



# Services | Schedules | Information



Effective January 21, 2020





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**CTS** is committed to providing safe, timely, service-oriented transportation for the residents of Carroll County. We strive to improve the quality and efficiency of the system while providing excellent customer service.

**CTS** is the countywide public transit program for Carroll County, MD. **CTS** provides two types of services:

-  TrailBlazer – fixed route service
-  Anyone Can Ride – door to door service



# What is Carroll Transit System (CTS)?

**CTS** provides two types of public transit:

 **TrailBlazer** deviated-fixed routes

- The six deviated-fixed routes operate on a set schedule to connect Westminster, Taneytown, Eldersburg, North Carroll and South Carroll *without* an appointment
- These routes can deviate within  $\frac{3}{4}$  of a mile of a fixed stop

 Demand Response service

- “Anyone Can Ride”, shared-ride, door to door transit service
- Reservation required and should be made at least one (1) business day before your appointment time and are solely based on availability. Same day requests will be taken if availability permits.

## Days and Hours of Operation

Regular hours of operation are Monday through Friday, 7:00 am to 5:00 pm. In some limited areas, earlier or later service may be available. In order to complete your travel by 5:00 pm, you should schedule your appointment no later than 2:00 pm.

## Observed Holidays

Service is not provided on the following County Holidays:

New Year’s Day  
Martin Luther King, Jr. Day  
Good Friday  
Memorial Day  
Independence Day  
Labor Day  
Columbus Day  
Thanksgiving Day  
Day After Thanksgiving Day  
Christmas Day

For specific dates of these holidays during the current year and any other potential limited service days, please call **CTS** at (410) 386-5550.


Observed Holidays are subject to change

# Fares


All fares must be paid at the time of boarding the vehicle and the *exact fare is required*. Drivers are unable to issue change. Fares may be paid by cash or **CTS** tickets. Children under the age of six (6) ride for free. All ticket sales are final, no refunds are given.

## TrailBlazer

 Regular Fare: \$2.00

 Half Fare for registered older adults (65+), individuals with disabilities and Medicare card holders: \$1.00

- The application for the reduced [TrailBlazer](#) Shuttle fare is available online or by mail. Please call (410) 386-5550 for assistance

 Route Deviation: Additional \$1.00 (reservation required)

## Demand Response


 0 – 5 miles: \$4.00


 5 – 10 miles: \$6.00

 10 – 15 miles: \$7.00

 15 – 20 miles: \$8.00

 20 – 25 miles: \$9.00

 Seniors (65+) going to the nearest Senior Center between the hours of 8 am to 3 pm: \$2.00

 Dialysis clients outside of the Westminster area: \$5.00

## How to Purchase Tickets

Tickets are \$1.00 each and are sold in books of 10. You must give 24 hours' notice if you wish to pay & pick them up on your next scheduled ride.

## By Mail

To purchase tickets by mail, send a check or money order payable to **CTS**, along with a **CTS** order form to:

CTS Tickets

Carroll Transit System

1300 Old Meadow Branch Road

Westminster, Maryland 21158

## Demand Response

Service to and from Westminster is provided three times per day to the following areas with designated routes:

<i>Manchester</i>	<i>Hampstead</i>	<i>Union Bridge/ New Windsor</i>	<i>Taneytown</i>
<i>Mt. Airy</i>	<i>Finksburg</i>	<i>Sykesville/Eldersburg</i>	<i>Silver Run</i>

<b>Travel <u>TO</u> Westminster</b> <small>(from your out-of-Westminster location)</small>	Approx. Arrival Time in Westminster	<b>Travel <u>FROM</u> Westminster</b>	Approx. Arrival Time to your out- of-Westminster destination
7 – 8 am	9 – 9:30 am	9:15 am	10:00 am
10 – 10:45 am	11:15 am	1 – 1:30 pm	2:00 pm
2 – 2:15 pm	3:00 pm	3 – 3:30 pm	4 – 4:45 pm

\*\* actual pick-up time will vary and depend on your location \*\*

### To Schedule a Demand Response Ride

Monday – Friday, 7 am – 5 pm

Call: (410) 386-5550

Email: [scheduling@carrolltransitsystem.com](mailto:scheduling@carrolltransitsystem.com)

Schedule your ride at least 24 hours in advance, same day scheduling is based on availability!









## How to Schedule a Trip

To schedule a trip, call the **CTS** Scheduler at (410) 386-5550 Monday-Friday 7am-5pm, at least one (1) business day before your appointment time. Transportation is solely based on availability. When scheduling, the customer must have all information (exact address, suite number, etc.).

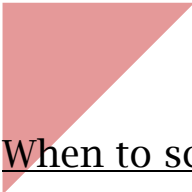
Hearing-impaired customers can use the Maryland TDD Relay System, 711/800-735-2258 to contact **CTS** to schedule a trip.

## What Information the Scheduler Will Need

When you call to schedule your trip, please be prepared to give the scheduler the following information:

-  Your name
-  Your daytime telephone number
-  The date you would like to schedule your trip
-  Where and when you would like to be picked up
-  Where and when you need to be dropped off (complete address and phone number)
-  Special assistance needed or other considerations (examples are, if you use a mobility device or travel with a Personal Care Attendant, a service animal, or need the driver to meet you at your door).
-  Trips will not be scheduled until complete trip information is received. Schedulers need the exact address to complete your reservation.
-  You will be advised what time to be ready for pick up. **CTS** has a 15-minute window – that window is 15 minutes before and 15 minutes after the scheduled pick-up time. (please see “Late Policy”). ***It is the rider’s responsibility to be ready 15 minutes before the scheduled pick-up time.***

If your trip can be made using our **TrailBlazer** Shuttle service (deviated fixed routes), the Scheduler will assist you with planning your trip using the most appropriate and least costly type of service.



## When to schedule your ride with CTS

7:00 am – 5:00 pm	We accept calls for cancellations, scheduling appointments and any changes you need to make to already scheduled transports.
5:00 pm-7:00 am Daily and all-day Saturday, Sunday, and holidays.	<b>Answering machine available for <u>cancellations</u> only. No appointment requests.</b>

## How to Request the Return Trip

Your return trip will be scheduled when you make the initial trip request. This reduces the possibility that you will have to wait when you are ready to return. If you are not ready when the driver arrives for your return trip, you may call to request your return trip when you are ready. (Depending upon the circumstances, a “No Show” fee may apply.)

Return trips are provided on a first come, first-served basis. Please be patient, as we cannot anticipate when all our passengers will be ready to return. Most trips will be scheduled within 30 minutes after notification.

## How to Cancel a Trip

If you are unable to make your scheduled trip, please let the scheduler know as soon as possible, but at least one (1) hour in advance of your scheduled pickup. If you do not cancel your trip at least one (1) hour in advance, it will be considered a "no show" (see "No Show" Policy) and could result in a temporary suspension of service.



## TrailBlazers

**TrailBlazers** are open to the public and operate on regular schedules with specific bus stops. You do not need to schedule a ride or register for the **TrailBlazer** Route Service. Simply be at the stop most convenient for you at the scheduled pick-up times. Deviations can be scheduled at least 3 hours in advance and are available for locations with-in 3/4 of a mile of a stop.

You will find a **TrailBlazer** route in Eldersburg, North Carroll, South Carroll, Taneytown, and 2 routes in Westminster. All routes, except South Carroll, connect in Westminster at the Transfer Hub at BEREC (Business Employment Resource Center – 224 N. Center Street, Westminster, MD)

It is recommended to be at the stop **10 minutes** prior to the posted arrival time

Visit us online at [www.carrolltransitsystem.com](http://www.carrolltransitsystem.com) for printable schedules and route updates.



## Carroll County Public Library

**Free Deviations** to the CCPL where **TrailBlazer** is available:  
Eldersburg, North Carroll, Taneytown & Westminster!!



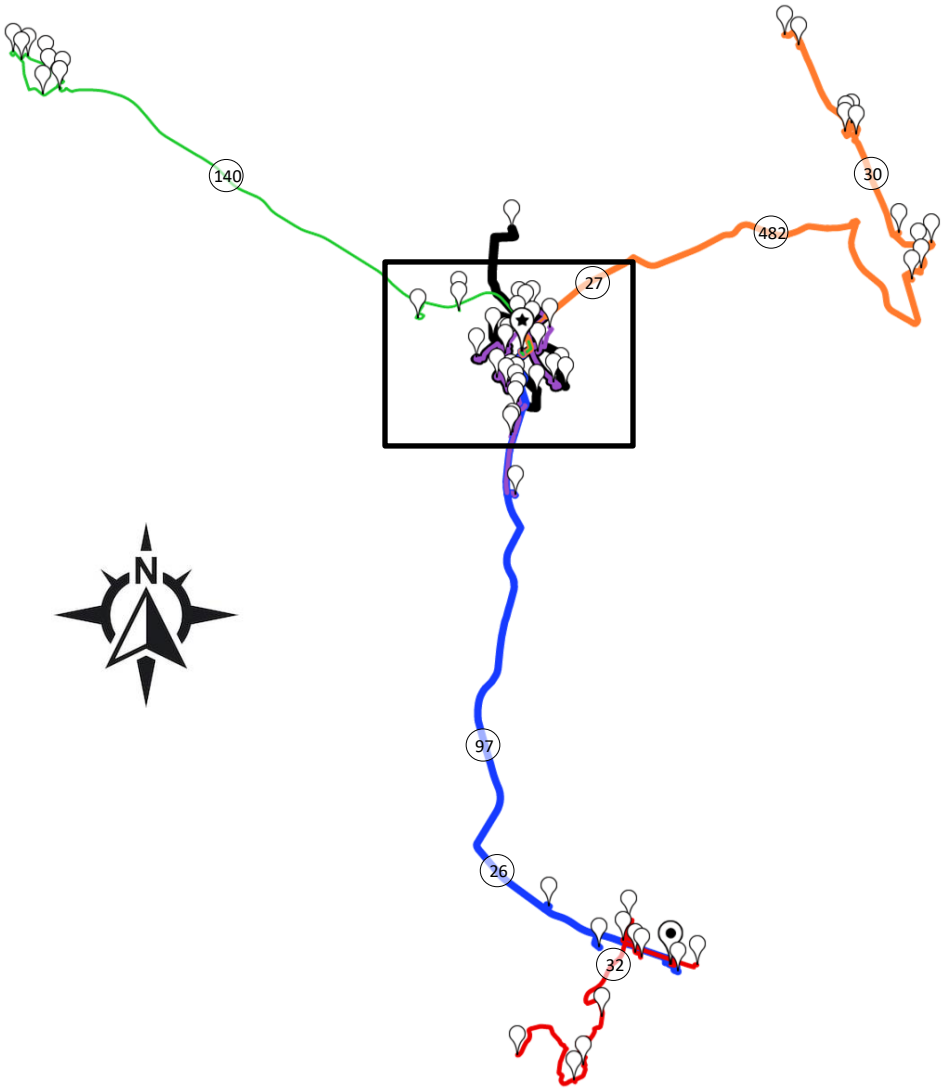
## CARROLL COUNTY YOUTH SERVICE BUREAU

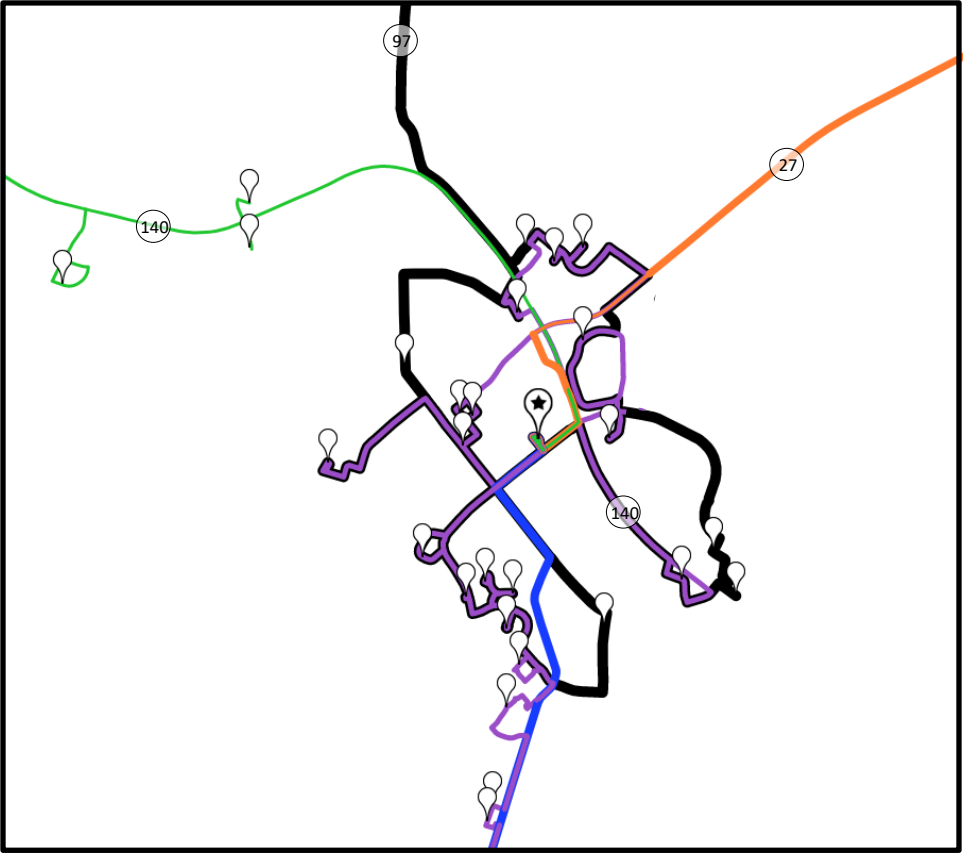
*"It Starts With the Heart."*

### **PILOT PROGRAM!**

January thru December 2020, **TrailBlazer** will provide **FREE deviations** to Carroll County Youth Services Bureau from the Westminster Purple route! Just call the office to schedule the ride!

# TrailBlazer Combined Map





# Westminster – Black Route

T R I P T I M E S

Shuttle Stops	am	am	am	pm	pm	pm
Pennsylvania Ave & Main St.	7:15	9:00	10:45	12:30	2:25	Drop Off Only
Sunnybrook Apartments	7:19	9:04	10:49	12:34	2:29	
Old Post Office	7:24	9:09	10:54	12:39	2:34	
10 Distillery Drive	7:26	9:11	10:56	12:41	2:36	
Westminster Overlook	7:28	9:13	10:58	12:43	2:38	
Carroll County Health Dept.	7:33	9:18	11:03	12:48	2:43	
Middle Brook Apartments	7:35	9:20	11:05	12:50	2:45	
Bishop Garth Apartments	7:37	9:22	11:07	12:52	2:47	
Timber Ridge Apartments	7:38	9:23	11:08	12:53	2:48	
Westminster Senior Center	7:40	9:25	11:10	12:55	2:50	
Westbrooke Apartments	7:45	9:30	11:15	1:00	2:55	
<b>★ BERC (arrive)</b>	<b>7:50</b>	<b>9:35</b>	<b>11:20</b>	<b>1:05</b>	<b>3:00</b>	
<b>★ BERC (depart)</b>	<b>8:05</b>	<b>9:50</b>	<b>11:35</b>	<b>1:30</b>	<b>3:25</b>	
Shoppers	8:10	9:55	11:40	1:35	3:30	
Weis Market	8:15	10:00	11:45	1:40	3:35	
Target	8:20	10:05	11:50	1:45	3:40	
Giant	8:25	10:10	11:55	1:50	3:45	
Town Mall	8:30	10:15	12:00	1:55	3:50	
Westminster Crossing – East	8:35	10:20	12:05	2:00	3:55	
Walmart	8:37	10:22	12:07	2:02	3:57	
Westminster Crossing – West	8:40	10:25	12:10	2:05	4:00	
Dept of Social Services	8:50	10:35	12:20	2:15	4:10	
Food Lion	8:57	10:42	12:27	2:22	4:17	

Key Destinations



TARGET



Giant

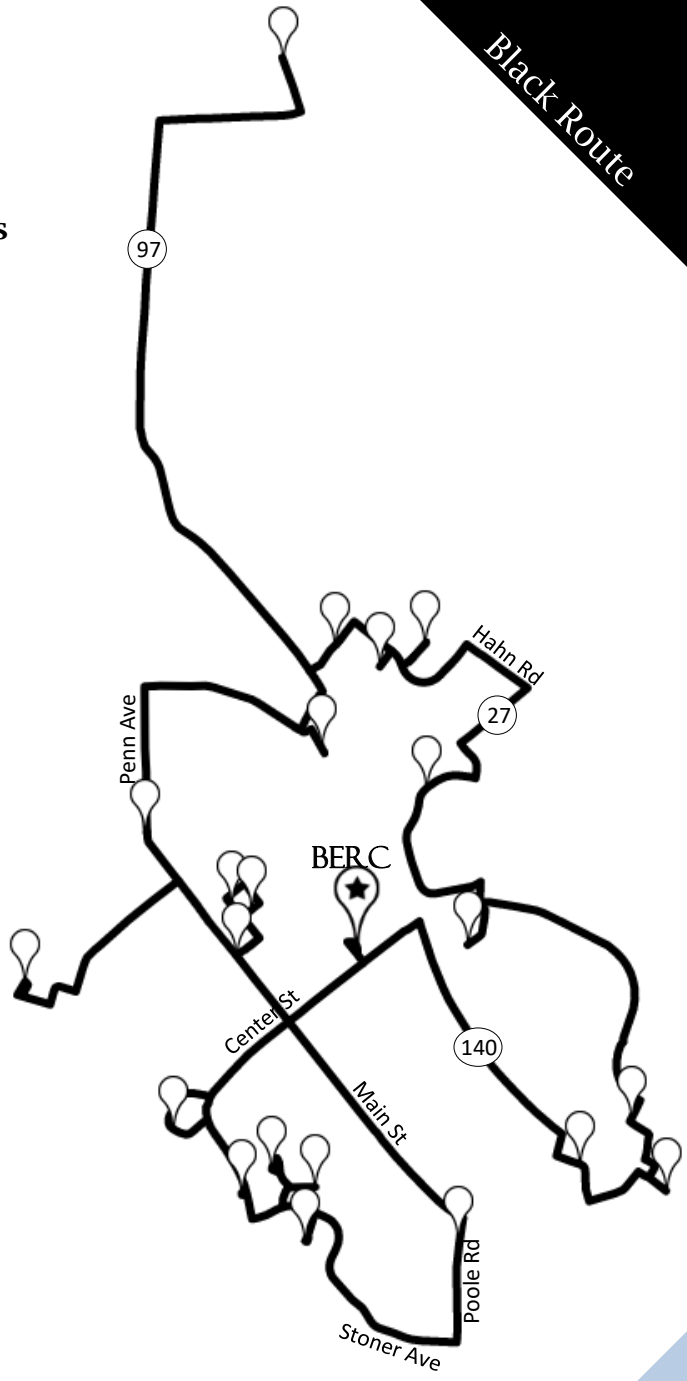


FOOD LION



MARYLAND DEPARTMENT OF HUMAN SERVICES

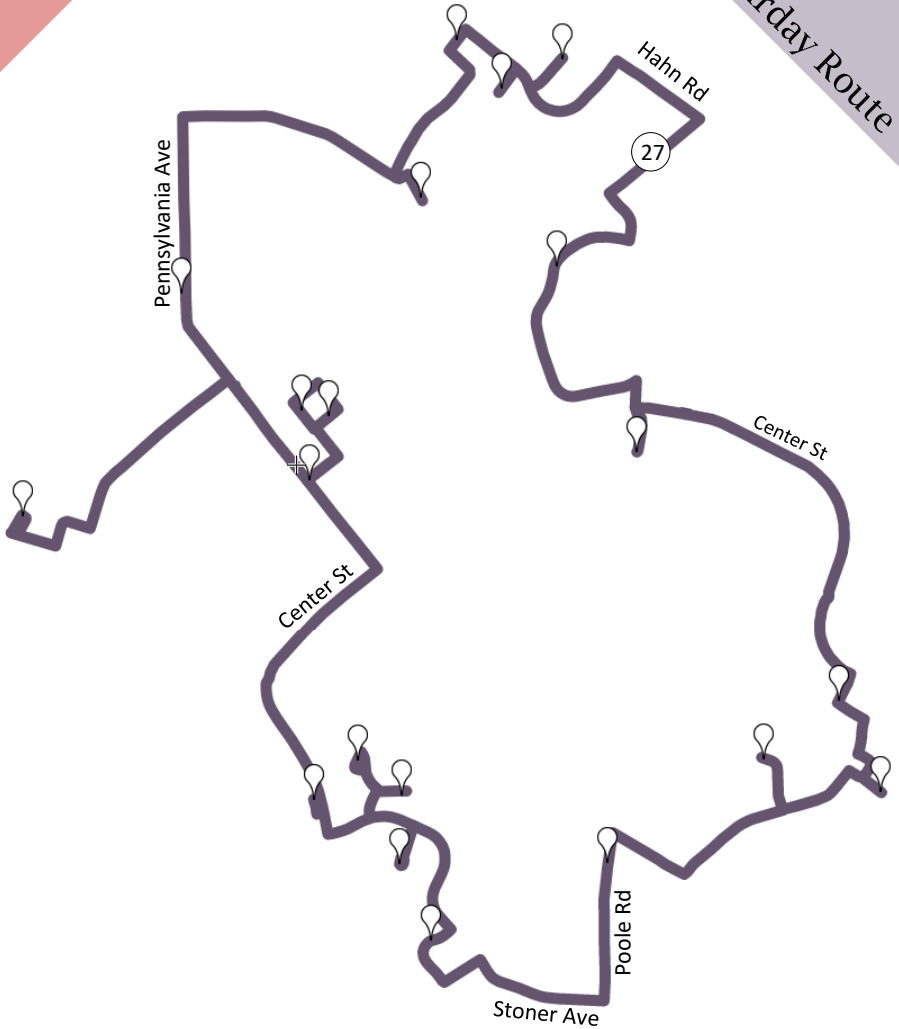
Westminster Senior Center



# Westminster – Saturday Route

## T R I P T I M E S

Shuttle Stops	am	am	am	pm	pm	pm	pm
Pennsylvania Ave & Main St.	7:15	8:40	10:05	11:30	12:55	2:30	Drop Off Only
Sunnybrook Apartments	7:19	8:44	10:09	11:34	12:59	2:34	
Old Post Office	7:24	8:49	10:14	11:39	1:04	2:39	
10 Distillery Drive	7:26	8:51	10:16	11:41	1:06	2:41	
Westminster Overlook	7:28	8:53	10:18	11:43	1:08	2:43	
Middle Brook Apartments	7:35	9:00	10:25	11:50	1:15	2:50	
Bishop Garth Apartments	7:37	9:02	10:27	11:52	1:17	2:52	
Timber Ridge Apartments	7:38	9:03	10:28	11:53	1:18	2:53	
Westminster Senior Center	7:40	9:05	10:30	11:55	1:20	2:55	
Stoner Ave Medical Complex	7:42	9:07	10:32	11:57	1:22	2:57	
Westbrooke Apartments	7:47	9:12	10:37	12:02	1:27	3:02	
<b>Shoppers (arrive)</b>	<b>7:50</b>	<b>9:15</b>	<b>10:40</b>	<b>12:05</b>	<b>1:30</b>	<b>3:05</b>	
<b>Shoppers (depart)</b>	<b>8:05</b>	<b>9:30</b>	<b>10:55</b>	<b>12:20</b>	<b>1:45</b>	<b>3:20</b>	
Weis Market	8:10	9:35	11:00	12:25	1:50	3:25	
Target	8:15	9:40	11:05	12:30	2:05	3:30	
Giant	8:20	9:45	11:10	12:35	2:10	3:35	
Town Mall	8:25	9:50	11:15	12:40	2:15	3:40	
Westminster Crossing – East	8:30	9:55	11:20	12:45	2:20	3:45	
Walmart	8:32	9:57	11:22	12:47	2:22	3:47	
Westminster Crossing – West	8:35	10:00	11:25	12:50	2:25	3:50	
Food Lion	8:37	10:02	11:27	12:52	2:27	3:52	



Key Destinations

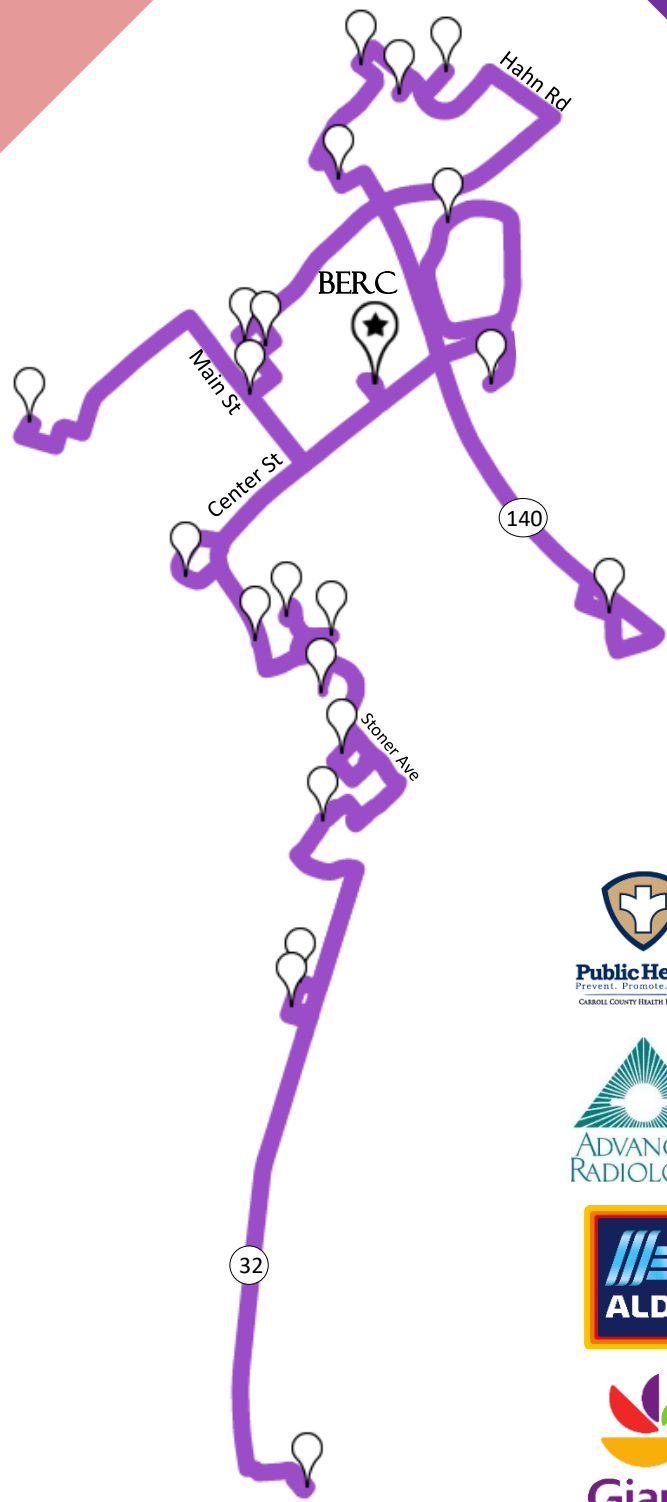


# Westminster – Purple Route

## T R I P T I M E S

Shuttle Stops	am	am	am	pm	pm	pm
★ BERC (arrive)	7:50	9:35	11:20	1:05	3:00	4:55
★ BERC (depart)	8:05	9:50	11:35	1:30	3:25	5:10
Sunnybrook Apartments	8:12	9:57	11:42	1:37	3:32	5:17
Carroll County Health Dept.	8:18	10:03	11:48	1:43	3:38	5:23
Stoner Ave Medical Complex	8:21	10:06	11:51	1:46	3:41	5:26
Carroll Hospital Center – Main	8:23	10:08	11:53	1:48	3:43	5:28
Phyllis Green Building – Front	8:28	10:13	11:58	1:53	3:48	5:33
844 Professional Building - Rear	8:30	10:15	12:00	1:55	3:50	5:35
Carroll Community College	8:35	10:20	12:05	2:00	3:55	Drop Off Only
Westminster Senior Center	8:42	10:26	12:11	2:06	4:01	
Timber Ridge Apartments	8:43	10:28	12:13	2:08	4:03	
Bishop Garth Apartments	8:44	10:29	12:14	2:09	4:04	
Middle Brook Apartments	8:46	10:31	12:16	2:11	4:06	
Old Post Office	8:50	10:35	12:20	2:15	4:10	
10 Distillery Drive	8:52	10:37	12:22	2:17	4:12	
Westminster Overlook	8:54	10:39	12:24	2:19	4:14	
Westminster Crossing – East	9:00	10:45	12:30	2:25	4:20	
Walmart	9:02	10:47	12:32	2:27	4:22	
Westminster Crossing – West	9:05	10:50	12:35	2:30	4:25	
Food Lion	9:10	10:55	12:40	2:35	4:30	
Shoppers	9:15	11:00	12:45	2:40	4:35	
Town Mall	9:20	11:05	12:50	2:45	4:40	
Giant	9:25	11:10	12:55	2:50	4:45	

Purple Route



Key Destinations

Westminster Senior Center

Marshalls

Walmart

SHOPPERS



Public Health  
Prevent. Promote. Protect.  
CARROLL COUNTY HEALTH DEPARTMENT

CARROLL HOSPITAL  
*a LifeBridge Health center*

ADVANCED RADIOLOGY

CARROLL COMMUNITY COLLEGE



PIVOT PHYSICAL THERAPY  
The Healthiness People



Giant



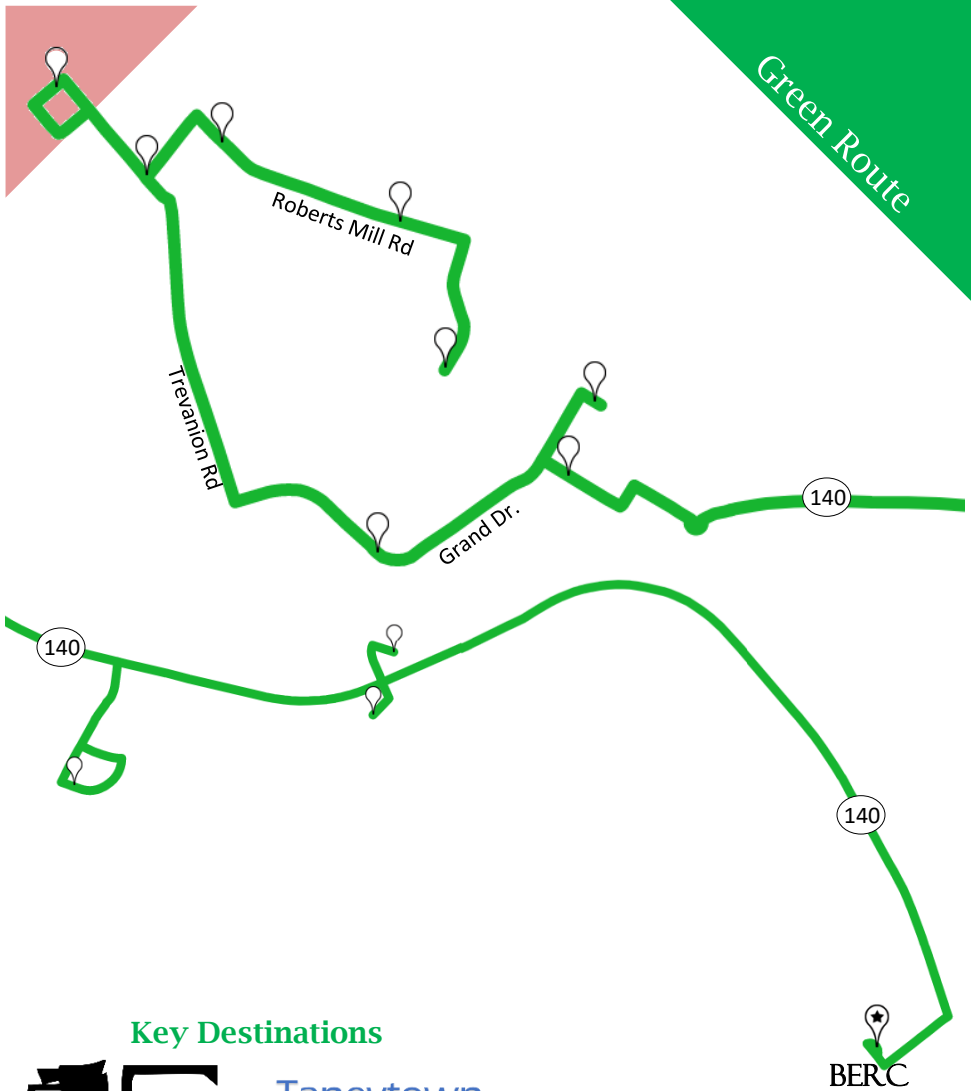
FOOD LION

# Taneytown – Green Route

T R I P T I M E S

Shuttle Stops	am	am	am	pm	pm	pm	pm	
Roth & Baltimore	7:10	8:53	10:36	L U N C H	2:13	4:01	Drop Off Only	
Baumgardner & Roberts Mill	7:13	8:56	10:39		2:16	4:04		
Taneytown Senior Center		8:58	10:41		2:18	4:08		
George & Baltimore	7:16	8:59	10:42		2:19	4:09		
Frederick & Baltimore	7:18	9:01	10:44		2:21	4:11		
Grand & Fairground	7:21	9:04	10:47		2:24	4:14		
Food Lion	7:25	9:08	10:51		2:28	4:18		
Kennie's Market	7:28	9:11	10:54		2:31	4:21		
Westminster Community Pool	7:40	9:23	11:06		1:00	2:43		4:33
Meadow Creek	7:45	9:28	11:11		1:05	2:48		4:38
Safeway	7:48	9:31	11:14	1:08	2:51	4:41		
<b>BERC (arrive)</b>	7:58	9:41	11:24	1:18	3:01	4:51		
<b>BERC (depart)</b>	8:13	9:56	11:39	1:33	3:21	5:06		
Meadow Creek	8:21	10:04	11:47	1:41	3:29	5:14		
Safeway	8:24	10:07	11:50	1:44	3:32	5:17		
Westminster Community Pool	8:30	10:13		1:50	3:38			
Kennie's Market	8:45	10:28		2:05	3:53			
Food Lion	8:48	10:31		2:08	3:56			

Green Route



Key Destinations



FOOD LION



Taneytown Senior Center



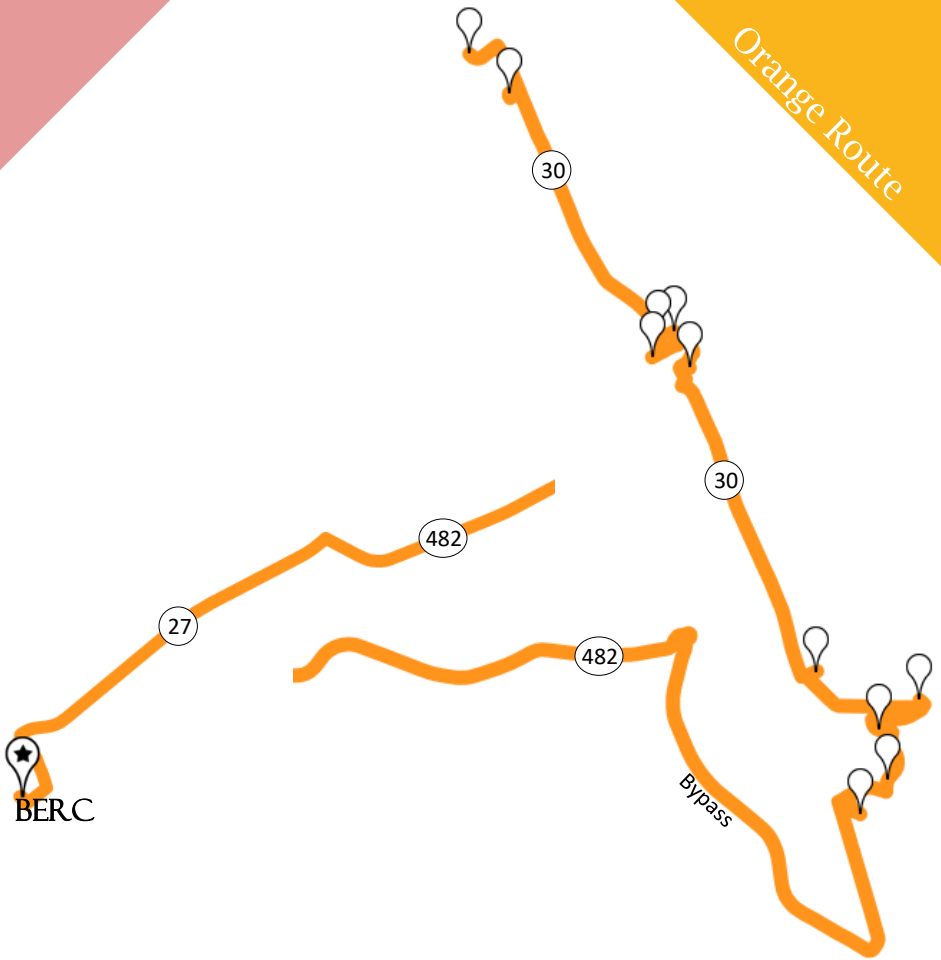
SAFeway 

# North Carroll – Orange Route

## T R I P T I M E S

Shuttle Stops	am	am	am	pm	pm	pm
Manchester Manor	7:00	8:55	10:47	12:39	2:31	Drop Off Only
Manchester Post Office	7:03	8:58	10:50	12:42	2:34	
North Carroll Senior Center		9:01	10:53	12:45	2:37	
Wal-Mart	7:09	9:04	10:56	12:48	2:40	
Hampstead Marketplace	7:12	9:07	10:59	12:51	2:43	
Weis Market – Greenmount	7:15	9:10	11:02	12:54	2:46	
Residence at Hampstead School	7:20	9:15	11:07	12:59	2:51	
Hampstead Village Center	7:23	9:18	11:10	1:02	2:54	
Dogwood Dr. & Scarlett Oak Ct.	7:26	9:21	11:13	1:05	2:57	
Boxwood Dr. & Century St.	7:29	9:24	11:16	1:08	3:00	
Weis Market – Roberts Field	7:32	9:27	11:19	1:11	3:03	
<b>BERC (arrive)</b>	<b>7:49</b>	<b>9:44</b>	<b>11:36</b>	<b>1:28</b>	<b>3:20</b>	
<b>BERC (depart)</b>	<b>8:04</b>	<b>9:59</b>		<b>1:43</b>	<b>3:35</b>	
Weis Market – Roberts Field	8:21	10:16		2:00	3:52	
Boxwood Dr. & Century St.	8:24	10:19		2:03	3:55	
Dogwood Dr. & Scarlett Oak Ct.	8:27	10:22	L	2:06	3:58	
Hampstead Village Center	8:30	10:25	U	2:09	4:01	
Residence at Hampstead School	8:33	10:28	N	2:12	4:04	
Weis Market – Greenmount	8:38	10:33	C	2:17	4:09	
Hampstead Marketplace	8:44	10:36	H	2:20	4:12	
Wal-Mart	8:47	10:39		2:23	4:15	
North Carroll Senior Center	8:50	10:42		2:26		

Orange Route



Key Destinations

**weis**

**Walmart** 

North Carroll  
Senior Center

*Fratelli's*  
ITALIAN & SEAFOOD



# Eldersburg – Blue Route

## T R I P T I M E S

Shuttle Stops	am	am	am	pm	pm	pm	pm
Piney Ridge Apartments	7:10	8:50	10:30	12:10	2:00	3:40	
Carrolltown Village	7:16	8:56	10:36	12:16	2:06	3:46	
● Eldersburg Commons / Wal-Mart (arrive)	7:18	8:58	10:38	12:18	2:08	3:48	
● Eldersburg Commons / Wal-Mart (depart)	7:28	9:08	10:48	L U N C H	2:18	3:58	
Liberty Exchange	7:35	9:15	10:55		2:25	4:05	
Carroll Community College	7:50	9:30	11:10		2:40	4:20	
★ BERC (arrive)	8:00	9:40	11:20		2:50	4:30	
★ BERC (depart)	8:15	9:55	11:35	1:25	3:05	4:45	
Carroll Community College	8:25	10:05	11:45	1:35	3:15	4:55	
Liberty Exchange	8:45	10:25	12:05	1:55	3:35		

BERC

32

97

97

26

WAL-MART

Key Destinations



# South Carroll – Red Route

## T R I P T I M E S

Shuttle Stops	am	am	am	am	am	pm	pm	pm	pm	pm	pm	
Gaither Manor		7:50		9:35		L U N C H	12:37		2:32		Drop Off Only	
Oklahoma & Baldwin	7:00	7:55	8:45	9:40	10:30		12:42	1:32	2:37	3:27		
Village House	7:02	7:57	8:47	9:42	10:32		12:44	1:34	2:39	3:29		
Sykesville Apartments	7:04	7:59	8:49	9:44	10:34		12:46	1:36	2:41	3:31		
Springfield Complex @ Gazebo	7:09	8:04	8:54	9:49	10:39		12:51	1:41	2:46	3:36		
Freedom Village	7:14	8:09	8:59	9:54	10:44		12:56	1:46	2:51	3:41		
Spencer Village	7:16	8:11	9:01	9:56	10:46		12:58	1:48	2:53	3:43		
● Eldersburg Commons/ Walmart (arrive)	7:18	8:13	9:03	9:58	10:48		1:00	1:50	2:55	3:45		
● Eldersburg Commons/ Walmart (depart)	7:23	8:18	9:08	10:03	10:53		12:10	1:05	2:05	3:00		3:50
Weis Market	7:27	8:22	9:12	10:07	10:57		12:14	1:09	2:09	3:04		3:54
Michaels	7:33	8:28	9:18	10:13	11:03		12:20	1:15	2:15	3:10		4:00
Safeway	7:35	8:30	9:20	10:15	11:05		12:22	1:17	2:17	3:12		4:02
Martins	7:37	8:32	9:22	10:17	11:07		12:24	1:19	2:19	3:14		4:04
Walgreens	7:40	8:35	9:25	10:20	11:10		12:27	1:22	2:22	3:17		4:07

Red Route



Key Destinations

Walmart  Michaels SAFEWAY 

weis MARTIN'S








## College Bus Passes

**CTS** offers two bus pass options to college students attending Carroll Community College and McDaniel College.

OPTION 1: The **TrailBlazer** College Bus Pass is \$80.00 per semester, per student, and provides unlimited rides using the **TrailBlazer** route service. Please refer to the **TrailBlazer** information in this guide or online for routes, stops and times.

OPTION 2: Students residing outside of the **TrailBlazer** service area may utilize the Demand Response service. The rates for this service are as follows per semester, per student:

 Zone 1 (0 – 5 miles):	\$150.00
 Zone 2 (5 – 10 miles):	\$150.00
 Zone 3 (10 – 15 miles):	\$175.00
 Zone 4 (15 – 20 miles):	\$175.00
 Zone 5 (20 – 25 miles):	\$200.00

Zone mileages are based on the College being attended.

College Bus Passes can be purchased at the **CTS** office or by mail and the application can be found on the website. They are available one (1) to six (6) weeks prior to the start of the semester. They *cannot* be purchased outside of this window.

# PASSENGER RIGHTS AND RESPONSIBILITIES

The passenger has a right to:

1. Safe, comfortable, and courteous service.
2. On-time service as scheduled by the scheduler.
3. Information presented in an appropriate format.
4. Appeal any actions, which result in a denial of service.

The passenger has the responsibility to:

1. Be ready for the driver 15 minutes in advance of the scheduled pick-up time or be at the **TrailBlazer** stop 10 minutes in advance of the scheduled stop time.
2. Inform the scheduler of any special assistance needs.
3. Inform the scheduler of cancellations at least one (1) hour before the scheduled pick up time.
4. Inform the Executive Director of any service problems or to recognize exemplary service.

## How to File a Compliment, Complaint, or Suggestion

If you would like to recognize a driver or other member of our staff for excellent service, to file a complaint, or to make a suggestion for how we can provide you with better service, please write to:

Executive Director  
Carroll Transit System  
1300 Old Meadow Branch Road  
Westminster, Maryland 21158  
Or call **CTS** at (410) 386-5550

**CTS** is committed to ensuring that no person is excluded from participation in or denied the benefits of transit services on the basis of race, color or national origin, as protected by Title VI of the Civil Rights Act of 1964.

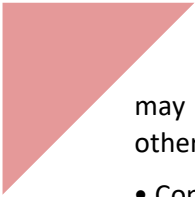
For questions, complaints or more information, please contact the Department of Citizen Services or go to <http://carrolltransitsystem.com/fair-practice-act.asp>

# POLICIES

## While on Board

Please observe the following passenger etiquette policies. The following policies apply to all of **CTS's** services, including Demand Response, **TrailBlazers** and Agency Transportation:

1. Passengers must pay the fare upon boarding the vehicle unless prior billing arrangements have been made. **Exact change, valid ticket or college bus pass** is required at time of service.
2. For the comfort of all passengers, smoking or vaping, eating, drinking, chewing, and using illegal substances in **CTS** vehicles are prohibited.
3. Passengers may not play an audio device unless using a headset and keeping the volume low so that others are not disturbed.
4. The driver's attention must be on safe driving! For the safety of all passengers, riders should refrain from speaking with the driver while the vehicle is in motion.
5. A driver may refuse to transport a passenger(s) who appear(s) to be under the influence of alcohol, illegal or dangerous substances, or whose behavior or language appears abusive, threatening, offensive, disorderly or dangerous to themselves, the driver or other passengers. If a passenger becomes dangerous or disruptive during the trip, the driver may refuse service at that time. Drivers will immediately contact the dispatcher to call 911 for assistance.
6. Passengers may not threaten or harass any other passenger or the driver.
7. Passengers may not engage in any behavior that may result in the distraction of the driver.
8. Passengers are expected to maintain cleanliness and health standards that do not jeopardize the health of bus drivers, supervisors, themselves or other passengers. **CTS** may refuse service to passengers who are unable to comply with those standards. Certain restrictions may apply to those passengers who



may require a personal attendant based upon their medical or other conditions.

- Contagious diseases
- Open wounds
- Incontinence
- Communicable diseases
- Foul Odor

9. **CTS** may refuse service to passengers without shoes or appropriate attire.
10. **CTS** will attempt to accommodate a reasonable amount of passenger packages if they do not disrupt or delay transportation for other passengers. Packages must be carried on by the passenger, should be held by the passenger, or secured under the seat, but must be safely secured. Passengers shall not place articles in the aisles or on a seat intended for another passenger. **CTS** is not responsible for lost or damaged items.
11. Strollers are permitted on **CTS** vehicles only if folded. Please fold the stroller before boarding and carry your child on the bus. Blocking the aisles of **CTS** vehicles is strictly prohibited.
12. Children under age 12 must be accompanied by a parent or guardian.
13. Service animals trained to perform a specific task/service to assist an individual in living independently are permitted on board **CTS** vehicles. Small pets (up to 20 pounds) are allowed on board at no additional cost, when traveling in carriers designed and manufactured for pet transport. The carrier cannot take up seating or obstruct the aisle and must be able to be carried on by the passenger. Animals at-large or on a leash or harness (other than service dogs) are not allowed.



## Eligibility

For Demand Response service, passengers must be registered with **CTS** before transportation service can be scheduled.

Seniors, persons with disabilities and/or Medicare card holders may ride the TrailBlazer Shuttle for half price with discount card. Applications are available by contacting **CTS** at (410) 386-5550.

## Advanced Reservation Policy

Reservations for Dialysis, Radiation, Day Programs and employment may be scheduled for up to six (6) weeks in advance. Reservations for routine Doctors' Appointments and Education may be scheduled up to four (4) weeks in advance. Any other trips or appointments can be scheduled two (2) weeks in advance. To schedule your trip, it is recommended you make your appointment as soon as possible. Trips may be scheduled one (1) business day in advance of the time requested; however, availability is limited and space/time may not be available.

## Late Policy

In order to provide service to as many people as possible, it is essential that all Demand Response passengers be ready for pick up within the 15-minute window. The window is 15 minutes before and 15 minutes after the scheduled pick-up time.

It is the passenger's responsibility to be ready and waiting at the door (or curb, if they are able) 15 minutes prior to their scheduled pick-up time. If the passenger is not waiting outside when the driver arrives, the driver will make every effort to notify the client of their arrival. Within the fifteen-minute pickup window, a driver may only wait up to five-minutes, before they must continue with their route.

If the passenger is not ready and has not called the dispatcher to cancel the trip, the driver will notify the dispatcher they are departing for next pickup, and the late passenger will be considered "no-show."

For TrailBlazer stops, please be to the designated stop 10 minutes in advance of the posted time.

## "No-Show" Policy

From time to time, it may be necessary for a scheduled passenger to cancel a trip for unexpected circumstances beyond their control. Last minute cancellations, or "No-shows", are detrimental to the efficient and effective operations of our demand response shared ride services.

### What Constitutes a "No-Show"?

If a passenger is unable to make his or her scheduled trip and does not call the dispatcher to cancel the trip at least one (1) hour in advance of the scheduled pick-up time, the trip will be considered a "No-show." Passengers who are not ready by their scheduled pickup time may also be considered a "No-Show" if the driver arrives within the 15-minute window and waits more than five minutes; the driver will leave after waiting five minutes and contacting the dispatcher.

### Consequences

A "No-Show" has the following consequences:

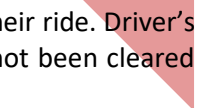
1. The "No-Show" fee will be equivalent to that days scheduled fare.
2. A rider will be suspended from **CTS** service for one month if they have three or more "No-Shows" in a 30-day period, or if there is an unpaid balance for any "No-Show" more than 30-days in arrears.
3. All "No-Show" fees are to be paid by cash or tickets.

### Appeals Process

The passenger may appeal any of the above consequences if he or she feels a "No-Show" occurred because of unexpected circumstances beyond his or her control (e.g. medical or family emergency). Written appeals should be addressed to the Executive Director within ten (10) calendar days of notification of the offense.

### Weather Policy

All weather-related delays or closings will be determined as close to 5 a.m. as possible and will be announced on WTRR as well as WBAL Channel 11 and [carrolltransitsystem.com](http://carrolltransitsystem.com). While **CTS** will make the best decision possible for the safety of our staff and passengers, we must follow Carroll County Government's decisions to delay or close. When CCPS is closed all senior center



rides will be canceled unless the passenger calls in to confirm their ride. Driver's may refuse to travel down driveways or side roads that have not been cleared or impose a safety threat to the driver or the passenger.

## Passenger Assistance Policy

All **CTS** drivers are trained in passenger assistance techniques and will provide passenger assistance in boarding and debarking from the vehicle. Passenger assistance may include guiding the passenger to the vehicle, lending a steady arm for balance in boarding the vehicle, finding a seat, fastening a seatbelt or securing a wheelchair.

**CTS** drivers will not provide assistance that involves bearing weight, including lifting and carrying passengers. Individuals who need extensive assistance in traveling must arrange for a Personal Care Attendant (PCA) to accompany and assist them. **CTS** does not provide Personal Care Attendants.

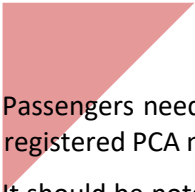
The driver may refuse service if the passenger cannot safely travel to and from the vehicle without the driver lifting or carrying the passenger. **CTS drivers do not lift or carry passengers.** For passengers using wheelchairs, the path between the door and the vehicle must be wheelchair accessible. When service is first provided to a new passenger, a supervisor may be present to assess assistance needs of the new passenger.

**CTS** drivers will not enter passengers' homes. For the safety and protection of both drivers and passengers, it is against our policy to provide door-through-door assistance by entering passenger's homes.

**CTS** is not a delivery service. Passengers are generally responsible for carrying their own belongings. Packages, which cannot be stowed on your lap or the seat beside you, are not permitted unless space allows and packages can be properly secured. **CTS is not responsible for any items lost or damaged on the vehicle.**

## Personal Care Attendant Policy

A Personal Care Attendant (PCA) is someone designated or employed specifically to help an individual with a disability meet his or her personal needs in daily living activities. The registered PCA travels at no charge. Individuals who need extensive assistance in traveling (beyond that which the **CTS** driver can provide), including lifting, carrying, support during the ride, and/or behavior control, must arrange for a PCA to accompany and assist them. **CTS** does not provide PCAs.



Passengers needing the assistance of a PCA must register the PCA with **CTS**. A registered PCA may accompany the passenger free of charge.

It should be noted that a person who requires the use of a PCA, to always travel with their PCA since drivers cannot provide assistance beyond that which is described in the previous section.

## Policy on Portable Breathing Aids

Portable oxygen supplies and respirators are permitted on board **CTS** buses. Information about the use of this equipment must be provided to the dispatcher when scheduling service.

Oxygen is to be self-administered and the driver shall be under no obligation to render special assistance. Oxygen tanks must be secured so they do not move during transport and may not block the aisle.

# PASSENGER SECUREMENT POLICY

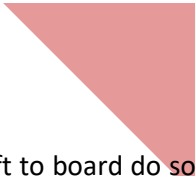
## Wheelchairs

A wheelchair is a mobility aid belonging to any class of three -or more- wheeled devices, usable indoors, designed or modified for and used by individuals with mobility impairments, whether operated manually or powered.

Any device that meets this definition will be accommodated. If the total combined weight of the individual and their wheelchair exceeds 600 pounds, **CTS's** ability to accommodate the wheelchair will be evaluated on a case-by-case basis.

All wheelchairs must be secured to the vehicle in the designated area. The driver will provide assistance in securing the wheelchair. Wheelchairs which cannot be properly secured (i.e. three-wheeled scooters), will be accommodated if the lift can accommodate the weight of the passenger and mobility device and it fits within the securement area.

Any individual using a wheelchair may transfer to a regular seat on the vehicle if they are able to accomplish the transfer independently or with the assistance of a personal care attendant. **Drivers will assist but will not lift passengers.**



## Lift Use Policy

**CTS** strongly recommends that persons who wish to use the lift to board do so only when seated in a wheelchair. Persons who do not use wheelchairs but wish to use the lift to board or de-board the vehicle must inform the dispatcher when scheduling service. This is necessary for vehicle scheduling considerations.

In addition, if requested in advance, **CTS** will provide a manual wheelchair for use when riding the lift.

## Seat Belts

**CTS** requires that all passengers wear seat belts in vehicles equipped with them. Persons using wheelchairs should be secured to their chairs in addition to having their wheelchairs secured to the vehicle. The driver will aid in fastening seatbelts upon request.

## Child Safety Seats

All passengers must follow the *Maryland Child Passenger Safety Law*, which states:

Every child under age 8 years old must ride in an appropriate child restraint unless the child is 4'9" or taller.

Every child from 8 years to 16 years who is not secured in a child restraint must be secured in a vehicle seat belt. (Effective October 1, 2012).



# Ticket Order Form

Please allow 1-2 weeks for delivery  
There will be NO REFUNDS on partial ticket books

Tickets are \$1.00 each and are sold in books of 10.

Send a check or money order payable to **CTS**, along with a **CTS** order form to:

CTS Tickets  
Carroll Transit System  
1300 Old Meadow Branch Road  
Westminster, Maryland 21158

Name: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Number of Ticket Books being Purchased: \$ \_\_\_\_\_

Cost per Ticket Book: \$ 10.00

Total Cost: \$ \_\_\_\_\_



Carroll Transit System  
1300 Old Meadow Branch Road  
Westminster, Maryland 21158

Phone (410) 386-5550  
[www.carrolltransitsystem.com](http://www.carrolltransitsystem.com)

