



A Bridge to Independence

410-887-2080

M-F 8:00 a.m. - 4:00 p.m.

410-887-4565

Cancellations Only, 24 hours a day

Fax: 410-887-8281

Email: countyride@baltimorecountymd.gov

People who are deaf, hard of hearing or have a speech disability use Relay or 711.

Serving Baltimore County:

Seniors 60 and over

Disabled 18-59 (pending certification)

Rural Residents of all ages

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

HOW DO I GET A RIDE?

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

You must be registered to ride.

You can obtain a registration form by calling CountyRide at 410-887-2080, or by stopping at any of the Baltimore County Senior Centers.

Complete the registration form, and mail it to CountyRide, or fax it to 410-887-8281. It will take approximately two weeks to process your application, then you may arrange for transportation.

WHEN DO I PAY FOR THE RIDE?

Full payment for all rides, round trip or one-way, is due as you step on the van for the first ride of the day. **Exact change only.** You may pay with cash, check or tickets.

CountyRide recommends that clients secure alternate transportation in the event CountyRide is unable to provide transportation due to demand.

HOW MUCH DOES IT COST?

This depends on various circumstances.
If you pay with **cash or check** the following applies to you:

Cash one-way trip within Baltimore County	\$3.00
Cash round trip within Baltimore County	\$6.00
Cash one-way to a Baltimore City Hospital	\$6.00
Cash round trip to a Baltimore City Hospital	\$12.00

If you purchase tickets the fare is less -

Tickets one-way within Baltimore County
1 ticket = \$2.50

Tickets round trip within Baltimore County
2 tickets = \$5.00

Tickets one-way to a Baltimore City Hospital
2 tickets = \$5.00

Tickets round trip to a Baltimore City Hospital
4 tickets = \$10.00

One book of 6 tickets costs \$15.00

WHERE CAN I GET TICKETS?

CountyRide tickets can be purchased at the CountyRide office, either by mail or in person. You can also purchase tickets at any local Senior Center in Baltimore County.

WHEN CAN I CALL TO SCHEDULE A RIDE FOR MEDICAL APPOINTMENTS?

You can schedule your ride in advance (anywhere from 1-14 days before your appointment), or the same day of your appointment, during hours of operation.

Calling days in advance to schedule helps to assure that you will get a ride.

(The more notice the better your chances of getting a ride)

HOW DO I GET A RIDE FOR NON-MEDICAL APPOINTMENTS?

You can schedule your ride in advance (anywhere from 1-7 days before your appointment/trip), or the same day of your appointment/trip, during hours of operation.

Calling days in advance to schedule helps to assure that you will get a ride.

(The more notice the better your chances of getting a ride)

***CountyRide is an equal opportunity service provider.**

***This information is available in alternate formats.**

***CountyRide will help you reach MTA light rail or the closest bus route.**

WHERE CAN I GET MORE INFORMATION?

The CountyRide General Information Booklet will answer further questions. This will be supplied after registration, or you can call our reservation line with specific questions at 410-887-2080.

Listen carefully to the prompts

CountyRide has a new web page; the address is:

www.baltimorecountymd.gov/countyride

Or e-mail us at:

countyride@baltimorecountymd.gov

WHAT ABOUT CANCELING A RIDE?

You are asked to cancel a ride 24 hours in advance. If this is not possible please leave a message on the answering machine the morning of the ride at 410-887-4565.

Cancellations received with insufficient notice may result in a late cancel warning. Frequent abuse of the cancellation policy may result in possible suspension. Suspensions are reviewed on an individual basis.

HOW CAN I MAKE RESERVATIONS?

- Call the CountyRide office at 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

WHAT INFORMATION WILL THE AGENT NEED?

When calling to request a ride, please remember to always have the following information for the operator, so that we might help you more efficiently.

1. Your client ID number
2. The date and time of your appointment
3. The exact address of your destination
4. The doctors last name and phone number
5. Your estimated return time

All rides are based upon availability. A client may have only two demand/response trips in a one week period.



County Executive Kevin Kamenetz
and the Baltimore County Council

