

CountyRide



General Information



Sponsored by the:
CountyRide Office
611 Central Avenue
Towson, Maryland 21204

410-887-2080

This information is available in alternate
formats upon request.





CountyRide serves Baltimore County citizens aged 60 and over, adults with disabilities

Important Phone Numbers:

Reservations and Information	410-887-2080
Cancellations	410-887-4565
Fax	410-887-8281

People who are deaf, hard of hearing, or have a speech disability use Relay or 711.

Welcome to CountyRide!

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Welcome to CountyRide

CountyRide provides specialized transportation services to Baltimore County residents 60 years of age or older, persons with disabilities ages 18 to 59, and rural residents of all ages. Destinations include medical appointments, shopping and other general purpose trips.

CountyRide's buses have easy, low-step entrances, and all can accommodate wheelchairs. CountyRide does have one sedan in the fleet. Please inform the operator if you can use it. CountyRide accepts portable oxygen, respirators, and concentrators. Service animals are also accepted. Drivers may ask what task the service animal is specifically trained to perform. Service animals must be under the control of the handler at all times. One escort may accompany riders needing special assistance at no additional cost.

Each CountyRide driver has a commercial driver's license with a passenger endorsement indicating that he or she has passed special written and road tests. All receive ongoing monitoring, training and biannual certification in CPR and first aid. Drivers wear uniforms and vehicles are clearly marked for easy identification.

Are You Eligible?

Seniors eligible for service are defined as Baltimore County Residents 60+ in age.

Clients with Disabilities eligible for service are defined as Baltimore County Residents age 18-59, pending review of required documentation requested on the registration form. The application process certifies that the client is unable to use any other public transportation and qualifies the person as

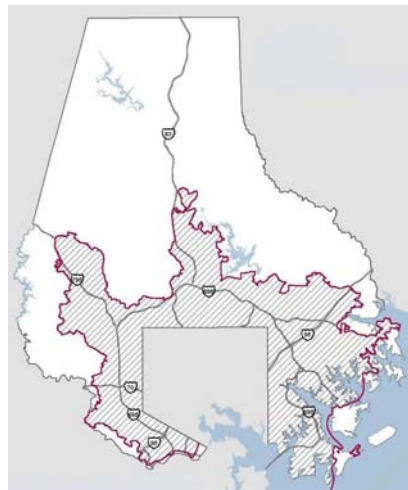
eligible to be served by CountyRide. Applications are to be completed by the client and their physician and returned to CountyRide. Some clients with temporary disabilities may receive conditional time or limited access to CountyRide service.

Rural Residents eligible for service, are defined as residents of all ages residing within the rural boundaries of Baltimore County. Baltimore County Government determines rural boundaries for residents. Contact CountyRide for additional details. Parents or guardians are responsible for supplying and securing a child safety seat for children under 8 years of age or who weigh 65 pounds or less living in rural Baltimore County.

CountyRide does not provide transportation for nursing home residents or to Adult Daycare facilities.

Geographic Area Served

This map identifies the Baltimore County boundaries as they apply to the rural area of Baltimore County set by the Baltimore County Council.



Partnership Hospitals

In Baltimore County the participating partnership hospitals are:

Franklin Square
Hospital Center

The James Lawrence
Kernan Hospital

Greater Baltimore
Medical Center

Northwest Hospital

University of Maryland
Saint Joseph Medical Center

CountyRide only transports clients to Baltimore City if they are going to the following partner hospitals:

Good Samaritan Hospital

Mercy Medical Center

Johns Hopkins Bayview
Medical Center

St. Agnes Health Care

Sinai Hospital of Baltimore

The Johns Hopkins
Health System

Union Memorial Hospital

Kennedy Krieger
Spine Center

University of Maryland
Medical System

Days and Hours of Operation

Requests for a ride (by phone only) and walk-in ticket sales can be made with the CountyRide office between the hours of 8:00 a.m. and 4:00 p.m. Monday through Friday. Call the CountyRide office at 410-887-2080.

If you prefer to request a trip through our automated services available 24/7 see page 10 for instructions.

Regular service is not provided on Saturdays and Sundays.

CountyRide observes the following County Holidays and will not be in service:

- New Year's Day
- Martin Luther King Day
- President's Day
- Memorial Day
- Independence Day
- Labor Day
- Senior Expo (Date TBD)
- Columbus Day
- Election Day (during election years)
- Thanksgiving Day
- Christmas Day
- June Training (Date TBD)

Registration

Registration Forms are available in person at Baltimore County senior centers and the CountyRide office, or downloaded from the Baltimore County web site, **www.baltimorecountymd.gov/countyride**, and can be mailed, faxed, or emailed from the main office upon request.

Required Information includes client's full name, home address, home phone number, date of birth and an emergency contact.

Mail completed forms to:

CountyRide
611 Central Avenue
Towson, MD 21204

Fax completed forms to: 410-887-8281

All information provided to CountyRide is used for client registration, scheduling of trips, accounting for funding, and assisting in long range planning to meet the transportation needs of Baltimore County citizens. All information is confidential. Within 2 weeks after registration, a welcome package will be sent to you.

Types of Trips

A client may have only two trips in a one week period.

Medical Trips

Requests for rides will be accepted no earlier than two weeks prior to the appointment.

Non-Medical Trips

These trips are not medical in nature and reservations will not be accepted more than one week in advance. They would include, for example; the post office, the hair dresser, grocery store or the bank. For greatest efficiency we require non-medical trips be requested for the closest location to the client's home. Trips to senior centers will be to the closest center to your residence. Trips to grocery stores and shopping malls must be the closest one to your residence.

Same Day

Requests for rides can be scheduled the same day the trip is needed if space and times are available. Transportation may be available, but there are no guarantees. Call the office to check for availability.

Standing Ride

Standing Rides are also available to clients going only to partnership hospital locations regularly, for a limited period of time (i.e. chemotherapy). For more information on Standing Rides please contact the CountyRide office.

Stand-by

If there are no openings at the time of booking a trip, riders may choose to be placed on stand-by. This is not a guarantee of a ride but a reservation for an available space caused by cancellations and other occurrences by other riders.

Request a Ride by Phone

How to request a ride:

- Call the CountyRide office 410-887-2080 to speak to an operator or to request a ride on the automated phone system.
- Request for rides via operator may be made Monday - Friday from 8 a.m. – 4 p.m.
- The automated request line is available 24/7; follow the prompts.
- Only two requests can be made per phone call.

Required information when requesting your trip:

- Your CountyRide ID number.
- Pick up address (if different from home address)
- Exact address of your destination.
- Your doctor's last name and phone number.
- If you are ambulatory or use a mobility device, or if you will need assistance.
- Appointment date and time
- If you are bringing an escort
- How you will be paying (i.e. cash or tickets)
- Round-trip (pick-up time will be needed) or one-way.

You will not receive a pick-up time when you schedule your trip, you will receive an automated phone call the day before your trip with the times at 5:00 p.m.

If your standby ride was unable to be scheduled, you will receive an automated call the day before after 11:30 a.m. to inform you of that.

Request-a-Trip by telephone or Internet

(IVR/IWR)

CountyRide has a secure login by Telephone (410-887-2080; follow the prompts) or Website www.BaltimoreCountyMD.gov/CountyRide to request a trip 24 hours a day, 7 days a week. You will be asked to identify yourself by a PIN number and password (same number) assigned to you by CountyRide.

This feature allows clients to:

- Obtain information regarding their already scheduled trips. (Trips are not final until the day before at 11:00 a.m.)
- Make future requests by phone or by using the Internet.

Clients who use the IVR or IWR are not guaranteed a ride. They are processing a request. Schedules are not final until the day before the requested trip and times are subject to change.

Information on the IVR/IWR will be issued to clients once registration is complete. Information will include directions, Personal Identification Number and Password.

Fare Policy

CountyRide accepts as payment, CountyRide tickets, cash, checks or money orders. Credit or debit cards are **not currently accepted**. Drivers will not wait for ticket purchases at Senior Centers.

The driver will collect the **total fare**, on the first trip of the day, whether it is a one-way or round trip. (Children in rural areas under 3 ride free) CountyRide has a no change policy, **exact fare only**.

Purchasing Tickets

Paying CountyRide with tickets saves money. It also creates a safer environment for both CountyRide drivers and clients.

Tickets are sold in books of 6 for \$15 (\$2.50 each ticket).

***Clients being transported
within Baltimore County
Boundaries:***

One-way Trip
\$3.00 or 1 ticket (\$2.50)

Round Trip
\$6.00 or 2 tickets (\$5.00)

***Clients transported to
Baltimore City (Partnership
hospitals only):***

One-way Trip
\$6.00 or 2 tickets (\$5.00)

Round Trip
\$12.00 or 4 tickets (\$10.00)

Purchasing tickets is convenient throughout the County. Ticket books can be purchased by mail, in person at the CountyRide office during normal business hours, or at local senior centers (call for hours of sale). Senior Center locations and phone numbers are listed on pages 20-21.

If purchasing tickets by mail, please send a check or money order made out to "Baltimore County MD" and send to:

CountyRide
611 Central Avenue
Towson, MD 21204

Please include a note or memo with the address you want your tickets mailed to. Please see page 23 for a tear out order form for your convenience.

Refunds for unused, full books of tickets can be issued. Amounts refunded will be the price of the book of tickets less a 15% handling charge. Tickets do not have an expiration date.

A \$35 fee will be assessed on returned checks.

Passenger Assistance and Securement

Clients:

CountyRide drivers are trained in passenger assistance techniques and will provide passenger assistance while boarding and disembarking from the vehicle.

- Assistance may include guiding the passenger to the vehicle, lending a steady arm for balance in boarding the vehicle and finding a seat or securing a mobility device.
- You must provide safe access for loading.
- Drivers cannot enter a residence to assist clients.
- The Driver must be able to see the CountyRide vehicle at all times when picking up and dropping off passengers. In emergency situations, dispatchers and supervisors may grant the only exceptions.
- Clients are responsible for carrying their own belongings and are limited to two grocery bags or parcels unless traveling with a shopping cart.
- When traveling with a shopping cart please notify the reservationists when booking your ride to ensure space for the cart.
- CountyRide drivers will not provide assistance that involves bearing weight, including lifting or carrying passengers or carrying mobility devices up or down steps. Upon notification CountyRide will consider requests for reasonable modification to its existing ADA policies and procedures in order to insure accessible service. Please contact 410-887-2080 to make this request.

Escorts:

- Individuals who need assistance in traveling may bring their own escort to accompany them. If an escort is needed the client must notify CountyRide in advance.
- The escort and client must be picked up and dropped off at the same destination.
- Clients may have one escort accompany them free of charge. Additional escorts pay full fare.

Lift Use Policy

- Mobility Devices can be accommodated on the lift as long as they can be safely tied down on the bus and, when occupied, do not exceed the weight capacity of the vehicle and/or its lift or ramp.
- All Mobility Devices, oxygen, respirators and other equipment must be secured and clear of aisles. The Driver will provide assistance in securing the device via four-point tie down.
- The brakes must be in good operating condition on all Mobility Devices to provide safe service.
- An individual using a Mobility Device may transfer to a regular seat on the bus as long as they are able to accomplish the transfer independently, with help from their escort or with limited assistance from the driver. Drivers will not lift passengers.
- Clients who do not use Mobility Devices can use the lift to board the vehicle. At the time of trip request, please note special circumstances/assistance required.

Seatbelts

- CountyRide requires that all passengers wear seatbelts on the bus at all times.
- People using Mobility Devices will be secured in their mobility devices in addition to having them secured to the vehicle (If you have your own belt you must bring it with you).

Child Safety Seats (Rural clients only)

It is the client's responsibility to provide and secure their own child safety seat for children under 8 years of age or weighing less than 65 pounds as per Maryland State Law.

Late Cancels and "No Show" Policies

When you cancel a ride late, that means that someone in need did not receive a ride.

Cancellations

You can cancel a ride by calling 410-887-4565, 24 hours a day, 7 days a week. No requests for rides may be made on this line.

This phone line is answered by a recording 24 hours a day. When leaving your message clearly state your name, the date and time of your ride and reason for your cancellation.

Cancellations must be called into the CountyRide office no later than 12:00 p.m. on the day prior to the trip.

Late Cancels and "No Shows"

Late Cancels and "No Shows" are cancellations received later than 12:00 p.m. the day before the scheduled trip. Three cancellations or "No Shows" in a 30 day period or less can result in the suspension of service for 30 days. Clients will receive a letter of notification regarding suspension of

CountyRide service but are entitled to an appeal process (see Appeal Process on page 17).

The canceling of a return ride on the same day is counted the same as a “No Show” if the required notice is not given. Example: CountyRide drops you off at your destination and you get a ride home with a friend or family member even though a return trip has been scheduled with CountyRide.

Rules of Participation

The following policies apply to CountyRide Para-transit service:

1. Passengers must pay the total fare for the day at their pick-up time. Clients can pay with CountyRide tickets, cash, check or money order. Exact fare is required. Drivers will not wait for clients to purchase tickets at senior centers.
2. For the comfort of all, passengers will not smoke, eat, drink, chew tobacco or use alcohol or illegal substances on the CountyRide bus.
3. Passengers will not engage in behaviors that are abusive, offensive, distracting or dangerous to themselves, the driver, other passengers, or when calling to request a ride.
4. Clients will not harass or discriminate on the basis of race, sex, age, national origin, religion or disabling condition.
5. Spitting and leaving trash on the CountyRide bus is strictly prohibited.
6. Clients are responsible for providing all necessary mobility devices such as canes, walkers, wheelchairs and scooters.
7. Seatbelts will be worn at all times and wheelchairs and scooters will be secured to the bus using a four point tie down.
8. Clients must be ready 10 minutes prior to the scheduled pick up time. Driver cannot wait longer than 5 minutes.

9. No weapons of any kind are allowed on the CountyRide bus, including but not limited to: firearms, knives, tasers, and pepper spray.
10. Residences must have clear (readable) house numbers and provide safe access for CountyRide vehicles.
11. Clients will not constitute a health or safety hazard to others by avoiding proper hygiene practices.
12. Clients will accept rules of suspension following excessive last-minute cancellations or behavior violations.
13. Clients must be able to understand the rules of participation and adhere to these rules at all times.
14. Passenger conversations must not interfere with the safe operation of a CountyRide vehicle.
15. Visitors Policy: CountyRide will honor out-of-county disabled visitors' passes or may refer the non-resident to MTA provided services.

What can you expect from CountyRide Employees?

Professional Ethics require (and for protection of CountyRide clients) that CountyRide employees may not act beyond the scope of their job requirements. CountyRide employees **may not:**

- Enter your home at any time
- Accept gifts from CountyRide clients
- Offer to assist you with household chores
- Visit or contact you at your home while off duty
- Divulge confidential information
- Impose personal, political, or other beliefs
- Engage in outside private enterprise

Appeal Process

Appeal Procedure Insures Due Process.

CountyRide offers an appeal process for those clients who may disagree with decisions concerning their transportation. An example of this is someone who is suspended due to excessive late cancellations or “No-Shows”.

If a client feels they are not being afforded due process in a decision, they may appeal to the CountyRide Manager for reconsideration.

The policies and procedures as stated in this Information Booklet, are the sources of the decision making process. The primary consideration at all times is the safety of passengers and employees. Events are always carefully documented.

Questions concerning this process may be directed to the CountyRide Manager for further clarification.

Connecting to Other Transportation

When possible, CountyRide will transport clients to the light rail, bus line or shuttle service in Baltimore County upon request if service is available.

Communicating With CountyRide

There are several ways to communicate with CountyRide.

Mail:
CountyRide
611 Central Ave
Towson MD 21204

Phone Requests / General Inquiries: 410-887-2080

Fax: 410-887-8281

Cancellations called into: 410-887-4565

People who are hearing impaired or have a speech disability use Relay or 711.

Email: countyride@baltimorecountymd.gov

Website: www.baltimorecountymd.gov/CountyRide

Weather Policy

CountyRide may limit service in the event of inclement or hazardous weather.

It is the policy of CountyRide to open and fully operate CountyRide as scheduled. The effects of severe weather and concern for the safety of clients may, at times, lead to canceling CountyRide.

There are several types of announcements made regarding late openings or closings. Please listen carefully.

During inclement weather, there may be times when a CountyRide Driver cannot safely approach the door of your residence. You will receive a phone call regarding your individual situation if your home is deemed not accessible. To prevent this from occurring please make sure your driveway, porch, walkway or steps are clear of snow and ice.

Announcements regarding the closures will be made on the following:

County Website at www.baltimorecountymd.gov or 410-887-2594 for automated recording.

Radio

WBAL 1090 AM

TV

WBAL Channel 11

WMAR Channel 2

WJZ Channel 13

WBFF Channel 45

Title VI Policy

CountyRide assures that no person shall on the grounds of race, color, national origin, as provided by Title VI of the Civil Rights act of 1964 and the Civil Rights Restoration Act of 1987 (PL 100.259) be excluded from participation in, be denied the benefits of, or otherwise subjected to discrimination under any program or activity. CountyRide is responsible for initiating and monitoring Title VI activities, preparing required reports, and other responsibilities as required by Title 23 Code of Federal Regulations (CFR) Part 200, and Title 49 CFR Part 21.

How to File a Complaint (Title VI)

If you believe you have been subjected to discrimination under Title VI based on your race, color, national origin, or any aspect of this policy you may file a complaint up to 180 days from the date of the alleged discrimination. The complaint should include the following information:

- Your name, address and how to contact you (i.e. telephone number, email address, etc.), how, when, where and why you believe you were discriminated against. Include the location, names and contact information of any witnesses.

The complaint can be filed in writing to:

Greg Carski, Bureau Chief, Transportation
611 Central Avenue
Towson, MD 21204

Baltimore County **Senior Centers**

Ateaze

7401 Holabird Ave
Dundalk, MD 21222
410-887-7233

Edgemere

6600 North Point Rd
Edgemere, MD 21219
410-887-7530

Arbutus

855-A Sulphur Spring Rd Ar-
butus MD 21227
410-887-1410

Essex

600 Dorsey Ave
Essex, MD 21221
410-887-0267

Bykota

611 Central Ave
Towson, MD 21204
410-887-3094

Fleming

641 Main St
Dundalk, MD 21222
410-887-7225

Catonsville

501 North Rolling Rd
Catonsville, MD 21228
410-887-0900

Hereford

510 Monkton Road, 2nd Floor
Hereford, MD 21111
410-887-1923

Cockeysville

10535 York Rd
Cockeysville, MD 21030
410-887-7694

Jacksonville

3605 Sweet Air Rd
Phoenix MD 21131
410-887-7225

Baltimore County **Senior Centers**

Lansdowne/ Baltimore Highlands

424 Third Ave
Halethorpe, MD 21227
410-887-1443

Reisterstown

12035 Reisterstown Rd
Reisterstown, MD 21136
410-887-1143

Liberty

3525 Resource Dr
Randallstown, MD 21133
410-887-0780

Rosedale

1208 Neighbors Ave
Rosedale, MD 21237
410-887-0233

Overlea/Fullerton

4314 Fullerton Ave
Perry Hall, MD 21236
410-887-5220

Seven Oaks

9210 Seven Oaks Dr
Perry Hall, MD 21236
410-887-5192

Parkville

8601 Harford Rd
Parkville, MD 21234
410-887-5338

Victory Villa

403 Compass Rd
Middle River, MD 21220
410-887-0235

Pikesville

1301 Reisterstown Rd
Pikesville, MD 21208
410-887-1245

Woodlawn

2120 Gwynn Oak Ave
Woodlawn, MD 21207
410-887-6887

By keeping this book by your phone you have easy reference to information on scheduling trips and all CountyRide policies and procedures. This can help eliminate any confusion or misunderstandings when booking your trip.

Please use this page to record your scheduled trips for an easy reminder.

Date of Trip	Location	Pick-up Time	Return Time
Example: 7/17/17	Dr. Housers	10:45 a.m.	12:15 p.m.

To order tickets,

To order books of tickets, fill out the following.
Please allow two weeks for delivery.

Name: _____

Address: _____

City: _____ Zip: _____

Amount Enclosed: _____ For _____ books

Mail check of money order payable to
"Baltimore County MD" to:
CountyRide, 611 Central Avenue, Towson, MD 21204

Tickets are sold in books of 6 for \$15.00 each.

To order books of tickets, fill out the following.
Please allow two weeks for delivery.

Name: _____

Address: _____

City: _____ Zip: _____

Amount Enclosed: _____ For _____ books

Mail check of money order payable to
"Baltimore County MD" to:
CountyRide, 611 Central Avenue, Towson, MD 21204

Tickets are sold in books of 6 for \$15.00 each.

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Designed and published by

CountyRide
611 Central Ave
Towson MD 21204

(Phone) 410-887-2080 (Fax) 410-887-8281

(Email) CountyRide@BaltimoreCountyMD.gov

(web) www.BaltimoreCountyMD.gov

**Statements in the book are subject to change
without prior notification.**

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