

Harford Transit LINK Demand Response/ADA Complimentary Paratransit Service

Passenger Information & Passenger Assistance Policy

Passenger Information

Demand Response/ ADA Complimentary Paratransit qualified passengers are eligible to be accompanied by:

1. a Personal Care Attendant (PCA) and;
2. a Companion

PERSONAL CARE ATTENDANTS (PCA)

The passenger must register his/her personal attendant with Harford Transit LINK at the time he/she applies for eligibility under one of Harford Transit's paratransit programs. A personal care attendant required to travel with a paratransit-eligible individual will not be charged for paratransit service.

When scheduling your trip, you must inform the dispatcher of how many people you have accompanying you for your trip and if you will have a PCA. PCAs traveling with a customer must be able to provide assistance to the customer. PCAs must be picked up and dropped off at the same location as the customer. Children under 46 inches in height are not considered a PCA, as children under the 46-inch height stickers must be accompanied.

COMPANIONS

- Customers may have one (1) companion accompany them. If you will be traveling with a companion, you must notify the dispatcher at the time you schedule your ride.
- Companions are charged the same fare as the customer and must be picked up and dropped off at the same location.
- Children traveling as companions, who are taller than the 46-inch height sticker (located at the bus entrance), must also pay the full fare.
- All Harford Transit LINK drivers are trained in passenger assistance techniques* and will provide assistance in boarding and debarking from the vehicle.

**see Passenger Assistance Policy on page 2*



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All Harford Transit LINK drivers are trained in passenger assistance techniques and will provide assistance in boarding and debarking from the vehicle.

DRIVERS WILL

- Provide assistance in boarding/debarking
- Lend a steady arm for balance when boarding
- Help a passenger find a seat/fasten a seatbelt
- Help secure a wheelchair

DRIVERS WILL NOT

- Provide assistance that involves weight bearing
- Lift or carry passengers
- Carry any bags, containers and/or personal belongings (see “Personal Belongings” below)
- Enter a passenger’s home*
- Provide door-to-door service

**For the safety and protection of both drivers and passengers, it is against our policy to provide door-to-door assistance by entering a passenger’s home.*

RIGHT TO DENY SERVICE

- The driver may deny service if the passenger cannot safely travel to and from the vehicle. A supervisor may be present to assess a new passenger’s needs at their initial service.
- Passengers must wear seatbelts on vehicles that are equipped with seatbelts. There are no exceptions to this state law. The bus will not move unless all passengers are secured, including those on mobility devices.
- The driver may deny service to any passengers traveling with children (under 46” in height, weighing under 40 pounds) who do not have an age-appropriate child safety seat.

WHEELCHAIRS

For passengers using wheelchairs, the path between the door and the vehicle must be wheelchair-accessible.

PERSONAL BELONGINGS

- Passengers are responsible for carrying their belongings.
- Packages that cannot be stowed on the lap or seat beside the passenger are not permitted unless space allows and packages may be properly secured.
- There is a six (6) shopping bag limit.
- Harford Transit LINK is not responsible for any items lost, damaged, or left on the vehicle.



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