



# TRANSPORTATION NETWORK DIRECTORY FOR PEOPLE WITH DISABILITIES AND ADULTS 50+ MONTGOMERY COUNTY, MARYLAND

## Commercial Bus and Rail

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This is a project of the Montgomery County Commission on People with Disabilities.

To submit an update, add or remove a listing, or request an alternative format, please contact: [MCCPWD@montgomerycountymd.gov](mailto:MCCPWD@montgomerycountymd.gov).

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

Email: [ADA.support@greyhound.com](mailto:ADA.support@greyhound.com)