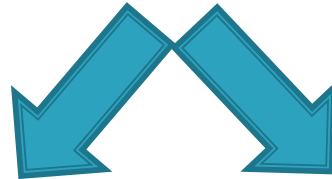




ANNE ARUNDEL COUNTY MARYLAND



Aging and Disabilities



Transportation



OFFICE OF TRANSPORTATION

OVERVIEW

Anne Arundel County Office of Transportation (OOT) provides **curb-to-curb para-transit service** for seniors and persons with a disability.

Paratransit is a **shared-ride service**, staff will make every attempt to accommodate your travel requests, but they must schedule the times that are available and fit the needs of the greatest number of people.

Connecting Specialized Transportation Users and Rides

...traveling for many different trip purposes...



Work/Training



Shopping/Recreation



Dialysis



Medical Appointments



Human Services



OFFICE OF TRANSPORTATION

ELIGIBILITY CRITERIA

Eligibility requirements for curb-curb service are:

- ▶ Age 18 and older with a disability.
- ▶ Age 62 if you are currently in the program.
- ▶ Age 65 for all new clients.
- ▶ Resident of Anne Arundel County.

Eligibility requirements for taxi service are:

- ▶ Age 18 and older with a disability.
- ▶ All persons currently in either program Age 55–61 will remain eligible for the taxi program.
- ▶ Age 65 for all new clients.
- ▶ Resident of Anne Arundel County.
- ▶ \$5.00 per booklet, limit 10 per month (\$50.00)



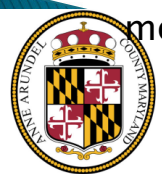
REQUIRED STEPS

- ▶ **Meet the Criteria.**
- ▶ **Complete an Application. (All Users)**
- ▶ **Every user has to schedule their trips. (Subscription Trips Included)**



SCHEDULING TRIPS and TIPS

- Appointments must be made 48 to 72 hours in advance of your trip (No Same Day trips)
- Appointments can be made two(2) to seven (7) days in advance of your trip.
- Reservationists take trip requests from 8:00a.m.–4:00p.m. Monday through Friday at (410)222-0022/(410)222-0225/(410)222-0047.
- Every user is required to confirm his/her pick up time.
- Reservations can be one-way or round-trip
- You can request up to three (3) round-trips per call.
- Subscription Service Trips– same place, at the same time, at least once a week (Will hold for 2 months and then call to reschedule)
- The actual pick-up time that is offered and accepted by you will be your “Ready Time.” The reservationist will then note that a vehicle might arrive up to 15 minutes before your Ready Time and up to 15 minutes after your Ready Time.
- Cancelled appointments should be provided at least no later than 5 p.m. the day prior to scheduled pick.
- The vehicle may arrive up to 15 minutes before your Ready Time and up to 15 minutes after your Ready Time.
- Every effort will be made to schedule a return pick-up no later than 60 minutes after the time you have requested and no earlier than the time, you have requested.
- Every effort will be made to schedule your trip so that you do not arrive more than 30 minutes before or after your requested drop-off time.



CONTACT INFORMATION

Office of Transportation
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Annapolis, MD 21401

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Glen Burnie, MD 21061

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410-222-7440

Operations Main
410-222-0022
410-222-0225
410-222-0047

Operations Manager
410-222-7385

Contract Manager
410-222-7327

Taxi Voucher
410-222-4222



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