

COMMUTER INFORMATION & WORKFORCE

OPTIONS The Harford Commute Smart Rideshare Program provides free information regarding transit and customized ridematch to Harford County residents including car/ vanpool ridematching services, Harford Transit LINK schedules, Getting There with Harford Transit LINK - Train the Trainer program, MARC & Commuter Bus schedules, locations for all Harford County Park 'n Ride lots, and biking information.

BICYCLES ON BOARD All Harford Transit LINK buses are equipped with exterior bicycle racks to accommodate up to two (2) bikes per bus. Only bicycles may be placed on the bike rack and all bags, luggage, or containers must be removed from the bike. If these items are bolted to the frame, all contents must be removed. Electric or gas-powered bikes and scooters are prohibited. Harford Transit LINK is not responsible for lost or damaged items.

LEGAL AUTHORITY Harford Transit LINK provides scheduled bus route services for the public in accordance with Federal, State of Maryland, and Harford County laws, regulations, and policies. Regulatory authority includes regulations of the Federal Transit Administration, and the Maryland Transit Administration. Harford Transit LINK provides paratransit or origin-to-destination (curb-to-curb) services for persons over the age of 60 and persons under 60 with disabilities in accordance with Federal and State laws and regulations, including applicable sections of the Americans with Disabilities Act.

TITLE VI OF THE CIVIL RIGHTS ACT OF 1964

Harford Transit LINK assures full compliance with Title VI of the Civil Rights Act of 1964 and related statutes and regulations in all programs and activities. Title VI of the Civil Rights Act requires that no person in the United States shall, on the grounds of race, color, or national origin, be excluded

from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity of Harford Transit LINK. Related nondiscrimination statutes also prohibit discrimination based on sex, age, and disability. If you have any questions, concerns, complaints or would like additional information regarding Title VI, please contact the Harford County Human Relations Office: 410-638-4739.

HELPFUL NUMBERS

MARC Train: 800-325-7245

MTA Commuter (Academy Bus Lines): 410-391-8700

Greyhound: 800-231-2222

Cecil Transit: 410-658-5574

Harford Commute Smart:

- harfordcountymd.gov/commuter
- rideshare@harfordcountymd.gov

WHILE ON BOARD Please observe the following passenger policies:

- Passengers must pay the fare upon boarding the bus. Exact change, valid voucher, or Token Transit pass is required.
- For the comfort of all passengers, smoking (tobacco or marijuana), vaping, eating, drinking, spitting, chewing, and using illegal substances on buses are prohibited. This includes open containers of alcohol.
- Passengers are responsible for taking all litter with them when they leave the bus.
- Passengers must use headphones or earphones while playing radios or other sound-producing devices; these devices must be inaudible to other passengers and the driver.
- Passengers should not talk to the driver while the bus is in motion.
- Passengers may not threaten or harass any other passenger or the driver.
- Passengers may not engage in any behavior that may result in the distraction of the driver.
- A passenger whose personal hygiene is offensive to other passengers or jeopardizes

the health of other passengers or a driver may be refused services. Passengers must be fully clothed. Harford Transit LINK may refuse service to passengers without shoes or appropriate attire.

- A driver may refuse to transport a passenger who appears to be under the influence of alcohol, illegal or dangerous substances, or whose behavior or language appears abusive, offensive, disorderly, or dangerous to himself or herself, the driver, or other passengers.
- Passengers may not bring the following items onboard: weapons of any kind, including firearms, explosives, acids, or other dangerous articles or substances; electric or gas scooters or bicycles; animals other than service animals; open food or beverages of any kind.
- A passenger's belongings shall not obstruct aisles or interfere with the entrance or exit of other passengers. All packages, bags, strollers, etc. must be stored or held so they do not obstruct or interfere with other passengers. If a passenger places his/her belongings on a seat, he/ she must pay an additional general passenger fare for use of the seat.
- Harford Transit LINK requires that all passengers wear seat belts in buses equipped with them. Persons using wheelchairs should be secured to their chairs in addition to having their wheelchairs secured to the bus. The driver will provide assistance in fastening seat belts upon request.
- Harford Transit LINK is not responsible for any potential injuries if an incident occurs, and a passenger is not wearing a provided seat belt.

This document available in alternative format upon request.

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Harford Transit LINK RIDE GUIDE

How to Ride the LINK Specialized Services Fare Policy

Updated July 2024

410-612-1620

HarfordTransitLINK.org

hcts@harfordcountymd.gov



BOB CASSILLY
COUNTY EXECUTIVE

HARFORD TRANSIT LINK provides public transit, demand response, paratransit service and commuter assistance. Harford Transit LINK provides service Monday-Friday from 5:07 a.m.-9:00 p.m., except for County holidays. Please note that Harford Transit LINK bus routes have different beginning and end times. Please refer to individual route schedule for accurate times.

Harford Transit LINK connects the communities of Joppatowne, Edgewood, Abingdon, Belcamp, Perryman, Aberdeen, Havre de Grace (HdG), Perryville, North East, Churchville, Bel Air, Riverside, VA Medical Center, and points in between.

HARFORD TRANSIT LINK BUS ROUTES

- Route 1: Green Line (HdG - Aberdeen - Bel Air)
- Route 2: Blue Line (Bel Air - Abingdon - Edgewood)
- Route 3: Silver Line (Aberdeen - Edgewood - Joppatowne)
- Route 4: Yellow Line (Aberdeen Circulator)
- Route 5: Teal Line (Aberdeen - Perryville - HdG - Perryman)
- Route 6: Orange Line (Bel Air Circulator)
- Route 7: Red Line (Aberdeen - Riverside - Edgewood)

For specific schedule information, please refer to the individual route schedules on the Passio GO app, visit www.harfordtransitLINK.org, or call Harford Transit LINK at 410-612-1620.

BOARDING AND EXITING THE BUS Signal the driver at least one block from where you want to get off. You can do this verbally or by pulling the cord above the bus window. For the safety of all passengers, persons with disabilities and/or mobility devices will board and exit first. All other passengers can board and exit upon instruction by the driver.

TRANSFERRING You may transfer for free from one bus to another at stops which are designated transfer points. If you need to transfer from one route to another, ask the driver for the transfer when you board the bus. Upon boarding the bus you are transferring to, please give the driver your transfer. Transfers are valid for a maximum of two (2) hours from issuance or until connecting with desired bus at a transfer point - whichever time is shorter.

DEMAND RESPONSE & ADA COMPLIMENTARY PARATRANSIT SERVICE PASSENGER INFORMATION & PASSENGER ASSISTANCE POLICY is available online at www.harfordtransitlink.org under "Policy Manuals."

ELIGIBILITY for Paratransit services can be determined as follows:

1. If you are 60 years of age or older and within our service area, you may register by calling (410) 612-1620.
2. If you are between 12 and 60 years of age, with a disability that limits your ability to access, travel on or navigate the fixed route bus system, your doctor or other health professionals familiar with your condition will complete Part IV of the application, documenting your disability.

Send your completed application to Harford Transit LINK, by mail or in person at 1311 Abingdon Road, Abingdon, MD 21009, by fax at (410) 679-7346 or email to hcts@harfordcountymd.gov. For more information and a copy of the application please visit www.harfordtransitLINK.org (under "Forms" you will find the application titled "Reduced Fare - ADA Application"), or call Harford Transit LINK at 410-612-1620.

DEMAND RESPONSE SERVICE is available Countywide to Harford County seniors (age 60 or over) and individuals with a disability that limits

your ability to access, travel on or navigate the fixed route bus system. This service is available Monday-Friday during normal operating hours (9:30 a.m. - 2:30 p.m.), except County holidays. Appointments must be made 48 hours in advance, are scheduled on a first-come, first-served basis, and are based on availability. Standard fare is \$2 or 2 vouchers. Fare for transportation from your residence to the Senior Center nearest to your residence is \$1 or 1 voucher.

AMERICANS WITH DISABILITIES ACT (ADA)

PARATRANSIT SERVICE is available to persons with a disability that limits your ability to access, travel on or navigate the fixed route bus system. The service is provided to and from locations within 3/4 mile of a bus route during normal operating hours (4:00 a.m. - 9:00 p.m.). Eligible riders may reserve the trips the day before they want to travel. Harford Transit LINK has the flexibility to schedule the trip one hour earlier or later than the requested time.

Harford Transit LINK will provide service to one companion who is accompanying a paratransit-eligible individual on a trip; fares for companions accompanying paratransit eligible individuals shall be the same as for eligible individuals they are accompanying. A personal care attendant required to travel with a paratransit-eligible individual shall not be charged for paratransit service if pre-registered.

SERVICE ANIMALS are defined as animals that are individually trained to do work or perform tasks for people with disabilities. Service animals are permitted on board Harford Transit LINK vehicles. Other pets, animals or emotional support animals are not permitted on board.

VISITORS An ADA eligible individual from another jurisdiction, including one in another state, shall be considered a visitor. A visitor may use

Harford Transit LINK's ADA paratransit services, provided he/she submits either documentation that he/she has been previously certified as ADA eligible in the other jurisdiction or evidence that they qualify for ADA services. A visitor's approved status is applicable for up to 21 days. For additional information, please review the full policy at www.harfordtransitLINK.org.

NO SHOW POLICY 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. 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. Passengers will also be 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.

SENIOR ACTIVITY CENTER SERVICE is available for seniors attending their local center. These riders must register with Harford Transit LINK prior to scheduling trips. Once registered, participants may reserve trips by contacting our dispatch office. Transportation scheduled to and from Senior Centers are weekdays between 10 a.m. and 2 p.m.

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