

CountyRide

General Information



Sponsored by the:

Baltimore County Department of Aging
CountyRide Office
611 Central Avenue
Towson, Maryland 21204
410-887-2080

This information is available in alternate formats upon request.



Mission Statement

The Baltimore County Department of Aging strengthens lives by connecting individuals to community resources, programs and services.

CountyRide serves Baltimore County citizens aged 60 and over, adults with disabilities aged 18-59, and rural residents.

Important Phone Numbers:

Reservations 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 is Baltimore County's countywide para-transit service designed to serve county residents 60 years of age and over, residents with disabilities age 18 through 59 and those living in the rural area of the County of any age.

This transportation program is funded by Baltimore County Government with grants from the Maryland Transit Administration.

CountyRide drivers are specially hired and trained for the job. Professional on-going training is provided. The vehicles are modern, well maintained, and regularly serviced for quality performance. Every effort is made to make reasonable accommodations for the needs of the client. Passenger trips are coordinated to serve as many people as possible and to use vehicles in the most efficient manner.

Eligibility

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 cannot 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. CountyRide reserves the right to recertify clients annually, as needed.

If the client should need to be re-certified, the process provides 30 days for the client to return the form after expiration of the previous registration. The welcome packet will provide any certification expiration dates.

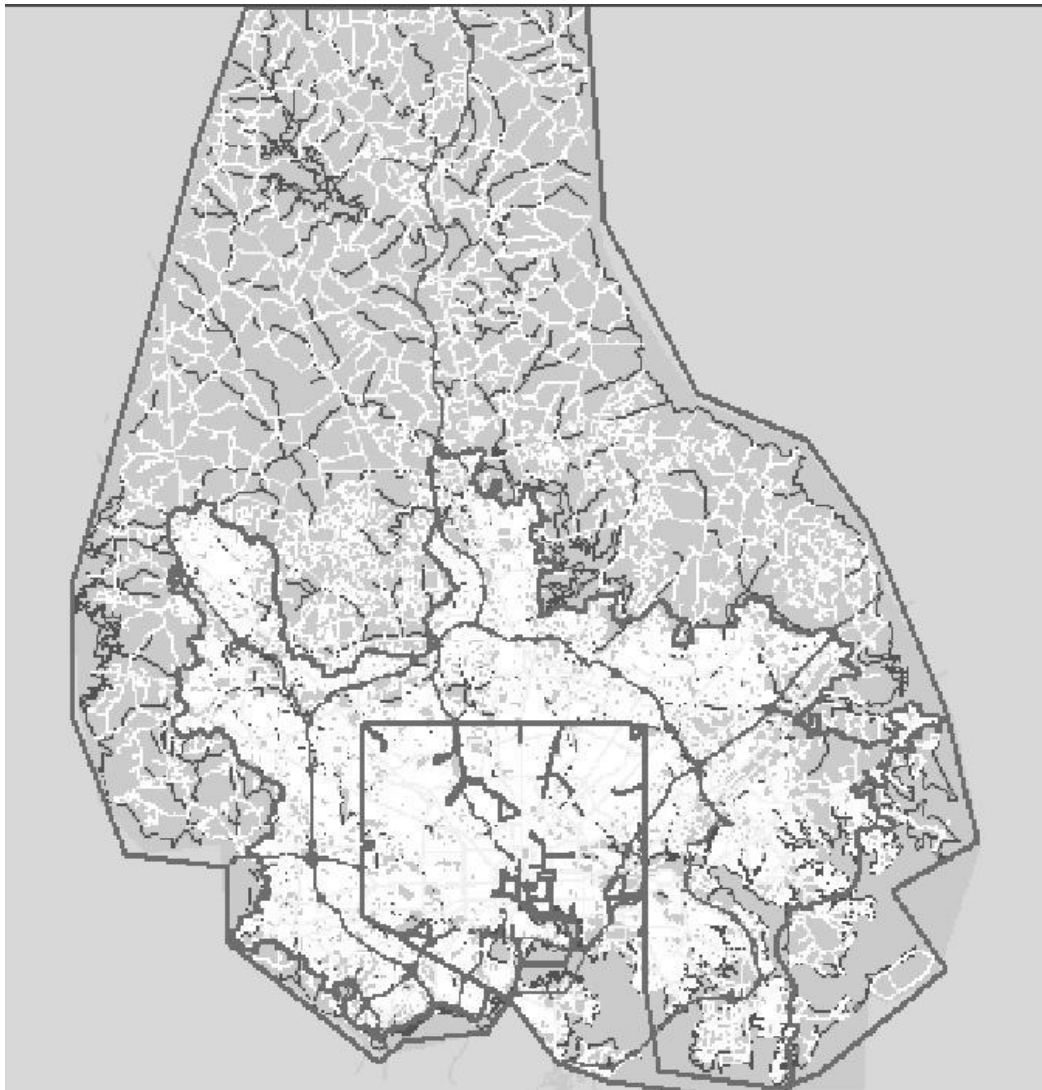
Drivers can ask if an animal is a service animal and what task the animal is specifically trained to perform. Service animals must be under the control of the handler at all times.

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. All children under twelve must be accompanied by an adult.

CountyRide does not provide transportation to nursing home residents or to 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.



Days and Hours of Operation

Reservations for a ride 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.

Regular service is not provided on Saturdays and Sundays.

Pick-up and drop-off times are between 7:30 a.m. - 4:00 p.m. We recommend you make your doctor's appointments 9:00 a.m. or later.

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
- Columbus Day
- Election Day (during election years)
- Thanksgiving Day
- Christmas Day

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, and can be mailed or faxed 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
Baltimore County Department of Aging
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.

Income information per month is required only if a client is applying for low income benefits for Priority 1 programs.

Within 2 weeks after registration, a welcome package will be sent to you.

Types of Trips

Demand/Response Trips

Trips occur on a one-time or infrequent basis. A client may have only two demand/response trips in one week.

Medical Trips

Medical appointments can be reserved as demand/response trips. Reservations will be accepted no earlier than two weeks prior to the appointment (except Priority 1 clients).

Miscellaneous 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 encourage non-medical trips be requested for the closest location to the client's home. Non-medical transportation will be provided to the closest location to the client's home, (i.e. closest senior center, grocery store, retail store or pharmacy).

Same Day

Reservations can be scheduled the same day the trip is needed if space and time 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.

Partnership Hospitals:

In Baltimore County the participating partnership hospitals are:

Franklin Square Hospital Center
Greater Baltimore Medical Center
The James Lawrence Kernan Hospital
Northwest Hospital
University of Maryland Saint Joseph Medical Center

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

Good Samaritan Hospital
Johns Hopkins Bayview Medical Center
The Johns Hopkins Health System
Kennedy Krieger Spine Center
Mercy Medical Center
St. Agnes Health Care
Sinai Hospital of Baltimore
The Union Memorial Hospital
University of Maryland Medical System

Stand-by

When there is currently no availability for a trip, clients can 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.

Special Services

The programs listed below are available to CountyRide clients and registering for these programs may increase the likelihood of a ride:

Priority One allows a low-income client additional priority time to book their medical appointment. They may call three weeks in advance for their ride.

Priority Two allows senior center clients to reserve a trip to the center three weeks in advance on pre-scheduled days. Contact your local senior center for details. (Senior center information is located on page 16).

Shopping Shuttle program permits clients to travel in a group to a pre-selected destination for different types of shopping. Contact CountyRide for the shopping shuttle coordinator in your area.

Additional literature is available for each program upon request. Contact the CountyRide office for more information.

Reservations

How to reserve a ride:

- Call the CountyRide office 410-887-2080
- Reservations may be made Monday- Friday from 8 a.m. – 4 p.m.
- Only two requests can be made per phone call.

Please see “Types of Trips” (Page 7) for when to schedule your ride.

What Information the Agent Will Need: When you call to schedule your trip, please be prepared to give the agent the following information:

- Your full name
- Pick Up address (if different from home address)
- Type of Trip (i.e. medical, shopping etc.)
- Destination Information (including names of person, doctor and building, full address including zip code, room number or suite and phone number)
- Appointment date and time
- If you are bringing an escort
- How you will be paying (i.e. cash or tickets)
- Round-trip or one-way

“Trip Information Forms” are provided upon request to assist you in gathering the required information.

Change in Pick Up Time (same day)

If you should finish early or will not be ready at your scheduled pick up time you can call the office and request to change your return time. CountyRide will honor this request when possible and you will receive instructions from the CountyRide agent. However if CountyRide is unable to accommodate this request they will return at the originally scheduled time for your return.

Change in Drop Off location (same day)

Where you wish to be dropped off may change by the day of your ride. If you want a different location than was originally requested as the scheduled location you may request this change by calling 410-887-2080 and speaking with an operator. However there is no guarantee that CountyRide can accommodate such a request.

Request-a-Trip (IVR/IWR)

CountyRide has an Interactive Voice Response (IVR) and an Interactive Web Response (IWR) system known as Request-a-Trip, to assist with productivity. Request-a-Trip was activated in 2010 for CountyRide. It features a secure login for client identification number and password, trip confirmation, trip cancellation and request for a future trip. The client will be asked to identify themselves by a PIN number and password assigned to them by CountyRide.

This new feature allows clients to:

- Obtain information regarding their already scheduled trips
- Make future demand response requests by phone or by using the Internet.
- The IVR (Interactive Voice Response) will interact not only with clients but also with client information in the database. During normal business hours a CountyRide agent will always be available to assist you if you choose not to use the IVR system. You will be prompted to strike a key to speak directly to an agent.

The IWR (Interactive Web Response) features the same opportunities to clients as the IVR. Clients will use the same PIN number and password to access the Request-a-Trip via the Internet. You can request future demand response trips, and get confirmation on future trips including pick up and return times as well as locations. You can access the IWR by going to www.baltimorecountymd.gov/countyride and selecting Request a Trip.

Clients who use the IVR or IWR are not guaranteed a ride. They are processing a request. Once your trip is placed on schedule you will receive an automated phone call confirming your pick-up and/or return time during normal business hours.

Information on the IVR/IWR will be issued to individual 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 accepted.

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**.

Ticket Purchases

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

Round trip

\$6.00 or 2 tickets

Clients transported to Baltimore City (Partnership hospitals only):

One-way Trip

\$6.00 or 2 tickets

Round Trip

\$12.00 or 4 tickets

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).

Refunds for unused, full books of tickets can be issued. Amounts refunded will be the price of the book of tickets less 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.
- Clients who need help from their door to the bus may request this service.
- 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. Dispatchers and supervisors in emergency situations may grant the only exceptions.
- Clients are generally 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.

Escorts:

- CountyRide drivers will not provide assistance that involves bearing weight, including lifting or carrying passengers or carrying mobility devices up or down steps.
- Individuals who need extensive 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.

Lift Use Policy

- Mobility Devices can be accommodated on the lift as long as they can be safely tied down on the bus.
- All Mobility Devices must be secured. 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 Devices 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 but must inform the Driver before attempting to board. This is necessary for vehicle scheduling considerations.

Seatbelts

- CountyRide requires that all passengers wear seatbelts on the bus at all times.
- People using Mobility Devices should 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 clients 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.

20 minute Window

CountyRide operates on a “20 minute window”. This means pick-up times may be adjusted by 20 minutes before and 20 minutes after the time the bus is scheduled to arrive. At times trips may be delayed due to emergencies, traffic, etc. Clients should always be ready 20 minutes before the scheduled pick-up time to avoid delays. Please wait until CountyRide is 30 minutes past the scheduled pick-up time before calling the office to inquire about your ride at 410-887-2080. If it is after normal office hours please call 410-887-4565.

CountyRide will wait five minutes at the door of a client’s residence for a response before leaving notice the driver was there. If the client is not ready within five minutes and has not previously called to cancel their ride the driver will notify dispatch and may be instructed to depart for their next pick-up.

Late Cancels and “No Show” Policies

Cancellations

You can cancel a ride by calling 410-887-4565, 24 hours a day, 7 days a week. No reservations 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

Late Cancels are cancellations received later than 12:00 p.m. the day before the scheduled trip. Three cancellations, defined as late cancels, in a 90-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.

“No Shows”

No Shows are cancellations received once the bus is en route to your location or canceled at the door. All “No Shows” will be notified by mail providing information regarding time, driver, and consequences, if the “No Shows” pattern continues.

Three cancellations, defined as “No-Shows”, in a 90-day period or less can result in the suspension of service for 30 days. When this occurs clients will receive a letter of notification regarding suspension of CountyRide service and be notified providing information regarding time, driver, and consequences, if the

late cancel pattern continues. You may request an appeal process regarding this action (see Appeal Process on page 14).

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.

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.
2. A CountyRide client’s time on board the bus is limited to one hour or less, when possible.
3. For the comfort of all passengers clients will not smoke, eat, drink, chew tobacco or use alcohol or illegal substances on the CountyRide bus.
4. Passengers will not engage in behaviors that are abusive, offensive, disorderly or dangerous to themselves, the driver or other passengers.
5. Clients will not harass or discriminate on the basis of race, sex, age, national origin, religion or disabling condition.
6. Panhandling, gambling, spitting and leaving trash on the CountyRide bus is strictly prohibited.
7. Clients are responsible for providing all necessary devices such as canes, walkers, wheelchairs and scooters.
8. Seatbelts will be worn at all times and wheelchairs and scooters will be secured to the bus using a four point tie down.
9. Clients will be ready at least 20 minutes before scheduled pick-up time.
10. No weapons of any kind are allowed on the CountyRide bus, including but not limited to: firearms, knives, razors, and pepper spray.
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.

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. Events are always carefully documented.

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

Communicating With CountyRide

There are several ways to communicate with CountyRide.

Mail:

CountyRide
Baltimore County Dept. of Aging
611 Central Ave
Towson MD 21204

Phone- Reservations / General Inquiries: 410-887-2080

Fax: 410-887-8281

Cancellations called into: 410-887-4565

People who are deaf, hard of hearing 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 hazardous weather.

It is the policy of the Baltimore County Department of Aging and 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. There may be times when CountyRide cannot access your home in a safe manner. You will receive a phone call regarding your individual situation.

During inclement weather, there may be times when a CountyRide Driver can not 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:

Radio

WBAL 1090 AM

TV

WBAL Channel 11
WMAR Channel 12

WJZ Channel 13
WBFF Channel 45

County Website at www.baltimorecountymd.gov

410-887-2594 for automated recording.

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.

Title VI Policy

CountyRide, Baltimore County Department of Aging 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 Baltimore County Department of Aging 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:
Director
Baltimore County Department of Aging
611 Central Avenue
Towson, MD 21204

Baltimore County Senior Centers

Ateaze

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

Arbutus

855-A Sulphur Spring Road
Arbutus MD 21227
410-887-1410

Bykota

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

Catonsville

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

Cockeysville

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

Edgemere

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

Essex

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

Fleming

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

Jacksonville

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

Lansdowne/Baltimore Highlands

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

Liberty

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

Mt. Carmel

17038 Prettyboy Dam Rd
Parkton, MD 21120
410-887-1923

Overlea/Fullerton

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

Parkville

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

Pikesville

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

Reisterstown

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

Rosedale

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

Seven Oaks

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

Victory Villa

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

Woodlawn

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

CountyRide

A Bridge to Independence

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

Designed and published by the Baltimore County Department of Aging,

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611 Central Ave
Towson MD 21204

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

(Email) countyride@baltimorecountymd.gov

(web) www.baltimorecountymd.gov

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