

# **COMING JULY 1, 2025: PURPLE ON-DEMAND**

A New Door-to-Door Transit Service  
from Allegany County Transit

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Allegany County Transit is excited to announce the launch of Purple On-Demand, a new, convenient door-to-door transit service connecting the George's Creek region with Cumberland.

## **What is Purple On-Demand?**

Purple On-Demand is a shared ride service offering affordable and flexible transportation for only \$3.00 each way. Whether you need to get to medical appointments, shopping destinations, work, or school in Cumberland, Purple On-Demand is here to help.

## **How it works:**

- Residents living within ½ mile of Route 36 in the George's Creek region can request pickup directly from their home.
- Once in Cumberland, you can use any fixed-route bus to travel to other locations throughout the city.
- Plan to return home by 3:30 p.m. on the same day.
- Service operates on Tuesdays and Fridays, between 8:30 a.m. and 3:30 p.m. (Some limitations apply.)

## **Why the change?**

Unlike traditional fixed-route bus services, Purple On-Demand gives you more flexibility and personalized service by allowing you to reserve rides in advance. This new service aims to make transportation easier, more reliable, and more convenient for people traveling to essential destinations.

## **How to book a ride:**

- Call the Alltrans Reservations Line at (301) 724-1255.
- Reserve your ride by 12:00 p.m. (noon) at least one day before your planned travel.
- Same-day requests are not guaranteed, but may be accommodated if a bus is already scheduled in your area and space is available.

For more information or to schedule a ride, call: Alltrans Reservations: (301) 724-1255

# Allegany County Transit

## On-Demand Rider Rules

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**Fare:** Passengers must pay the fare upon boarding the vehicle. Drivers do not carry change.

**Waiting & Boarding:** Be ready at your scheduled pick-up location when your bus arrives. Have your fare of 3 dollars ready when you board. Verify your desired drop-off location with the driver.

**Children:** Children under five (5) years old ride free and must be accompanied by an adult.

**Mobility Devices:** All vehicles are wheelchair accessible, with a Limit of two per trip.

**Service Animals & Pets:** Service dogs trained to perform a specific task or service are permitted on board transit vehicles. SMALL PETS – in carriers designed and manufactured for pet transport, are allowed on board at no additional cost. The pet carrier cannot take up seating or obstruct the aisle. Passengers must be able to lift and board the carrier themselves. Animals on a leash or harness (other than service dogs) are not allowed.

**Food & Drink:** No eating is allowed on the bus. You may carry purchased food sealed in your purchased bag to take home. All beverages must have a spill-proof lid.

**Bicycles:** Bicycles are not allowed inside the bus. If you want to take a bike, tell the dispatcher when making your reservation. We may be able to put a vehicle with a bike rack on for the day.

**Prohibited Substances & Objects:** Illegal substances in ACT vehicles are not permitted. No Smoking, including chewing tobacco and electronic cigarettes.

**Weapons:** Weapons of any kind are not permitted on transit vehicles.

**Packages & Grocery Bags (Limit of 3 bags per customer)** – Passengers shall not carry articles onto a transit vehicle that the passenger cannot hold or secure. Passengers shall not place articles in the vehicle aisles. (Canvas or store shopping bags can have more than one grocery bag in each and are counted as one bag.)

**Language & Behavior:** Abusive, aggressive, hostile, or offensive language or behavior will not be tolerated. Interfering with a transit driver is against the law. A driver may refuse to transport a passenger who appears to be under the influence of alcohol, illegal, or dangerous substances, or whose behavior or language appears abusive, threatening, offensive, disorderly, or harmful to himself, the driver, or other passengers. The driver may refuse transport before boarding or during a trip.

**Cell Phones:** Cell phone conversations must be kept at a low, private volume not to disturb other passengers or distract the driver.

**Personal Hygiene:** A passenger may be temporarily or indefinitely suspended from using our transit services if their physical hygiene is offensive or jeopardizes the health of other passengers or transit staff. Such offenses may include body odors related to unlaundered clothing, lack of bathing, animal-related odors, and excessive perfumes. Passengers requiring medical supplies such as catheters or colostomy bags must maintain them in an enclosed space free from public view. Passengers with mobility devices must maintain such devices in a state of cleanliness.

**Please understand that our job is to keep all our passengers safe and give them a comfortable ride.**

**If you have any questions, please call the Transit Office at 301-722-6360.**

# Allegany County Transit

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## HOW TO RESERVE A RIDE

**Demand Response is a first-come, first-served reservation service. Same-day calls may be accommodated only if a bus is scheduled in your area and we have an open seat.**

- Call Alltrans for reservations: 301-724-1255.
  - **Office hours** are from 6:30 AM to 5 PM, Monday through Friday. We are closed on Saturday and Sunday.
- Be sure to call **one to fourteen days** before your requested reservation date.
  - Same-day service is possible but not guaranteed.
- Use our “Wallet” Debit system (Optional)
  - to hold your funds and pay for your trips automatically.
  - Add any amount of money to your account anytime.

## BE PREPARED WHEN YOU CALL

**Information Needed: The dispatcher needs specific details to book your reservation properly:**

- Name
- Departure Location Address
- Number of people riding with you (\$3.00 per person)
- Date of travel
- Desired time of travel or time of medical appointment
- Specify if this is a recurring trip or which days are needed