HARFORD TRANSIT LINK

April 15, 2024

A "HOW TO" GUIDE TO RIDE

Introduction

1973 → 2001 → 2019

Harford County Government begins transportation service through the Office on Aging.

Grand opening of Harford Transit's new home at 1311 Abingdon Road.

Successful completion of TDP, restructuring of all routes. FY19 projected 440,000 riders prior to pandemic.

OPERATIONS & FIXED ROUTE SERVICE

7 fixed bus routes, 12 buses

10-14 demand response buses, MON – FRI

Weekday hours: 5 a.m. – 9 p.m.
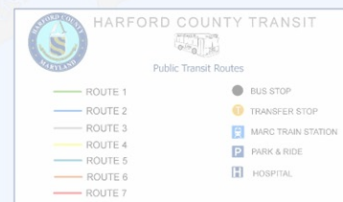
14,000 sq. ft. operations facility on 2.75 acres

2-bay bus maintenance shop and bus wash

65 employees

Serving Aberdeen, Abingdon, Bel Air, Belcamp, Churchville, Edgewood, Havre de Grace, Joppatowne, Riverside, Perryman & Perryville

RIDERSHIP

FY10: 299,518 ↑ 22%
FY19: 358,499
FY21: 118,577 *(impacted by COVID)*
FY22: 260,195 ↑ 74% *(post-COVID)*
FY23: 319,513
FY24 Projected: 385,000 ↑ 20%

As Harford Transit LINK continues to service Harford County & beyond, ridership data will improve from its pandemic numbers.
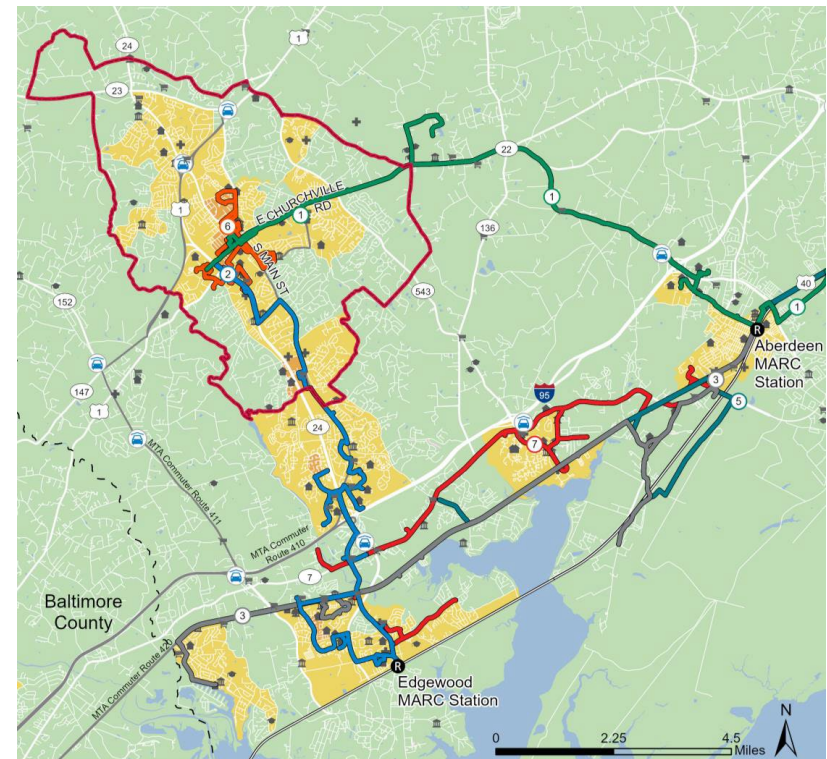
Of the total fares in FY23, 2,463 were children and 64,350 were elderly/disabled, accounting for 24% of riders, not including demand response.
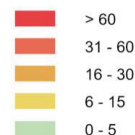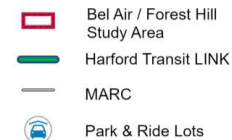
- Plans Completed
  - Bel Air – Small Area Plan

- Plans in Progress
  - Transportation Development Plan

- Coming soon
  - Areas of Persistent Poverty
    - Small area plans for Aberdeen and Edgewood

Fixed Routes

FIXED ROUTE SERVICE

7 fixed bus routes, 12 buses

Weekday hours: 5 a.m. – 9 p.m.

Shared Public Transit Service

FIXED ROUTES

Route 1 – Green Line (HdG, Aberdeen, Bel Air) – 3 buses
Destinations include employment, housing, community services, medical, Harford Community College, Upper Chesapeake Medical Center Aberdeen Campus, and Aberdeen Train Station (Amtrak & MARC Train service).

Route 2 – Blue Line (Bel Air, Abingdon, Edgewood) – 2 buses
Destinations include employment and community services, Harford Mall, Upper Chesapeake Medical Center, Festival at Bel Air, I-95 Park & Ride, Constant Friendship, and Edgewood Train Station (MARC Train service).

Route 3 – Silver Line (Aberdeen, Edgewood, Joppatowne) - 2 buses
Connects riders with direct access to employment along the Perryman Peninsula business area, Aberdeen Train Station (Amtrak & MARC service), City of Aberdeen, Edgewood, and Joppatowne.

Route 4 – Yellow Line (Aberdeen Circulator) – 1 bus
Connects riders within the City of Aberdeen to community resources, shopping, and services, and the Aberdeen Train Station (Amtrak & MARC service).

Route 5 – Teal Line (Aberdeen, Perryville, HdG, Perryman) – 1 bus
Connects riders to employment, housing, community services, and the Aberdeen and Perryville Train Station (Amtrak & MARC service), VA Medical Center, Amazon, Lidl, Old Bay Lane, Hollywood Casino and Great Wolf Lodge. Connects with Cecil at the Food Lion in Perryville. Deviated fixed route – Cecil County portion only.

Route 6 – Orange Line (Bel Air Circulator) – 1 bus
Serves the Town of Bel Air and provides riders with access to housing, community services, hospital services, Harford Mall, Harford County Public Library, and the Mary Risteau District Court building.

Route 7 – Red Line (Aberdeen, Riverside, Edgewood) – 2 buses
Destinations along this route include Riverside/Belcamp and Eastgate/Perryman business areas along with housing, community services, employment and more. Includes connections to MTA Commuter Bus service.

TRANSFER CONVENIENCE

- To transfer, you will use your Transfers at specially marked stop with a "T" emblem.

- *Transfers must be requested upon boarding*

- Harford Transit All Day passes via Token Transit can be used **anytime, at any stop**.

- Transferring is made easier utilizing timed transfer points.

Who can ride the Fixed Routes?

The fixed routes are for everyone.

All the buses in the fleet have securements for mobility devices and are accessible through ramps or lifts.

You can help us stay on time…. With QR Codes!

1. Make sure you arrive 10 minutes ahead of the posted time.

2. Scan the code and send us a message.

3. No smart phone? You can call us at the number posted and let us know.

These stops are:

- Route 1: The Village at Blenheim Run

- Route 2: The Point, Lowes/Extra Space Storage, BJs

- Route 3: Container Store, Webstaurant Store, Wayfair

- Route 4: Residence of Summerlin

- Route 5: Medifast, Plastipak, Dunlop

- Route 7: Macy's Warehouse, Winters Run Industrial Park (Fashion Court), Frito Lay

Let us know you're here! | Village at Blenheim Run

Scan ME!

LINK

Or call
410-612-1620 (opt 2-Fixed Route)

FARES THROUGH TOKEN TRANSIT

- Free app.

- Buy and store bus passes on your smartphone.

- Onboard validators provide "tap and pay" capability.
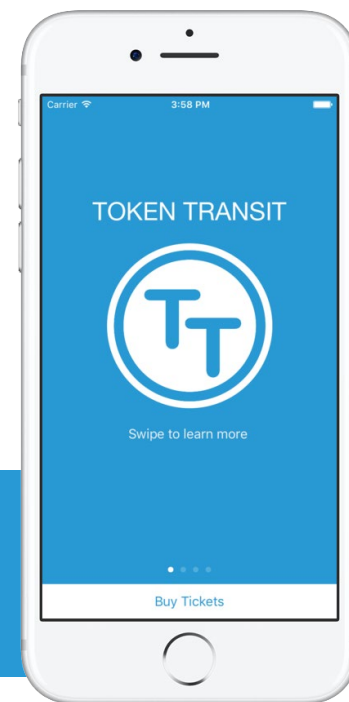
- All-day, 5-day and monthly passes.

- Unlimited daily rides, no transfers needed.

- Hop on/hop off anytime, at any stop.

- Compatible with PassioGO app.

Bulk pass options available for organizations to purchase and assign to clients

FARE POLICY

*All fares listed below are one way. No pennies accepted. Drivers cannot make change. Go cashless and contact-free! Download the free **Token Transit app** to purchase and store bus passes on your phone.*

FIXED ROUTE SERVICE	
General Public	$1.00
Persons age 60 and over (with a Medicare card or other ID indicating age)	$0.50
Persons with Disabilities (who have a Harford Transit reduced-fare card or ADA certification)	$0.50
Children under 46 inches in height	Free

DEMAND RESPONSE & ADA PARATRANSIT SERVICE	
Demand Response Service Fares (Including ADA Paratransit Service Fares)	$2.00
Seniors traveling only to or from Harford County Senior Activity Centers	$1.00

Demand Response/ADA Paratransit Vouchers are NON-REFUNDABLE and valid though expiration date.

TOKEN TRANSIT PASSES **	
All-Day General Public Pass	$3.00
All-Day Senior/Disabled Pass	$1.50
5-Day General Public Pass	$15.00
5-Day Senior/Disabled Pass	$7.50
Monthly General Public Pass	$50.00
Monthly Senior/Disabled Pass	$25.00

**unlimited daily rides - no transfer needed. No expiration date on Token Transit Passes until activated. Once activated, 5-Day Passes must be used in five consecutive weekdays.

**Seniors are persons age 60 and over - documented by a Medicare card or other ID indicating age. Disabled rate requires a Harford Transit reduced-fare card or ADA certification - application available on our website under "Forms." Enjoy unlimited rides with the All-Day/5-Day/Monthly Passes. All users must share location while in-app.

- Please have your fares ready.
- Drivers do not make change

Updates to Token Transit are coming….
Stay tuned!

Demand Response & ADA Paratransit

DEMAND RESPONSE & ADA PARATRANSIT

BACKGROUND

- Service for pre-approved clients over 60 or persons with disabilities under 60.

- Curb-to-curb origin to destination service.

- Examples of this service includes transport from home to senior centers, medical appointments, shopping, employment, etc.

10-15 demand response buses for seniors & persons with disabilities

- ADA Complimentary Service: M–F | 4:30 a.m. – 8:30 p.m.
- Demand Response Service: M–F | 9:30 a.m. – 2:30 p.m.
- Riders must pre-register 7-10 days in advance.
- *Application available at www.harfordtransitlink.org.*

BECOMING A QUALIFIED RIDER

DEMAND RESPONSE QUALIFICATIONS:

- Anyone over the age of 60, OR

- Anyone over 12 with a qualifying disability who does not live within the ADA Paratransit service area.

ADA PARATRANSIT QUALIFICATIONS:

- **For the <u>trip</u> to be ADA eligible**, both pick-up and drop-off locations must be within 3/4 of a mile of a fixed route. Dispatch can make that determination when an individual calls to make an appointment.

- **For the <u>person</u> to be ADA eligible**, they must be over 12 years old, have a functional disability, have applied and been approved for the service.

To determine eligibility:

- Request an application be mailed, print one from our website or download the fillable form.

- Fill outs Part I-III (rider OR legal guardian fills out)

- Part IV MUST be completed by a medical professional who has determined the individual has a mobility disability.

Parts I-III and Part IV MUST be submitted; determination is made based on both Parts I-III and Part IV. Once eligibility is determined, the individual will receive a card with an expiration date for reapplication.

Applications can be found online at:
www.harfordcountymd.gov/3044/Demand-ResponseADA-Paratransit

THE APPLICATION PROCESS

To determine eligibility:

- Request an application be mailed, print one from our website or download the fillable form.

GOVERNMENT   PUBLIC SAFETY   DOING BUSINESS   LIVING HERE   HOW DC

Bus Routes

Demand Response/ADA Paratransit

Demand Response/ADA Frequently Asked Questions

About: Reduced Fare

Token Transit

RouteShout

Policy Manuals

Ride Guides

Forms

Commuter Assistance

Advertising/Sponsorships

Passenger Etiquette

Home › Government › Departments › Housing & Community Services › Transportation › Harford Transit LINK › Demand Response/ADA Paratransit

Demand Response/ADA Paratransit

Cost: $2.00 each way | Cash or Download Token Transit **app to go cash-free.**

Apply online here or call 410-612-1620 (press option 1) between 8:00 a.m. and 6:00 p.m., Mon.-Fri.

View informational flyer for more information.

What is Demand Response service?
Demand Response is for anyone over the age of 60 and anyone with a qualifying disability who does not live within the ADA Paratransit service area.

COST: $2 each way

If over 60: call Dispatch and will be registered over the phone.
If under 60 with a qualifying disability: Application (Parts A and B) must be completed.

What is ADA Paratransit service?

Americans with Disabilities Act of 1990 (ADA) Paratransit Services is a shared-ride, public transportation service for people with disabilities, as required by federal law, who are functionally unable to independently use the Harford Transit LINK fixed route services.

COST: $2 each way

Who can use ADA Paratransit Service: Individuals with a mobility disability that have properly applied to and been approved for the program.

Eligibility: **For the person to be ADA eligible**, they must be an individual with a mobility disability who has properly applied and been approved for the service.

For the trip to be ADA eligible, both pick up location and drop off destination must be within 3/4 of a mile of a fixed route (view Harford Transit LINK's ADA service area here). Dispatch will make that determination when you call to make your appointment.

To determine eligibility, request an application, fill out Part A (rider OR legal guardian fills out); Part B MUST be completed by a medical professional who has determined the individual has a mobility disability. Both Part A and Part B MUST be submitted; determination is made based on both Part A and Part B.

• You can download or print this application or call us to mail you one.

- Fill out Part I (rider OR legal guardian fills out)

- You can fill this out online and save a copy to email or USPS to our offices.

- Fill out Part II (rider OR legal guardian fills out)

- You can fill this out online and save a copy to email or USPS to our offices.

PART II: USING FIXED ROUTE SERVICES

1. Please check all applicable boxes of mobility aids or equipment you currently use.

- ❑ Walking Cane
- ❑ Walker
- ❑ Powered Scooter/Cart
- ❑ Orthopedic Cane (3-4 Prong)
- ❑ Leg Braces
- ❑ Respirator/Oxygen Tank
- ❑ Long White Cane (Vision Impaired)
- ❑ Manual Wheelchair
- ❑ Other
- ❑ Service/Guide Animal
- ❑ Powered Wheelchair
- ❑ I do not require any assistive devices

2. Have you ever used our fixed route services?

- ❑ Yes, I typically ride _____ times a week.
- ❑ Yes, I have previously but stopped because:
- ❑ No, I have never used Harford Transit LINK's fixed route services.
- ❑ No, but I would be interested in learning how to use your regular service.

3. How far from your home is the nearest bus stop?

- ❑ Less than 1 block
- ❑ 5 or more blocks
- ❑ 1 - 2 blocks
- ❑ I do not know
- ❑ 3 - 4 blocks

4. On your own, or using your assistive device, how far can you travel on level ground?

- ❑ I can get to the curb in front of my house/apartment.
- ❑ I can travel up to 6 blocks (1/2 mile).
- ❑ I can travel up to 3 blocks (1/4 mile).
- ❑ I can travel up to 9 blocks (3/4 mile).

5. WITHOUT the help of someone else can you:

Ask for, understand, and follow written or spoken instructions? ❑ Yes ❑ No ❑ Sometimes
If sometimes, explain:
Cross the street, either on your own or with an assistive device? ❑ Yes ❑ No ❑ Sometimes
If sometimes, explain:
Stand for 30 minutes if there is no place to sit? ❑ Yes ❑ No ❑ Sometimes
If sometimes, explain:
Step on and off a sidewalk from the curb? ❑ Yes ❑ No ❑ Sometimes
If sometimes, explain:
Find your own way to the bus stop if shown the way? ❑ Yes ❑ No ❑ Sometimes
If sometimes, explain:
Walk up and down three steps if there is a handrail? ❑ Yes ❑ No ❑ Sometimes
If sometimes, explain:
Stand on a moving bus if holding on to a handrail? ❑ Yes ❑ No ❑ Sometimes
If sometimes, explain:

4

- Fill out Part III (rider OR legal guardian fills out)

- You can fill this out online and save a copy to email or USPS to our offices.

ADA Transportation Application

6. Please explain how your disability prevents you from using Harford Transit LINK's fixed route services.

PART III: APPLICANT CERTIFICATION

I certify to the best of my knowledge and ability, the information in this application is true and correct. I hereby authorize permission to the licensed health care professional to release any relevant information for the purpose of evaluating my eligibility to use paratransit services.

I understand that approval of this certification will be for a term of 5 years and it is my responsibility to initiate recertification within 30 days of expiration.

Applicant Signature: _____ Date: _____

If this application was completed for you by another person, please provide the following information.

Name: _____ Contact Number: _____
Address: _____
Agency or Clinic (if applicable): _____
Relationship to Applicant: _____
Signature: _____ Date: _____

- Page 6 starts the Professional Certification section

- This is the area where your medical professional documents your disabilities.

- This may result in the doctor's assessment demonstrating you are able to use the fixed route service.

ADA Transportation Application

PART IV: PROFESSIONAL CERTIFICATION

This portion MUST BE COMPLETED by a licensed
or certified health care professional

The Americans with Disabilities Act of 1990 (ADA) requires the provisional of paratransit service to **anyone who is <u>prevented</u> from using the regular transit system, by reason of physical or mental limitation, and who is traveling in an area served by the system.**

The applicant who has asked you to review and sign this form is seeking eligibility for Paratransit Specialized Transportation service. This application is intended to determine whether applicant can use regular transit services or whether he/she requires origin to destination service.

Resources for this program are limited so please exercise care in evaluating this applicant. Your evaluation must be based solely upon the applicant's ability to use regular transit services. False verification could result in travel limitations for persons legitimately qualified to use this program.

Please carefully review the information provided by the applicant and answer the questions below.

Name of Applicant: _____

Steps for success

1. After you are registered, you will call our dispatch office to request a trip.

2. We will make our best effort to meet your requested time; however, if we cannot, we will offer other times within an hour of that time.

3. If you are an ADA eligible rider, let us know when you schedule that you will have an aide or a guest with you. Remember, your aide rides free.

What to expect…

1. The night before your scheduled ride, you will receive a call with a recorded message between 6:00 - 6:30 p.m. using telephone number 410-612-1620 to remind you of your trip. Save this number as "Harford Transit LINK" so you know it's us.

2. Be ready 30 minutes prior to your pick-up time. You will receive a second call the day of your trip, approximately 15 minutes before, letting you know your bus is in the area. This is based on the GPS on the bus.

3. Head out for the bus or stay close to your door so you can see the bus arriving.

If you can't make your trip

1. Appointments must be canceled at least one in advance.

2. Failure to cancel appointments may affect transportation privileges. We have a No-Show Policy in effect, and frequent cancelations may result in a temporary suspension of service.

3. If you are unable to make your trip or contact us yourself, please have family or a friend reach out to cancel your trip.

- COMING SOON!
  - THE ECOLANE APP: Ecolane, the replacement for our current Demand Response software, provides a superior technological solution that works to increase productivity, maximize efficiency, and improve the rider's experience

For Demand Response and Paratransit Services

- A passenger will be considered a "No-Show" if he/she fails to notify Harford Transit LINK about their intention to cancel their transportation prior to the scheduled pick-up time. Passengers are also notified about "Late Cancels" which occur when a passenger fails to notify Harford Transit LINK to cancel their transportation at least one hour prior to their scheduled pick-up time.

- If the passenger has three no-shows within a calendar month, Harford Transit LINK may suspend services for one month, unless the passenger or his/her representative can show that there were extenuating circumstances.

To schedule a Demand Response or ADA Paratransit trip, or for questions, call Harford Transit LINK Dispatch: 410-612-1620 (press option 1)
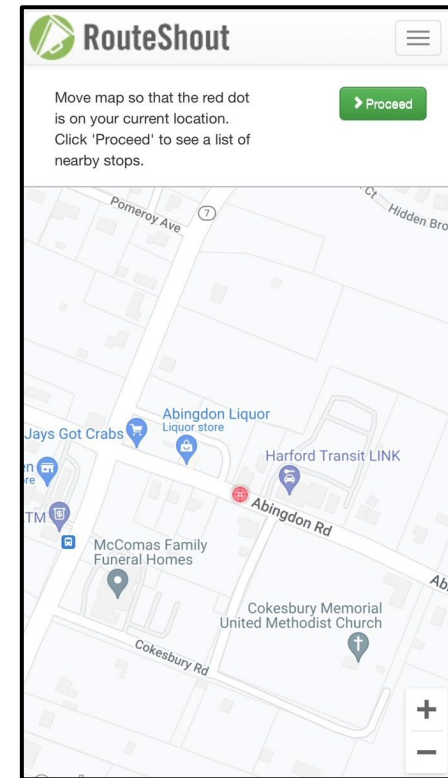
Travel Training

Using the schedules you received today and your plan a trip sheets, navigate from your home to work.

1. Locate the bus schedule serving the area.

2. Find the closest stop on the schedule to your office and the time it arrives.

3. What time do you need to get to work?

4. Follow the schedule up to the location closest to your starting point or transfer point.

   - If you transfer, remember you will need to ask your first driver for a transfer (unless you are using Token Transit)

- Remember, your trip will be longer than if you were to drive it individually in a car.

- You can always use our apps to locate your closest bus and when it will arrive in real time.

Stay in the Know

LOTS OF WAYS TO STAY IN THE KNOW

Communications Team

Our team of talented Communications Specialists can assist you with anything from service questions to scheduling trips.

Finalsite Connect

Sends text/email messages to specific riders with critical service information.

Travel Training

For individuals or groups who face difficulties in navigating the public transit system, we offer training to help riders plan their routes.

Rideshare/Commuter Connections

A designated Rideshare Coordinator is a resource to help riders who wish to secure an alternate method of work commuting. This resource also can provide information and assistance in signing up for the Guaranteed Ride Home program as well as several other programs.

Sign up for Service Alerts

- Register for a Blackboard Connect user account
- Set your subscription under "HC-Economic Development_ Harford Transit"

ALERTS
SIGN UP NOW!

BOB CASSILLY
COUNTY EXECUTIVE

Stay Connected

- Facebook: www.facebook.com/HarfordCountyMD
- LinkedIn: www.linkedin.com/company/harford-county-government-harford-county-maryland
- Instagram: www.instagram.com/harford_county_government_

- **Bike to Work Week**:
  May 13 – 17
  - APG Pitstop: May 16 (for employees only)
  - Bel Air Pitstop: May 17 at the Harford County Administrative Office parking lot.

- **Dump the Pump**:
  Thursday, June 20

- **Car Free Day at Harford Community College**:
  September?

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Thank you for your time.

Harford Transit LINK

Connecting you in Harford County & beyond!

HarfordTransitLINK.org

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