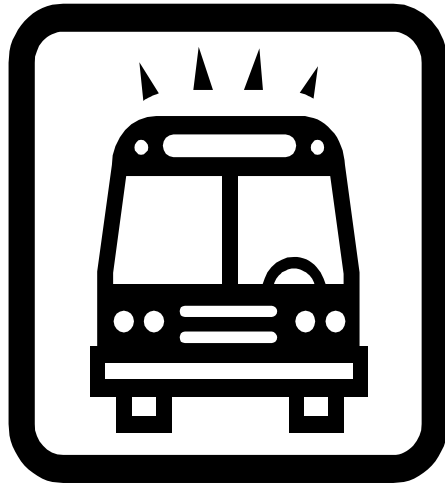
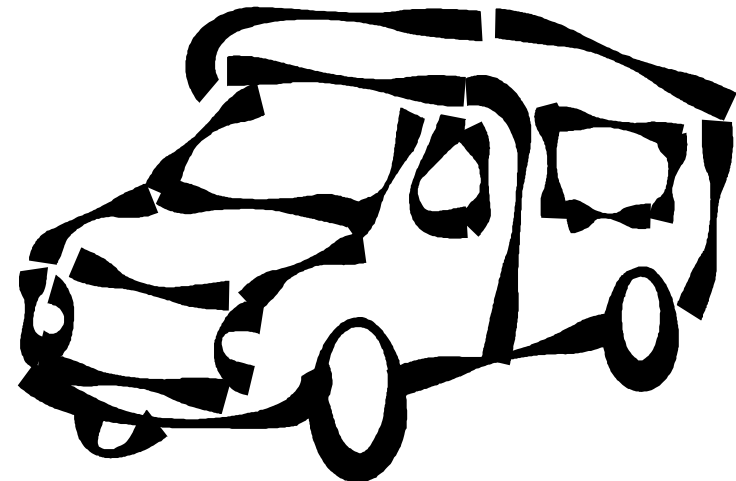




City of Laurel  
Department of  
Parks & Recreation



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



Division of Senior Services  
Van Transportation

## VAN OPERATING HOURS

Monday through Friday  
9:00 am – 12:00 noon  
1:30 pm – 3:15 pm

## 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 \$25.00 annual charge for this service.

## VAN SERVICE TELEPHONE NUMBER

**301-498-3384**

## **ADDITIONAL TRANSPORTATION SYSTEMS**



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

**P.G. Call a Cab – (301) 883-5656**

**P.G. Call a Bus – (301) 499-8603**

**Connect-A-Ride – (800) 270-9553**

**Metrobus – (202) 637-7000**

**Metro Access – (301)-562-5360**

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

**Maryland Taxi Service – (301) 776-2300**

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

**Howard Transit – 1-800-270-9553**

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

## COMPLIMENTS, SUGGESTIONS, COMMENTS, AND CONCERNS

We welcome hearing from the riders of the Division of Senior Services Van Transportation Program. Let us know if you have a compliment, suggestion, comment or concern so that we can continue to provide quality service. Please put it in writing and mail it to City of Laurel Department of Parks and Recreation Division of Senior Services, 422 Montgomery Street, Laurel, MD 20707. When we all work together, the van service benefits all. The City of Laurel is very pleased to provide this service.



**We thank you in advance for your continued support and cooperation.**

### Key Points to Remember:

**As a courtesy to all riders, please be a responsible passenger. We ask your cooperation in adhering to the following:**

- »Please be ready 5 – 10 minutes before your pick-up time at your pre-arranged location.
- »Allow the drivers a 5 – 10 minute grace period.
- »Upon arrival at the pick-up location, the driver will honk 2-3 times, wait 30 seconds and repeat once. If there is no response, the driver will notify the dispatcher of a “no show” and will then continue to the next scheduled appointment. (After 3 consecutive “no shows” you will be suspended for 30 days from riding the van.)
- »The drivers are to remain within 3 feet of their vehicle at all times. Therefore, the driver is not permitted to look for you in stores, doctor’s offices or residences.
- »The driver will open and hold the van door and close the van door so that you may board and exit the van safely.
- »The Division of Senior Services Van Transportation will only drop off and pick up at areas that meet the safety standards of our van service.
- »Remember many of your fellow passengers will be inconvenienced if you are 5-10 minutes late for your ride. This will cause the driver to be 5-10 minutes late picking up each person after you for the rest of the day.

## VAN TRANSPORTATION SERVICE

The City of Laurel operates two radio dispatched, vehicles for transporting senior citizens and handicapped individuals with independent mobility within the Laurel City Limits. For this “curb to curb” service, riders make appointments in advance to be transported to doctor’s appointments, grocery shopping or other locations within the Laurel City Limits. Please feel free to call and ask if your destination is within city limits.



### WHO CAN RIDE

All van riders must have independent mobility and be 55 years of age or older. We also serve disabled adults. Caregivers, companions and personal assistants, who are 21 or older, are encouraged and are permitted to ride with and assist you at no extra charge.

### REGISTRATION

Riders must complete and return the Participation Information Form and Family History Information Form. These forms are available for pick up at the office of the Division of Senior Services or can be mailed to your home. There is a \$25.00 annual registration 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 rides may be scheduled. For those in need, arrangements can be made for a payment plan.

An Application for Handicapped Status form is provided upon request. Individuals less than 55 years of age must have this form signed by a physician to ride.

## VAN APPOINTMENTS



Please bear in mind that we provide transportation to over 120 seniors and appointments are scheduled on a **first come, 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. We cannot make same day appointments. Please note, specific times and days are pre-scheduled for grocery shopping and dialysis. We are required to adhere to this pre-set schedule. The earlier you call in, the more likely you are to get the appointment for the time you need.

**\*\*Please schedule your appointments and changes to appointments through the dispatcher. The van drivers and auxiliary office staff are not permitted to make any changes or additions to the van schedules.**

## DOCTOR'S APPOINTMENTS

Please make doctor's appointments, if possible, after 10:00 am. The van service starts at 9:00am. If you schedule your doctor's appointments for 10:00am or after, this will give us the time we need to get you there on time. Confirm with your doctor's office how long your visit will be so when you call in you can also schedule a return time.



## SHOPPING

Please purchase only those groceries or items that **YOU** can safely carry on and off the van. The drivers should remain within 3 feet of their vehicle at all times. They must keep the vehicle running to keep passengers warm in the winter and cool in the summer, therefore, 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.



## HOLIDAYS AND CANCELLATIONS

The van service may be delayed or cancelled when there is inclement weather. The van service follows the Prince George's County school system for delays or cancellations due to inclement weather conditions. The van service does not operate on City of Laurel holidays. If you must cancel your appointment, please notify the van dispatcher as soon as possible so that other appointments may be scheduled in that time frame. If you must cancel your appointment on the day of your ride you **must** call between the hours of 9:00am and 12:00pm and speak to the dispatcher.



## PERSONAL ASSISTANTS

We understand that some riders may need assistance. If you are bringing a companion, caregiver or personal assistant to ride with you, please advise the dispatcher at the time of your appointment. Please note they must be at least 21 years of age. The driver must stay within 3 feet of their vehicle and therefore is not permitted to go into your home to assist you.

**The drivers are not permitted to lift wheelchair passengers up or down stairs, over curbs or to push wheelchairs on and off the van.**

Companions, caregivers or personal assistants are required to bring the wheelchair occupant to the vehicle and are to accompany their clients on the ride. Companions, caregivers or personal assistants are to help their wheelchair occupants if they are unable to operate the wheelchair independently as needed.

Companions, caregivers or personal assistants are required to ride but **not** required to pay the \$25.00 registration fee. Companions may not travel as an independent rider.

## LOST AND FOUND

If you discover that you have left behind something on the van please contact the dispatcher as soon as possible. If you find a lost item, please inform the driver so that we may notify the owner. All lost and found items will be tagged with the date they were turned in and if unclaimed after 30 days will be donated to Goodwill.

