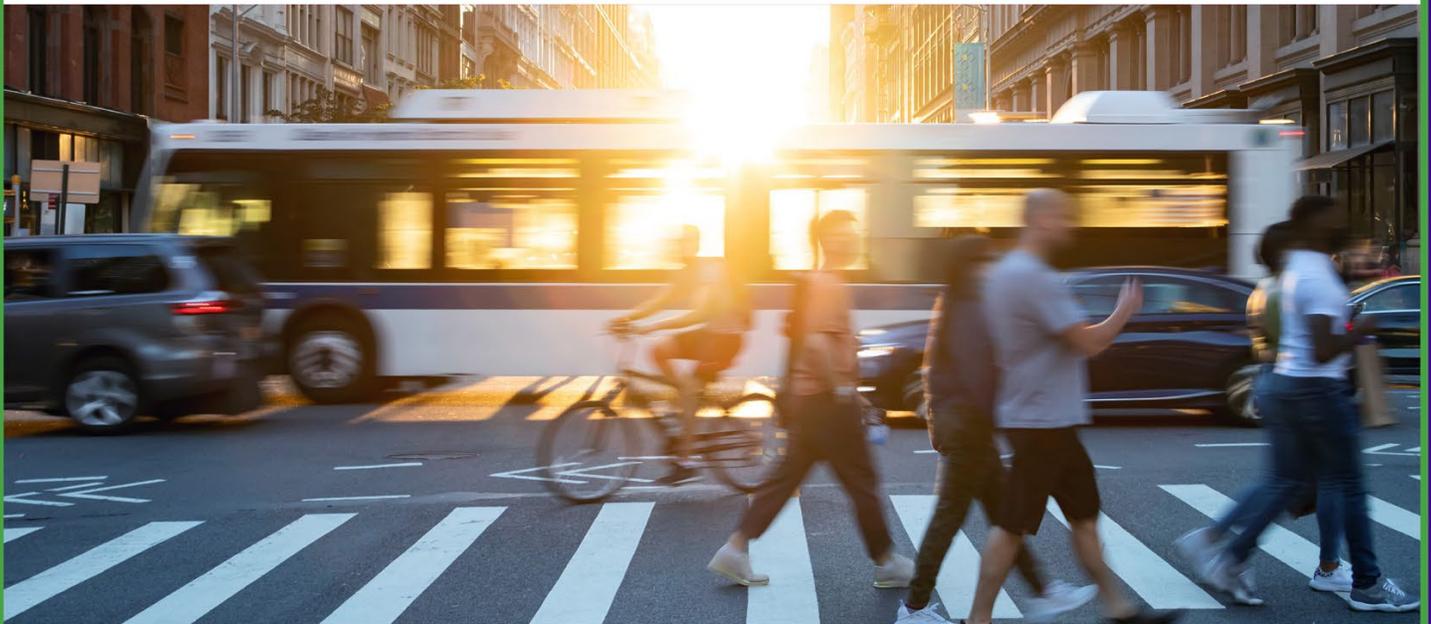


# Transportation Toolkit



For additional information or resources,  
contact the Neurodiversity at Work Team at:

[MCSCCompliance@KennedyKrieger.org](mailto:MCSCCompliance@KennedyKrieger.org)

[NDatWork@KennedyKrieger.org](mailto:NDatWork@KennedyKrieger.org)



# Transportation Toolkit

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# Transportation Toolkit

## Private Forms of Transportation

### Uber

- **Type:** Private
- **Location:** Various
- **Payment:** Credit/Debit cards, PayPal, Venmo, Apple Pay, Google Pay, Uber gift card, Uber Cash
- **Accessibility:** Wheelchair Accessible
- **Website:** [Uber](#)
- **Cost Estimate:** [Uber Price Estimate](#)



#### How to Use:

#### 1. Download the App:

- Find “Uber” on the App Store or Google Play Store.
- Sign up as a “Rider.”

#### 2. Create an Account:

A screenshot of the Uber mobile app's sign-up screen. The title is "Sign Up to Ride" with the subtitle "Reliable rides in minutes". The form has several input fields: "First name (required)", "Last name (required)", "Enter your phone number (required)", "Enter your email (required)", and "Password (required)". There are also small icons for phone, email, and password. At the bottom, there is a blue "SIGN UP" button.

- Answer questions in the app and click “Sign Up.”

#### 3. Using the App:

- Enter destination.
- Choose vehicle type:
  - UberX: Standard Economy (1–4 riders)
  - UberComfort: Standard Economy, Newer Cars, Extra Legroom (1–4 riders)
  - UberXL: Affordable rides for groups (1–6 riders)
  - UberBLACK SUV: High-end rides, professional drivers (1–4 riders)

# Transportation Toolkit

- UberBLACK SUV: Luxury rides for groups, professional drivers (1–6 riders)
- Select pick-up location.

## 4. Safety Tips:



- Check plates, model, and make of the car.
- Confirm the driver matches the app.
- Rate the driver after the ride.

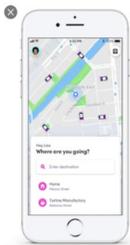
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## Lyft

- **Type:** Private
- **Location:** Various
- **Payment:** Credit/Debit cards, prepaid cards, PayPal, Apple Pay, Google Pay
- **Accessibility:** Wheelchair Accessible [Setting up this service](#)
- **Website:** [Lyft](#)
- **Cost Estimate:** [Lyft Fare Estimate](#)



### How to Use:



#### 1. Download the App:

- Find “Lyft” on the App Store or Google Play Store.
- Sign up as a “Rider.”

#### 2. Create an Account:

- Answer questions in the app and click “Sign Up.”

#### 3. Using the App:

# Transportation Toolkit

- Enter destination.



- Choose ride type:
  - Lyft: Standard economy (1–4 riders)
  - Lux: Luxury (1–4 riders)
  - LuxBlack: Premium black car service, leather seats (1–4 riders)
  - LyftXL: SUV (1–6 riders)
  - LuxBlackXL: Premium black SUV, leather seats (1–6 riders)
  - Access: Wheelchair-accessible vehicle (fixed frame wheelchairs + 2 passengers)
  - Lyft Assisted: Assistance during pickups and drop-offs (healthcare provider request)
- Confirm pick-up spot.



## 4. Safety Tips:



- Check plates, model, and make of the car.
- Confirm the driver matches the app.
- Rate the driver after the ride.

---

## Anne Arundel County Transportation



### 1. Commuter Connections

- **Type:** Semi-Private (Available 4 times per year)

# Transportation Toolkit

- **Location:** Anne Arundel County
- **Payment:** None
- **Accessibility:** Accessible
- **Website:** [Commuter Connections](#)
- **Phone:** 1-800-745-RIDE
- **Cost:** \$0
- Read Restrictions [Here](#)

## How to Use:

### 1. Download the App:



- Find “Commuter Connections” on the App Store or Google Play Store.

### 2. Create an Account:

- Follow prompts to create an account.
- Select preferred settings (notifications, location, etc.).

### 3. Register for a Program:

- Select a program and complete the registration form.
- Allow 1–2 business days for processing.
- Once confirmed via email, you can use the app.

### 4. Using the App:

- Open the application.
- Identify your travel method.
- Select “Request a Ride Match.”
- Contact potential matches for rideshare.

## 2. South County Call N' Ride

- **Type:** Public
- **Location:** South of Route 214 in Anne Arundel County (No service to Annapolis)
- **Payment:** Cash only (Exact change required)
- **Accessibility:** Accessible
- **Website:** [South County Call N' Ride](#)
- **Phone:** 410-222-0025
- **Email:** [transportation@aacounty.org](mailto:transportation@aacounty.org)

# Transportation Toolkit

- **Cost:** Varies
- **Hours of Operation:** Monday–Friday 7 a.m. – 7 p.m.

## How to Use:

### 1. Scheduling:

- Call 410-222-0025 two hours in advance.
- For service before 9 a.m., call between 5–7 p.m. the previous day.
- Same-day service requires calling before 5 p.m.
- Leave a voicemail if no answer, including name, address, and phone number.

### 2. Pickup:

- Schedule pick-up time with exact address.
- Use this time to schedule a return trip or call back 2 hours before the desired return trip.
- Pick-up times are estimated and may change due to traffic.

## 3. Anne Arundel County Bus System

- **Type:** Public
- **Location:** Various
- **Payment:** Cash only (Exact change required)
- **Accessibility:** Accessible
- **Website:** [AACo Bus System](#)
- **Phone:** 410-222-7440
- **Email:** [transportation@aacounty.org](mailto:transportation@aacounty.org)
- **Cost:** \$2
- **Hours of Operation:** Depends on the route

# Transportation Toolkit



Anne Arundel County Bus System			
Bus Route	Location	Hours of Operation	Notes
<a href="#">Brooklyn Park Connector</a>	Cromwell LR Station, Hanover St, Furnace Branch Rd., Hammonds Lane, B&A Blvd, Ferndale LR Station	Monday–Friday, Saturday Service	6 a.m. – 6 p.m. Monday–Friday 8–6 p.m. Saturday
<a href="#">AA – 201 Bus Route</a>	Arundel Mills, Magellan Circle, Cromwell LR Station, Sun Valley Shopping Center, Freetown Community	Daily Service	5:50–12:07 a.m. Monday–Friday 8–12 a.m. Saturday 9:10 a.m. – 11:40 p.m. Sunday
<a href="#">AA 202 – Bus Route</a>	Arundel Mills, Meade Village, Seven Oaks, Odenton MARC Station, Odenton Health Campus	Daily Service	6:15 a.m. – 10:45 p.m. Monday–Friday 8–12 a.m. Saturday

# Transportation Toolkit

			8 a.m. – 11:40 p.m. Sunday
<a href="#"><u>AA Gold Edgewater</u></a>	K Mart, Mayo Road, Admiral Dr., Harbour Center, and Westfield Mall	Daily Service	6 a.m. – 8:55 p.m. Monday–Friday 8 a.m. – 8:55 p.m. Saturday–Sunday
<a href="#"><u>AA Gold Line Extension</u></a>	Westfield Mall, Bestgate Rd/Tidewater Colony, Cromwell Light Rail Station, Rowe Bl/Taylor Ave, MD 450/USNA Gate 8., Arnold Rd at Safeway, AACC, Jumpers Hole Rd at Walmart Super Center, Baltimore Annapolis Blvd/Crain Hwy	Daily Service	6 a.m. – 9:56 p.m. Monday–Sunday 8 a.m. – 9:55 p.m. Saturday–Sunday
<a href="#"><u>AA Yellow Bus Route</u></a>	Westfield Mall, Housely Rd., Riva Rd., and Holiday Ct., Truman Pkwy – MVA and Health Dept., Annapolis Corporate Center, Riva Rd., – Heritage Ct., Admiral	Monday–Saturday Service	6 a.m. – 6:52 p.m. Monday–Friday 8 a.m. – 5:52 p.m. Saturday

# Transportation Toolkit

	Cochrane, Harbour Center, Riva Rd., – Claibourne		
<a href="#">County Connector Shuttle</a>	Odenton MARC Station, Reece Rd., DISA, Ft. Meade Base (credentials required to get on from here), Odenton Health Campus, Village at Waugh Chapel, Crofton Village	Monday–Friday Service	6 a.m. – 6 p.m. Monday–Friday
<a href="#">Crofton Express</a>	Westfield Mall, Crofton Country Club, Waugh Chapel Town Center, Village at Waugh Chapel	Monday–Friday Service	7 a.m. – 7 p.m. Monday–Friday

## How to Use:

### 1. Routes and Schedules:

- Find the schedule for the desired travel day.
- Identify timepoints for departure and arrival.
- Arrive at the bus stop 10 minutes early.

### 2. Fare Payment:

- Have your fare ready.
- Pay upon entry to the bus.

### 3. Enjoy the Ride!

# Transportation Toolkit



Transit • Subway & Bus Times  
NYC MTA, MBTA, LA Metro, more!  
Transit App, Inc.  
#1 in Navigation  
★★★★★ 4.7 (10k ratings)  
Free

4.

## RTA Anne Arundel County

- **Type:** Public
- **Location:** Various
- **Payment:** Credit Card, Debit Card, PayPal, or Cash
- **Accessibility:** Accessible
- **Website:** [RTA Anne Arundel County](#)
- **Phone:** 1-800-270-9553
- **Cost:** Varies based on pass type

### How to Use:

#### 1. Download the App:

- Find “Transit” on the App Store or Google Play Store.
- Create an account and follow prompts.

#### 2. Using the App:

- Sign in using the account information.
- Enter Zip Code or select a route.
- Tap on the desired route for route details, stops, and timings.

#### 3. Ticket Purchase:

- Visit [RTA Ticket Page](#) or call 1-800-270-9553.
- Select a pass type, add to cart, and proceed to payment.

#### 4. Using the Transportation System:

- Refer to the [schedule](#).
- Arrive at the bus stop 5–10 minutes before departure.
- Have your fare ready, pay when boarding.
- Take a seat and enjoy the ride.

## 5. Annapolis Transit – City of Annapolis

- **Type:** Public
- **Location:** City of Annapolis
- **Payment:** Credit Card, Debit Card, PayPal, Cash, or Pass
- **Accessibility:** Accessible

# Transportation Toolkit

- **Website:** [Annapolis Transit](#)
- **Phone:** 410-263-4508
- **Cost:** Varies
- **Email:** [transit@annapolis.gov](mailto:transit@annapolis.gov)
- **Hours of Operation Customer Service:** 8:30 a.m.–4:30 p.m.

## How to Use:

### 1. Reduced Fare Application:

- Visit [Reduced Fare Application](#).
- Fill out the form and send to:  
Annapolis Transit Reduced Fare Program  
308 Chinquapin Round Road  
Annapolis, MD 21401

### 2. Riding:

- Check the [Schedule and Routes Map](#).
- Arrive 5–10 minutes before the listed time.
- Have your fare ready for boarding.
- Pay fare, board the bus, and enjoy the ride.

---

## Baltimore County/Baltimore City Transportation

### 1. CharmPass

- **Type:** Public
- **Location:** Various
- **Payment:** Credit Card, Debit Card, or Cash
- **Accessibility:** ADA accessible
- **Website:** [CharmPass](#)
- **Cost:** Varies depending on pass and mode of transportation

# Transportation Toolkit



## Directions and How to Use:

### Introducing CharmFlex

If you have a more flexible schedule now and use transit just a few days week, there's CharmFlex. Available only on the CharmPass app, the CharmFlex 3-day and 10-day pass options let you choose when to ride, for about 15% less than the cost of a day-pass. Your CharmFlex fare is good for up to a year after purchase, so it's easy to make sure you get every ride you paid for.

### Mobility / Reduced Fare / Special Fare Programs

Mobility riders and riders who require or are eligible for a senior, disability, or other reduced fare will be able to utilize their reduced fare ID in the CharmPass app to purchase applicable reduced fare products. Click here for more information on how to get access to your reduced fare on the CharmPass app.

### Download the App:



- Download the CharmPass app from the App Store or Google Play Store.
- Create an account and select your preferences (notifications, location, etc.).
- Click on the Tickets icon, then “Buy Tickets.”
- Choose your mode of transportation (BaltimoreLink, MARC Train, Commuter Bus).

#### A. BaltimoreLink Fare Options:



- Types of Transportation: CityLink, LocalLink, Express BusLink buses, Light RailLink, and Metro Subway Link

# Transportation Toolkit

- Fare Options: One-Way, 1-Day Pass, CharmFlex 3-Pack (three 1-Day passes), CharmFlex 10-Pack (ten 1-Day passes), 7-Day Pass, 31-Day Pass
- Payment: Credit Card, Debit Card, or Cash
- How to Purchase and Use:



- Open the CharmPass app and navigate to the Tickets section.
- Choose the type of transportation you need (CityLink, LocalLink, etc.).
- Select your desired fare option from the dropdown menu under “Full Fare.”
- Add the ticket to your cart and proceed to checkout.
- If necessary, add a payment method before checking out.
- Once you’ve completed the purchase, you’re ready to ride.
- Follow the on-screen directions for using your ticket after purchase.

## B. MARC Train Fare Options:



- Lines: Penn Line, Camden Line, and Brunswick Line
- Fare Options: One-Way, CharmFlex 6-Pack (six One-Way passes), CharmFlex 20-Pack (twenty One-Way passes), 5-Day, 7-Day, 31-Day
- Payment: Credit Card, Debit Card, or Cash

- ○ How to Purchase and Use:
  - Access the CharmPass app and navigate to the Tickets section.
  - Choose the MARC Train option.
  - Select your desired fare type from the dropdown menu under “Regular.”
  - Specify the origin and destination for your journey.
  - Add the ticket to your cart and proceed to checkout.
  - If prompted, add a payment method before finalizing the purchase.
  - After checkout, follow the app’s instructions for using your ticket.

## C. Commuter Bus Fare Options:

- Lines: All Commuter Bus Lines

# Transportation Toolkit

- Fare Options: One-Way, CharmFlex 6-Pack (six One-Way passes), CharmFlex 20-Pack (twenty One-Way passes), 31-Day
- Payment: Credit Card, Debit Card, or Cash
- Website: CharmPass
- How to Purchase and Use:
  - Open the CharmPass app and go to the Tickets section.
  - Select the Commuter Bus option.
  - Choose your desired fare type from the dropdown menu under “Regular.”
  - Specify your route and zone.
  - Add the ticket to your cart and proceed to checkout.
  - If necessary, add a payment method before completing the purchase.
  - Once the purchase is done, follow the app’s instructions for using your ticket.

## 2. MTA Mobility

- **Transportation Type:** Public
- **Payment:** Credit Card, Debit Card, or Cash
- **Accessibility:** Accessible
- **Website:** [MTA Mobility](#)
- **Cost:** Varies depending on the type of pass and mode of transportation

### Directions and How to Use:

#### 1. Downloading the Application:

- Visit the [MTA Mobility Application](#).
- Complete part A of the application.
- Have a healthcare professional complete part B of the application.
- Contact MTA Mobility at 410-764-8181 and select option 6 to set up an interview.
  - Office is open Monday–Friday 8:30 a.m.–4 p.m.
- Schedule an in-person interview within 60 days of completing part B of the application.

# Transportation Toolkit

- Bring the completed application (both parts A and B), approved identification, and your mobility device to the interview.
- Await approval, which will be communicated via mail along with information on the appeal process.

## **2. Making a Reservation:**

- Call MobilityLink 1--7 days before your ride at 410-764-8181 or TDD 711 Maryland Relay Service.
- Provide the following information to the Reservation Agent:
  - First name and last name of the rider.
  - Mobility Link ID number.
  - Date and requested pick-up time.
  - Desired return time.
  - Exact address of pick-up and destination locations, including building name and entrance.
  - Information about companions, guests, PCA, or children, and whether they'll be using a mobility device.
  - Any special instructions.
  - Cell phone number.

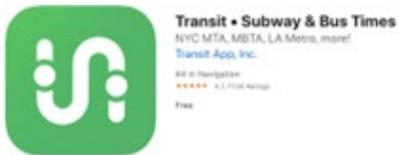
## **3. Riding with MTA Mobility:**

- Be ready at the beginning of your 30-minute window.
- If your ride is 31 minutes late, call the late line at 410-764-8181 and select option 2.
- Secure electric batteries and oxygen tanks when boarding the vehicle.
- Fasten your seatbelt and remain seated throughout the journey.
- If you have a service animal, ensure their responsibility at all times.
- Smoking, eating, drinking, or playing audio devices without headphones are prohibited.
- Sit back, relax, and enjoy the ride!

# Transportation Toolkit

## 1. RTA Howard County:

- **Type:** Public
- **Location:** Various
- **Payment:** Credit Card, Debit Card, PayPal, or Cash
- **Accessibility:** Accessible
- **Website:** [RTA Howard County](#)
- **Phone Number:** 1-800-270-9553
- **Cost:** Varies depending on the type of pass purchased



### Directions and How to Use:

#### 1. Downloading the App:

- Visit the App Store or Google Play Store and download the “Transit” app.
- Create an account and follow the prompts.

#### 2. Using the App:

- Sign in using the account information used upon downloading the app.
- Type in the Zip Code of your current location or select a route you plan to use.
- Tap on the desired route to view route number, destination, stops, and timing of transportation arrival.

#### 3. Ticket Purchase:

- Visit the website [Transit RTA](#) or call 1-800-270-9553.
- Select the type of pass that suits your needs.
- Click the “Add to cart” button and proceed to payment.

#### 4. Using the Transportation System:

- Find the [schedule](#) and identify the time closest to your departure and arrival times.
- Arrive at the bus stop 5–10 minutes before departure to avoid missing your bus.
- Have your fare ready when the bus approaches.
- Pay your fare upon boarding the bus.

# Transportation Toolkit

- Take a seat and enjoy the ride!

---

## Montgomery County Transportation

### 1. Ride On:

- **Transportation Type:** Public
- **Location:** Various
- **Payment:** SmarTrip cards (same card as the DC Metro), Cash
- **Accessibility:** Ride On will make reasonable efforts to ensure individuals with disabilities have access and benefit from the service.
- **Website:** [Ride On](#)
- **Phone Number:** 240-777-0311
- **Cost:** Varies
- **Hours of Operation:** First bus leaves as early as 5 a.m. and the last bus runs until midnight, but the route hours slightly differ.

### Directions and How to Use:

#### 1. Obtaining a SmarTrip Card:

- When you enter one of the 89 rail stations, look for a SmarTrip vending machine to reload or purchase a SmarTrip Card.
- **Purchasing:** Follow the prompts on the screen, insert a credit/debit card or cash, and collect your SmarTrip card from the machine (\$2 to purchase the card).
- **Reloading:** Tap your SmarTrip card to the target panel on the machine, follow the prompts on the screen using A, B, and C, insert a credit/debit card or cash, and re-touch the SmarTrip card to the target.
- **Cash/Change:** When entering the bus, drop cash/change into the collector when you board; no change is given back.

#### 2. How to Use the Ride On Bus:

# Transportation Toolkit

- Once you have your SmarTrip card, arrive at any Ride On station or bus stop.
- Use the schedule and bus tracker found [here](#) to get real time location of your bus.
- When your bus arrives, have your SmarTrip card ready.
- Board the bus, scan your SmarTrip Card to the scanner (no cash, coins, or credit card accepted), and quickly find a seat to enjoy your ride!

## 2. Ride On extRa:

- **Transportation type:** Public – expedited service
- **Location:** Lakeforest Transit Center to Medical Center Metro station
- **Payment:** SmarTrip cards (same card as the DC Metro), passes, tokens, and cash; there is NOT an option to load cash or tokens onto a SmarTrip card.
- **Accessibility:** Low floors, Free Wi-Fi and USB Charging Ports, Information displays, and padded seats
- **Website:** [Ride On extRa](#)
- **Phone Number:** 240-777-0311
- **Cost:** Varies
- **Hours of operation:** 5:25 – 9:30 a.m. and 3:25 – 7:30 p.m. Monday – Friday

## Directions and How to Use:

### 1. Obtaining a SmarTrip Card:

- When you enter one of the 89 rail stations, look for a SmarTrip vending machine to reload or purchase a SmarTrip Card.
- **Purchasing:** Follow the prompts on the screen, insert a credit/debit card or cash, and collect your SmarTrip card from the machine. (\$2 to purchase the card)
- **Reloading:** Tap your SmarTrip card to the target panel on the machine, follow the prompts on the screen using A, B, and C, insert a credit/debit card or cash, and re-touch the SmarTrip card to the target.
- **Cash/Change:** When entering the bus, drop cash/change into the collector when you board; no change is given back.

# Transportation Toolkit

## 2. How to use the Ride On Bus extRa:

- Once you have your SmarTrip card, arrive at any Ride On station or bus stop.
- Use the schedule and bus tracker found [here](#) to get real-time location of your bus.
- When your bus arrives, have your SmarTrip card ready.
- Board the bus, scan your SmarTrip Card to the scanner (no cash, coins, or credit card accepted), and quickly find a seat to enjoy your expedited ride!

## 3. Ride On Flex:

- **Transportation type:** Public
- **Location:** Rockville Zone or Glenmont/Wheaton Zone – no fixed stops or schedules
- **Payment:** SmarTrip cards (same card as the DC Metro), passes, tokens, and cash; there is NOT an option to load cash or tokens onto a SmarTrip card.
- **Accessibility:** Wheelchair accessible
- **Website:** [Ride On Flex](#)
- **Phone Number:** 240-301-3842
- **Cost:** \$1
- **Frequently asked questions:** [Ride On Flex – Montgomery County](#)
- **Hours of operation:**
  - **Rockville:** 9 a.m. – 3:30 p.m., Monday – Friday
  - **Glenmont/Wheaton:** 6 – 9 a.m. and 3:30 – 7 p.m., Monday – Friday

### Directions and How to Use:

#### 1. Obtaining a SmarTrip Card:



- When you enter one of the 89 rail stations, look for a SmarTrip vending machine to reload or purchase a SmarTrip Card.

# Transportation Toolkit

- **Purchasing:** Follow the prompts on the screen, insert a credit/debit card or cash, and collect your SmarTrip card from the machine. (\$2 to purchase the card)
- **Reloading:** Tap your SmarTrip card to the target panel on the machine, follow the prompts on the screen using A, B, and C, insert a credit/debit card or cash, and re-touch the SmarTrip card to the target.
- **Cash/Change:** When entering the bus, drop cash/change into the collector when you board; no change is given back.

## 2. Downloading the app:

- In the App Store or Google Play Store, download the “Ride On Flex” app.
- Open the app and create an account by selecting “sign up” on the right-hand side of the welcome page.
- Fill out the information and save.



## 3. How to use the app:

- Log in to the “Ride On Flex” App.
- Select your pick-up and drop-off locations in the zone.

## 4. How to use the Ride On Flex Service:

- Log in to the Ride On Flex app and select both pick-up and drop-off locations.
- Go to the pick-up location and wait for the bus to arrive.
- When the bus arrives, have your payment method ready.
- Board the bus and scan or insert the payment method.
- Find a seat and enjoy the ride!

## 4. FLASH:

- **Transportation type:** Public
- **Location:** Colesville Road/Columbia Pike and Lockwood Drive (Downtown Silver Spring, Four Corners, White Oak, Fairland, and Burtonsville)
- **Payment:** SmarTrip cards (same card as the DC Metro), Pre-Payment Stations

# Transportation Toolkit

- **Accessibility:** Level boarding with no steps, Wheelchairs (with automated securement system) and strollers are welcome, Free Wi-Fi and USB charging ports are also available
- **Website:** [FLASH Website](#)
- **Phone Number:** 240-777-5800
- **Cost:** \$1.00
- **Hours of operation:**
  - Flash Orange: All Day Every Day with buses departing every 15 minutes
  - Flash Blue: Every 15 minutes during weekday rush hours only

## Directions and How to Use:

### 1. Obtaining a SmarTrip Card:

- When you enter one of the 89 rail stations, look for a SmarTrip vending machine to reload or purchase a SmarTrip Card.
- **Purchasing:** Follow the prompts on the screen, insert a credit/debit card or cash, and collect your SmarTrip card from the machine. (\$2 to purchase the card)
- **Reloading:** Tap your SmarTrip card to the target panel on the machine, follow the prompts on the screen using A, B, and C, insert a credit/debit card or cash, and re-touch the SmarTrip card to the target.
- **Cash/Change:** When entering the bus, drop cash/change into the collector when you board; no change is given back.

### 2. How to pay for FLASH:

- Tap your SmarTrip card to the reader or pay with cash or credit card at ticket machines located at the stations BEFORE boarding the bus.

### 3. How to use FLASH:

- Arrive at any of the Flash stations.
- Load money to your SmarTrip card readers at the station.
- Look for the Real-Time bus arrival sign and wait for the next Flash to arrive.
- When the Blue marker starts flashing, your ride is arriving momentarily.

# Transportation Toolkit

- When the bus arrives, you will have approximately 10 seconds to board through any of the three doors.
  - Find a seat and enjoy the ride. The FLASH will stop at each station, and when the bus arrives at your desired destination, gather your belongings and exit through the nearest door. Each station is announced and displayed on the information screen inside the vehicle.
- 

## Prince George's County Transportation

### 4. TheBus:

- **Transportation type:** Public
- **Location:** Various
- **Payment:** Cash and SmarTrip cards (same card as the DC Metro) – No Pennies
- **Accessibility:** Accessible and accepts use of portable oxygen, respirators, and concentrators
- **Website:** [TheBus Website](#)
- **Phone Number:** 301-324-2877
- **Cost:** \$1.25/ride
- **Hours of operation:** 6 a.m. – 6:30 p.m. Monday – Saturday
- **Customer Service Hours:** 6:30 a.m. – 7 p.m.

### Directions and How to Use:

#### 1. How to use the service:

- TheBus runs 28 fixed routes Monday – Saturday and DOES NOT operate on federal or county holidays.
- Routes and Schedules can be found [here](#).
- Bus locations can be found using the [NextBus](#) App.

#### 2. Downloading the app:

# Transportation Toolkit

- In the App Store or Google Play Store, download the “[NextBus](#)” app or view in the website version.
- Sign up for alerts by entering your phone number and allow notifications.

### 3. Using the app:

- Select the desired route and the direction intended to travel.
- Select the stop you will be boarding the bus from.
- View the number of minutes remaining until the bus arrives.

### 1. Call-A-Bus:

- **Transportation type:** Public, curb-to-curb service
- **Location:** Various
- **Payment:** Cash – EXACT change only
- **Accessibility:** Accessible for all Prince George’s County Residents who are NOT served by the existing bus or rail system. Priority is given to senior and disabled persons.
- **Website:** [Call-A-Bus Website](#)
- **Phone Number:** 301-499-8603
- **Cost:** One way – Regular fare is \$1, Persons with Disabilities = Free
- **Hours of operation:** 8:30 a.m. – 3:30 p.m. Monday – Friday
- **Customer Service Hours:** 7:30 a.m. – 4:30 p.m., Monday – Friday

### Directions and How to use:

#### 1. How to reserve the service:

- Call 301-499-8603 in advance to make a reservation up to 14 days in advance.
- Same-day reservations are accepted but cannot be guaranteed.
- The day before your scheduled trip, call 301-499-8603 to confirm your reservation. If you neglect to call the day before your trip to confirm your reservation, your ride may be canceled.
- If you require assistance such as a wheelchair lift or an escort, please indicate that on the initial reservation call.

#### 2. How to use the service:

# Transportation Toolkit

- After confirming your reservation, wait 15 minutes before your scheduled pick-up time in a location visible to the driver.
- If your ride is late, please give the driver an additional 15 minutes after the scheduled pick-up time to call customer service. This may be a result of traffic congestion.

## 2. Call-A-Cab:

- **Transportation type:** Approved applicants only
- **Location:** Various
- **Payment:** Coupon book that can be used to pay for the Call-A-Cab
- **Accessibility:** Accessible only for Prince George's County Residents with a Disability
- **Website:** [Call-A-Cab Website](#)
- **Phone Number:** 301-883-5656
- **Cost:** Coupon Book

## Directions and How to Use:

### 1. How to use Call-A-Cab service:

- All individuals wishing to use the service must apply [here](#).
- Order your coupon books by enclosing \$10 for each of the \$20 coupon books (individuals can order up to 14 coupon books in a six-month period at a time).
- Make a check or money order payable to "Prince George's County".
- Once your application is complete, and your check/money order is ready, mail both items to:
  - The Office of Transportation  
9400 Peppercorn Place, Suite 320  
Largo, MD, 20744
- Include proof of age and/or disability: Acceptable but not limited to Driver's License, Metro Senior/ Disability Card, and Metro Access Card.

### 2. How to use Call-A-Cab:

- Call the taxicab company you prefer from the list sent with your coupon book.

# Transportation Toolkit

- Show your coupon book to the driver.
- Pay the driver using any combination of coupons and cash.

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## Washington DC/Metro Transportation



**DC Metro**

- **Transportation type:** Public
- **Location:** Various
- **Payment:** SmarTrip Card
- **Accessibility:** Wheelchair Accessible and offers a free orientation
- **Phone Number:** 202-962-1100 or TTY 202-962-2033
- **Website:** [DC Metro Website](#)
- **Cost:** [Fares](#)

**Description:** This App does not provide direct servicing of the Metro. It provides the rider with the closest Metrorail station, color line, and wait time.

### Directions and How to Use Metrorail:



#### 1. Purchasing and Reloading a SmarTrip Card:

# Transportation Toolkit

- When you enter one of the 89 rail stations, look for a SmarTrip vending machine. To either reload or purchase a SmarTrip Card:
- Purchasing (\$2 to purchase the card)
  - Follow the ABC prompts on the screen
  - Insert a credit/debit card or cash
  - Collect your SmarTrip card from the machine
- Reloading
  - Tap your SmarTrip card to the target panel on the front of the machine.
  - Follow the prompts on the screen using A, B, and C
  - Insert a credit/debit card or cash



- Re-touch the SmarTrip card to the target
- Touch the SmarTrip Card to the target at the turnstile with a green arrow
- Follow the stairs, escalator, or elevator to the desired platform

## 2. Reading the Metro Map:

- There are maps around the station or on the app that can help you identify the direction of travel.
- Direction of travel is determined by the end of the line.
  - Example: Traveling from Silver Spring to Metro Center – I want to travel towards Shady Grove



- If you end up on the wrong side of the platform, follow the signs to reach the correct direction of travel.
- Identify the start and stop station.
- There are 6 lines: Red, Orange, Silver, Blue, Green, and Yellow.
  - Red (Shady Grove – Glenmont)

# Transportation Toolkit

- Orange (Vienna/ Fairfax [GMU] – New Carrollton)
- Silver (Wiehle/ Reston East – Largo Town Center)
- Blue (Franconia/ Springfield – Largo Town Center)
- Green (Greenbelt – Branch Avenue)
- Yellow (Greenbelt – Huntington)
- Each station is marked by a circle
  - Smaller circles indicate one line runs through that station
  - Larger circles indicate a point of transfer from one line to another
- Identify the number of stops and/or transfers

## 3. At the Platform:



- Read the message board for information and the amount of time until the train arrives at the station.

## 4. Safety tips:

- Always stand behind the bumped surface to remain at a safe distance from the tracks
- Always be aware of your surroundings
- Leave headphones off so you can hear people around you and announcements over the loudspeaker



- Stand with your back close to a wall to keep people in your line of vision and eliminate blind spots
- Always report suspicious behavior and unattended belongings
- Never leave your own belongings unattended
- Pay attention to the floor lights



- Still: No train is arriving or departing
- Flashing: Train arriving or departing from the station

# Transportation Toolkit

- When the train arrives, pay attention to the color line and the direction of travel
- Board the train and sit down
- Pay attention to the number of stops the train has made
- Get off at the desired station
- Follow signs to exit or to a different platform if you are transferring lines

## 5. Exiting the station:

- Once you have found the exit, there will be fare gates identical to the ones scanned when initially getting on the Metrorail system
- Tap the SmarTrip card back to the target of a turnstile with a green arrow

## 6. Frequently Riding the Metro system?

- Hold on to your SmarTrip card. You can reload it for another ride!

## DC MetroBus

- **Transportation type:** Public
- **Location:** Various
- **Payment:** SmarTrip Card, Cash (exact change only)
- **Accessibility:** Accessible [MetroBus Accessibility](#)
- **Website:** [MetroBus Website](#)
- **Cost:** [Bus Fares](#)

**Description:** This App does not provide direct servicing of the Metro. It provides the rider with the closest Metrorail station, color line, and wait time.

## Directions and How to Use MetroBus:

### 1. Purchasing and Reloading a SmarTrip Card:

- You can purchase and reload a SmarTrip card just like Metrorail.
- When you enter one of the 89 rail stations, look for a SmarTrip vending machine. To either reload or purchase a SmarTrip Card:
- Purchasing (\$2 to purchase the card)

# Transportation Toolkit

- Follow the ABC prompts on the screen.
- Insert a credit/debit card or cash.
- Collect your SmarTrip card from the machine.
- Reloading:
  - Tap your SmarTrip card to the target panel on the front of the machine.
  - Follow the prompts on the screen using A, B, and C
  - Insert a credit/debit card or cash
  - Re-touch the SmarTrip card to the target.
- Cash/change: When you enter the front door of the bus, you will drop it into the collector when you board; no change is given back.



## 2. Finding my Bus station/ Route:

- Use the link to provide the rider with the closest station and the desired bus line.
  - [DC Bus Routes](#)
  - [MD Bus Routes](#)
  - [Virginia Bus Routes](#)
- Route number and destination are located on the Red, White, and Blue signs at the metro station.



## 3. Riding the Bus:

- When you arrive at the bus stop, wait until your bus arrives.

## 4. Safety Tip:

- Always be aware of your surroundings.
  - Leave headphones off so you can hear people around you.
  - Stand with your back close to a wall to keep people in your line of vision and eliminate blind spots.
- Always report suspicious behavior and unattended belongings to the station manager, police, or WAMTA authorities wearing yellow vests.
- Never leave your own belongings unattended.
- When your bus arrives, check the front of the bus to be certain it is the correct one.
  - Insider's tip: many buses service the same stop, so it is important to check prior to boarding.



# Transportation Toolkit

## 5. Boarding the Bus:



- Board the bus from the front doors and have your SmarTrip card ready; tap it to the target or place your exact change in the slot adjacent to the SmarTrip card target.
  - Wait for the “beep”.
  - Find a seat and enjoy the ride until you reach your destination.

## 6. Arriving at your stop:

- When the bus approaches your stop, ring the bell.
- When the bus stops, exit the bus – DO NOT re-tap the card.

## MetroAccess

- **Transportation type:** Public
- **Location:** Various
- **Payment:** Cash (exact amount required) or EZ-Pay
- **Accessibility:** Accessible to individuals with disabilities with a MetroAccess card
- **Website:** [MetroAccess Website](#)
- **Cost:** Varies

## Directions and How to Use:

### 1. Setting up a MetroAccess Account:

- Download the online application [here](#).
- Call Transit Accessibility Center at 202-962-2700 and select option 5 to talk with a specialist.
- Schedule an in-person interview and assessment.
- Attend the interview and assessment at Metro Headquarters:
  - Transit Accessibility Center (Lobby Level)
  - 600 Fifth Street NW
  - Washington, DC 20001
- After the in-person interview and assessment, an individual will receive their access card ID number.
- **Rider's ID and Password:**

# Transportation Toolkit

- ID: Number given by MetroAccess after approval
- Password: 8 Digit Date of birth
- Example: July 2, 1996 = 07021996

## 2. Scheduling a ride:

- Call or schedule online
  - Call MetroAccess at 301-562-5360 and press 1 for Reservations or TTY 301-588-7535. And have your MetroAccess ID ready.
  - Online reservations: [MetroAccess Portal](#)
    - Service Hours:
    - Reservations can be made between 8 a.m. – 4:30 p.m. seven days a week.
    - MetroAccess DOES NOT provide same-day service.
- After a reservation is made, you will get a confirmation number.

## 3. If you need to Cancel a Trip:

- You must cancel 2 hours before the beginning of the pick-up window.
- You can cancel by using the internet or by phone:
  - Internet:
    - Use MetroAccess customer ID number and your password to log in.
  - Automated Telephone system:
    - Call 301-562-5360
    - Press 3 for Instant Access
    - Provide your ID and password
    - Follow the prompts
  - Phone Call:
    - Call a reservation agent from 8 a.m. – 4:30 p.m. seven days a week at 301-562-5360
    - Press 1 for Reservations
    - Provide agent with trip information you wish to cancel.

## 4. Meeting your ride:

- Be ready at the beginning of the pick-up window with a valid MetroAccess ID card.
- Have the exact fare ready to present to the driver.

## 5. Riding and Disembarking MetroAccess:

# Transportation Toolkit

- If you need assistance entering the vehicle, please see the guidelines.
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## Taxi Cab Companies

### 1. Arrow Cab/Independent Cab

- **Location:** Rides originating in Baltimore City
- **Number:** 443-575-4111
- **Time Available:** 24 hours a day, 7 days a week
- **Cost:** Varies
- **Accessibility:** 3 Wheelchair Accessible

### 2. Atwater Cab/Sedan

- **Location:** Rosedale, White Marsh, Essex, Middle River, Perry Hall
- **Number:** 410-682-2100 and 410-391-4040
- **Time Available:** 24 hours a day, 7 days a week
- **Cost:** Varies

### 3. Associated Cab of A.A. County/SunCab

- **Location:** Brooklyn, Glen Burnie, Pasadena, Severna Park, Linthicum, Hanover, Annapolis
- **Number:** 410-766-1234
- **Time Available:** 24 hours a day, 7 days a week
- **Cost:** Varies
- **Accessibility:** 3 Wheelchair Accessible

### 4. Diamond Cab of AA County

- **Location:** Hanover, Glen Burnie, Brooklyn, Severna Park
- **Number:** 410-400-6000
- **Time Available:** 24 hours a day, 7 days a week
- **Cost:** Varies

# Transportation Toolkit

## 5. Jimmy's Cab

- **Location:** Rides originating in Baltimore County
- **Number:** 410-296-7200 and 410-486-4000
- **Time Available:** 24 hours a day, 7 days a week
- **Cost:** Varies

## 6. Yellow-Checker Cab/zTrip Cab

- **Location:** Rides originating in Baltimore City
- **Number:** 410-685-1212
- **Time Available:** 24 hours a day, 7 days a week
- **Cost:** Varies
- **Accessibility:** 10 Wheelchair Accessible Taxis

For more taxi cab companies, you can refer to the [MTA Call A Ride Website](#).