Are you having issues with AbilitiesRide
The Maryland Public Service Commission, which regulates the taxi industry in Maryland, has authorized Montgomery County to regulate local taxicab service. MCDOT provides this oversight to ensure that companies and drivers meet the highest safety, quality and customer service standards.

PASSENGERS

- General Passenger Information - Every taxicab has an informational poster displayed behind the driver's seat. The poster lists the name and telephone number of the taxicab company, and the taxi's unique license number.

- Driver Responsibilities - Drivers should provide professional and courteous service. They must take the most direct route to the customer's destination, charge metered rates, accept any passenger unless the taxicab is engaged or off duty and provide a receipt.

- Customer Responsibilities - Wait for the taxi at the curb or be prepared to come out to the taxicab immediately upon its arrival. Enter and exit the vehicle on the opposite side of the cab from the traffic lane. Be sure to cancel reservations if the taxicab is not needed.

- Taxi Companies - The taxicab companies licensed to operate in Montgomery County are:
  - Action Taxi - (301) 840-1000
  - Orange Taxi - (301) 912-0000
  - Regency Taxi - (301) 990-9000
  - Sun Cab - (301) 252-0575

Taxi Meter Rates
All taxicabs must have meters. Rates for services are regulated and posted in every cab. All licensed Montgomery County taxicabs charge the same rate. Credit cards are accepted by all taxicabs in Montgomery County in addition to cash.

Contact Montgomery County.
- If contacting the taxicab company has not resolved an issue to your satisfaction, contact us using one of the following options:
  - Use the County online complaint form
  - Contact the Montgomery County Call Center online (https://www.montgomerycountymd.gov/mcd311/); call 311 from within the County, 240-777-0311 from outside the County or TTY (240) 251-4850.
  - Email the County's Taxicab Office mcdot.taxicaboffice@montgomerycountymd.gov
  - Write to Montgomery County Department of Transportation, Taxicab Office, 101 Monroe Street, 5th floor, Rockville, MD 20850.

  - Be sure to include:
    - The taxicab number (The taxicab number can be found on both sides of the vehicle and on the information packet inside the vehicle.)
    - The company name
    - The trip date and time
    - A detailed description of the problem
    - Your name, address, phone number and email address where you can be contacted
### January 2019

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## Independence Now Regularly Schedule Events

### Creative Cooking Class

**Money Matters – February 13th 1pm – 3pm**

Money Matters: Saving your dollars and cents presented by Guidewell Financial Services. Learn how to save for a rainy day and necessities that are important to you.

**Blindness and Visual Impairment Awareness Month**

January 9th 1pm-3pm

In honor of Blindness and Visual Impairment Awareness Month, Independence Now will be hosting an event on Independent Living, Assistive Technology, and work incentives for blind and visually impaired presented by Columbia Lighthouse for Blind and MDWIN.

**Women’s History Month Annual Tea**

March 19th 1-3pm

A Celebration of Empowerment and Achievement of Women through Adversity. Bring your hat and your tea cup. Must RSVP. Speakers to be announced.

**Contact Rochelle Harrod at 240-898-2184 to register or request accommodations.**

### Housing Seminar

**February 21st 4:00pm – 7:30pm**

Dinner & A Movie

4:00pm – 7:30pm

**February 28th 1pm-3pm**

Domestic Violence & Subsidized Housing:

Learn about the federal law called the Violence Against Women Act (VAWA) which helps victims apply for, or live in, affordable/subsidized housing. **Guest Speaker: Domestic Violence Survivor.**

**February 28th 1pm-3pm**

“Just Cause” Evictions: In Maryland, landlords can evict tenants from their homes with 60 days’ notice if the landlord does not issue a lease & explicitly states the reason why a tenant is not being offered a lease extension. Join us for more info.

**March 28th 1pm-3pm**

Assisted Living vs. In-Home/Personal Care Assistance: What’s the difference & When Should You Consider Getting Either? Depending on you or your family member’s needs, having someone lend a hand with meal preparation, getting around the house, transportation, bathing, dressing, using the toilet, etc. could be a big help. Learn about independent living options and services that are available to persons with disabilities in their own homes and services that are available at assisted living facilities.

**Contact Abiola Heyliger at aheyliger@innow.org to register or to request accommodations.**

## Independence Now Announces:

- **March 21st 11am – 1:30pm**
  - **Creative Cooking Class**
    - Trying to manage diabetes, lose weight, or manage another chronic condition, feelings of guilt can be overwhelming when you indulge in your favorite foods. What if you could get all of your favorite rich and hearty dishes without the guilt? Together, we can test Kitchen’s Guilt-Free Comfort Favorites.

## Dinner & A Movie

- **February 21st 4:00pm – 7:30pm**
  - **Profoundly Normal**
    - Football season is here, and that means cooler weather, game days, and lots of food. Fortunately, diabetes meal planning and pre-game get together don’t have to be bitter rivals. Join us in preparing healthy tailgating options to cheer for.

## In-Home Care Seminar

- **February 28th 1pm-3pm**
  - **Domestic Violence & Subsidized Housing**
    - Learn about the federal law called the Violence Against Women Act (VAWA) which helps victims apply for, or live in, affordable/subsidized housing. **Guest Speaker: Domestic Violence Survivor.**

## Mental Health Seminar

- **March 28th 1pm-3pm**
  - **Assisted Living vs. In-Home/Personal Care Assistance**
    - What’s the difference & When Should You Consider Getting Either? Depending on you or your family member’s needs, having someone lend a hand with meal preparation, getting around the house, transportation, bathing, dressing, using the toilet, etc. could be a big help. Learn about independent living options and services that are available to persons with disabilities in their own homes and services that are available at assisted living facilities.

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