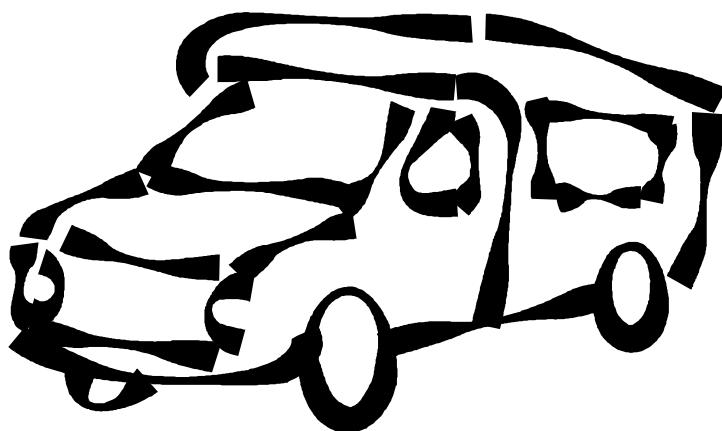


**City of Laurel Department of  
Parks and Recreation  
Division of Senior  
Recreational Services  
422 Montgomery Street  
Laurel, MD 20707**



**City of Laurel  
Department of Parks & Recreation  
Division of Senior  
Recreational Services  
Transportation Program**



## Transportation Service Hours

Monday through Friday  
9:00 am - 3:00 pm



COUNTY



## TRANSPORTATION SYSTEMS

We encourage the use of all transportation programs available to senior citizens in and around the Laurel area.

### DISPATCHER OFFICE HOURS

Appointments are accepted:

Monday – Friday 9:00am – 12:00pm

Cancellations are accepted:

Monday - Friday 9:00am – 12:00pm

### Fees

There is a \$30.00 annual fee for this service.

### Transportation Number

**301-323-8096**

### Office Location & Address

Laurel Armory  
422 Montgomery Street  
Laurel, MD 20707

301-776-6168 (Senior Services)  
301-725-8088 (Armory Front Desk)

**P.G. Call a Cab** – (301) 883-5656

**P.G. Call a Bus** – (301) 499-8603

**P.G. NON-Emergency Medical Transportation**  
(301) 856-9555

**Connect-A-Ride (CMRT)** – (800) 270-9553

**Metro** – (202) 637-7000

**Metro Access** – (301)-562-5360

**Anne Arundel County Transportation**  
(410) 222-4826

**Howard County Transit** – 1-800-270-9553

**Montgomery County Senior Transportation**  
(240) 855-6355

## HOLIDAYS, CLOSINGS AND CANCELLATIONS



The transportation service does not operate on City of Laurel Holidays. The van service follows the Prince George's County school system for delays or cancellations due to inclement weather conditions. If there is a delay then all scheduled appointments during that time are cancel. Please listen to your local news channel or radio station for delays or cancellations. If you must cancel your appointment, please notify the dispatcher as soon as possible otherwise it is a no show.

## COMPLIMENTS, COMMENTS, AND CONCERNs

We encourage riders of the Division of Senior Services Transportation Program to write to us.

City of Laurel Department of Parks and Recreation  
Division of Senior Services  
422 Montgomery Street  
Laurel, MD 20707

When we all work together, the service benefits all. We thank you in advance for your continued support and cooperation.



## TRANSPORTATION SERVICE



The City of Laurel provides transportation for senior citizens and disabled individuals with independent mobility and resides within the Laurel City Limits. For this "curb to curb" service, riders must make appointments at least 48 hours in advance to be transported to doctor's appointments, grocery shopping, Laurel Armory, Laurel Municipal Center, Robert J. DiPietro Community Center and many other locations within the Laurel City Limits. Please feel free to call and ask if your destination is within city limits.

The City of Laurel Parks and Recreation Senior Transportation Service cannot transport any participant experiencing a medical emergency to a treatment facility, to the individual's home or any other locations. Participants must find alternate transportation in the event they decline to go with EMS personnel.



All senior riders must have independent mobility and be 55 years of age or older. We also serve disabled adults regardless of age. Individuals less than 55 years of age must have a Handicapped Status form signed by a physician to ride. Personal assistants, who are at least 21-years of age, have a current work ID stating this is their profession, are encouraged and to ride with & assist you at no extra charge.

## **REGISTRATION**

Riders must complete and return the Participation Information Form and payment. These forms are available for pick up at the office of the Division of Senior Services or mailed to your home. There is a \$30.00 annual fee required at the time of registration. Please make your check or money order payable to **Mayor and City Council of Laurel**. Please include your driver's license number or State ID number on your check along with your phone number. All riders must be registered and pay the annual fee before appointments are made. If needed, arrangements for a payment plan are available.

## **MAKING APPOINTMENTS**

Appointments accepted on a **first call, first serve basis**. The dispatcher can schedule your appointments up to one month in advance. All riders must call a minimum of two days in advance to schedule an appointment. There are no, same day or next business day appointments are not be excepted unless it is to cancel.

The more time you allow between the call and the need the, the more likely you are to get the appointment needed.

All appointments and changes to appointments must go through the dispatcher. Only the dispatcher can add or change the schedule.

## **SHOPPING**

Purchase only two reasonable-size bags that you can fit at your feet or on your lap. **YOU** must be able to safely, carry bags on and off the vehicle. The drivers are not required to handle your bags. The drivers must also remain within 3 feet of their vehicle at all times. Leaving the vehicle is not an option. They will open the door for you so you can safely board or exit the vehicle with your packages. Schedule your appointments at least two business days in advance.

Prime days to go grocery-shopping, call for times.  
Monday-

Giant 1009 Fairlawn Ave

Tuesday-

Food Lion 410 Sandy Spring Rd

Wednesday-

Shoppers 13600 Baltimore Ave

Thursday –

Harris Teeter 14702 Baltimore Ave

Friday –

Amish Market 9701 Fort Meade Rd



## **Food Pantries in Laurel**

Both are within city limits please call each for appointments and detail information.

Laurel Advocacy & Referral Services (301) 776-0442

Fish of Laurel Inc. (301) 262-7106

## PERSONAL ASSISTANTS

If you have a personal assistant to ride with you, notify the dispatcher when making your appointment. Assistant must be at least 21 years of age and have a copy of their work ID on file with the Division of Senior Service.

The drivers will not, lift wheelchair passengers up or down stairs, in and out of buildings, over curbs, to push wheelchairs on and off the vehicle.

Personal assistants are required to bring the wheelchair participant to the vehicle and onto the ramp of the wheelchair lift and are to accompany their clients on the vehicle.

Wheelchair participants must remain in their wheelchair to and from their destination.

Personal assistants are also required to assist their client with any medical equipment on and off the vehicle.

Personal assistants are required to secure all things belonging to their client.

Personal assistants are required to ride with their client but are not required to pay the \$30.00 registration fee.

Personal assistants who wish to use the van service as an independent rider must register and pay the \$30.00 van service fee.

If you have not made an appointment and your name is not on the driver's schedule you cannot ride.



## MEDICAL APPOINTMENTS



The transportation service starts at 9:00am. Make all medical appointments, after 10:00 am. This will give us time to get you there. Consult with your medical office as to how long your visit will be. This information will aid in scheduling a return time.

## SCOOTERS

In our effort to provide safe, secure and worry free transportation to all of our participants, prior approval will be needed before we can transport scooters. The wheelchair tie downs installed in our vehicles cannot accommodate all scooters. If the scooter can be secure safely with the locks and straps that we have installed in our vehicles, we will provide service. We will not transport a scooter without a prior evaluation to make sure that the systems in our vehicle can transport it safely.

## LOST AND FOUND

If you discover that you have left something behind, contact the dispatcher as soon as possible. If you find a lost item, please inform the driver.

## **Code of Conduct**

In registering myself and/or any member of my family or caregiver for this program, I agree that I, and all such family members or caregivers will comply with all the rules of the program. I agree not to hold the City of Laurel or any of its employees, officials or agents liable in case of injury to me or any such registered family member or caregiver, or damage to our property

As a courtesy to all riders, we ask your cooperation in the following:

Seatbelts need to be used, at all times, including wheelchair participants.

The Division of Senior Services Van Transportation will only drop off and pick up at areas that meet our standards of service.

Be ready at your pre-determined time and location, where you can see the van has arrived.

Be a cautious, safe and responsible passenger. Keep conversations volume to a minimum and topics light and friendly.

Allow the drivers a 3-minute grace period. Upon arrival at the pick-up location, the driver will wait 3-minute for you to appear. If you are not visible, the driver will notify the dispatcher of a "no show" and will then continue to the next appointment.

After three consecutive "no shows", you will be unable to ride for 30 days from using the service.

Please remain seated while the vehicle in motion.

The drivers are to remain within 3 feet of their vehicle at all times.

The driver is not permitted leave the vehicle to look for you in stores, doctor's offices or residences.

The driver will open and hold the vehicle door and close the vehicle door so that you may board and exit the vehicle safely.

Remember many of your fellow riders are delayed when you are 5 minutes late. This will cause a ripple effect for the driver to be late picking up each person after you for the rest of the day.

There will be absolutely no eating or drinking during transportation.

Participants who require a wheelchair accessible vehicle must notify staff at time of registration.

All participants must carry valid identification, emergency contact as well as medical information with them.

The Dispatcher is the only one who can make appointments and schedule changes.

Transportation can be provided to events during our regular business hours but you must make an appointment when you register for the event.

You can call our after hours hotline 301-725-8088 if you have questions or concerns.