

Carroll County TDP - January 2026

Full Survey Results

Rider Survey Results

Response Statistics

	Count	Percent
Complete	171	89.50%
Partial	20	10.50%
Disqualified	0	0.00%
Totals	191	

Are you aware of the services provided by Carroll Transit/Ride With Us?

Value	Percent	Count
Yes, and I have a positive impression	66.5%	127
Yes, and I have a neutral impression	20.9%	40
Yes, and I have a negative impression	12.6%	24
Totals		191

Is Carroll Transit your primary mode of transportation?

Value	Percent	Count
Yes	64.4%	123
No	35.6%	68
Totals		191

What transit service improvements would be needed for you to choose to ride public transportation more frequently? Please check all that apply

Value	Percent	Count
Saturday service	45.5%	25
Sunday service	34.5%	19
Improved reliability	43.6%	24
Shorter travel time	14.5%	8
Improved access to transit information	16.4%	9
More frequent service	49.1%	27
Less crowded vehicles	5.5%	3
Service earlier in the morning	18.2%	10
Service later in the evening	49.1%	27
Better security on board the vehicles	3.6%	2
Real time transit information	25.5%	14
Bus shelters and benches at stops	16.4%	9
Better security on the vehicles	5.5%	3
Service area outside the County limits	29.1%	16
On-demand service accessible via smartphone, similar to Uber or Lyft	38.2%	21
Service to additional locations within Carroll County	40.0%	22
Other:	3.6%	2
I would not ride, I prefer to drive	3.6%	2

Service to additional locations within Carroll County	Count
Best Care Assisted Living	1
COUNTY	1
Carroll County Dialysis	1
Eldersburg	1
Howard County	1
Keymar and Union Bridge	1
Museums, indoor relaxations for elderly like my my mother 76 yo, and grandmother -96yo	1
Target, Safeway	1
local shopping centers, Mt Airy locations	1
parks	1
Totals	10

Other:	Count
I am fortunate to have a vehicle. For those that do not, reliable on demand service would be best. We wanted to use it to get my daughter from Eburg to CCC and it couldn't work. When my husband couldn't drive he needed to get to Dr appts and it was not at all convenient.	1
Routes closer to my residence	1
Totals	2

Which Carroll Transit service are you taking for your current or most recent trip?

Value	Percent	Count
Westminster Trailblazer Black	16.7%	28
Westminster Trailblazer Purple	13.7%	23
Taneytown Trailblazer Green	13.7%	23
North Carroll Trailblazer Orange	3.0%	5
North Carroll Trailblazer Orange Shuttle	3.6%	6
Demand Response Service	49.4%	83
Totals		168

Did you or will you transfer to another bus to complete this trip?

Value	Percent	Count
Yes	24.9%	43
No	75.1%	130
Totals		173

Are there destinations/areas you need to go to that Carroll Transit does not serve?

Value	Percent	Count
No	59.9%	97
Yes - please describe	40.1%	65
Totals		162

Yes - please describe	Count
Frederick	2
Owings Mills	2
Baltimore	1
Baltimore City & Baltimore County	1
Baltimore county	1
Barnes and noble would be good and also outside of carroll county	1
Dialysis early in the morning and late in the evening	1
Doctors in other counties.	1
Dollar Tree	1
Doller tree	1
Frederick	1
Frederick, Balt. Cos	1
From the southern end of the county, there is limited opportunity for transit. It would be great to expand... but certainly cannot be reduced.	1
Gettysburg	1
Howard County Hospital	1
Howard County for doctor visits	1
Keymar Union Bridge	1
Libraries out of Carroll when there is delay to get a book(s) not	1
Carroll libraries	1
Live near Humane Society	1
McDaniel College	1
Metro, Eldersburg, Return Trip to Food Lion Taneytown	1
Miller's Market, Vines Crab House	1
New Windsor	1
New Windsor-Hampstead	1
Other places like Target, Safeway	1
Out of county	1
Outside County. Plus locations in CC outside fixed routes. On-Demand takes too long.	1
Places out of westminster that's not on a fixed route.	1
Possibly some more areas around MD would be awesome	1
Random House	1
Reisterstown	1
Reisterstown, Md	1

Safeway, Westminster Mall, SSA, Dept of Social Services	1
Shopping area in Westminster - Aldis Michaels; Mt Airy Library	1
South of County	1
Sykesville - Trailblazer	1
Sykesville, MD - Trailblazer	1
There is no regular bus service pickup in Eldersburg to take me to	
Westminster Mall, movies, etc	1
Union Bridge	1
Union Bridge, Mt Airy	1
Westminster	1
Woodbine	1
YMCA (shuttle stop)	1
YMCA, WMC/McDaniel, DMV	1
ccc - not often enough	1
frederick	1
gaither manor apts	1
more trips to union bridge	1
social security, dept of social service	1
union bridge to taneytown	1
would be nice to have BWI access	1
Totals	53

On average, how often do you use Carroll Transit?

Value	Percent	Count
5 days a week	22.7%	39
3-4 days a week	26.2%	45
1-2 days a week	24.4%	42
Less than once a week	11.0%	19
Less than once a month	15.7%	27
Totals		172

If you were not taking the bus, how would you make this trip?

Value	Percent	Count
Drive	8.90%	15
Walk	14.20%	24
Bicycle	1.20%	2
Taxi	1.20%	2
Uber/Lyft	8.90%	15
Wouldn't make trip	23.70%	40
Ride with family/friends	37.30%	63
Other:	4.70%	8
Totals		169

Other:	Count
Case worker	1
Daughter	1
No vehicle	1
Transport agency	1
if friends cant i wouldnt make it	1
would have no trips	1
Totals	7

Please rate how satisfied you are with Carroll Transit in the following areas:

	Strongly Satisfied		Satisfied		Neutral		Dissatisfied		Strongly Dissatisfied		#
	#	%	#	%	#	%	#	%	#	%	
Overall Service	67	38.3%	63	36.0%	30	17.1%	8	4.6%	7	4.0%	175
Days and hours of service	45	25.6%	57	32.4%	31	17.6%	30	17.0%	13	7.4%	176
Buses running on-time	59	33.9%	60	34.5%	29	16.7%	18	10.3%	8	4.6%	174
Frequency of buses	54	31.0%	53	30.5%	39	22.4%	21	12.1%	7	4.0%	174
Availability of information	59	34.1%	50	28.9%	35	20.2%	18	10.4%	11	6.4%	173
Carroll Transit route brochures	53	30.6%	49	28.3%	51	29.5%	10	5.8%	10	5.8%	173
Carroll Transit website	52	30.2%	46	26.7%	60	34.9%	6	3.5%	8	4.7%	172
Sense of security	70	40.7%	68	39.5%	24	14.0%	5	2.9%	5	2.9%	172
Cost of bus fare	75	43.1%	52	29.9%	31	17.8%	11	6.3%	5	2.9%	174
Cleanliness of vehicles	89	52.0%	54	31.6%	24	14.0%	0	%	4	2.3%	171
Telephone customer service	67	39.0%	58	33.7%	28	16.3%	11	6.4%	8	4.7%	172
Trip scheduling process	66	38.2%	49	28.3%	31	17.9%	18	10.4%	9	5.2%	173
Bus drivers	96	56.1%	51	29.8%	18	10.5%	2	1.2%	4	2.3%	171

Rider Demographics

Home Locations

Area	Response	#
Westminster	21157	69
Westminster	21158	13
Taneytown	21787	24
Sykesville	21784	13
Hampstead	21074	8
New Windsor	21776	7
Manchester	21102	5
Finksburg	21048	4
Marriottsville	21104	4
Mount Airy	21771	6
n/a	17325	1
n/a	21001	1
n/a	21156	1
n/a	2157	1
n/a	21757	1
n/a	21797	1
		159

Ages

Value	%	#
18-24	16.8%	25
25-34	13.4%	20
35-54	20.1%	30
55-64	16.1%	24
65+	33.6%	50
Totals		149

Use of Assistive Devices

Value	%	#
Wheelchair	7.5%	12
Walker	11.8%	19
Cane	7.5%	12
Service Animal	2.5%	4
Personal Care		
Attendant	2.5%	4
None of the above	75.8%	122

Internet-enabled smartphone?

Value	%	#
Yes	81.7%	134
No	18.3%	30
Totals		164

Do you have a valid driver's license?

Value	%	#
Yes	44.2%	72
No	55.8%	91
Totals		163

Do you have access to a working vehicle?

Value	%	#
Yes	31.3%	51
No	68.7%	112
Totals		163

Do you consider yourself Hispanic/Latino?

Value	%	#
Yes	8.0%	13
No	92.0%	150
Totals		163

Race

Value	%	#
White/Caucasian	75.5%	123
African American/Black	6.7%	11
Asian	2.5%	4
Native Hawaiian/Pacific Islander	1.2%	2
Prefer not to answer	14.1%	23
Totals		163

Employment Status

Value	%	#
Employed (full-time)	23.8%	39
Employed (part-time)	23.2%	38
Student (full-time)	7.3%	12
Student (part-time)	5.5%	9
Retired	27.4%	45
Homemaker	1.8%	3
Unemployed	13.4%	22
Other - please specify:	7.3%	12

Annual Household Income

Value	%	#
\$14,999 or Less	30.8%	20
\$15,000-\$29,999	30.8%	20
\$30,000-\$44,999	21.5%	14
\$45,000-\$59,999	9.2%	6
\$60,000-\$74,999	3.1%	2
\$75,000 or more	4.6%	3
Totals		65

Community Survey Results

Response Statistics

	Count	Percent
Complete	355	80.70%
Partial	85	19.30%
Disqualified	0	0.00%
Totals	440	

Are you aware of the services provided by Carroll Transit/Ride With Us?

Value	Percent	Count
Yes, and I have a positive impression	12.70%	56
Yes, and I have a neutral impression	43.90%	193
Yes, and I have a negative impression	13.60%	60
I am not aware	29.80%	131
Totals		440

If you wanted to find out more about Carroll Transit System Services, where would you look for additional information?

Response	Count
Internet	19
County website	16
Google	20
Online	11
Not sure	11
Website	8
Online	5
Website	5
Facebook	2
No idea	2
County offices	1
I do not know - online?? Library??	1
Library	1
email	1
my school's resources	1

What transit service improvements would be needed for you to choose to ride public transportation more frequently? Please check all that apply

Value	%	#
I would not ride, I prefer to drive	38.80%	154
More frequent service	34.00%	135
Improved access to transit information	31.00%	123
Real time transit information	27.50%	109
Saturday service	27.20%	108
On-demand service accessible via smartphone, similar to Uber or Lyft	27.20%	108
Improved reliability	25.70%	102
Service later in the evening	23.70%	94
Sunday service	21.20%	84
Service area outside the County limits	20.40%	81
Bus shelters and benches at stops	18.10%	72
Service earlier in the morning	16.40%	65
Shorter travel time	15.60%	62
Service to additional locations within Carroll County	14.90%	59
Better security on board the vehicles	10.60%	42
Other	8.60%	34
Less crowded vehicles	4.00%	16

Service to additional locations within Carroll County

Consistent service to the whole county. Like a proper bus line.

DSS

Doesn't come to Arters Mill Road

Eldersburg

Every 5 miles

Everywhere

Finksburg. Taneytoqn

I live too far from a regular stop for Carroll Transit to be useful to me.

Local drop off and pick up in Eldersburg

Mall

Metro

More Mount Airy stops.

Mt Airy, Woodstock

Mt Airy

Mt. Airy, Eldersburg

South Carroll

Southern Mount Airy & the Ridgeville Shopping Center

Taneytown

Taneytown and Union Bridge

Taneytown, Littlestown, Hanover, Owings Mills

Union Bridge

more stops

Mount Airy Is not well served

No walkable infrastructure to make it to limited selection of available stops for trailblazer bus. connecting to greater MTA system at owings mills would make for a very convenient service.

Baltimore County

Other:

A less expensive, regular, dependable bus schedule with less circuitous routes

A map of bus stop locations

Access

Better customer service & options

Better service in southern part of county. I don't use Carroll transit but my mom used it in the past but now there is little to no service here, especially on demand service

Family

I don't need now but will need in future. Please continue service

I don't think the transportation is the issue I think it's town planning. 140 is a terrible stroke packed with strip malls. The mall is dying because it isn't a destination in and of itself. I'd like to see a Ring road around Westminster and the town developed based off the grid from the original platt. Maybe shut down every other road in either direction to make super blocks.

I like public transportation but do not know the stop or schedule

I live in Westminster. I previously worked in Baltimore. There is no public transportation to work outside the county. We should have at least regular public transportation to the Owings Mills Metro line.

I was asked to fill this out by Penn-Mar.

It's the hours. They don't work with classes at the community college-deliver you too late and you have to leave too early. The same if you were trying to use it to get to a job.

Map making it easier for those new to the area to figure out routes and transitions

No need for change

None at this time

Not sure

Taxes are getting too high already. It's foolish to increase them further by providing public transit. which will likely be free to scammers that take advantage free services. Increasing public transit is not needed with all the other options that are available.

You can't cease all services at lunch time. It already takes way too long to get places...shutting down in the middle of the day makes it worse.

a mobile app which has real time data

cheaper prices

connection to Owings Mills Metro stop or a MARC train station

help with carseats and children

local service within Mount Airy

lower cost

more options

not having to wait half a day to get a return ride home and not being dropped off hours before my appt time

scheduling needs improvement. My daughter with Down syndrome cannot be dropped off an hour early or wait an hour for a pick up somewhere

service available to Mount Airy area, near Ridge Drive, off of I-70

Do not require roundtrip

help with carseats and children

Community Survey Demographics

Home Locations

Location	Response	#
Westminster	21157	103
Westminster	21158	51
Sykesville	21784	59
Mount Airy	21771	33
Taneytown	21787	21
Hampstead	21074	19
Manchester	21102	15
Finksburg	21048	9
New Windsor	21776	5
Reisterstown	21136	4
Union Bridge	21791	4
Woodbine	21797	4
Hanover, PA	17331	3
Marriottsville	21104	2
Littlestown, PA	17340	1
McSherrystown, PA	17344	1
Owings Mills	21117	1
n/a	21208	1
n/a	21258	1
n/a	21757	1
n/a	21770	1
n/a	22157	1
n/a	22787	1
		341

Ages

Value	%
Under 18	0.6%
18-24	4.8%
25-34	9.9%
35-54	27.4%
55-64	29.9%
65+	27.4%

Use of Assistive Devices

Value	%
Wheelchair	0.9%
Walker	2.3%
Cane	5.5%
Service Animal	0.9%
Personal Care Attendant	0.9%
None of the above	91.9%

Internet-Enabled Smartphone?

Value	%
Yes	97.4%
No	2.6%

Do you have a valid driver's license?

Value	%
Yes	95.3%
No	4.7%

Do you have access to a working vehicle

Value	%
Yes	94.5%
No	5.5%

Do you consider yourself Hispanic/Latino

Value	%
Yes	2.9%
No	97.1%

Race

Value	%
White/Caucasian	82.1%
African American/Black	4.0%
Asian	2.6%
American Indian/Alaskan	
Native	0.3%
Native Hawaiian/Pacific	
Islander	0.3%
Prefer not to answer	10.7%

Employment Status

Value	%
Employed (full-time)	61.6%
Employed (part-time)	12.7%
Student (full-time)	2.9%
Student (part-time)	2.0%
Retired	20.8%
Homemaker	2.9%
Unemployed	2.3%
Other	2.9%

Annual Household Income?

Value	%
\$14,999 or Less	6.1%
\$15,000-\$29,999	5.4%
\$30,000-\$44,999	10.8%
\$45,000-\$59,999	11.5%
\$60,000-\$74,999	10.1%
\$75,000 or more	56.1%