



# Services | Schedules | Information



Effective January 1, 2026





# Table of Contents

Fares .....	4
Demand Response .....	5
Trailblazers .....	8
Westminster - Black Route .....	10
Westminster - Purple Route .....	12
North Carroll - Orange Route .....	14
Taneytown - Green Route .....	16
College Student Discount .....	18
Passenger Rights And Responsibilities .....	19
Policies .....	20
Passenger Securement Policy .....	25
Ticket Order Forms .....	27



**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 and North Carroll *without* an appointment
- These routes can deviate within  $\frac{3}{4}$  of a mile of a fixed stop, with an appointment

 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  
Good Friday  
Memorial Day  
Independence Day

Labor Day  
Thanksgiving Day  
Day After Thanksgiving Day  
Christmas Day

**CTS** will also be closed between 11 am – 1 pm during the 1<sup>st</sup> Wednesday of every quarter for training (January, April, July & October)





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
-  NC Shuttle Fare: \$1.00
-  Half Fare for registered older adults (65+), individuals with disabilities and Medicare card holders
  - The application for the reduced **TrailBlazer** 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: \$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 cash or a 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!

## Fare Accounts

Available for Demand Response Clients only. Replaces the need for cash and/or paper tickets. Accounts will be spent down as rides are scheduled. Call **CTS** to set up your account today!

### Payment Methods:

**Cash**  
Available  
Immediately  
No Fee

**Money Order**  
Available  
Immediately  
No Fee

**Credit Card**  
Available  
Immediately  
4% Processing Fee









## 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 North Carroll, Taneytown, and 2 routes in Westminster. All routes connect in Westminster at the Transfer Hub at WFD (Carroll County Workforce Development – 224 N. Center Street, Westminster, MD). At WFD you can transfer to any other connecting **TrailBlazer** route.


## TrailBlazer Fares


 Regular Fare: \$2.00

 NC Commuter Transfer Fare: \$1.00

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

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

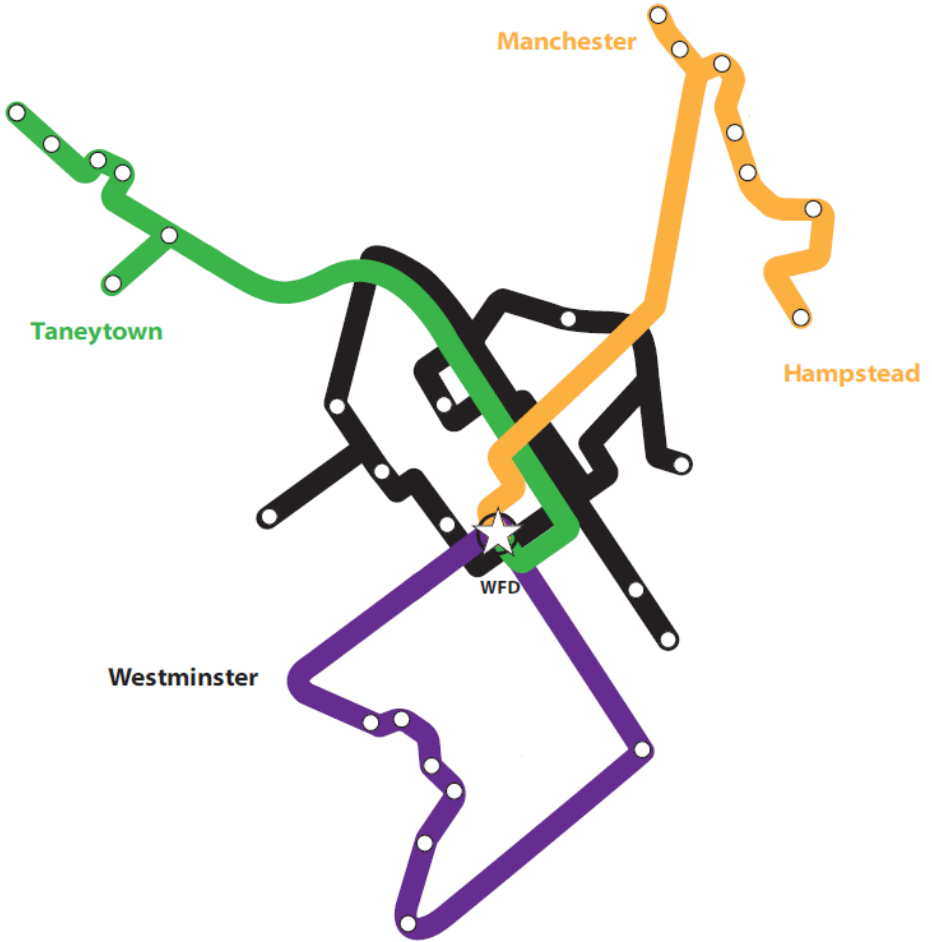
 Route Deviation: Additional \$1.00 (reservation required)






 Fares collected each time a passenger boards a bus

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

Routes may be adjusted annually, so visit us online at [www.carrolltransitsystem.com](http://www.carrolltransitsystem.com) for printable schedules and current routes.

# TrailBlazer Combined Map



-  Westminster
-  Westminster
-  North Carroll
-  Taneytown
-  WFD – Transfer Hub

# Westminster – Black Route

## T R I P T I M E S

Shuttle Stops	am	am	am	am	am
<b>Black Route #1</b>					
Pennsylvania Ave & Main St.	7:00	8:00	9:00	10:00	11:00
Sunnybrook Apartments	7:02	8:02	9:02	10:02	11:02
Locust St. & Distillery Dr.	7:12	8:12	9:12	10:12	11:12
<b>Workforce Development (WFD)</b>	7:15	8:15	9:15	10:15	11:15
Shoppers	7:20	8:20	9:20	10:20	
Weis	7:22	8:22	9:22	10:22	
Giant	7:30	8:30	9:30	10:30	
Wal-Mart	7:39	8:39	9:39	10:39	
Food Lion	7:45	8:45	9:45	10:45	
<b>WFD (5 minute layover)</b>	7:50	8:50	9:50	10:50	11:50
<b>Black Route #2</b>					
Pennsylvania Ave & Main St.	7:30	8:30	9:30	10:30	11:30
Sunnybrook Apartments	7:32	8:32	9:32	10:32	11:32
Locust St. & Distillery Dr.	7:42	8:42	9:42	10:42	11:42
<b>Workforce Development (WFD)</b>	7:45	8:45	9:45	10:45	11:45
Shoppers	7:50	8:50	9:50	10:50	
Weis	7:52	8:52	9:52	10:52	
Giant	8:00	9:00	10:00	11:00	
Wal-Mart	8:09	9:09	10:09	11:09	
Food Lion	8:15	9:15	10:15	11:15	
<b>WFD (5 minute layover)</b>	8:20	9:20	10:20	11:20	12:20

# Westminster – Black Route

## T R I P T I M E S

pm	pm	pm	pm	pm
<b>Black Route #1</b>				
12:00	1:00	2:00	3:00	Drop Off Only
12:02	1:02	2:02	3:02	
12:12	1:12	2:12	3:12	
12:15	1:15	2:15	3:15	
12:20	1:20	2:20	3:20	
12:22	1:22	2:22	3:22	
12:30	1:30	2:30	3:30	
12:39	1:39	2:39	3:39	
12:45	1:45	2:45	3:45	
12:50	1:50	2:50	3:50	
<b>Black Route #2</b>				
12:30	1:30	2:30	3:30	Drop Off Only
12:32	1:32	2:32	3:32	
12:38	1:38	2:38	3:38	
12:45	1:45	2:45	3:45	
12:50	1:50	2:50	3:50	
12:52	1:52	2:52	3:52	
1:00	2:00	3:00	4:00	
1:09	2:09	3:09	4:09	
1:15	2:15	3:15	4:15	
1:20	2:20	3:20	4:20	

## Key Destinations

**weis**



**Giant**

**Walmart** 

 **SHOPPERS**

  
**FOOD LION**

# Westminster – Purple Route

## T R I P T I M E S

Shuttle Stops	am	am	am	am	am
<b>Purple Route #1</b>					
Timber Ridge Apartments	7:02	8:02	9:02	10:02	11:02
Westminster Senior Center	7:04	8:04	9:04	10:04	11:04
<b>Workforce Development (WFD)</b>	7:15	8:15	9:15	10:15	11:15
Westminster Senior Center	7:20	8:20	9:20	10:20	11:20
Stoner Ave Medical Complex	7:23	8:23	9:23	10:23	11:23
Phyllis Green Building	7:31	8:31	9:31	10:31	11:31
Carroll Community College	7:36	8:36	9:36	10:36	11:36
410 Malcolm Drive	7:43	8:43	9:43	10:43	11:43
WFD (5 minute layover)	7:50	8:50	9:50	10:50	11:50
<b>Purple Route #2</b>					
Timber Ridge Apartments	7:32	8:32	9:32	10:32	11:32
Westminster Senior Center	7:34	8:34	9:34	10:34	11:34
<b>Workforce Development (WFD)</b>	7:45	8:45	9:45	10:45	11:45
Westminster Senior Center	7:50	8:50	9:50	10:50	11:50
Stoner Ave Medical Complex	7:53	8:53	9:53	10:53	11:53
Phyllis Green Building	8:01	9:01	10:01	11:01	12:01
Carroll Community College	8:06	9:06	10:06	11:06	12:06
410 Malcolm Drive	8:13	9:13	10:13	11:13	12:13
WFD (5 minute layover)	8:20	9:20	10:20	11:20	12:20

**Carroll Hospital** is a **Free Deviation** from the Stoner Ave Medical Complex. Please just let your driver know if you need to be dropped off at the Hospital

# Westminster – Purple Route

## T R I P T I M E S

pm	pm	pm	pm	pm
<b>Purple Route #1</b>				
12:02	1:02	2:02	3:02	
12:04	1:04	2:04	3:04	
12:15	1:15	2:15	3:15	
	1:20	2:20	3:20	
	1:23	2:23	3:23	
	1:31	2:31	3:31	
	1:36	2:36	3:36	
	1:43	2:43	3:43	
12:50	1:50	2:50	3:50	
<b>Purple Route #2</b>				
12:32	1:32	2:32	3:32	
12:34	1:34	2:34	3:34	
12:45	1:45	2:45	3:45	
	1:50	2:50	3:50	
	1:53	2:53	3:53	
	2:01	3:01	4:01	
	2:06	3:06	4:06	
	2:13	3:13	4:13	
1:20	2:20	3:20	4:20	

## Key Destinations

Westminster Senior Center



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



# North Carroll – Orange Route

## T R I P T I M E S

Shuttle Stops	am	am	am	am	am	am	am	am	am	am
Residence at Hampstead School	7:00	7:30	8:00	8:30	9:00	9:30	10:00	10:30	11:00	
Hampstead Village Center	7:03	7:33	8:03	8:33	9:03	9:33	10:03	10:33	11:03	
Weis Markets – Roberts Field	7:08	7:38	8:08	8:38	9:08	9:38	10:08	10:38	11:08	
NESAP	7:13	7:43	8:13	8:43	9:13	9:43	10:13	10:43	11:13	
North Carroll Senior Center	7:20	7:50	8:20	8:50	9:20	9:50	10:20	10:50	11:20	
Wal-Mart	7:22	7:52	8:22	8:52	9:22	9:52	10:22	10:52	11:22	
<b>NC to BERC Shuttle</b>										
Wal-Mart			8:05		9:05		10:05		11:05	
Manchester Post Office	7:15		8:15		9:15		10:15		11:15	
NC Senior Center (5 min layover)	7:20		8:20		9:20		10:20		11:20	
<b>WFD</b> (5 min layover)	7:45		8:45		9:45		10:45			

# North Carroll – Orange Route

## T R I P T I M E S

pm	pm	pm	pm	pm	pm	pm	pm	pm	pm	
12:00	12:30	1:00	1:30	2:00	2:30	3:00	3:30	4:00	Drop Off Only	
12:03	12:33	1:03	1:33	2:03	2:33	3:03	3:33	4:03		
12:08	12:38	1:08	1:38	2:08	2:38	3:08	3:38	4:08	Key Destinations	
12:13	12:43	1:13	1:43	2:13	2:43	3:13	3:43	4:13		
12:20	12:50	1:20	1:50	2:20	2:50	3:20	3:50	4:20		
12:22	12:52	1:22	1:52	2:22	2:52	3:22	3:52			
NC to BERC Shuttle										
12:05		1:05		2:05		3:05		4:05		
12:15		1:15		2:15		3:15		4:15		
12:20		1:20		2:20		3:20		4:20		
12:45		1:45		2:45		3:45				

### Key Destinations



North Carroll Senior Center

# Taneytown – Green Route

## T R I P T I M E S

Shuttle Stops	am	am	am	am	am	pm	pm	pm	pm	pm
Baumgardner & Roberts Mill	7:17	8:17	9:17	10:17		12:17	1:17	2:17	3:17	
Taneytown Senior Center		8:19	9:19	10:19		12:19	1:19	2:19	3:19	Drop Off Only
George & Baltimore	7:20	8:20	9:20	10:20		12:20	1:20	2:20	3:20	
Frederick & Baltimore	7:21	8:21	9:21	10:21		12:21	1:21	2:21	3:21	
Food Lion	7:25	8:25	9:25	10:25		12:25	1:25	2:25	3:25	
Kennie's Market	7:27	8:27	9:27	10:27		12:27	1:27	2:27	3:27	
WFD (5 minute layover)	7:50	8:50	9:50	10:50	11:50	12:50	1:50	2:50	3:50	
Kennie's Market	8:13	9:13	10:13		12:13	1:13	2:13	3:13	4:13	

### Key Destinations



Taneytown Senior Center



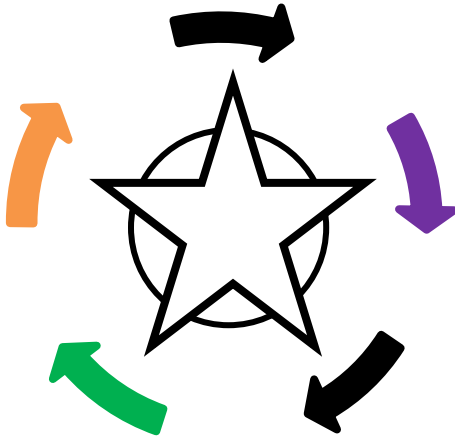


## Workforce Development Transfer Hub

All routes connect in Westminster at the Transfer Hub at WFD (Workforce Development – 224 N. Center Street, Westminster, MD). At WFD you can transfer to any other connecting **TrailBlazer** route.

### WFD Transfer Times:

WFD (5-min layover)	7:50	8:50	9:50	10:50	11:50	12:50	1:50	2:50	3:50
---------------------	------	------	------	-------	-------	-------	------	------	------



## Carroll County Public Library

**Free Deviations** to the CCPL where **TrailBlazer** is available:

North Carroll, Taneytown & Westminster!!

## College Student Discount

**CTS** offers all students enrolled at Carroll Community College or McDaniel College a 50% discount on transportation to/from school on Demand Response and a 50% discount on all transportation on **TrailBlazer** service, regardless of destination.

### How it Works:

College Student Discounts are offered four weeks before the beginning of the spring and fall semesters through the first week of the start of the semester. All students must submit an application to the CTS office by mail, or by making an appointment to submit in person and the application can be found on the website. All applications must be accompanied by a current schedule and a student ID. Applications will not be accepted outside of the five-week period and are required for both Demand Response and **TrailBlazer** services.

### Demand Response:

Once a student is approved for the discount, student's may schedule their transportation up to four weeks in advance, and only during the semester. All scheduled trips must be to or from the college they attend. The discount will be applied to each trip and fare will be collected at time of transport. Every registered client could also add money to their accounts via cash, money order or credit card. This would allow students to add a sum of money to their account and spend down as they use the service (only available for Demand Response service at this time). All fares will total 50% of the regular fare. See the Demand Response Fare breakdown on page 2. Students who qualify for the DR discount will also receive a pass to use **TrailBlazer** at half fare as well. This is a great way to get around town in between classes!

### TrailBlazer:

Students utilizing the **TrailBlazer** service will be given a pass for the semester. This pass must be shown to the driver to verify the 50% discount. Students may utilize this service to/from any destination for the duration of the semester. Fare will be collected at the time of transport.

# 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 Carroll County Department of Human Resources or go to [carrolltransitsystem.com](http://carrolltransitsystem.com)

# 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.

Reasonable accommodations may be made for individuals with disabilities unless the modification fundamentally alters the nature of the service.

## Advanced Reservation Policy

Reservations for Dialysis, Radiation, Day Programs, employment, routine Doctor's appointments and education may be scheduled for up to four (4) weeks in advance. Other trips or appointments can be scheduled two (2) weeks in advance. To schedule your trip, it is recommended that you make your appointment as soon as possible. Same day reservations may be 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.

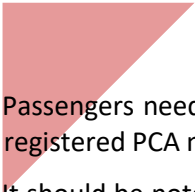
The driver may refuse service if the passenger cannot safely travel to and from the vehicle without the driver lifting or carrying the passenger. **CTS drivers do not lift or carry passengers.** For passengers using wheelchairs, the path between the door and the vehicle must be wheelchair accessible. 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 on Demand Response only. 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

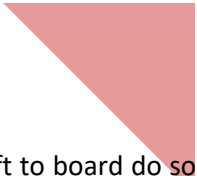
## Wheelchairs

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 Forms

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

Send cash or a 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: \$ \_\_\_\_\_

-----

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

Send cash or a 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)

