operating times, Light RailLink will remain open for one hour past the end of the game.
- **Metro SubwayLink:** Metro Subway runs from Owings Mills (west of Baltimore) and from Johns Hopkins Hospital (east of Baltimore) to Charles Center Station West (short walk to the stadium). Fans also can ride the Metro Subway to Lexington Market or Charles Center Station-West and walk to Oriole Park. Metro Subway operates every eight to 15 minutes. Free parking is available at Owings Mills, Old Court, Milford Mill, Reisterstown Plaza, Rogers Avenue, West Cold Spring and Mondawmin stations.
  Regular Fare: $2.00 one-way, $4.00 round trip, $4.60 Day Pass.
  Reduced Fare: $1.00 one-way; $2.00 one-way; $2.30 Day Pass.
  Hours: The main line runs every 15 minutes on weekdays and every 15 minutes on weekends. Branches run every 30 minutes on weekdays and every 30 minutes on weekends. The Penn-Camden shuttle service is temporarily suspended. Monday through Saturday 5 a.m. to midnight; Sunday and Holidays 6 a.m. to midnight. Return service on Metro Subway for games ending after regular closing time will be extended for one hour after the end of regular hours with limited service during that period. Make your way promptly to the Metro Subway platform after the game.
- **MARC Train Weekend Service:** Take MARC Train Weekend Service on the Penn Line to Ravens Sunday home games at M&T Bank Stadium. Visit https://mta.maryland.gov/marc-train for complete schedule information.
  Regular Fare: $9.00 one-way from Washington DC Union Station to Baltimore Penn Station.
  Reduced Fare: Qualifying persons with disabilities and adults 65 and older receive a 50% discount off the price of all full-fare MARC tickets, except the Washington Metrorail portion of the TLC.
- **Mobility / Paratransit Service:** Individuals with disabilities who are registered with MTA Mobility/Paratransit can call 410-764-8181 for service to M&T Stadium. Please call by 5 p.m. the day before service is needed.
- **Reduced Fares for all MTA Operated Transportation:** Reduced fares are available for adults 65+, persons with disabilities, and Medicare cardholders. To be eligible, you must show one of the following: a valid MTA Senior/Disability photo ID card, or any valid government issued photo ID with proof of age, or a

valid disability ID from another transit agency with any valid government issued photo ID, or a Medicare card with any valid government photo ID. Please note that Senior Photo ID cards are no longer issued by the MTA Reduced Fare Certification Office; however, Seniors (65 and over) may apply for a no cost Maryland Photo Identification Card at any Maryland Motor Vehicle Administration Office. MTA will continue to issue Disability photo IDs. To obtain an MTA Reduced Fare Disability ID card, an application that must be filled out by the applicant and the applicant's health care professional is required. The application is available at the Reduced Fare Certification Office. Applicants must return the completed application by fax (410-333-4347), by mail (MTA Reduced Fare Certification Office, 6 Saint Paul Street, Baltimore, MD 21202), or in person. Office hours are Monday through Thursday, 8:30 a.m. until 3:30 p.m., by appointment only. The Disability Reduced Fare Card is not available the same day that the application is received. The applicant, if approved, will be notified when to come in to have the photo taken and ID card issued.

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

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

https://mta.maryland.gov/disabled-reduced-fare-program
Email: MTAReduceFareCertification@mta.maryland.gov

Washington Nationals Park via Public Transportation

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

Metrobus: Red Line to Union Station - Board Metrobus outside of Union Station (garage – tour bus level) on the east side of Columbus Circle on Massachusetts Avenue NE between First and 2nd Street NE. Orange/Silver/Blue Lines - Board at the top of the escalators at Eastern Market Metrorail Station (Pennsylvania Avenue and 8th Street SE).
www.wmata.com/bus

Metrorail: Take the Red Line to the Green Line (via the Gallery Place Metro Station) and exit at the Navy Yard-Ballpark Metro station. The Navy Yard-Ballpark Metro station is one block from Nationals Park. Daily or hourly parking is available at 44 Metrorail stations, and parking at Metro-operated lots is free on weekends and federal holidays (except during regional or special events).
www.wmata.com/rail

Northwest Stadium Field (formerly FedEx Field) via Public Transportation

Northwest Stadium is located in Landover, Maryland in Prince George's County.

Stadium Accessibility Information ..... 301-276-6050 (V)
www.commanders.com/stadium/parking-and-directions
www.commanders.com/stadium/stadium-accessibility • Email: accommodations@commanders.com

Accessible parking spaces are located in parking lots E-Black and H-Burgundy Park-n-Go. Parking attendants will direct those with a Northwest Stadium Burgundy, Gold, or Black parking pass and a valid state-issued disabled parking permit and/or license plate to these areas. Additionally, golf cart transportation assistance is available. If you need assistance call 301-276-6100 or text SAFE to 703-266-6263. Metro Access vans can be scheduled in advance of Northwest Stadium events through Metro Access. Trips can be scheduled online or by contacting WMATA by phone. Vans will drop off and pick up at Gate A and Bank of America Gate (Gate E) pregame and postgame. Code compliant public ramps are available at Northwest Stadium. These ramps are located adjacent to Gate A, Gate D, Bank of America Gate (Gate E), and Gate H.

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 Northwest Stadium.
www.wmata.com/rail

Ocean City via Greyhound Bus to Salisbury / Public Transportation in Ocean City

Greyhound Bus provides daily buses to and from Salisbury via Silver Spring and Washington, DC (with transfers in Baltimore). Assistance is available to customers with disabilities. Contact the Greyhound Customers with Disabilities Travel Assistance Line at least 48 hours prior to your departure. For fare and schedule information visit www.greyhound.com.

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

Email: ifsr@greyhound.com • Email: ADA.Support@greyhound.com

Shore Transit operates a regional bus route from Salisbury to Snow Hill, Berlin, and Ocean City, before returning to Salisbury. Fare is $3.00 cash or $3.00 in Shore Transit Tickets. Reduced fare for adults aged 65 and older, persons with disabilities certified by Shore Transit or Medicare participants is $1.50 cash or $1.50 in Shore Transit Tickets.

.....443-260-2300 (V)

www.shoretransit.org • Email: info@shoretransit.org

- **Boardwalk Tram**
  Travels the entire length of the boardwalk, from the Inlet to the North Booth at 27th Street. Tram operation is subject to weather conditions. See the station operators or call 410-289-4394 (V) or 410-723-1606 (V) for further information.
  Hours: Operates Monday through Friday, 11 a.m. to midnight, and Saturday and Sunday, 10 a.m. to midnight during the summer season (mid-May to mid-September). Reduced days and hours through end of September.
  Fare: Tram fare is $5.00 per person for one-way passage only. Accept major credit cards or exact cash.
  https://oceancitymd.gov/oc/departments/public-works/ocean-city-boardwalk-tram/
- **Coastal Highway "Beach" Transit Bus** - South Division Street Transit Station to/from 144th Street Transit Station. All Ocean City buses are accessible. Seasonal operation begins in May and runs into October. Service runs every 15 minutes from 6 a.m. to 3 a.m. in the summer (mid-May through mid-September) and runs every 30 minutes from 6 a.m. to 2 a.m. in the fall (mid-September through mid-October). 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.
  Standard Fare: $4.00 ride-all-day pass. Exact cash fare required, or use of pre-paid photo ID General Bus Pass obtained from City Hall.
  Half Fare: $2.00 half fare ride-all-day pass for adults aged 65 and over, persons with disabilities, Medicare card holders and Ocean City Non-Resident Senior (Adults 60+) Bus Pass holders. Proof of eligibility may be required.
  Free Fare: Children 42 inches in height and under, ADA Certified Disabled card holders and Ocean City Resident Senior Citizen Bus Pass holders. Proof of eligibility may be required.
  https://oceancitymd.gov/oc/departments/public-works/ocean-city-beach-bus/
- **West Ocean City Park-N-Ride "Beach Bus"** is a shuttle service between South Division Street Transit Station, West Ocean City Park & Ride, and the Tanger Outlet. Frequency is approximately every 20 minutes from 6 a.m. to 11 p.m. Service ends at 10:00 p.m. on Sunday's of Springfest, OC Cruisin', Labor Day Weekend, Bikefest and Sunfest. When service is not in operation, transportation to/from the Park N Ride and South Division Street Transit Station is provided by Shore Transit. Please refer to Shore Transit service schedule for arrival/departure times and applicable fare.
  Standard Fare: Free except on designated events (Springfest, OC Air Show, Independence Day, Bikefest, Oceans Calling, and Sunfest). $4.00 ride-all-day fares apply for events listed. Exact cash fare required, or use of pre-paid photo ID General Bus Pass obtained from City Hall.
  Half Fare: Fares apply for above listed events. $2.00 half fare ride-all-day pass for adults aged 65 and over, persons with disabilities, Medicare card holders and Ocean City Non-Resident Senior (Adults 60+) Bus Pass holders. Proof of eligibility may be required.
  Free Fare: Children 42 inches in height and under, ADA Certified Disabled card holders and Ocean City Resident Senior Citizen Bus Pass holders. Proof of eligibility may be required.
  https://oceancitymd.gov/oc/departments/public-works/ocean-city-park-and-ride/

- **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 the ADA Services. Residents and visitors that do not have a certified ADA card may use this service for up to 21 days in a 365-day period without obtaining certification. This service is available during the same operating days and hours as the fixed-route Coastal Highway bus service. All trip reservations must be made by 10 p.m. the day prior. Eligible patrons may call the Dispatch Office at 410-723-1606 (V) to make a reservation for the para-transit van 365 days a year. All standard-sized common wheelchairs can be transported. All other mobility devices will be accommodated when all needed safety requirements have been satisfied by the driver.
  Standard Fare: $4.00 ride-all-day pass. Exact cash fare required, or use of pre-paid photo ID General Bus Pass obtained from City Hall.
  Half Fare: $2.00 half fare ride-all-day pass for adults aged 65 and over, persons with disabilities, Medicare card holders and Ocean City Non-Resident Senior (Adults 60+) Bus Pass holders. Proof of eligibility may be required.
  Free Fare: Children 42 inches in height and under, ADA Certified Disabled card holders and Ocean City Resident Senior Citizen Bus Pass holders. Proof of eligibility may be required.
  https://oceancitymd.gov/oc/departments/public-works/ocean-city-ada-para-transit/
- **Adults 60+ Bus Passes:** A Non-Resident Senior Citizen Bus Pass is available free of charge to anyone 60 years of age or older. The Non-Resident Senior Citizen Bus Pass entitles holders to half-fare passage on the Ocean City public transit buses and ADA Paratransit services (if qualified). The Non-Resident Senior Citizen Bus Pass is not recognized for reduced or free passage on Boardwalk Trams and is not applicable for use on Medical Appointment Transportation (MEDTRN) services. The pass can be obtained from: City Hall at 3rd Street & Baltimore Avenue - 410-289-8221 (V); Ocean City Convention Center Visitors Bureau at 40th Street Bayside 410-723-8600 (V); Ocean City Police Department at 65th Street Bayside 410-723-6610 (V); or Ocean City Recreation and Parks at 125th Street Bayside 410-250-0125 (V).
  https://oceancitymd.gov/oc/departments/public-works/ocean-city-senior-citizen-bus-passes/

New York City and Philadelphia via Bus

FlixBus
Service from Baltimore and Washington, DC to New York City or Philadelphia. Buses are wheelchair lift-equipped, but space is limited, and riders should choose the option "Travel in your wheelchair" when making their online reservation. On-board restrooms. Mobility assistance, guide dogs and service animals that must be brought along by persons with disabilities are also welcome and transported at no additional charge. For the comfort and safety of the service animal, other passengers and your driver, service animals must be either on the handler's lap, on the floor at the handler's feet (not blocking any aisles or exits) or, space permitting, in the wheelchair seating area of the coach. Service animals may not occupy a seat. If a service animal will be accompanying you on your FlixBus ride, please call Customer Service as soon as possible after booking. Reservations can be booked online or via the FlixBus app. Fares vary.
Customer Service ..... 1-855-626-8585 (Toll Free)
www.flixbus.com

MegaBus
Daily bus service from Baltimore to New York City or Philadelphia, and Washington, DC to New York City or Philadelphia. Customers with special requirements can make reservations through the Megabus website. Passengers travelling with special requirements should click on the "assisted travel" option and answer a few simple questions that will allow staff to accommodate you. Service animals must be properly harnessed and under the direct control of the customer at all times. Fares vary. Tickets are non-refundable.
..... 1-877-462-6342 (Toll Free)
http://us.megabus.com • Email: inquiries@megabus.com

Peter Pan Bus Lines
Provide daily express service between Baltimore and Washington, DC to New York City and Philadelphia. 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. Riders should choose the option "Traveling in your wheelchair" when making their online reservation. Customers with disabilities accompanied by a service animal are welcome, at no additional charge.
Information and Customer Care Center: ..... 1-800-343-9999 (Toll Free)
https://peterpanbus.com

Vamoose Express Bus Service
Provide daily bus transportation between New York City (Penn Station) and Bethesda, Maryland / Arlington, Virginia (Rosslyn) / Lorton, Virginia. Reservations are required. Motorcoaches have wheelchair lifts. Passengers with special requirements are encouraged to advise at time of booking, so staff are prepared to accommodate. Service dogs, trained for the purpose of assisting a disabled person, will be allowed on the bus. Trip duration is approximately 4 hours from Bethesda, with an additional 30 minutes to from Arlington. Buses are equipped with air conditioning and an onboard restroom. Pick-up location in Bethesda is Bethesda Metro Station. Pick-up location in Arlington is at the corner of 19th Street and N. Lynn Street, in front of the Cosi Cafe. Pick-up in Lorton is the Lorton VRE Station. Drop-off location in New York City in is at the corner of West 30th Street and 7th Avenue, one block south of Penn Station and Madison Square Garden.
..... 301-718-0036 (V)
www.vamoosebus.com • Email: support@vamoosebus.com

VEHICLE SALES, RENTALS AND LEASING

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

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

Colonial Equipment Company
Sell new and used wheelchair accessible transportation vehicles including paratransit shuttles and buses. Located in Monrovia, Maryland.
..... 1-800-462-9287 (Toll Free)
www.colonialbus.com

Koons Mobility Center
Sell new and used wheelchair accessible vans. Installation of adaptive equipment modifications including hand controls. Authorized Vantage Mobility International (VMI) dealer. Located in Annapolis, Maryland.
..... 410-224-2100 (V)
http://koonsmobilitycenter.com • Email: contact@koonsmobilitycenter.com

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MobilityWorks
Sell and rent wheelchair accessible mini and full size vans. Also install vehicle modifications including mechanical and electronic hand controls, spinner knobs, scooter and wheelchair lifts, and turning seats for standard vehicles. Located in Beltsville, Maryland.
Sherry Jones, Certified Mobility Consultant ..... 301-595-4466 (V)
www.mobilityworks.com • Email: sherry.jones@mobilityworks.com

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RSL Auto Sales
Sell used wheelchair accessible vans. Install vehicle modifications including wheelchair lifts, wheelchair ramps, turny seats, hand controls, left-foot accelerators, and wheelchair restraints. Located in Keymar, Maryland.
..... 301-845-4188 (V)
www.rslautosales.com

Total Mobility Services
Sell new and used wheelchair accessible vehicles. Wheelchair van rentals available hourly, daily, weekly, and monthly. Sell, install and service vehicle lifts and mobility products including seats and driving controls. Authorized Vantage Mobility International (VMI) dealer. Serve Maryland, Pennsylvania, and West Virginia. Located in Frederick, Maryland.
..... 240-490-7840 (V)
www.tmservices.com • Email: jason@tmservices.com

VEHICLE MODIFICATION

These businesses sell and service accessible vehicles
and driving equipment to meet the needs of people with disabilities.

AMS Vans, LLC
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 minivans with nationwide delivery. Offer direct-sale online classifieds. Short- or long-term accessible van rentals available. Front door delivery of vehicle.
..... 1-800-775-8267 (Toll Free)
www.amsvans.com • Email: generalcontact@amsvans.com

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

Division of Rehabilitation Services (DORS) – Workforce and Technology Center – Maryland State Department of Education
Provide a range of vehicle modification services to eligible individuals with significant disabilities. Assessment services help determine specific needs of 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 (not leased) by the DORS consumer or their family. Also provide information and referral services on funding and loan options that may be available.
..... 410-554-9100 (V)
..... 1-888-200-7117 (Toll Free)
..... 410-415-9306 (Videophone)
https://dors.maryland.gov/consumers/WTC/RTS/Pages/driving.aspx • Email: wtc.dors@maryland.gov

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Fancy Vans Mobility
Installation of wheelchair lifts and ramps, driving aids, and van conversions. Located in Waldorf, Maryland.
..... 301-843-5151 (V)
www.fancyvansmobility.net • Email: steve@fancyvansmobility.net

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Independence Now
Provide financial assistance for vehicle modifications for individuals with significant disabilities. Vehicular modifications are limited to removable aids such as spinner knobs, hand controls, wheelchair lifts, and pedal extenders. The vehicles must be owned by the consumer or the consumer's family and meet safety standards, once modified. Approval requires documentation such as State Inspection Certificates, prescriptions or evaluation reports, and/or documentation form MVA's Review Board, and consumer's valid driver's license listing modifications. Modifications and Assistive Technology are provided to a consumer no more frequently than once every two years. There is a funding limit of $7,500 per request. Consumers are required to contribute 20% of the cost. Proof of income is required to determine eligibility. Serve Montgomery and Prince George's County.
Jake Clark, Assistive Technology Specialist ..... 240-898-2188 (V)
www.innow.org/assistivetech • Email: jclark@innow.org

MobilityWorks
Install vehicle modifications including mechanical and electronic hand controls, spinner knobs, scooter and wheelchair lifts, and turning seats for standard vehicles. Also sell and rent wheelchair accessible mini and full size vans. Located in Beltsville, MD.
Sherry Jones, Certified Mobility Consultant ..... 301-595-4466 (V)
www.mobilityworks.com • Email: sherry.jones@mobilityworks.com

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Oneness Mobility
Installation of vehicle modifications including lifts, raised roofs and doors, power seats, hand controls, automatic steps, and power door openers. Located in Forestville, Maryland.
..... 301-568-6686 (V)
..... 1-866-570-6686 (Toll Free)
www.onenessmobility.com • Email: admin@onenessmobility.com

Total Mobility Services
Sell, install and service vehicle lifts and mobility products including seats and driving controls. Sell new and used wheelchair accessible minivans and trucks. Authorized BraunAbility and Vantage Mobility International (VMI) dealer. Located in Frederick, Maryland. Serve Maryland, Pennsylvania, and West Virginia.
..... 240-490-7840 (V)
www.tmservices.com • Email: jason@tmservices.com

TRAVEL TRAINING

Columbia Lighthouse for the Blind – Orientation and Mobility

Learn safety techniques and how to use a cane to increase your independence. Participants will receive hands-on practice in negotiating different environments including their home, office and other places in the community. Instruction includes successfully using public transportation.

..... 240-737-5100 (V)

www.clb.org/services/orientation-and-mobility • Email: info@clb.org

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Metro – Washington Metropolitan Area Transit Authority (WMATA)

MetroReady Travel Training and System Orientation: Free individual or group travel training is offered for customers with disabilities as well as adults 65+, with or without disabilities. Travel training is short-term, comprehensive, intensive instruction designed to teach customers how to travel safely and independently on the accessible Metrobus and Metrorail public transportation systems. Training includes learning how to pay fares, how to obtain reduced fare for adults 65+ and persons with disabilities, how to plan a trip, how to communicate with Metro to obtain travel information, how to use accessible features, how to travel safely on public transportation, and how to ride independently. Also offer free tours of a Metro station to promote and identify the accessibility and safety features. Free bus demonstrations on accessibility (available to groups of 20 or more). Free resources include large print pocket guides and a booklet titled "Accessible Options for Customers with Disabilities and Senior Citizens", which includes a comprehensive listing of public transportation options available in the District of Columbia, Maryland (the counties of Montgomery, Prince George's, Anne Arundel, and Baltimore, Baltimore City and Central Maryland) and Virginia (the counties of Arlington and Fairfax, and the cities of Alexandria, Fairfax, and Falls Church). Call to schedule an orientation or to request a booklet. Metro travel trainers are available to make presentations for staff training, organization meetings, workshops, consumers and caregivers on the accessibility features of the Metro system.

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

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

..... 202-510-9165 (Video Relay Service)

www.wmata.com/rider-guide/new-riders/Travel-Training.cfm • www.wmata.com/service/accessibility

Email: traveltraining@wmata.com

Trip Planning: Plan routes between two destinations using Metrorail and/or Metrobus. Suggested trip itineraries also include the fare, estimated travel time, and any walking directions. Trip Planner also offers information on the accessibility of bus stops including whether the bus stop has a shelter or bench, the availability of crosswalks and curb ramps, and more. To utilize the tool, click on any bus stop that appears in a Trip Planner itinerary or "Service Nearby" location search. Live Chat agents are available online Monday through Friday, 7 a.m. to 7 p.m., excluding holidays.

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

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

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

Ride Smart Workshops – Connect-A-Ride – Jewish Council for the Aging of Greater Washington

Offer free half-day workshops that help Montgomery County residents aged 50+ get confident and comfortable taking public transportation. Participants learn how to read the Metro map, understand digital schedule signs, load a fare card, and where to find a station's emergency and accessibility features. The workshops run about three hours and include classroom training, a trip on a Ride On bus, a visit to a Metro station, and a one-station round-trip train ride.

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

https://accessjca.org/connect-a-ride • Email: connectaride@accessjca.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.
Adventist Outpatient Rehabilitation..... 240-864-6000 (V)
www.adventisthealthcare.com/services/rehabilitation/occupational-therapy
Brant's Driving School..... 1-877-395-7011 (Toll Free)
www.brantsdrivingschool.com • Email: info@brantsdrivingschool.com

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Ascension Saint Agnes Hospital - Driver Rehabilitation Program
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. Located in Baltimore.
Hedy Tanenholtz, OTR/L..... 667-234-2800 (V)
https://healthcare.ascension.org/locations/maryland/mdbal/baltimore-ascension-saint-agnes-hospital-rehabilitation-services/driver-rehabilitation • Email: htanenho@ascension.org

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Division of Rehabilitation Services (DORS) – Workforce & Technology Center (WTC) – Maryland State Department of Education
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. 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 type of testing is administered.
Driver Education: WTC offers two driver's education tracks. Track 1 is designed for DORS consumers with Autism. Track 2 is designed for all other DORS consumers. (Consumers who are Deaf or Hard of Hearing will be provided with interpreting services). WTC Driver's Education class uses the same 30-hour MVA-approved Driver's Education Curriculum that the commercial driving schools use. This includes the six-hour Behind-the-Wheel (BTW) training, which occurs after successful completion of the 30-hour class. Students can attend the 30-hour class with or without a Learner's Permit; however, a Learner's Permit is needed in order to complete the six-hour BTW training. WTC provides two to three additional class sessions compared to commercial driving schools. These additional sessions allow the instructor and students more time to present and understand the material and also to repeat quizzes and tests as necessary.
..... 410-554-9100 (V)
..... 1-888-200-7117 (Toll Free)
..... 410-415-9306 (Videophone)
https://dors.maryland.gov/consumers/WTC/RTS/Pages/driving.aspx • Email: wtc.dors@maryland.gov

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

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MedStar National Rehabilitation Network – 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 specail 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.medstarnrh.org/our-services/specialty-services/services/driver-training-services

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Montgomery College Driver Education – Additional Supports
Montgomery College's Driving School and its instructors are Maryland MVA licensed and certified. Additional support instructors are dually certified in Special Education. This course, in a small classroom environment, prepares rookie drivers to test for a Maryland driver's license. Their 36-hour course consists of 10 three-hour classroom sessions, and 3 two-hour individual sessions using our own cars. This course provides the exact same MVA curriculum as SFT-043 Driver Education, but with built-in supports. Rookie drivers MUST be accompanied by mentor (parent, guardian, etc.) at the first class / orientation and MUST bring a learner's permit to the first class / orientation. Montgomery College educates mentors on how to manage the learning-to-drive experience through their mentor / parental involvement expectations, our 12 driver readiness indicators with self-assessments, and a collaborative approach between mentor and instructor(s). Additional Supports include, but are not limited to: differentiated instruction, supplemental aides and supports including a multi-sensory approach to learning; behind the wheel is one-on-one instruction with a dually certified MVA and MSDE Special Education Educator; smaller class size; quizzes and tests are read aloud; extra time is granted to students for quizzes and tests; manipulatives (toy cars) are used to better explain situations; and a copy of all PowerPoints and instructor notes is provided to student. Contact Natalie Martinez, Disability Supports Services Counselor, at least four weeks prior to the start of class to arrange for accommodations and/or assistive technology. If this procedure is not followed, services may be delayed.
Natalie Martinez, Disability Supports Services Counselor..... 240-567-4118 (V)
www.montgomerycollege.edu/workforce-development-continuing-education/transportation-safety/drivers-ed.html
Email: natalie.martinez@montgomerycollege.edu

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

Driver Safety Evaluations: Evaluate a consumer's ability to continue or resume driving. Consists of clinical and behind the wheel testing to determine if community mobility is an achievable goal. Driver safety evaluations are provided for individuals who are experiencing mild cognitive impairment, recovery of stroke/TIA, recent hospitalization, or a number of disabilities including vision, visual perceptual, neuromuscular, and cognitive disabilities. Identifies if a consumer can continue to drive or resume driving following a hospitalization or rehabilitation stay.

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.

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

..... 410-601-8823 (V)
www.lifebridgehealth.org/services/pmr/sinai-rehabilitation-center/driving-evaluation

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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 not covered by Medicare or insurance.

..... 410-337-1349 (V)
www.umms.org/sjmc/health-services/rehabilitation/safe-driver-program

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VA Maryland Health Care System – Driver Rehabilitation Program

Program helps veterans with a variety of disabilities and age-related health conditions learn to drive again. Additionally, veterans with prosthetic arms or legs and those who suffered brain injuries or stroke can also regain their independence through this program. The program coordinator evaluates individual limitations and needs with the use of adaptive driving equipment, driver simulator training, and a series of driving evaluations on the simulator and behind the wheel of a car. A veteran's vehicle can also be fitted with a variety of adaptive equipment from strategically placed mirrors to digital steering devices for amputees. Services offered at the Washington DC VA Medical Center, 50 Irving Street, Washington, DC 20422.

..... 202-745-8000 x 57623 (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)
..... 1-866-549-0009 (Toll Free)
www.equalrightscenter.org • Email: info@equalrightscenter.org

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Federal Transit Administration (FTA) – U. S. Department of Transportation
The FTA provides financial and technical assistance to local public transit systems, including buses, subways, light rail, commuter rail, trolleys and ferries. If you believe you have been discriminated against by a public transit provider, you may file an administrative complaint with the FTA Office of Civil Rights.
File a complaint by completing the FTA complaint form: www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/fta-civil-rights-complaint-form. The complaint form should be emailed to FTACivilRightsCommunications@dot.gov with "FTA complaint form" included in the subject line. Alternatively, complaints may be mailed to: Federal Transit Administration, Office of Civil Rights, Attention: Complaint Team, East Building, 5th Floor – TCR, 1200 New Jersey Avenue, SE, Washington, DC 20590. **Please note:** Individuals are encouraged to first file a complaint directly with their transit provider. The FTA does not represent individual complainants. FTA will analyze allegations for possible deficiencies by the transit provider and will work with the transit provider to correct the deficiencies within a predetermined timeframe.
For Montgomery County Government public transportation, the ADA Compliance Manager takes complaints: www.montgomerycountymd.gov/mcg/ada-grievance.html
Civil Rights Hotline: Monday through Friday, 8:30 a.m. to 5 p.m. EST..... 1-888-446-4511 (Toll Free)
www.transit.dot.gov

Maryland Department of Transportation (MDOT) ADA Compliance
Handle ADA complaints regarding the Maryland State Highway (SHA), the Maryland Aviation Administration (MAA), the Maryland Port Administration (MPA), the Maryland Transit Administration (MTA), the Maryland Transportation Authority (MdTA), and the Maryland Motor Vehicle Administration (MVA). Complaints can be filed via phone or mailed to 7201 Corporate Center Drive, Mailstop 330, Hanover, MD 21076.
Wanda L. Dade, ADA Title II Coordinator..... 410-545-0327 (V)
..... 1-866-910-8866 (Toll Free)
www.mdot.maryland.gov/tso/pages/Index.aspx?PageId=62 • Email: ada@mdot.maryland.gov

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Metro ADA 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: https://wmata.custhelp.com/app/home/. If you can document that you have tried to resolve your concerns and complaints related to accessibility issues within the Metrobus, Metrorail or MetroAccess services through the Metro complaint process and have not met with a satisfactory resolution, you may contact the Metro ADA 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, 300 7th Street, SW, Washington, DC 20024.
Barbara J. Milleville, ADA Ombudsman..... 202-962-1100 (V)
..... 202-962-3780 (TTY)
www.wmata.com/service/accessibility/free-resources.cfm#complaints • Email: access@wmata.com

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

Matthew Barkley, ADA Title II Compliance Manager..... 240-777-6197 (V)

www.montgomerycountymd.gov/DGS-ADA/Home.html

Email: adacompliance@montgomerycountymd.gov

National Aging and Disability Transportation Center
Technical assistance center focused on increasing transportation options for older adults, people with disabilities and caregivers, to enhance their ability to live more independently within their communities throughout the United States. Provide one-on-one consultation by phone to discuss the problem or issue. Provide information and technical assistance on the following topics, as well as other issues related to transportation: ADA and paratransit; assisted transportation; caregivers; coordination; diversity; funding; funding; human services transportation; livability; mobility management; older driver safety and transportation; public transportation; and volunteer transportation. program of the Federal Transit Administration (FTA) administered by Easterseals and USAging with guidance from the Administration for Community Living (ACL).
Hours: 9 a.m. to 5 p.m. EST, Monday through Friday..... 1-866-983-3222 (Toll Free)
www.nadtc.org • Email: contact@nadtc.org

OTHER USEFUL INFORMATION

Emergency Police, Fire and Rescue ..... 911 (V)
Text-to-911 is now available to residents and visitors of Maryland. Text-to-911 is for people who are Deaf, hard-of-hearing or have a speech disability; in a situation making it unsafe for a voice call to 911; or experiencing a medical emergency and may be unable to speak.
Non-Emergency Police ..... 301-279-8000 (V)
www.montgomerycountymd.gov/OPI/make_right_call.html

Disability Rights Maryland
Provide free services to persons with disabilities such as information and referrals to callers about many different legal topics, investigations of complaints that persons with disabilities are abused, neglected, or mistreated, case advocacy for persons with disabilities to obtain certain services, legal representation, technical assistance and legal information to promote self-advocacy, and public education and training. Monitors psychiatric facilities and advocates to prevent and address abuse, neglect, coercive practices, and barriers to discharge in adult mental health facilities and Residential Treatment Centers (RTCs) for children. Provides information, advice, training and legal representation to help individuals with disabilities access and remain in public or subsidized housing and obtain reasonable accommodations or modifications to allow them to live meaningful, integrated lives in their communities. Assists students with all types of disabilities from birth – age 21 in K-12 special education matters, with an emphasis on placement in the least restrictive environment; appropriate assessments, educational and behavioral plans, services and supports; access to school curriculum and high school diplomas; inclusion in school based and out of school activities; and student discipline matters, including inappropriate school exclusion, restraint, seclusion, and the use of school police and arrests.
..... 410-727-6352 (V)
..... 1-800-233-7201 (Toll Free)
..... 410-235-5387 (TTY)
www.disabilityrightsmd.org

Maryland Institute for Emergency Medical Services Systems - Office of Licensing and Certification
Licenses and regulates commercial ambulance services.
..... 410-706-3666 (V)
..... 1-800-762-7157 (Toll Free)
www.miemss.org/home/ems-providers • Email: licensure-support@miemss.org

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Maryland Motor Vehicle Administration (MVA)
Driver's licenses, disability placards and tags, identification cards, and residential street parking signs. Request an application for "Maryland Parking Placards/License Plates for Individuals with a Disability" – form number VR-210 – by calling the MVA at any of the numbers listed below, visiting your local MVA full-service and express office (for placards only) location, or downloading it from the MVA web site. For the quickest processing of your disability application for plates or placards, please use the online services portal to submit your application. Driver's Road Tests are by appointment only.

General Information ..... 410-768-7000 (V)
.....1-800-950-1682 (Toll Free)
..... 1-800-492-4575 (TTY)

Have a question for MDOT MVA? ContactMVA has answers. MDOT MVA has created a more private, secure way to communicate and share information with customers. Login or create a myMVA account to send your message directly to MDOT MVA. New to Maryland or live out-of-state? First time driver? Please see MDOT MVA's FAQS for next steps: https://mymva.maryland.gov/go/web/ContactMVA

Maryland Motorists with Disabilities: https://mva.maryland.gov/about-mva/Pages/Disabilities.aspx

Disability Parking: https://mva.maryland.gov/vehicles/Pages/Disability-Parking.aspx

Request Disabled Parking Space in Residential Area:
https://mva.maryland.gov/about-mva/Pages/info/12100/https://mva.maryland.gov/about-mva/Pages/info/12100/12100-01T.aspx-01T.aspx

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

- **MVA Gaithersburg - Full Service Location -** 15 Metropolitan Grove Road, Gaithersburg
  Hours: Monday, Tuesday, Wednesday and Friday 8:30 a.m. to 4:30 p.m.; Thursday 8:30 a.m. to 6:30 p.m.; Saturday 8 a.m. to noon
  https://mva.maryland.gov/locations/Pages/Gaithersburg.aspx
- **MVA White Oak - Full Service Location -** 2131 Industrial Parkway, Silver Spring
  Hours: Monday, Tuesday, Wednesday and Friday 8:30 a.m. to 4:30 p.m.; Thursday 8:30 a.m. to 6:30 p.m.; Saturday 8 a.m. to noon
  https://mva.maryland.gov/locations/Pages/white-oak.aspx
- **MVA Kemp Mill - Limited Service Office** - 1327 Lamberton Drive, Silver Spring
  Hours: Monday, Tuesday, Wednesday and Friday 8:30 a.m. to 4:30 p.m.; Thursday 8:30 a.m. to 6:30 p.m.; Saturday 8 a.m. to noon
  https://mva.maryland.gov/locations/Pages/Kempmill.aspx
- **MVA Gaithersburg - Limited Service Office** - 16520 S. Westland Drive, Gaithersburg
  Hours: Monday, Tuesday, Wednesday and Friday 8:30 a.m. to 4:30 p.m.; Thursday 8:30 a.m. to 6:30 p.m.; Saturday 8 a.m. to noon
  https://mva.maryland.gov/locations/Pages/walnut-hill.aspx

Maryland Relay (MD Relay)
With Maryland Relay, people who are Deaf, Hard of Hearing, late-deafened, Deaf-Blind or have cognitive, mobility or speech difficulty can easily communicate through TTY (text telephone) with anyone using a standard phone. Either a TTY user or a person using a standard phone may initiate a call through Maryland Relay. The spoken words are relayed by an Operator (OPR) who types them, word for word, to the person on the other end of the line. Then the OPR speaks to the hearing person everything that the TTY user types back. The Maryland Accessible Technology (MAT) program distributes free amplified phones, ring signalers, TTYs and other

assistive devices to qualified applicants who have difficulty using the telephone. To qualify, applicants must be receiving one or more state or federal benefits or show that they have a limited income and their home must be equipped with home phone service, high speed/WiFi, or applying for phone service and/or high speed/WiFi. In addition, applicants must have a disability that makes it difficult for them to access a standard telephone. Free training on the use of your equipment will be provided, if necessary. Administered by Telecommunications Access of Maryland.

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)
https://doit.maryland.gov/mdrelay/Pages/default.aspx • Email: moreinfo@mdrelay.org

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Maryland State Highway Administration (SHA) – Maryland Department of Transportation (MDOT)
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: https://mdotsha.my.salesforce-sites.com/customercare/request_for_service

Statewide Operations Center: ..... 410-582-5650 (V)
..... 1-800-543-2515 (Toll Free)
www.roads.maryland.gov

Metro Transit Police Department (MTPD) - WMATA
Officers provide a variety of law enforcement and public safety services on the Metrorail and Metrobus systems in the Washington Metropolitan Area. MTPD police officers have jurisdiction and arrest powers throughout the 1,500 square mile Transit Zone that includes Maryland, Virginia, and the District of Columbia for crimes that occur in or against Transit Authority facilities. To report suspicious activity or unattended items on the Metro, call MTPD or text MyMTPD (696873).

..... 202-962-2121 (24-Hour Line)
www.wmata.com/about/transit-police/about.cfm

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

..... 240-777-1120 (V)
www.montgomerycountymd.gov/coa

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

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

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

..... 240-777-7900 (V)

www.montgomerycountymd.gov/council • Email: county.council@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.

..... 240-777-2190 (V)

www.montgomerycountymd.gov/dot-traffic/index.html

Email: mcdot.trafficops@montgomerycountymd.gov

Montgomery County Office of the County Executive
The County Executive oversees the enforcement of the laws of Montgomery County and provides Executive direction to all departments and offices of the County government. The County Executive also develops policies; proposes plans, programs, budgets, and legislation to the County Council; adopts Executive Orders and Regulations and appoints residents to boards, committees, and commissions.

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

www.montgomerycountymd.gov/exec • **Contact:** https://montgomerycountymd.gov/exec/Contactcex.aspx

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

Hours: Monday through Friday, 8:30 a.m. to 5 p.m. EST. ..... 202-366-4000 (V)

www.transportation.gov/accessibility





MONTGOMERY COUNTY
DEPARTMENT OF HEALTH AND HUMAN SERVICES
Aging & Disability Services
Aging & Disability Resource Unit

MONTGOMERY COUNTY IS A
MARYLAND ACCESS POINT

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

240-777-3000 (Voice) • MD Relay 711

240-777-4000 (Emergency After Hours)

Email: ADS@montgomerycountymd.gov

www.montgomerycountymd.gov/disability

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

KEY WEBSITES

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

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

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

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

Montgomery County Commission on Aging
www.montgomerycountymd.gov/coa

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

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

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

Maryland Transit Administration – MARC Train, Commuter Bus, Light RailLink and Mobility/Paratransit
www.mta.maryland.gov

METRO SYSTEM MAP

For the most up to date information, please visit www.wmata.com/schedules/maps



Photo courtesy of WMATA

MARC Train System Map

For the most up to date information, please visit www.mta.maryland.gov/schedule?type=marc-train



Accessible Parking in Montgomery County





Did you know?

- ✓ Only the individual whose name is on the Motor Vehicle Administration (MVA) registration for the placard/plate may park in the accessible parking space and that individual must be in the car when it is being used. It is not legal to borrow or loan a placard.
- ✓ You must always have your copy of the white MVA Disability Parking Certification card in your possession whenever you use the placard or plates. This certification must be presented to law enforcement upon request. Police Officers and Montgomery County Security Guards have the authority to enforce accessible parking laws and write parking tickets.
- ✓ The fine for illegally parking in an accessible parking space is up to $250.00 and this includes using a placard that is not issued to you.
- ✓ Disability Tags or Placards are required to be displayed properly. Placards must be hung on the inside rearview mirror. If the vehicle does not have an inside mirror, or the inside mirror is not visible from the rear, you may display the placard on top of the dashboard on the driver's side. Please make sure the placard side displayed shows the expiration date of the disability placard. You must remove hanging placards from rearview mirror while your vehicle is in motion.
- ✓ The striped area adjacent to and between accessible spaces is there so that wheelchair lifts may load or unload passengers. When you park in a striped area "just for a minute" a lift cannot be used.

Please respect accessible parking laws and regulations.

Montgomery County Commission on People with Disabilities
240-777-1252 (V) or via MD Relay 711
Email: MCCPWD@montgomerycountymd.gov
www.montgomerycountymd.gov/cpwd

Please help us keep this brochure updated by advising us of any corrections or additions.

To request an alternative format of this document 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, Program Specialist II
401 Hungerford Drive, 4th Floor
Rockville, Maryland 20850
240-777-1252 (V) ● MD Relay 711
Email: MCCPWD@montgomerycountymd.gov

A collaborative work of:

Christopher Conklin, Director
Department of Transportation

James Bridgers, Ph.D., Director
Department of Health and Human Services

Marc Elrich, County Executive

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