



## Call-n-Ride

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Rockville, MD 20850  
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April 24, 2020

Dear Call-n-Ride Participant:

We are pleased to announce a new essential delivery service initiative for Call-n-Ride program participants. Effective immediately, until the end of the COVID-19 Pandemic, Call-n-Ride taxicab companies can assist program participants with pick-up from Grocery, Food banks or Restaurants and make a contactless delivery to participants' residence.

Clients pay for groceries or meals online or by phone, then contact a taxicab company's dispatch office to arrange for pick-up and delivery by a taxi driver. Delivery will be contactless, and items will be left at clients' doorstep. A delivery confirmation phone call will be made to the client, by the driver or the taxicab dispatch office.

The cost of the delivery will be the taxicab meter rate fare from the grocery, food bank or restaurant to the client's residence. This amount will be deducted from the participant's Call-n-Ride card, by the Call-n-Ride program office.

If you have any questions, please contact us at 301-948-5409 or 800-980-6564, Monday through Friday, 9:00 am to 4:00 pm. Language interpreter services are available for free.

Important Phone Numbers for Your Reference:

- Aging and Disability Services: 240-777-3000
- Montgomery County Crisis Center: 240-777-4000
- Family Justice Center: 240-773-0444
- EveryMind 24/7 Mental Health Hotline: 301-738-2255
- Montgomery County Government: 311

Thank you,

Call-n-Ride Staff.

