



FY2026 Public Hearings

Tuesday, January 21, 2025 – Edgewood Activity Center
Thursday, January 23, 2025 – McFaul Activity Center

1. What is Dump the Pump Day?

- National Dump the Pump encourages people to ride public transportation instead of driving and save money. When gas prices are high and the economy is tight, riding public transportation is a good alternative and an economical way to save money.

2. How do I pay for my trips?

- To pay your fare for any of our transportation services (Fixed Route or Demand Response), we accept cash, coins (excluding pennies), vouchers, or passes with Token Transit (electronic fares purchased on your mobile device).

3. Can you make the service grow – How can I get to and from Franklin Square Hospital.

- You can use the MARC train or the MTA Commuter buses to access Baltimore and the resources in the surrounding areas. For more information, please go to <https://www.mta.maryland.gov/>.

4. Can we put stops at Merion Village, the new housing development on Edgewood Road. Can you put it on the bus schedules?

- The new Merion Village Apartments have been added to the Route 7 (Red Line) effective February 18, 2025. The stop is located on Edgewood Road, just outside the complex. A second stop will be added to the Route 2 (Blue Line) on Edgewood Road across from the apartments in late summer 2025.



5. Who do we contact to get more lighting at the St Clair stop?
 - To request more lighting at the bus stops on St. Clair Drive just before the intersection at Emmorton Rd (Route 924), you can contact the Department of Public Works 410-638-3285.
6. What is the On Demand service and how do I use it? How can I sign up for it?
 - Harford Transit LINK's Demand Response service is a shared ride, appointment based public transit service available to individuals over 60 years of age and/or those with disabilities that prevent them from accessing or traveling on our fixed route service within our service area. We have two types of specialized service:
 - ADA Complementary Paratransit – This service is for persons who live within $\frac{3}{4}$ miles of a fixed route and are unable to access or use Fixed Route. Individuals interested in this type of service must complete the application process and be approved. Appointments for our ADA Complimentary Paratransit service may be made during the same hours as our Fixed Route service.
 - Demand Response – This service is for individuals over 60 years of age and those under 60 with disabilities who live outside of $\frac{3}{4}$ of a mile of a fixed route. Individuals 60 years and older can register for this service by calling our Dispatch center at (410) 612-1620. Those under 60 years of age must complete the application process.

Applications are available on our website at
<https://www.harfordcountymd.gov/3044/Demand-ResponseADA-Paratransit> or contact our Dispatch Center at 410-612-1620 option 1 to request a paper copy.



7. Are there future plans for weekend/Saturday service?

- The potential for Saturday service is included in our 5-year Transportation Development Plan, as it is a highly requested upgrade. The Administration will be provided the plan completed by an outside consulting firm and briefed on the options. After the Administration review, the approved options will be adopted, and Transit will begin steps to implement approved elements.

8. Can we send buses to pick up/rescue when needed? (i.e., If a driver passes a passenger at a stop on the fixed route.

- There are instances when we may experience a service interruption or other activity that require us to send a vehicle to assist a passenger/s that may have been stranded. This determination is made when riders notify our Dispatch center that their bus has not arrived. Our dispatchers and leadership investigate, and if in the event we can verify an issue with our service delivery, we will do our best to send assistance.
- Sending a “rescue” bus is only for valid instances of service interruptions/events.