

Seniors, Families & Friends...

# Montgomery County Transportation Options for Older Adults

*Need to get around? Montgomery County can help.  
Here's how.*

## **Connect-A-Ride**

301-738-3252 (V), 301-881-5263 (TTY)  
[connectaride@accessJCA.org](mailto:connectaride@accessJCA.org)

The **Connect-A-Ride (CAR)** Program is a free information and referral program that helps adults age 50 or older, and disabled adults of all ages, find the transportation they need for travel to medical services, grocery shopping, errands and social activities, as well as for other needs. CAR links callers with a wide range of public, private, and volunteer transportation options. CAR provides personal assistance, including guidance to callers in need of escorted transportation. CAR can also assist clients with applications for the MetroAccess and Call 'N' Ride programs. CAR hours are Monday through Friday from 9 AM to 5 PM.

## **Senior SmarTrip® Card**

301-738-3252 (V), 301-881-5263 (TTY)

Seniors (age 65 years and older) can use a Senior SmarTrip card to ride Metrorail at senior fares, ride free on Ride On buses and some Metrobuses in Montgomery County -- Monday - Friday between 9:30 AM and 3 PM or half fare at all other times. The cost of the Senior SmarTrip card is \$5. To buy a fare card, visit any Montgomery County Public Library, Commuter Store, or the Montgomery County Treasury and bring proof of age (State ID, birth certificate or passport). There is no value on the card at the time of purchase and fare value may be added at Metro. The new Senior SmarTrip Card may be presented to Ride On and Metro operators to ride free during free periods or to get half fare all other times in Montgomery County on most routes. During free

times, please do not tap the Senior SmarTrip card on the fare box target because a fare will be deducted from the card. Make sure there is value on the card during times of half fare.

## **Call 'N' Ride Transportation Program**

301-738-3252 (V) 301-881-5263 (TTY)  
[mcdot.cnrorder@montgomerycountymd.gov](mailto:mcdot.cnrorder@montgomerycountymd.gov)

Call 'N' Ride (CNR) Transportation Program provides alternative taxicab service to qualified low-income seniors, (67 years and older) and people with disabilities (18 years and older) to go to local medical and/or personal appointments within Montgomery County and other designated service areas. Call Monday through Friday, 9 AM to 4:30 PM for information or to apply.

To become a new user of Call 'N' Ride, you must first apply and have your eligibility verified. Applicants must submit the following with their application: proof of household income - which can be a copy of income tax return, Social Security check, Social Security award letter, pension, annuity statements, SSI, job earnings, bank statement to show interest, dividend payments or IRA distributions; proof of Montgomery County residency, proof of age; and a passport photo. If the applicant has a disability, they must submit a Proof of Mental or Physical Disability form completed by a licensed physician. Each certified participant will receive an automated CNR swipe card to be used when traveling in the taxicab of CNR providers. Participants can load value onto their swipe card each month. For additional Call 'N' Ride program information and eligibility, contact Connect-A-Ride.



Ike Leggett  
County Executive

Transportation

## Montgomery County Ride On and Transit

240-777-7433 (V) 240-777-5869 (TTY)

Seniors and people with disabilities ride free on Ride On and Metrobus in Montgomery County from 9:30 AM – 3 PM, Monday through Friday. Seniors must be 65 years or older and have a valid Metro Senior ID Card (Senior SmarTrip Card) or Medicare Card with photo ID, and persons with disabilities must have a valid Metro Disabled ID Card.

### Senior Connection

301-962-0280

Senior Connection provides transportation services to seniors 62 and over using volunteer drivers who escort passengers primarily to medical appointments and, when possible, to other places. Other services provided by volunteers include grocery shopping assistance, friendly visitation and telephone reassurance, and bill paying and paperwork assistance.

### Aging and Disabilities Services Help Line

240-777-3000

Call for assessment, consultation, resource coordination and service planning for seniors and persons with physical or developmental disabilities and related conditions.

### Montgomery County Help Line

311 or 240-777-0311

[www.mc311.com](http://www.mc311.com)

This is Montgomery County government's telephone number and web portal for information about County government programs and services. In addition to responding to general questions about transportation, 311 can transfer callers directly to Connect-A-Ride.

### MetroAccess

Main Line:..... 301-562-5360 (V)

1-800-523-7009 (Toll Free)

Reservations:.....301-562-5360 (V), Press #1

Eligibility:.....202-962-2700 (V), Press #8  
"Where is my ride?"

Service: ..... 301-562-5360 (V), Press #2  
WMATA Customer Service/

Complaint Lines:.....202-637-0128 (V), Press #9  
TTY number for all

of the above numbers.....301-588-7535 (TTY)

[www.wmata.com/accessibility/metroaccess\\_service](http://www.wmata.com/accessibility/metroaccess_service)

Shared-ride, door-to-door and paratransit service for people who cannot use public transportation due to a disability. It is a public transportation service for individuals with disabilities as required by the Americans with Disabilities Act (ADA) of

1990. Certified MetroAccess Users ride the fixed route free in the WMATA regional area for Metro-rail, Metrobus and Montgomery County Ride On.

Participants must be certified by Metro (WMATA) that they are not able to use accessible fixed route public transportation. Assessment testing for MetroAccess is now located at Metro's headquarters at 600 5th Street, NW, Washington, DC, 20001.

It is a shared ride service, so trips may take up to 50 percent longer than those that are not shared. Transportation is provided by sedans and accessible vans. Fares are two times the fastest comparable fixed-route fare, with a maximum fare of \$7 per one-way trip.

MetroAccess provides rides seven days a week: Monday through Thursday from 5 AM to midnight; Friday from 5 AM to 3 AM; Saturday from 7 AM to 3 AM and Sunday from 7 AM to midnight.

Trips may be scheduled up to seven days in advance but no later than 4:30 PM 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. Registered MetroAccess customers may also use the Internet to book, cancel or review trips.

Certified users are eligible to 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.

### County Senior Center Shuttles

The Montgomery County Department of Recreation and the Jewish Council On Aging have entered into an agreement that will provide a combination of curb-to-curb and fixed route transportation, Monday-Friday, to the department's five senior centers, beginning on January 14, 2014. County residents 55 and over are eligible for this program if they are within the service area for one of the centers. Seniors not currently using county transportation may call their local senior center or 240-777-4980 for more information. Senior Centers in this program include: Damascus, Holiday Park, Schweinhaut, Long Branch and White Oak.

### Taxicab Companies

Action Taxi .....301-840-1222 (V)

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

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

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

Sun Cab..... 301-252-0575 (V)

